

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

Table 1. Office of Labor Policy & Standards (OLPS) Staffing, 2025

Staff	43
Investigators	13
Attorneys	18
Data and Research	7
Intake, Operations, and Navigation	5

Notes: 1) Staff counts are as of December 31, 2025. 2) "Navigation" refers to the Freelance Isn't Free Navigation Service.

Table 2. Worker Protection Intakes and Outreach Events, 2025

Intakes	4,575
Outreach Events	331

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

Table 3. Worker Protection Enforcement Volumes, 2025

Complaints	2,494
Protected Time Off	525
Fair Workweek	264
Fast Food	165
Just Cause	60
Retail	95
Utility Safety	5
Freelance Isn't Free	829
Delivery Worker Laws	734
Commuter Benefits	14
Other	149
Investigations Opened	477
Protected Time Off	305
Fair Workweek	96
Fast Food	57
Just Cause	26
Retail	39
Utility Safety	0

Freelance Isn't Free	1
Delivery Worker Laws	66
Commuter Benefits	6
Other	8
Investigations Closed	471
Protected Time Off	288
Fair Workweek	101
Fast Food	64
Just Cause	34
Retail	37
Utility Safety	0
Freelance Isn't Free	2
Delivery Worker Laws	83
Commuter Benefits	8
Other	7
Cases Filed	11
Protected Time Off	10
Fair Workweek	1
Fast Food	1
Just Cause	1
Retail	0
Utility Safety	0
Freelance Isn't Free	0
Delivery Worker Laws	0
Commuter Benefits	0
Other	0
Days to Resolution	126
Protected Time Off	109
Fair Workweek	86
Fast Food	129
Just Cause	141
Retail	118
Utility Safety	-
Freelance Isn't Free	330
Delivery Worker Laws	33
Commuter Benefits	55
Other	37

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, 2025

Restitution (\$)	44,415,499
Protected Time Off	4,584,755
Fair Workweek	39,077,502
Fast Food	37,043,499
Just Cause	35,580,991
Retail	2,034,003
Utility Safety	-
Freelance Isn't Free	549,241
Delivery Worker Laws	204,000
Commuter Benefits	-
Other	-
Covered Workers	24,143
Protected Time Off	7,234
Fair Workweek	20,510
Fast Food	17,918
Just Cause	15,303
Retail	2,592
Utility Safety	-
Freelance Isn't Free	366
Delivery Worker Laws	4
Commuter Benefits	-
Other	-
Penalties (\$)	4,109,913
Protected Time Off	407,385
Fair Workweek	3,659,722
Fast Food	3,485,911
Just Cause	3,344,365
Retail	173,811
Utility Safety	-
Freelance Isn't Free	21,106
Delivery Worker Laws	21,700
Commuter Benefits	-
Other	-

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, 2025

Settlements	105
Protected Time Off	78
Fair Workweek	29
Fast Food	21
Just Cause	13
Retail	8
Utility Safety	0
Freelance Isn’t Free	2
Delivery Worker Laws	3
Commuter Benefits	0
Other	0
Decisions	1
Protected Time Off	1
Fair Workweek	0
Fast Food	0
Just Cause	0
Retail	0
Utility Safety	0
Freelance Isn’t Free	0
Delivery Worker Laws	0
Commuter Benefits	0
Other	0
Administrative Closure	365
Protected Time Off	209
Fair Workweek	72
Fast Food	43
Just Cause	21
Retail	29
Utility Safety	0
Freelance Isn’t Free	0
Delivery Worker Laws	80
Commuter Benefits	8
Other	7

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, 2025

Complaints	829
Cases Opened	734
Cases Closed	890
Days to Resolution	145
Complaints Resulting in a Recovery (self-reported)	44
Amount Recovered by Complainants (self-reported)	\$123,326

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. Protected Time Off Complaints, by Allegation, 2025

Complaints	525
Did not allow use	86
Did not allow use to care for family members	0
Did not frontload correctly	12
Did not pay for use	160
Did not provide adequate notice	3
Did not provide correct accrual	33
Did not provide correct carryover	15
Did not provide notice	13
Did not reinstate safe or sick time	0
Did not transfer accrual with job	1
Failed to maintain adequate policy	150
Failed to maintain records	3
Failed to provide reasonable accommodation	0
Interfered with use	30
Paid incorrect rate	1
Paid late	3
Prenatal Leave	18
Required documentation	28
Required EE to find replacement	5
Required EE to make up time	0

Required or disclosed medical info	0
Required or disclosed safe leave info	0
Required unreasonable notice	3
Required use	0
Restricted use	10
Retaliated (incl. threats)	136

Notes: 1) Complaints may include multiple Protected Time Off allegations. 2) Some Protected Time Off 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, 2025

Complaints	829
Changing the scope or nature of work after it began	0
Failure or refusal to enter into a written contract	207
Failure to include the required contract terms	0
Retaliation	155
Unlawful Payment Practices	751

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, 2025

Complaints	264
Added shift without consent	8
Addition of hours without consent	15
Cancelled shift within 72 hours	37
Did not post notice	4
Did not provide access to hours	13
Did not provide Good Faith Estimate/Regular schedule	2
Did not provide notice of employee rights	3
Did not provide worker with records	0
Disclosed protected schedule	0
Failed to post/provide schedule	41
Failed to provide "premium pay"	30
Failed to update schedule	16
Failure to provide notice of discharge	1
Failure to reinstate	3
Failure to restore hours	4
Retaliated (includes threats)	22
Schedule incomplete/noncompliant	29
Scheduled call-in shift	2
Scheduled on-call shift	0
Unlawful clopening	7

Wrongful reduction in hours	8
Wrongful termination	38

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, 2025

Complaints	734
Bags: did not provide	6
Bathroom Access	22
Did not provide notice	0
Failed to disclose delivery info	9
Pay: below minimum rate	134
Pay: failure to pay within one week	41
Pay: inaccurate or missing disclosure	28
Pay: no 1-day summary	1
Pay: unlawful fee	9
Retaliation	78
Tip: inaccurate or missing disclosure	27
Trips: can’t change parameters	2
Trips: can’t set Bridges and Tunnels	4
Trips: can’t set distance	27
Trips: offer violates parameters	169

Notes: 1) Complaints may include multiple Delivery Worker Laws allegations. 2) Some Delivery Worker Laws 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, 2025

Complaints	19
Investigations Opened	20
Investigations Closed	17
Cases Filed	0
Restitution	\$89,500
Covered Workers	5

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.