# DEPARTMENT OF CONSUMER AND WORKER PROTECTION

**Vilda Vera Mayuga, Commissioner**

## WHAT WE DO

The New York City Department of Consumer and Worker Protection (DCWP) protects and enhances the daily economic lives of New Yorkers to create thriving communities. DCWP licenses nearly 45,000 businesses in more than 40 industries and enforces key consumer protection and workplace laws that apply to countless more. By supporting businesses through equitable enforcement and access to resources, DCWP protects the marketplace from predatory practices and strives to create a culture of compliance. DCWP empowers consumers and working families by providing the tools and resources they need to achieve financial health and work-life balance. DCWP also conducts research and advocates for public policy that furthers its work to support New York City's communities.

## FOCUS ON EQUITY

The core of DCWP's mission is to create thriving communities, which can only be achieved through advancing equity. As a result, DCWP places great emphasis on identifying and addressing areas of inequity using a multipronged approach of advocacy, education, and enforcement to effect change. DCWP's commitment to a fair marketplace starts with an education-first approach to its enforcement work. DCWP prioritizes educating businesses about their obligations under the law and providing them with the tools they need to achieve compliance and avoid violations. DCWP also concentrates its work in industries and communities where the City's most vulnerable consumers and workers are being taken advantage of.

To promote equity in the workplace, DCWP's enforces New York City's worker protection laws, ensuring workers have access to paid safe and sick leave, fair scheduling protections, and other rights. DCWP also develops innovative policies, such as the Minimum Pay Rate for third party delivery workers and the Workers' Bill of Rights, to raise job standards in low-wage industries, where employees are primarily women, immigrants, and people of color. DCWP investigates all complaints regardless of the immigration status of the individual.

The Department also centers equity in its financial empowerment work. The Financial Literacy for Youth program is a new initiative that aims to make sure every public-school student can learn how to save and spend money. The program provides students and families with financial counseling, workshops, and in-school banking. DCWP also offers financial counseling related to student loan forgiveness programs such as the Public Service Loan Forgiveness program, which forgives student loan debt for those eligible who work in public service.

Furthermore, DCWP focuses on initiatives that educate, empower, and protect residents and neighborhoods with low and moderate incomes so they can improve their financial health and build assets. This work, which is guided by research that identifies the most vulnerable communities in the City, includes providing free one-on-one professional financial counseling at a network of NYC Financial Empowerment Centers. In addition to financial counseling, DCWP also helps eligible New Yorkers file their taxes for free and claim valuable tax credits like the Earned Income Tax Credit through NYC Free Tax Prep.

# OUR SERVICES AND GOALS

**SERVICE 1 Protect and advocate for consumers and ensure businesses comply with applicable laws and regulations.**

Goal 1a Respond to consumer complaints and mediate with businesses to achieve fair and timely outcomes.

Goal 1b Ensure businesses comply with NYC's Consumer Protection Law and related laws.

Goal 1c Promptly negotiate settlements on violations issued to businesses.

**SERVICE 2 Assist and educate businesses about their contributions towards a fair marketplace for all.**

Goal 2a Assist businesses in meeting their licensing requirements.

Goal 2b Engage with businesses to help them understand their role in promoting a fair marketplace for all.

**SERVICE 3 Educate and empower New Yorkers with low and moderate incomes.**

Goal 3a Help residents with low and moderate incomes achieve financial stability.

**SERVICE 4 Protect and advocate for workers.**

Goal 4a Investigate worker complaints in a timely manner to ensure their rights under NYC's worker protection laws are upheld.

