

Worker Protection Metrics at the New York City Department of Consumer and Worker Protection (DCWP)

Table 1. Office of Labor Policy & Standards (OLPS) Staffing, 2024

Staff	40
Investigators	13
Attorneys	15
Data and Research	7
Intake, Operations, and Navigation	4
Outreach and Advocacy	1

Notes: 1) Staff counts are as of December 31, 2024. 2) "Navigation" refers to the Freelance Isn't Free Navigation Service. 3) OLPS Outreach and Advocacy staff includes the Paid Care Advocate. 4) Staff in the DCWP External Affairs Division perform worker protection outreach for the agency in addition to OLPS Outreach and Advocacy staff.

Table 2. Worker Protection Intakes and Outreach Events, 2024

Intakes	4,906
Outreach Events	289

Notes: Intakes consist of complaints or information requests received by DCWP.

Table 3. Worker Protection Enforcement Volumes, 2024

Complaints	2,519
Paid Safe and Sick Leave	437
Fair Workweek	208
Fast Food	127
Just Cause	52
Retail	73
Utility Safety	8
Freelance Isn't Free	763
Delivery Workers Law	1,007
Commuter Benefits	15
Other	124
Investigations Opened	506
Paid Safe and Sick Leave	270
Fair Workweek	89
Fast Food	57
Just Cause	29

Retail	32
Utility Safety	0
Freelance Isn't Free	2
Delivery Workers Law	112
Commuter Benefits	9
Other	6
Investigations Closed	413
Paid Safe and Sick Leave	247
Fair Workweek	72
Fast Food	44
Just Cause	23
Retail	28
Utility Safety	0
Freelance Isn't Free	1
Delivery Workers Law	90
Commuter Benefits	7
Other	4
Cases Filed	8
Paid Safe and Sick Leave	5
Fair Workweek	3
Fast Food	2
Just Cause	1
Retail	1
Utility Safety	0
Freelance Isn't Free	0
Delivery Workers Law	0
Commuter Benefits	0
Other	0
Days to Resolution	105
Paid Safe and Sick Leave	150
Fair Workweek	87
Fast Food	116
Just Cause	118
Retail	71
Utility Safety	-
Freelance Isn't Free	112
Delivery Workers Law	41
Commuter Benefits	66
Other	95

Notes: 1) If a complaint or enforcement action encompasses multiple laws, it is included in the statistics for each law. 2) Complainants can select the Fair Workweek "industry" in DCWP's online complaint filing system; complainants' selections are not necessarily accurate. If a Fair Workweek complaint does not have an industry identified, it is included in the "Fair Workweek" total but not in the breakdown by industry. 3) Freelance Isn't Free "Investigations Opened," "Investigations Closed," "Cases Filed," and "Days to Resolution" refer exclusively to actions jointly handled by DCWP and the Law Department under the Freelance Isn't Free Act's pattern and practice authority. Freelance Isn't Free navigation services, which do not involve investigation or enforcement

action, are reported in Table 6. Complaints from freelancers can result in navigation or pattern and practice enforcement, and so “Freelance Isn’t Free Complaints” are reported both in this table and in Table 6. 4) “Other” consists of complaints or investigations regarding the Temporary Schedule Change, Grocery Worker Retention, or Living or Prevailing Wage laws, complaints regarding worker protections that are outside DCWP’s jurisdiction, and complaints where the area of law was unidentified. 5) “Cases Filed” excludes prosecutions where litigation was limited to procedural violations by the respondent, such as failure to respond to document demands. 6) “Days to Resolution” is the median days between the start of an investigation and its resolution and is limited to investigations initiated by a complaint. 7) A complaint may not result in an investigation if a complainant withdraws, DCWP determines the allegation is outside of its jurisdiction, or it is a Freelance Isn’t Free complaint, which is typically addressed through the Freelance Isn’t Free navigation service. Additionally, some complaints are linked to existing investigations rather than resulting in the initiation of new investigations.

