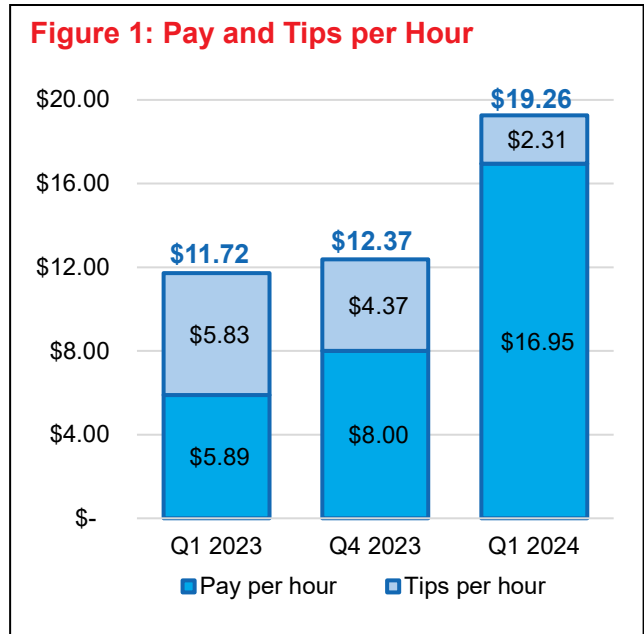


## Restaurant Delivery App Data: January-March 2024

NYC law regulates online third-party food delivery services and third-party courier services (“Restaurant Delivery Apps”) and provides protections for their restaurant delivery workers, including a Minimum Pay Rate. Restaurant Delivery Apps are required to submit three monthly reports (Workers, Consumers, and Merchants) to the NYC Department of Consumer and Worker Protection (DCWP). DCWP analyzes the data to monitor compliance with the Minimum Pay Rate and evaluate trends.

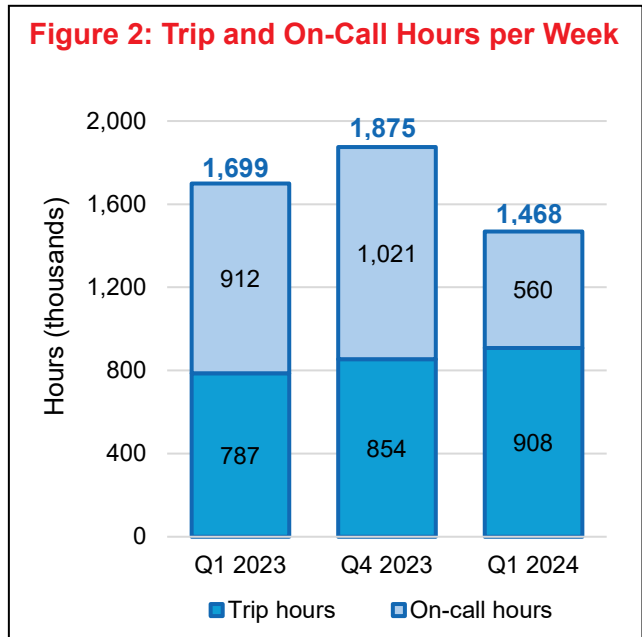
- **Delivery workers earned an average of \$19.26 per hour**, a 56% increase from the previous quarter (*when DCWP began enforcing the minimum pay rate*) and a 64% increase from the same quarter a year prior (*before DCWP began enforcing the minimum pay rate on December 4, 2023*).
  - Pay per hour averaged \$16.95, a 112% increase from the previous quarter and a 188% increase from the same quarter a year prior.
  - Tips per hour averaged \$2.31, a 47% decrease from the previous quarter and a 60% decrease from the same quarter a year prior.