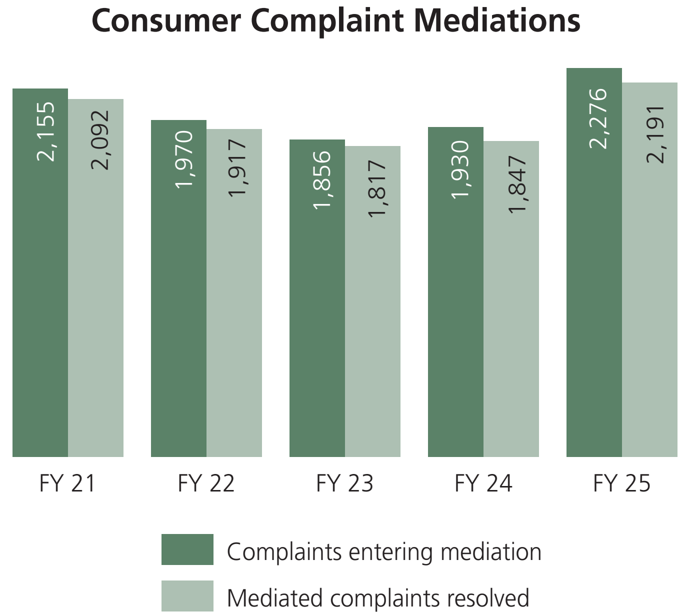
Goal 4b Assist freelancers in exercising their rights under the Freelance Isn't Free Law.

# HOW WE PERFORMED IN FISCAL 2025

## SERVICE 1 Protect and advocate for consumers and ensure businesses comply with applicable laws and regulations.

**Goal 1a** Respond to consumer complaints and mediate with businesses to achieve fair and timely outcomes.

When a consumer files a complaint, they must request that the complaint be mediated and submit documentation substantiating their claim. DCWP must then determine whether it has oversight authority over the nature of the complaint, and if so, assigns a mediator to the case to try to reach a solution between the consumer and business. The number of complaints entering mediation increased by 18 percent in Fiscal 2025, from 1,930 in Fiscal 2024 to 2,276, and the number of mediations resolved saw an increase of 19 percent, from 1,847 to 2,191. The increase in the number of mediation cases can be attributed to increased utilization of the online consumer complaints portal, which allows consumers to more easily file complaints, aided by dynamic questionnaires and the ability to upload supporting documentation within the portal. The median number of days to close mediations improved by 17 percent, from 35 days in Fiscal 2024 to 29 days in Fiscal 2025. This improvement can be attributed to improvements in internal business processes and improved data collection due to the increasing share of complaints received through the online portal.




The total amount of consumer restitution decreased by 27 percent, from $3,210,146 in Fiscal 2024 to $2,347,887 in Fiscal 2025. Even though Fiscal 2024 was an unusually high year for consumer restitution due to a $1.5 million award secured against 26 Motors, a secondhand auto dealer, Fiscal 2025 is the second highest amount of consumer restitution reported in the last five fiscal years.

The number of complaints referred for inspection decreased by 32 percent, from 4,323 in Fiscal 2024 to 2,954 in Fiscal 2025. Most of this decrease is attributable to a decline in mobile car wash inspection requests, as enforcement for this business activity was transferred to the Department of Sanitation. The median number of days to respond to these inspection referrals improved by 55 percent, from 20 days to just nine, due largely to improved data synchronization between DCWP's systems, and improved business processes.

| | Actual | | | | | Target | | Trend | |
|---|---|---|---|---|---|---|---|---|---|
| Performance Indicators | FY21 | FY22 | FY23 | FY24 | FY25 | FY25 | FY26 | 5-Year | Desired Direction |
| ★ Median days to close mediations | 28 | 31 | 27 | 35 | 29 | 28 | 28 | Neutral | Down |
| Complaints entering mediation | 2,155 | 1,970 | 1,856 | 1,930 | 2,276 | * | * | Neutral | * |
| Mediated complaints resolved | 2,092 | 1,917 | 1,817 | 1,847 | 2,191 | * | * | Neutral | * |
| Mediations completed within 28 days (%) | 52% | 50% | 56% | 37% | 49% | 50% | 50% | Down | Up |
| – Within 0-50 days (%) | 93% | 86% | 98% | 76% | 84% | 85% | 85% | Down | Up |
| – Within 0-90 days (%) | 100% | 99% | 100% | 99% | 99% | 100% | 100% | Neutral | Up |
| Consumer restitution awarded ($) | $1,018,323 | $1,695,560 | $1,251,476 | $3,210,146 | $2,347,887 | * | * | Up | * |
| Complaints referred for inspection | 2,854 | 3,566 | 3,551 | 4,323 | 2,954 | * | * | Up | * |
| ★ Median days to respond to inspection referrals | 26 | 12 | 10 | 20 | 9 | ⇩ | ⇩ | Down | Down |

