

DEPARTMENT OF CONSUMER AND WORKER PROTECTION

Samuel A. A. Levine, Commissioner



WHAT WE DO

The Department of Consumer and Worker Protection (DCWP) is the nation's leading municipal enforcement agency, charged with delivering economic justice for consumers, workers, and businesses across New York City. DCWP brings New Yorkers real economic relief and protects them from predatory, deceptive, and unfair practices that violate their rights as consumers and workers. This includes pioneering cutting-edge protections for New Yorkers, such as the City's Consumer Protection Law, Protected Time Off Law, Fair Workweek Law, and Delivery Worker Laws. Across New York City, DCWP levels the economic playing field by licensing more than 45,000 businesses in over 45 industries, and providing essential services including free tax preparation and financial counseling to ensure New Yorkers keep more of what they earn and can plan for their futures. This work ensures that New York City is a fairer, more affordable place to live for all.

FOCUS ON EQUITY

The core of DCWP's mission is to create thriving communities, which can be achieved only through advancing equity. As a result, DCWP places great emphasis on identifying and addressing areas of inequity across consumer protection, business licensing, financial empowerment, and worker protection, using a multi-pronged approach of advocacy, education, and enforcement to effect change.

To promote equity in the workplace, DCWP enforces the broad scope of New York City's worker protection laws. This enforcement ensures workers have access to paid safe (time off for safety reasons such as domestic violence, sexual assault, stalking, or trafficking) and sick leave, and fair scheduling protections. DCWP enforces compliance with the Minimum Pay Rate for delivery workers, and works to raise job standards in low-wage industries where employees are primarily women, immigrants, and people of color. DCWP investigates all complaints regardless of immigration status.

DCWP also 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, includes providing free one-on-one professional financial counseling at a network of City funded Financial Empowerment Centers including locations at Department of Small Business Services Workforce1 Centers and some NYC Health + Hospitals locations. Additionally, DCWP helps eligible New Yorkers file their taxes for free and claim valuable tax credits like the Earned Income Tax Credit, and year-round services for self-employed New Yorkers 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 all 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.

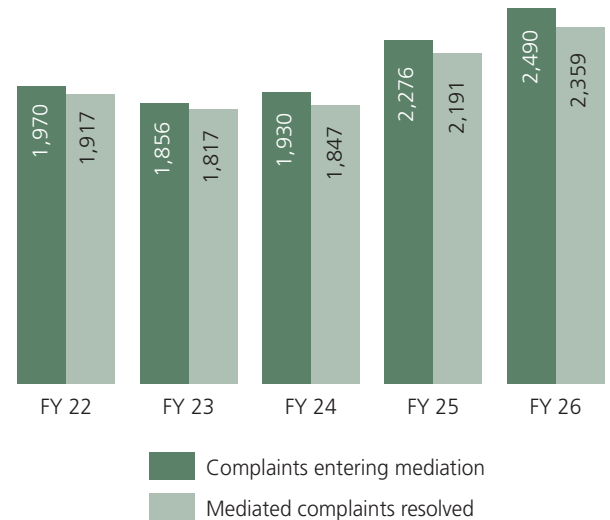
HOW WE PERFORMED IN FISCAL 2026

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 nine percent, from 2,276 in Fiscal 2025 to 2,490 in Fiscal 2026, and the number of mediations completed increased by eight percent, from 2,191 to 2,359. The median number of days to close mediations increased by seven days, from 29 days in Fiscal 2025 to 36 days in Fiscal 2026. Complaints that enter mediation may result in no response from the business or consumer, however, time spent waiting for the response is included in the complaint's completion time. In Fiscal 2026, complaint results in these categories increased sharply, extending median completion time. Mediations completed within 28 days fell 15 percentage points in Fiscal 2026, below the 50 percent target.

Consumer Complaint Mediations



The total amount of consumer restitution increased 65 percent, from \$2,563,802 in Fiscal 2025 to \$4,227,168 in Fiscal 2026. This increase was driven primarily by a \$1 million restitution fund secured from Extra Space Management, Inc., following a DCWP lawsuit alleging the self-storage company lured customers in with low prices before sharply raising rates, let units fall into disrepair, and seized and auctioned off tenants' belongings without due process. It was also driven by a \$979,610 restitution order against Christian Meneses Employment Agency, following a determination that the agency routinely charged illegal advance fees, failed to issue required receipts, and provided customers with defective contracts that didn't inform them of their rights.