*Note: Pay per hour was less than the minimum pay rate of \$17.96 because some apps maintained excessive levels of uncompensated on-call time during the quarter. On-call time is the time spent connected to an app in a status where the worker is available to receive or accept trip offers or assignments. As part of the phase-in of DCWP’s minimum pay requirements, this was allowable, and does not indicate a legal violation. Additional protections against excessive on-call time took effect April 1, 2024, which is after the period covered by this report. Decreases in tips resulted from changes some apps made to their platforms that made it harder to tip using the app interface.*

- **Delivery workers earned a total of \$28.3 million per week**, a 22% increase from the previous quarter (*when DCWP began enforcing the minimum pay rate*) and a 42% increase from the same quarter a year prior (*before DCWP began enforcing the minimum pay rate*).
  - Weekly pay averaged \$24.9 million, a 66% increase from the previous quarter and a 149% increase from the same quarter a year prior.
  - Weekly tips averaged \$3.4 million, a 59% decrease from the previous quarter and a 66% decrease from the same quarter a year prior.

- **The time spent on trips performing deliveries increased and on-call time decreased.** Delivery workers logged 1,468,000 hours of work per week, a 22% decrease from the previous quarter (*when DCWP began enforcing the minimum pay rate*) and a 14% decrease from the same quarter a year prior (*before DCWP began enforcing the minimum pay rate*).



- Weekly trip time averaged 908,000 hours, a 6% increase from the previous quarter and a 15% increase from the same quarter a year prior.
- Weekly on-call time averaged 560,000 hours, a 45% decrease from the previous quarter and a 39% decrease from the same quarter a year prior.

- Delivery workers completed an average of 1.89 deliveries per hour, a 34% increase from the previous quarter and a 25% increase from the same quarter a year prior.

- **The number of delivery workers recording any on-call or trip time averaged 99,000 per week,** an 8% decrease from the previous quarter (*when DCWP began enforcing the minimum pay rate*) and a 9% decrease from the same quarter a year prior (*before DCWP began enforcing the minimum pay rate*). Of these, an average of 75,000 performed at least one trip per week.

*Note: The number of workers is not adjusted for multi-apping. This calculation includes every worker performing deliveries for each app and may contain duplicate workers (i.e., one worker performing deliveries for more than one app). See [Technical Note](#) for more information.*

- **Delivery workers made 2.77 million deliveries per week,** a 5% increase from the previous quarter (*when DCWP began enforcing the minimum pay rate*) and an 8% increase from the same quarter a year prior (*before DCWP began enforcing the minimum pay rate*).
- **Delivery app fees charged to merchants and consumers increased.**
  - Consumers paid fees, including charges for subscription services, to delivery apps that averaged \$20.1 million per week, a 36% increase from the previous quarter (*when DCWP began enforcing the minimum pay rate*) and an 58% increase from the same quarter a year prior (*before DCWP began enforcing the minimum pay rate*).
  - Merchants paid fees to delivery apps that totaled \$15 million, a 10% increase from the previous quarter (*when DCWP began enforcing the minimum pay rate*) and a 13% increase from the same quarter a year prior (*before DCWP began enforcing the minimum pay rate*).

*Note: Fees charged to consumers and merchants depend on orders as apps generally charge based on % of a consumer's subtotal order.*

**Table 1: Employment, Hours, Earnings and Productivity of Third-Party Restaurant Delivery Workers (Weekly Averages)**

	Q1 2023	Q4 2023	Q1 2024	Change from Prior Quarter	% Change from Prior Quarter	% Change from 1 Year Ago
<b>Employment</b>						
Total workers (thousands)	109	108	99	-9	-8%	-9%
Workers performing trips (thousands)	78	77	75	-2	-3%	-4%
<b>Hours</b>						
Total hours (thousands)	1,699	1,875	1,468	-407	-22%	-14%
On-call hours (thousands)	912	1,021	560	-461	-45%	-39%
Trip hours (thousands)	787	854	908	54	6%	15%
Average hours	15.6	17.4	14.8	-2.6	-15%	-5%
<b>Earnings</b>						
Total earnings (millions \$)	19.9	23.2	28.3	5.1	22%	42%
Total pay (millions \$)	10.0	15.0	24.9	9.9	66%	149%
Total tips (millions \$)	9.9	8.2	3.4	-4.8	-59%	-66%
Average earnings (\$)	183	215	286	71	33%	56%
Average pay (\$)	92	139	252	113	81%	174%
Average tips (\$)	91	76	34	-42	-55%	-63%
Earnings per hour (\$)	11.72	12.37	19.26	6.89	56%	64%
Pay per hour (\$)	5.89	8.00	16.95	8.95	112%	188%
Tips per hour (\$)	5.83	4.37	2.31	-2.06	-47%	-60%
<b>Productivity</b>						
Total trips (millions)	2.50	2.59	2.64	0.05	2%	6%
Total deliveries (millions)	2.56	2.64	2.77	0.13	5%	8%
Deliveries per hour	1.51	1.41	1.89	0.48	34%	25%