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 1b Ensure businesses comply with NYC's Consumer Protection Law and related laws.

DCWP conducted 52,892 inspections during Fiscal 2025, an increase of 12 percent compared to Fiscal 2024. The increase in overall inspections was driven in large part by inspecting smoke shops under Operation Padlock to Protect—an initiative launched by the City in May 2024 to target and shut down unlicensed cannabis and smoke shops across the five boroughs.

Licensed business category inspections—which do not include tobacco and electronic cigarette dealer businesses—increased by 61 percent in Fiscal 2025, up to 9,721. The majority of the increase was in the Garage and Parking Lot, Stoop Line Stand, and Electronics Store license categories. Parking Garage inspections increased because they were under-inspected in Fiscal 2024, so DCWP conducted an enforcement sweep during the first quarter of Fiscal 2025. The Stoop Line Stands business category returned to its regular periodic inspection cadence in Fiscal 2025 following the end of the City's Public Health Emergency rules activated during the COVID-19 pandemic that allowed special permitting programs for stores to sell goods on the public sidewalk. The increase in Electronic Store inspections was a direct result of DCWP's expansion of its micromobility device and lithium-ion battery enforcement, which had previously focused on known micromobility device retailers, to other electronic stores to ensure that none were selling untested devices and batteries. These same three license categories also account for the majority of the 139 percent increase in the number of licensed category summonses. Non-licensed business category inspections decreased by nine percent, from 20,829 in Fiscal 2024 to 19,061 in Fiscal 2025. The total number of summonses issued for all inspection types increased by two percent in Fiscal 2025, rising from 17,057 to 17,332.

Tobacco Program inspections increased by 18 percent in Fiscal 2025 compared to Fiscal 2024, from 20,417 to 24,110. This increase is due to efforts associated with the aforementioned Operation Padlock to Protect. The compliance rate for restricting the sale of tobacco products to minors increased by four percentage points, from 91 percent to 95 percent. Compliance with tobacco packaging and pricing regulations remained high, at 99 percent, while compliance with regulations regarding the sale of flavored tobacco products increased from 78 percent to 82 percent.

Among the other key compliance indicators, license requirement compliance rate increased 79 percent to 83 percent, indicating more businesses received a required DCWP-issued license. Licensees' compliance with licensing laws decreased from 97 percent to 94 percent while compliance with Consumer Protection Law increased from 79 percent to 83 percent. The compliance rate for retail gasoline pumps remained steady at 99 percent and the compliance rate for fuel trucks increased from 87 percent in Fiscal 2024 to 90 percent during Fiscal 2025.