Table 4. Worker Protection Restitution and Penalties, 2024

Restitution (\$)	7,870,785
Paid Safe and Sick Leave	3,883,205
Fair Workweek	3,981,000
Fast Food	2,441,082
Just Cause	34,722
Retail	1,539,918
Utility Safety	0
Freelance Isn’t Free	0
Delivery Workers Law	6,580
Commuter Benefits	0
Other	0
Covered Workers	9,365
Paid Safe and Sick Leave	8,368
Fair Workweek	3,348
Fast Food	2,276
Just Cause	9
Retail	1,072
Utility Safety	0
Freelance Isn’t Free	0
Delivery Workers Law	11
Commuter Benefits	0
Other	0
Penalties (\$)	669,029
Paid Safe and Sick Leave	360,983
Fair Workweek	297,547
Fast Food	152,781
Just Cause	8,360
Retail	144,765
Utility Safety	0
Freelance Isn’t Free	0
Delivery Workers Law	10,500
Commuter Benefits	0
Other	0

Notes: 1) "Restitution," "Covered Workers," and "Penalties" describe the terms of settlements or orders that resolved DCWP investigations or litigation. 2) If a settlement or order encompasses multiple laws, the number of covered workers are included in the statistics for each law, and restitution and penalties are attributed proportionately based on DCWP's historical experience enforcing each law. 3) Freelance Isn't Free "Restitution," "Covered Workers," and "Penalties" refer exclusively to actions jointly handled by DCWP and the Law Department under the Freelance Isn't Free Act's pattern and practice authority. Freelance Isn't Free navigation services, which do not involve investigation or enforcement action, are reported in Table 6. 4) "Other" consists of investigations regarding the Temporary Schedule Change, Grocery Worker Retention, or Living or Prevailing Wage laws.

Table 5. Worker Protection Investigations, by Type of Resolution, 2024

Settlements	106
Paid Safe and Sick Leave	88
Fair Workweek	24
Fast Food	19
Just Cause	9
Retail	5
Utility Safety	0
Freelance Isn't Free	0
Delivery Workers Law	4
Commuter Benefits	0
Other	0
Decisions	2
Paid Safe and Sick Leave	2
Fair Workweek	0
Fast Food	0
Just Cause	0
Retail	0
Utility Safety	0
Freelance Isn't Free	0
Delivery Workers Law	0
Commuter Benefits	0
Other	0
Administrative Closure	305
Paid Safe and Sick Leave	157
Fair Workweek	48
Fast Food	25
Just Cause	14
Retail	23
Utility Safety	0
Freelance Isn't Free	1
Delivery Workers Law	86
Commuter Benefits	7
Other	4

Notes: 1) If an investigation encompasses multiple laws, it is included in the statistics for each law. 2) "Settlements" includes resolutions by consent order, informal agreement between DCWP and the respondent,

and case closure following private resolution between the respondent and complainant(s). 3) *Freelance Isn't Free* "Settlements," "Decisions," and "Administrative Closure" refer exclusively to actions jointly handled by DCWP and the Law Department under the *Freelance Isn't Free Act's* pattern and practice authority. *Freelance Isn't Free* navigation services, which do not involve investigation or enforcement action, are reported in Table 6. 4) "Other" consists of investigations regarding the *Temporary Schedule Change, Grocery Worker Retention, or Living or Prevailing Wage* laws. 5) "Decisions" refers to all decisions or orders that resolve DCWP litigation under a worker protection law, whether issued by DCWP or a court. 6) Investigations are considered administratively closed if the complainant withdraws or is unresponsive after the investigation is initiated, if DCWP concludes there is insufficient evidence to proceed with enforcement, or if DCWP consolidates multiple investigations into one open investigation.

Table 6. Freelance Isn't Free Navigation Services, 2024

Complaints	763
Cases Opened	718
Cases Closed	578
Days to Resolution	133
Complaints Resulting in a Recovery (self-reported)	65
Amount Recovered by Complainants (self-reported)	\$226,218

Notes: 1) "Complaints" under the *Freelance Isn't Free* law are reported both here and in Table 3. 2) "Cases Opened," "Cases Closed," "Days to Resolution," "Complaints Resulting in a Recovery," and "Amount Recovered by Complainants" exclude actions jointly handled by DCWP and the Law Department under the *Freelance Isn't Free Act's* pattern and practice authority, which are reported in Tables 3, 4, and 5. 3) "Days to Resolution" is the median days between the start of the navigation service and its completion. 4) "Complaints Resulting in a Recovery" and "Amount Recovered by Complainants" are self-reported by complainants and so undercount the true totals. 5) A complaint may not result in a navigation case if a complainant withdraws or DCWP determines the allegation is outside of its jurisdiction.