*Total workers include all workers engaging in any on-call or trip time, whereas workers performing trips includes only workers engaging in any trip time. Total trips include all accepted trip offers, which may include multiple drop-offs. Total deliveries include all completed drop-offs. Statistics are not adjusted for multi-apping (see [Technical Note](#)).*

**Table 2: Consumer Spending on Delivery from Third-Party Restaurant Delivery Apps (Weekly Averages)**

	Q1 2023	Q4 2023	Q1 2024	Change from Prior Quarter	% Change from Prior Quarter	% Change from 1 Year Ago
<b>Total spending</b>						
Total consumer spending (millions \$)	98.2	103.0	108.3	5.3	5%	10%
Order subtotals (millions \$)	69.4	73.5	77.9	4.4	6%	12%
Consumer fees (millions \$)	12.7	14.8	20.1	5.3	36%	58%
Tips (millions \$)	9.9	8.2	3.4	-4.8	-55%	-66%
Taxes (millions \$)	6.2	6.5	6.9	0.4	6%	11%
<b>Per delivery spending</b>						
Average total order cost (\$)	38.35	39.03	39.11	0.08	0%	2%
Average subtotal (\$)	27.11	27.84	28.12	0.28	1%	4%
Average consumer fees (\$)	4.96	5.61	7.26	1.65	29%	46%
Average tip (\$)	3.87	3.11	1.23	-1.88	-60%	-68%
Average taxes (\$)	2.41	2.47	2.50	0.03	1%	4%

Taxes are assumed to be 8.875% of subtotals on all orders. Fees include charges for subscription services.

**Table 3: Fees Charged to Merchants by Third-Party Restaurant Delivery Apps (Weekly Averages)**

	Q1 2023	Q4 2023	Q1 2024	Change from Prior Quarter	% Change from Prior Quarter	% Change from 1 Year Ago
Total merchant fees (millions \$)	13.3	13.6	15.0	1.4	10%	13%
Fees as percentage of subtotals	19.2%	18.5%	19.3%	0.8	NA	NA

### Technical Note

The current report covers data obtained from five restaurant delivery apps: DoorDash, FanTuan, Grubhub, HungryPanda, and UberEats. Each month, they provide DCWP with data on the workers, consumers and merchants using their platforms for each weekly pay period in the preceding month. The specifications for the data provided by these apps, including definitions for the data points used to generate this report, can be found in the [Uniform Reporting Guide for Third-Party Food Delivery Services and Third-Party Courier Services](#).

The data include all deliveries performed by covered restaurant delivery apps. This may include non-restaurant deliveries (e.g., groceries), which are subject to the minimum pay rate but not the merchant fee cap.

References to hours of work include both trip time and on-call time. Trip time consists of the time between a worker beginning a trip with a pickup or drop-off location in New York City and the moment the trip is cancelled or the final drop-off is completed. On-call time consists of all non-trip time in which workers are connected to an app and can receive or accept trip offers with a pickup or drop-off location in New York City.

The calculations used in this report do not adjust for “multi-apping” (i.e., workers making deliveries for more than one app). For example, a delivery worker who worked for two apps in a week is counted twice within the calculation of “Total Workers.” Similarly, an hour a delivery worker spent concurrently logged-in to two apps would be counted twice in the calculation of “Total Hours.” This implies that the true average hourly earnings, average hourly pay, and average hourly tips, are higher than the values presented in this report. See [A Minimum Pay Rate for App-Based Restaurant Delivery Workers in NYC](#) and [the Notice of Adoption of the Final Rule](#) for more information on DCWP’s analysis of multi-apping.

The numbers in the report are rounded for conciseness. To view raw aggregated data tables, visit [nyc.gov/DeliveryApps](https://nyc.gov/DeliveryApps).

**July 2024 Update:** A typographical error in the original version of this report has been corrected.