| | Actual | | | | | Target | | Trend | |
|---|---|---|---|---|---|---|---|---|---|
| Performance Indicators | FY21 | FY22 | FY23 | FY24 | FY25 | FY25 | FY26 | 5-Year | Desired Direction |
| Inspections – Total | 26,011 | 37,980 | 43,280 | 47,288 | 52,892 | * | * | Up | Up |
| Licensed business category inspections | 17,522 | 21,337 | 15,497 | 6,042 | 9,721 | * | * | Down | * |
| Non-licensed business category inspections | 4,787 | 4,665 | 9,711 | 20,829 | 19,061 | * | * | Up | * |
| Tobacco program inspections | 3,702 | 11,978 | 18,072 | 20,417 | 24,110 | * | * | Up | Up |
| Summonses – Total | 7,360 | 10,487 | 16,493 | 17,057 | 17,332 | * | * | Up | * |
| Licensed business category summonses | 4,266 | 3,117 | 3,036 | 1,218 | 2,905 | * | * | Down | * |
| Non-licensed business category summonses | 1,142 | 634 | 1,410 | 3,823 | 3,522 | * | * | Up | * |
| Tobacco program summonses | 1,952 | 6,736 | 12,047 | 12,016 | 10,905 | * | * | Up | * |
| License Law – License requirement compliance rate (%) | 97% | 85% | 75% | 79% | 83% | * | * | Down | Up |
| – Tobacco and Electronic Cigarette Retail Dealer compliance rate (%) | 83% | 84% | 75% | 74% | 78% | * | * | Neutral | Up |
| – All Other License Categories compliance rate (%) | 98% | 99% | 97% | 94% | 93% | * | * | Neutral | Up |
| ★ License Law – Licensee compliance rate (%) | 82% | 94% | 96% | 97% | 94% | ⇧ | ⇧ | Up | Up |
| Consumer protection law compliance rate (%) | 95% | 86% | 84% | 79% | 83% | * | * | Down | Up |
| Weights and measures law compliance rate – Gasoline pumps (%) | 99% | 99% | 100% | 100% | 100% | 98% | 98% | Neutral | Up |
| Weights and measures law compliance rate – Fuel trucks (%) | 81% | 85% | 88% | 87% | 90% | 72% | 72% | Neutral | Up |
| ★ Tobacco Program – Sale to youth compliance rate (%) | 99% | 90% | 86% | 91% | 95% | ⇧ | ⇧ | Neutral | Up |
| Tobacco Program – Out of package sales compliance rate (%) | 93% | 97% | 99% | 99% | 99% | * | * | Neutral | Up |
| Tobacco Program – Flavored tobacco and e-cigarette compliance rate (%) | 80% | 82% | 76% | 78% | 82% | * | * | Neutral | Up |

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 1c Promptly negotiate settlements on violations issued to businesses.

DCWP works with businesses to resolve violations and enter into settlement agreements. The total dollar amount of civil penalties collected through settlement agreements increased by 13 percent, from $4,060,381 in Fiscal 2024 to $4,571,387 in Fiscal 2025. A substantial portion of this increase is due to the January 2025 settlement of a consumer fraud case brought by DCWP against 26 Motors for $1,800,000. The rate at which cases were settled prior to their initial hearing date improved by 11 percentage points, increasing from 47 percent in Fiscal 2024 to 58 percent during Fiscal 2025. This increase can be attributed to improvements to DCWP's web-based business portal and the ability for businesses to enter into settlement and pleading agreements online.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|---|---|---|---|---|---|---|---|---|
| | FY21 | FY22 | FY23 | FY24 | FY25 | FY25 | FY26 | 5-Year | Desired Direction |
| Civil penalties collected from settlements ($) | $3,082,276 | $6,644,529 | $8,045,022 | $4,060,381 | $4,571,387 | * | * | Neutral | * |
| ★ Cases settled prior to original hearing date (%) | 59% | 48% | 42% | 47% | 58% | * | * | Neutral | * |

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

## SERVICE 2 Assist and educate businesses about their contributions towards a fair marketplace for all.

Goal 2a Assist businesses in meeting their licensing requirements.

In Fiscal 2025, DCWP received a total of 34,191 applications for new licenses and renewals of existing licenses, a 49 percent increase from the 22,855 received in Fiscal 2024. The number of license applications and renewals received can fluctuate year-to-year due to the introduction or repeal of license categories, and the mix of one-year and two-year renewal cycles. For example, the largest license category, Home Improvement Contractor, expires in February of odd-number years, which contributes to an overall increase in odd-number years and decrease in even-number years.