Table 7. Paid Safe and Sick Leave Complaints, by Allegation, 2024

Complaints	437
Did not allow use	101
Did not allow use to care for family members	2
Did not frontload correctly	5
Did not pay for use	147
Did not provide adequate notice	11
Did not provide correct accrual	25
Did not provide correct carryover	8
Did not provide notice	25
Did not reinstate safe or sick time	1
Did not transfer accrual with job	1
Failed to maintain adequate policy	79
Failed to maintain records	6
Failed to provide reasonable accommodation	1
Interfered with use	11
Paid incorrect rate	1
Paid late	0
Prenatal Leave	0

Required documentation	6
Required EE to find replacement	0
Required EE to make up time	23
Required or disclosed medical info	1
Required or disclosed safe leave info	0
Required unreasonable notice	3
Required use	2
Restricted use	14
Retaliated (incl. threats)	126

Notes: 1) Complaints may include multiple Paid Safe and Sick Leave allegations. 2) Some Paid Safe and Sick Leave complaint records may not indicate any specific allegation, or allegations that are out-of-scope of the law. These are included in "Complaints" but are not reflected under any allegation category.

Table 8. Freelance Isn't Free Complaints, by Allegation, 2024

Complaints	763
Changing the scope or nature of work after it began	0
Failure or refusal to enter into a written contract	185
Failure to include the required contract terms	1
Retaliation	109
Unlawful Payment Practices	741

Notes: 1) Complaints may include multiple Freelance Isn't Free allegations. 2) Some Freelance Isn't Free complaint records may not indicate any specific allegation, or allegations that are out-of-scope of the law. These are included in "Complaints" but are not reflected under any allegation category.

Table 9. Fair Workweek Complaints, by Allegation, 2024

Complaints	208
Added shift without consent	14
Addition of hours without consent	4
Cancelled shift within 72 hours	35
Did not post notice	3
Did not provide access to hours	14
Did not provide Good Faith Estimate/Regular schedule	16
Did not provide notice of employee rights	2
Did not provide worker with records	0
Disclosed protected schedule	0
Failed to post/provide schedule	32
Failed to provide "premium pay"	15
Failed to update schedule	12
Failure to provide notice of discharge	4
Failure to reinstate	0
Failure to restore hours	0
Retaliated (includes threats)	16
Schedule incomplete/noncompliant	17

Added shift without consent	14
Scheduled call-in shift	2
Scheduled on-call shift	1
Unlawful clopening	1
Wrongful reduction in hours	22
Wrongful termination	33

Notes: 1) Complaints may include multiple Fair Workweek allegations. 2) Some Fair Workweek complaint records may not indicate any specific allegation, or allegations that are out-of-scope of the law. These are included in "Complaints" but are not reflected under any allegation category.

Table 10. Delivery Worker Complaints, by Allegation, 2024

Complaints	1,007
Bags: did not provide	19
Bathroom Access	13
Did not provide notice	0
Failed to disclose delivery info	20
Pay: below minimum rate	522
Pay: failure to pay within one week	110
Pay: inaccurate or missing disclosure	55
Pay: no 1-day summary	2
Pay: unlawful fee	4
Retaliation	86
Tip: inaccurate or missing disclosure	13
Trips: can't change parameters	1
Trips: can't set Bridges and Tunnels	1
Trips: can't set distance	3

Notes: 1) Complaints may include multiple Delivery Worker Law allegations. 2) Some Delivery Worker Law complaint records may not indicate any specific allegation, or allegations that are out-of-scope of the law. These are included in "Complaints" but are not reflected under any allegation category.

Table 11. Paid Care Worker Complaints and Enforcement, 2024

Complaints	12
Investigations Opened	20
Investigations Closed	27
Cases Filed	1
Restitution	\$1,324,692
Covered Workers	3,432

Notes: 1) For ease of presentation, in this table statistics on the Freelance Isn't Free navigation service and DCWP's Paid Care mediation service are included within "Investigations Opened," "Investigations Closed," "Restitution," and "Covered Workers," though navigation and paid care mediation differ from traditional enforcement and have different terminology. 2) "Cases Filed" excludes prosecutions where litigation was limited to procedural violations by the respondent, such as failure to respond to document demands. 3) A complaint may not result in an investigation, mediation, or Freelance Isn't Free Navigation case if a complainant withdraws or DCWP determines the allegation is outside of its jurisdiction. Additionally, some complaints are linked to existing investigations rather than resulting in the initiation of new investigations.