The number of complaints referred for inspection increased by seven percent, from 2,954 in Fiscal 2025 to 3,158 in Fiscal 2026. The median number of days to respond to these inspection referrals increased slightly, from nine days to ten.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Median days to close mediations	31	27	35	29	36	28	28	Up	Down
Complaints entering mediation	1,970	1,856	1,930	2,276	2,490	*	*	Up	*
Mediated complaints resolved	1,917	1,817	1,847	2,191	2,359	*	*	Up	*
Mediations completed within 28 days (%)	50%	56%	37%	49%	35%	50%	50%	Down	Up
– Within 0-50 days (%)	86%	98%	76%	84%	78%	85%	85%	Down	Up
– Within 0-90 days (%)	99%	100%	99%	99%	99%	100%	100%	Neutral	Up
Consumer restitution awarded (\$)	\$1,695,560	\$1,251,476	\$3,301,258	\$2,563,802	\$4,227,168	*	*	Up	*
Complaints referred for inspection	3,566	3,551	4,323	2,954	3,158	*	*	Down	*
★ Median days to respond to inspection referrals	12	10	20	9	10	↓	↓	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 51,971 inspections during Fiscal 2026, two percent fewer than Fiscal 2025. Licensed business category inspections, which do not include tobacco and electronic cigarette dealer businesses, increased by 281 to just over 10,000 inspections in Fiscal 2026. Non-licensed business category inspections increased by 34 percent, from 19,061 in Fiscal 2025 to 25,554 in Fiscal 2026, driven primarily by increased inspections of groceries, supermarkets, tax preparers, and commercial scales during the second half of the fiscal year.

Tobacco Program inspections decreased by 32 percent, from 24,110 to 16,415 following three years of increasing inspections performed in response to the proliferation of new smoke shops. Many of these businesses were sealed, evicted, or permanently closed in Fiscal 2024 and Fiscal 2025, so fewer tobacco inspections were necessary in Fiscal 2026. The compliance rate for restricting the sale of tobacco products to minors remained steady at 95 percent, while compliance with tobacco packaging and pricing regulations remained high, at 99 percent, and compliance with regulations regarding the sale of flavored tobacco products increased from 82 percent to 84 percent.

Between Fiscal 2025 and Fiscal 2026, compliance with the requirement for certain businesses to have a DCWP-issued license increased from 83 percent to 85 percent. Licensees’ compliance with licensing law decreased from 94 percent to 90 percent while compliance with consumer protection law decreased from 83 percent to 74 percent. The decrease in the Licensing Law compliance rate resulted from increased enforcement of Garages & Parking Lots and Stoop Line Stands, the only two industries with a lower compliance rate than Tobacco Retail Dealers. Combined, these two industries saw a 60 percent increase in the number of Licensing Law violations issued. The decrease in consumer protection law compliance was driven by the Agency’s efforts to combat hidden junk fees and improve price transparency, including many additional violations issued to businesses for failing to properly disclose credit card fees. The compliance rate for retail gasoline pumps remained steady at 99 percent and the compliance rate for fuel trucks increased from 90 percent to 91 percent.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Inspections – Total	37,980	43,280	47,288	52,892	51,971	*	*	Up	Up
Licensed business category inspections	21,337	15,497	6,042	9,721	10,002	*	*	Down	*
Non-licensed business category inspections	4,665	9,711	20,829	19,061	25,554	*	*	Up	*
Tobacco program inspections	11,978	18,072	20,417	24,110	16,415	*	*	Up	Up
Summonses – Total	10,487	16,493	17,057	17,332	18,700	*	*	Up	*
Licensed business category summonses	3,117	3,036	1,218	2,905	3,935	*	*	Up	*
Non-licensed business category summonses	634	1,410	3,823	3,522	5,862	*	*	Up	*
Tobacco program summonses	6,736	12,047	12,016	10,905	8,903	*	*	Up	*
License Law – License requirement compliance rate (%)	85%	75%	79%	83%	85%	*	*	Neutral	Up
– Tobacco and Electronic Cigarette Retail Dealer compliance rate (%)	84%	75%	74%	78%	80%	*	*	Neutral	Up
– All Other License Categories compliance rate (%)	99%	97%	94%	93%	94%	*	*	Neutral	Up
★ License Law – Licensee compliance rate (%)	94%	96%	97%	94%	90%	↑	↑	Neutral	Up
Consumer protection law compliance rate (%)	86%	84%	79%	83%	74%	*	*	Down	Up
Weights and measures law compliance rate – Gasoline pumps (%)	99%	100%	100%	100%	100%	98%	98%	Neutral	Up
Weights and measures law compliance rate – Fuel trucks (%)	85%	88%	87%	90%	91%	72%	72%	Neutral	Up
★ Tobacco Program – Sale to youth compliance rate (%)	90%	86%	91%	95%	95%	↑	↑	Neutral	Up
Tobacco Program – Out of package sales compliance rate (%)	97%	99%	99%	99%	99%	*	*	Neutral	Up
Tobacco Program – Flavored tobacco and e-cigarette compliance rate (%)	82%	76%	78%	82%	84%	*	*	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 decreased by 12 percent, from \$6,840,938 to \$5,987,814. The dollar amount of civil penalties collected varies year to year due to the timing of files cases, settlement agreements, and when payments are made. The rate at which cases were settled prior to their initial hearing date improved by six percentage points to 48 percent during Fiscal 2026. 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	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Civil penalties collected from settlements (\$)	\$6,644,529	\$8,045,022	\$4,060,381	\$6,840,938	\$5,987,814	*	*	Down	*
★ Cases settled prior to original hearing date (%)	48%	42%	47%	42%	48%	*	*	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 2026, DCWP received a total of 20,893 applications for new licenses and renewals of existing licenses, a 39 percent decrease from the 34,191 received in Fiscal 2025. The number of license applications and renewals received can fluctuate from 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 received during Fiscal 2026 remained consistent at two days. The percent of applications processed within 10 days dropped from 95 percent to 94 percent, and the percent of applications approved within 30 days increased one percentage point to 99 percent.