The median number of days to approve license applications and renewals increased to two days in Fiscal 2025, up from one day in Fiscal 2024, largely due to the increase in the number of license applications. The percentage of applications processed within 10 days remained consistent at 95 percent, and the percentage of applications approved within 30 days slightly increased to 98 percent. These changes are attributable to a mixture of operational improvements and increased use of the online application portal, which allows applicants to gather all required materials before submitting their applications, reducing likelihood of an incomplete application which slows processing time.

The percentage of all applications submitted online increased to 81 percent in Fiscal 2025, nearly doubling from 48 percent in Fiscal 2024. This increase is the result of continued improvements to the online license application portal and a concerted outreach effort to direct applicants to apply online and licensees to renew online.

The average wait time for consumers visiting DCWP's licensing centers decreased from five to four minutes in Fiscal 2025, while the number of customer service requests processed at the licensing centers decreased by five percent, from 21,822 in Fiscal 2024 to 20,695 in Fiscal 2025.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|---|---|---|---|---|---|---|---|---|
| | FY21 | FY22 | FY23 | FY24 | FY25 | FY25 | FY26 | 5-Year | Desired Direction |
| Applications received | 34,291 | 26,268 | 37,120 | 22,885 | 34,191 | * | * | Neutral | * |
| ★ Median processing time (days) | 1 | 1 | 1 | 1 | 2 | 4 | 4 | Up | Down |
| Applications approved within 10 days (%) | 74% | 84% | 84% | 95% | 95% | 85% | 85% | Up | Up |
| Applications approved within 30 days (%) | 87% | 90% | 94% | 97% | 98% | 95% | 95% | Up | Up |
| Applications submitted online (%) | 46% | 42% | 42% | 48% | 81% | * | * | Up | Up |
| ★ Average Licensing Center wait time (minutes) | 10 | 4 | 3 | 5 | 4 | 15 | 15 | Down | Down |
| Customer service requests processed at licensing centers | 6,675 | 16,516 | 20,556 | 21,822 | 20,695 | * | * | Up | Up |

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 2b Engage with businesses to help them understand their role in promoting a fair marketplace for all.

DCWP continues to supplement patrol-based education efforts with intensive outreach to help businesses understand their legal responsibilities. During Fiscal 2025, DCWP conducted 103 business outreach and engagement events, a 20 percent increase over Fiscal 2024, and reached 20,314 businesses through these efforts, a 181 percent increase over the 7,234 businesses reached during Fiscal 2024. Much of this increase resulted from direct outreach to entrepreneurs and individuals about the Self-Employed Tax Preparation program, a free DCWP resource for small businesses and entrepreneurs. In addition to hosting outreach events, businesses can request a violation-free education inspection to better inform them of potential violations. In Fiscal 2025, DCWP expanded this program to allow all businesses regulated by DCWP to request a business education inspection, driving a 58 percent increase, from 1,973 in Fiscal 2024 to 3,110 in Fiscal 2025.

| | Actual | | | | | Target | | Trend | |
|---|---|---|---|---|---|---|---|---|---|
| Performance Indicators | FY21 | FY22 | FY23 | FY24 | FY25 | FY25 | FY26 | 5-Year | Desired Direction |
| ★ Businesses engagement and outreach events | 100 | 61 | 63 | 86 | 103 | * | * | Up | * |
| Businesses participating in engagement and outreach events | 4,956 | 5,251 | 5,497 | 7,234 | 20,314 | * | * | Up | Up |
| Business education inspections | 2,603 | 1,787 | 2,079 | 1,973 | 3,110 | * | * | Up | * |

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

## SERVICE 3 Educate and empower New Yorkers with low and moderate incomes.

Goal 3a Help residents with low and moderate incomes achieve financial stability.