The percentage of all applications submitted online increased to 92 percent in Fiscal 2026, up from 81 percent in Fiscal 2025. This increase is the result of continued improvements to the online license application portal and a continuing outreach effort to direct applicants to apply online and licensees to renew online.

The average wait time for consumers visiting DCWP's Licensing Center increased from four to six minutes in Fiscal 2026 while the number of customer service requests processed at the Licensing Center decreased by 34 percent, from 20,695 in Fiscal 2025 to 13,615 in Fiscal 2026. This substantial decrease of in-person visits to the Licensing Center is a direct result of the decrease in applications and renewals and the continued uptick in online application processing, which contributed to the increase in average wait time as a higher proportion of in-person visits were more complex cases requiring additional assistance. Additionally, DCWP had several vacancies during the fiscal year which contributed to longer wait times. These vacancies have been filled.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Applications received	26,268	37,120	22,885	34,191	20,893	*	*	Down	*
★ Median processing time (days)	1	1	1	2	2	4	4	Up	Down
Applications approved within 10 days (%)	84%	84%	95%	95%	94%	85%	85%	Up	Up
Applications approved within 30 days (%)	90%	94%	97%	98%	99%	95%	95%	Neutral	Up
Applications submitted online (%)	42%	42%	48%	81%	92%	*	*	Up	Up
★ Average Licensing Center wait time (minutes)	4	3	5	4	6	15	15	Up	Down
Customer service requests processed at the DCWP Licensing Center	16,516	20,556	21,822	20,695	13,615	*	*	Down	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. At the beginning of Calendar 2026 DCWP's community outreach staff grew, allowing them to conduct a much higher volume of outreach events than in years past. This year's efforts prioritized presentations over tabling for business education events, particularly with respect to Self-Employed Tax Prep, which on average have fewer attendees but provide a more substantive engagement. As a result of additional staffing and a change in focus, DCWP conducted 283 business outreach and engagement events during Fiscal 2026, a 175 percent increase over Fiscal 2025, and reached 19,568 businesses through these efforts, a four percent decrease from the 20,314 businesses reached last year.

In addition to hosting outreach events, businesses can request a violation-free education inspection to better inform them of potential violations. DCWP conducted five percent more business education inspections in Fiscal 2026, increasing from 3,110 in Fiscal 2025 to 3,279.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Businesses engagement and outreach events	61	63	86	103	283	*	*	Up	*
Businesses participating in engagement and outreach events	5,251	5,497	7,234	20,314	19,568	*	*	Up	Up
Business education inspections	1,787	2,079	1,973	3,110	3,279	*	*	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.

In Fiscal 2026 DCWP provided financial counseling to 11,279 clients, the same as during Fiscal 2025. This included 7,926 first-time financial empowerment clients, five percent fewer first-time clients than Fiscal 2025. In Fiscal 2026, 30.0 percent of clients achieved a financial goal within their first year of enrollment, up slightly from 29.7 percent. Financial goals include establishing a safe bank account, establishing a savings pattern or credit score, increasing savings as a percent of income, and reducing debt by at least 10 percent or increasing their credit score by 35 or more points.

The cumulative amount of debt reduced by financial empowerment clients increased by 10 percent, to \$150,368,746, and the cumulative amount of increased savings rose by nine percent, to \$19,199,803. These gains came despite national trends of rising consumer debt and falling savings, reflecting the impact of counselors' strong client relationships and referrals to the legal services contractor to help clients navigate consumer and student debt-related issues.

There were 100,216 returns filed by the NYC Free Tax Prep program during Fiscal 2026, a nine percent decrease from the previous year. This decrease is due in part to a mid-season change made by the federal Internal Revenue Service (IRS) in their data reporting policies which reduced the number of reporting partners within the NYC Free Tax Prep Coalition. Participants saved an estimated \$37,781,432 in filing fees during the 2026 tax season, a one percent decrease from Fiscal 2025.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Clients served	7,160	8,829	11,622	11,279	11,279	*	*	Up	*
First-time clients	5,017	6,528	9,008	8,330	7,926	*	*	Up	*
★ Clients achieving a financial goal within their first year of receiving counseling (%)	20.0%	22.0%	23.0%	29.7%	30.0%	⬆️	⬆️	Up	Up
Cumulative financial counseling program clients served	77,903	83,354	92,361	100,955	108,653	*	*	Up	Up
Cumulative debt reduced (\$)	\$95,101,598	\$105,912,641	\$121,688,089	\$136,968,576	\$150,368,746	*	*	Up	Up
Cumulative savings increase (\$)	\$12,475,648	\$14,054,805	\$15,998,451	\$17,673,479	\$19,199,803	*	*	Up	Up
Tax returns filed through the NYC Free Tax Preparation Program	78,679	84,471	101,415	110,352	100,216	*	*	Up	Up
Estimated tax preparation fees saved through the NYC Free Tax Preparation Program (\$)	\$11,801,850	\$13,181,050	\$32,695,689	\$38,181,792	\$37,781,432	*	*	Up	*
★ 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 2026, the number of all worker protection complaints received increased by 103 percent, from 1,223 to 2,488. The increase in complaint volume was driven by increases in Fair Workweek Law complaints (which govern scheduling and predictability for fast food and retail workers) and Delivery Worker Law complaints (which govern pay and working conditions for app-based delivery workers). The number of investigations opened in Fiscal 2026 increased by 20 percent, from 396 to 475, a reflection of the increased number of complaints received. Even though the number of complaints received increased more substantially, the number of complaints will never be equal to the number of investigations because worker complaints against larger employers may be attached to a single investigation, and some complaints do not become investigations for a variety of reasons (e.g. worker withdraws complaint, facts do not allege a violation of law, etc.). The median days to assess complaints and open investigations increased from 84 days to 89 days. The number of investigations closed increased by 16 percent, to 461, while the median number of days to close investigations decreased by 13 percent, from 104 days in Fiscal 2025 to 91 days in Fiscal 2026.