DCWP continued to focus on initiatives that support New Yorkers and communities with low and moderate incomes to build assets and improve financial health. During Fiscal 2025, DCWP provided financial counseling to 11,279 clients, a three percent decrease from Fiscal 2024. This included 8,330 first-time clients, eight percent fewer new clients than Fiscal 2024. In Fiscal 2025, 30 percent of clients achieved a financial goal within their first year of enrollment, a seven percentage point increase from the previous year. Financial goals include establishing a safe bank account, establishing a savings pattern or credit score, increasing savings as a percent of income, reducing debt by at least ten percent, or increasing their credit score by 35 or more points.

The cumulative amount of debt reduced by financial empowerment center clients increased by 13 percent to $136,968,576, and the cumulative amount of increased savings rose by 11 percent, to $17,673,479. This increase reflects stronger program management that helped counselors connect clients to savings strategies and debt relief resources, including Public Service Loan Forgiveness (PSLF).

There were 110,352 tax returns filed by the NYC Free Tax Prep program during Fiscal 2025, a nine percent increase from the previous year. Participants saved an estimated $38,181,792 in filing fees during the 2025 tax season, a 17 percent increase from Fiscal 2024. Increased tax savings is connected to the increase in utilization of the free Tax Preparation Program.

| Performance Indicators | Actual FY21 | FY22 | FY23 | FY24 | FY25 | Target FY25 | FY26 | Trend 5-Year | Desired Direction |
|---|---|---|---|---|---|---|---|---|---|
| Clients served | 6,901 | 7,160 | 8,829 | 11,622 | 11,279 | * | * | Up | * |
| First-time clients | 4,873 | 5,017 | 6,528 | 9,008 | 8,330 | * | * | Up | * |
| ★ Clients achieving a financial goal within their first year of receiving counseling (%) | 19.0% | 20.0% | 22.0% | 23.0% | 29.7% | ⇧ | ⇧ | Up | Up |
| Cumulative financial counseling program clients served | 72,102 | 77,903 | 83,354 | 92,361 | 100,955 | * | * | Up | Up |
| Cumulative debt reduced ($) | $85,057,192 | $95,101,598 | $105,912,641 | $121,688,089 | $136,968,576 | * | * | Up | Up |
| Cumulative savings increase ($) | $9,978,759 | $12,475,648 | $14,054,805 | $15,998,451 | $17,673,479 | * | * | Up | Up |
| Tax returns filed through the NYC Free Tax Preparation Program | 70,241 | 78,679 | 84,471 | 101,415 | 110,352 | * | * | Up | Up |
| Estimated tax preparation fees saved through the NYC Free Tax Preparation Program ($) | NA | $11,801,850 | $13,181,050 | $32,695,689 | $38,181,792 | * | * | NA | * |

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

## SERVICE 4 Protect and advocate for workers.

### Goal 4a Investigate worker complaints in a timely manner to ensure their rights under NYC's worker protection laws are upheld.

DCWP enforces New York City's worker protection laws. Since May 2016, the portfolio of laws DCWP is responsible for enforcing and, by extension, the nature and complexity of the cases, has grown substantially. In Fiscal 2025, the number of all worker protection complaints received decreased by 23 percent compared to Fiscal 2024, from 1,581 to 1,223. This is mainly due to a decrease in the number of app-based restaurant delivery worker complaints. The number of investigations opened decreased by 17 percent, from 476 to 396, reflecting the smaller number of complaints received. The median days to assess complaints and open investigations increased from 16 days to 84 days, a 442 percent increase. This stems in part from the increase in complaints that began in Fiscal 2024—complaints rose 260 percent from Fiscal 2023 to Fiscal 2024, a result of the introduction of minimum pay protections for restaurant delivery workers and a new online complaint portal on the DCWP website—which slowed DCWP's ability to open investigations. The median days to assess complaints and open investigations is affected not just by the total number of complaints received, but also by the size and complexity of cases and the number of workers involved. When DCWP opens investigations involving hundreds or even thousands of workers, such as happened during the last two fiscal years, a relatively large number of incoming complaints can be associated with investigations that are already in progress, dramatically reducing the median time to assess complaints and open investigations. The number of investigations closed increased by three percent, to 399, while the median number of days to close investigations decreased by eight percent, from 113 days in Fiscal 2024 to 104 days in Fiscal 2025.