The number of workers entitled to restitution grew exponentially from the amount in Fiscal 2025, by 880 percent, from 7,531 to 73,817, and the amount of worker restitution assessed in Fiscal 2026 increased by 483 percent, from \$8.35 million to \$48.68 million. The amount of civil penalties collected similarly increased, by 410 percent, to \$4.15 million in Fiscal 2026. These increases from Fiscal 2025 were driven primarily by three large settlements: \$38.9 million with Starbucks for 15,290 workers, \$3.3 million with Uber that secured restitution for more than 48,000 delivery workers, and \$2.5 million with Getir that secured restitution for more than 1,792 workers. Together, these three cases accounted for approximately 88 percent of the workers and 92 percent of the restitution dollars reflected in this year's totals.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Complaints received	386	439	1,581	1,223	2,488	*	*	Up	*
Investigations opened	251	279	476	396	475	*	*	Up	*
Median days to assess complaints and open investigations	29	32	16	84	89	*	*	Up	Down
Investigations closed	266	270	387	399	461	*	*	Up	*
★ Median days to close investigations	143	194	113	104	91	↓	↓	Down	Down
Workers entitled to restitution	7,957	14,669	12,598	7,531	73,817	*	*	Up	*
Worker restitution assessed (\$)	\$3,620,499	\$25,368,095	\$13,821,536	\$8,353,401	\$48,676,036	*	*	Up	*
Civil penalties collected (\$)	\$236,759	\$1,365,330	\$1,459,694	\$813,646	\$4,151,819	*	*	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 Act guarantees freelancers' rights to written contracts and prompt payment in full. This also strengthens their ability to file claims in civil court. DCWP assists freelancers in exercising these rights. In Fiscal 2026, the number of complaints received increased by three percent from Fiscal 2025, from 821 to 848. The number of freelance cases opened increased by 20 percent, from 711 to 856. The number of freelance cases closed remained relatively stable, decreasing from 796 to 788. The amount recovered by complainants decreased by 19 percent, from \$365,973 to \$297,012. It is important to note that data regarding the amount recovered is from self-reporting by freelance workers during follow-up after their case has closed. Not all freelance workers respond to DCWP's survey. This fiscal year's figure is 19 percent lower due in part to a delay in collecting and processing these surveys due to a problem with the survey platform that was only recently resolved.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Complaints received	332	501	728	821	848	*	*	Up	*
Navigation cases opened	325	480	704	711	856	*	*	Up	*
★ Navigation cases closed	370	412	382	796	788	*	*	Up	*
Amount recovered by complainants (\$)	\$604,521	\$626,062	\$560,439	\$365,973	\$297,012	*	*	Down	*
★ Critical Indicator ● Equity Indicator “NA” Not Available ↕↕ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Customer Experience									
Average wait time to speak with a customer service agent (minutes:seconds)	3:58	4:00	5:00	3:52	6:01	17:00	17:00	Up	Down
Completed requests for interpretation	3,404	2,335	2,806	3,549	3,015	*	*	Neutral	*
CORE facility rating	100	99	97	NA	100	87	87	NA	Up
★ Critical Indicator ● Equity Indicator “NA” Not Available ↕↕ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to first action within 4 days – Consumer complaint for exchange/refund/return	NA	NA	95%	97%	97%	85%	85%	NA	*
Percent meeting time to first action within 4 days – Consumer complaint for false advertising	NA	NA	96%	99%	97%	85%	85%	NA	*
Percent meeting time to first action within 4 days – Consumer complaint for non-delivery goods/services	NA	NA	95%	97%	98%	85%	85%	NA	*
Percent meeting time to first action within 4 days – Consumer complaint for overcharge	NA	NA	94%	97%	97%	85%	85%	NA	*
★ Critical Indicator ● Equity Indicator “NA” Not Available ↕↕ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	
Expenditures (\$000,000) ³	\$59.4	\$67.9	\$67.9	\$66.0	\$83.9	\$85.5	\$139.5	Up
Revenues (\$000,000)	\$16.9	\$21.8	\$21.0	\$20.7	\$20.3	\$18.5	\$17.2	Up
Personnel	400	413	402	409	430	485	561	Neutral
Overtime paid (\$000)	\$46	\$120	\$66	\$182	\$118	\$114	\$114	Up

¹Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Annual Comprehensive Financial Reports, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ²Authorized Budget Level ³Expenditures 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 FY25 ¹ (\$000,000)	Modified Budget FY26 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$33.2	\$36.7	
001 - Administration	\$16.8	\$18.3	All
002 - Licensing and Enforcement	\$16.4	\$18.5	1b, 1c, 2a, 2b, 4a
Other Than Personal Services - Total	\$32.8	\$47.2	
003 - Other than Personal Services	\$32.8	\$47.2	All
Agency Total	\$66.0	\$83.9	

¹Annual Comprehensive Financial Reports (ACFR) for the Fiscal Year ended June 30, 2025. Includes all funds. ²Includes all funds. ³Refer to agency goals listed at front of chapter.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Samuel A.A. Levine was appointed Commissioner of the Department of Consumer and Worker Protection in January 2026.
- The indicator 'Customer service requests processed at licensing centers' in Goal 2a has been renamed to 'Customer service requests processed at the DCWP Licensing Center' to reflect that DCWP has a single licensing center.
- The previously published Fiscal 2025 figure for the indicator 'Cases settled prior to their initial hearing date (%)' in Goal 1c was reduced from 58 percent in Fiscal 2025 to 42 percent. This correction was due to cases that were not fully resolved being counted as having settled at the time of their initial hearing date.
- The indicator 'Percent meeting time to first action within 7 days—DCWP/DOHMH new license application request for general street vendor license' in Agency Customer Service was retired as data is no longer available.

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.