The number of workers entitled to restitution decreased by 40 percent in Fiscal 2025, to 7,531, while the amount of worker restitution assessed in Fiscal 2025 decreased by $5.47 million, or 40 percent, compared to Fiscal 2024. The amount of civil penalties collected similarly decreased, by 44 percent, to $813,646 in Fiscal 2025. Because most restitution and civil penalties assessed in a year result from a relatively small number of large cases, these figures can fluctuate by large amounts year-to-year, based on the sizes of the businesses under investigation and the timing of when the cases resolve.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|---|---|---|---|---|---|---|---|---|
| | FY21 | FY22 | FY23 | FY24 | FY25 | FY25 | FY26 | 5-Year | Desired Direction |
| Complaints received | 1,727 | 386 | 439 | 1,581 | 1,223 | * | * | Neutral | * |
| Investigations opened | 198 | 251 | 279 | 476 | 396 | * | * | Up | * |
| Median days to assess complaints and open investigations | 71 | 29 | 32 | 16 | 84 | * | * | Up | Down |
| Investigations closed | 216 | 266 | 270 | 387 | 399 | * | * | Up | * |
| ★ Median days to close investigations | 234 | 143 | 194 | 113 | 104 | ⇩ | ⇩ | Down | Down |
| Workers entitled to restitution | 1,154 | 7,957 | 14,669 | 12,598 | 7,531 | * | * | Up | * |
| Worker restitution assessed ($) | $1,105,637 | $3,620,499 | $25,368,095 | $13,821,536 | $8,353,401 | * | * | Up | * |
| Civil penalties collected ($) | $232,354 | $236,759 | $1,365,330 | $1,459,694 | $813,646 | * | * | Up | * |

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

## Goal 4b Assist freelancers in exercising their rights under the Freelance Isn't Free Law.

The Freelance Isn't Free Law guarantees freelancers' rights to written contracts and prompt payment in full and strengthens their ability to file claims in civil court. DCWP assists freelancers in exercising these rights through its Navigation Program. In Fiscal 2025, the number of complaints received increased by 13 percent compared to Fiscal 2024, from 728 to 821. The number of navigation cases opened increased slightly, from 704 in Fiscal 2024 to 711 in Fiscal 2025. The number of navigation cases closed more than doubled, from 382 to 796, while the amount recovered by complainants decreased by 35 percent, from $560,439 to $365,973. It is important to note that data regarding the amount recovered is self-reported by freelance workers during follow-up after their case has closed. Not all freelance workers respond to DCWP's survey.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|---|---|---|---|---|---|---|---|---|
| | FY21 | FY22 | FY23 | FY24 | FY25 | FY25 | FY26 | 5-Year | Desired Direction |
| Complaints received | 283 | 332 | 501 | 728 | 821 | * | * | Up | * |
| Navigation cases opened | 322 | 325 | 480 | 704 | 711 | * | * | Up | * |
| ★ Navigation cases closed | 531 | 370 | 412 | 382 | 796 | * | * | Up | * |
| Amount recovered by complainants ($) | $309,243 | $604,521 | $626,062 | $560,439 | $365,973 | * | * | Neutral | * |

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

# AGENCY CUSTOMER SERVICE

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|---|---|---|---|---|---|---|---|---|
| Customer Experience | FY21 | FY22 | FY23 | FY24 | FY25 | FY25 | FY26 | 5-Year | Desired Direction |
| Average customer in-person wait time (minutes:seconds) | 10:00 | 3:58 | 4:00 | 5:00 | 3:52 | 17:00 | 17:00 | Down | Down |
| Completed requests for interpretation | 3,682 | 3,404 | 2,335 | 2,806 | 3,549 | * | * | Down | * |
| CORE facility rating | 100 | 100 | 99 | 97 | NA | 87 | 87 | NA | Up |

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|---|---|---|---|---|---|---|---|---|
| Response to 311 Service Requests (SRs) | FY21 | FY22 | FY23 | FY24 | FY25 | FY25 | FY26 | 5-Year | Desired Direction |
| Percent meeting time to first action within 4 days – Consumer complaint for exchange/refund/return | 98% | NA | NA | 95% | 97% | 85% | 85% | NA | * |
| Percent meeting time to first action within 4 days – Consumer complaint for false advertising | 94% | NA | NA | 96% | 99% | 85% | 85% | NA | * |
| Percent meeting time to first action within 4 days – Consumer complaint for non-delivery goods/services | 96% | NA | NA | 95% | 97% | 85% | 85% | NA | * |
| Percent meeting time to first action within 4 days – Consumer complaint for overcharge | 100% | NA | NA | 94% | 97% | 85% | 85% | NA | * |
| Percent meeting time to first action within 7 days – DCWP/ DOHMH new license application request for general street vendor license | NA | NA | NA | NA | NA | 85% | 85% | NA | * |

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

# AGENCY RESOURCES

| Resource Indicators | Actual[1] | | | | | Plan[2] | | 5yr Trend |
|---|---|---|---|---|---|---|---|---|
| | FY21 | FY22 | FY23 | FY24 | FY25 | FY25 | FY26 | |
| Expenditures ($000,000)[3] | $42.5 | $59.4 | $67.9 | $67.9 | $66.7 | $67.9 | $75.1 | Up |
| Revenues ($000,000) | $13.5 | $16.9 | $21.8 | $21.0 | $21.0 | $19.3 | $18.5 | Up |
| Personnel | 366 | 400 | 413 | 402 | 409 | 471 | 476 | Neutral |
| Overtime paid ($000) | $106 | $46 | $120 | $66 | $228 | $228 | $114 | Up |

[1]Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. [2]Authorized Budget Level [3]Expenditures include all funds "NA" - Not Available * None

# SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

| Unit of Appropriation | Expenditures FY24[1] ($000,000) | Modified Budget FY25[2] ($000,000) | Applicable MMR Goals[3] |
|---|---|---|---|
| Personal Services - Total | $34.1 | $33.5 | |
| 001 - Administration | $16.9 | $16.6 | All |
| 002 - Licensing and Enforcement | $17.1 | $16.9 | 1b, 1c, 2a, 2b, 4a |
| Other Than Personal Services - Total | $33.8 | $33.2 | |
| 003 - Other than Personal Services | $33.8 | $33.2 | All |
| Agency Total | $67.9 | $66.7 | |

[1]Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. [2] City of New York Adopted Budget for Fiscal 2025, as of June 2025. Includes all funds. [3] Refer to agency goals listed at front of chapter. "NA" Not Available * None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Service 3 was renamed from 'Educate and empower New Yorkers with low incomes' to 'Educate and empower New Yorkers with low and moderate incomes' to better reflect Agency work.
- The Fiscal 2024 figure for 'Civil penalties collected from settlements ($)' in Goal 1c was reduced from $9,464,222 to $4,060,381 after a review of the reporting criteria revealed that dozens of records that hadn't been resolved by settlement agreements or pleading agreements at the time of reporting were included in the totals.
- The Fiscal 2025 figure for 'CORE facility rating' in Agency Customer Service is NA. The Mayor's Office of Operations was unable to visit by appointment only.

## ADDITIONAL RESOURCES

For additional information on items referenced in the narrative, go to:

- Licenses:
  nyc.gov/BusinessToolbox
- Worker Rights:
  nyc.gov/workers
- Third-Party Food Delivery Services:
  nyc.gov/DeliveryApps
- NYC Financial Empowerment Centers:
  nyc.gov/TalkMoney
- NYC Free Tax Prep:
  nyc.gov/taxprep

For more information on the agency, please visit: www.nyc.gov/dcwp.