

DEPARTMENT OF CONSUMER AND WORKER PROTECTION

Vilda Vera Mayuga, Commissioner



WHAT WE DO

The Department of Consumer and Worker Protection (DCWP) protects and enhances the daily economic lives of New Yorkers to create thriving communities. DCWP licenses more than 45,000 businesses in more than 40 industries and enforces key consumer protection, licensing, and workplace laws that apply to countless more. By supporting businesses through equitable enforcement and access to resources, and by helping to resolve complaints, 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 be educated consumers and to achieve financial health and work-life balance. DCWP also conducts research and advocates for public policy that furthers its work to support the 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 multi-pronged 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 prohibited activity that may hurt consumers and workers and lead to violations. DCWP also concentrates its work in industries and communities where the City's most vulnerable consumers and workers are being exploited.

To promote equity in the workplace, DCWP enforces the City's worker protection laws, ensuring workers have access to paid safe and sick leave, fair scheduling protections, and other rights. DCWP also develops and enforces innovative policies, such as the Minimum Pay Rate for app-based restaurant delivery workers enacted in June 2023, to raise job standards in low-wage industries, where workers are primarily women, immigrants, and people of color. DCWP investigates all complaints regardless of immigration status.

DCWP also prioritizes initiatives that educate, empower, and protect residents and neighborhoods with low- and moderate- incomes so that 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 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 all businesses comply with NYC’s Consumer Protection Law and related laws.
 - Goal 1c Promptly negotiate settlements on violations issued to businesses.
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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.
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SERVICE 3 **Educate and empower New Yorkers with low incomes.**

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

- The number of complaints entering mediation increased by 26 percent, from 688 in the first four months of Fiscal 2024 to 864 in the first four months of Fiscal 2025, while the number of mediations resolved increased by 87 percent, from 485 to 909, over comparative reporting period. The median number of days to close mediations decreased by one day since the first four months of Fiscal 2024 to 30 days in the first four months of Fiscal 2025, however DCWP did not achieve its 28-day target. The proportion of mediations completed within 50 days decreased, while the proportion of mediations completed within 28 and 90 days remained stable, all lagging behind their targets. This is partly due to the fact that more than 65 percent of all new mediations were received in July and August, creating a backlog. This backlog has been cleared, and subsequent months reflect a return to targeted performance.
- The total amount of consumer restitution awarded increased over 300 percent, from \$249,900 in the first four months of Fiscal 2024 to \$1,017,058 in the same period in Fiscal 2025. This increase is largely attributable to the increase in mediations resolved during the first four months of Fiscal 2025.
- Across comparative reporting periods, the number of complaints referred for inspection decreased by 16 percent, from 1,362 to 1,146. The median number of days to respond to inspection referrals increased by 54 percent, from 13 to 20 days. This increase in response time is largely due to operational changes and system integration challenges that arose from the implementation of a new business automation system in Fiscal 2024, which continued to impact response times in early Fiscal 2025. The median response time in September and October improved to eight days.
- DCWP conducted 20,068 inspections during the first four months of Fiscal 2025, an increase of 43 percent when compared to the same period in Fiscal 2024. This is broken down by licensed businesses, non-licensed businesses and tobacco program inspections. Licensed business category inspections, which do not include tobacco and electronic cigarette dealer businesses, increased by 158 percent to 4,349 inspections in the first four months of Fiscal 2025. Non-licensed business category inspections decreased by 30 percent to 4,959 in the first four months of Fiscal 2025 as DCWP redirected inspection resources to tobacco and other license category enforcement. Tobacco related inspections more than doubled, from 5,349 in the first four months of Fiscal 2024 to 10,761 in the first four months of Fiscal 2025 due to this prioritization.
- The total number of summonses issued for all inspection types increased by 44 percent from 5,169 in the first four months of Fiscal 2024 to 7,467 in the first four months of Fiscal 2025. Over the comparative reporting periods, licensed business category summonses increased by 259 percent, non-licensed business category summonses decreased by 24 percent, and tobacco related summonses increased by 47 percent. This follows similar trends to the number of inspections conducted as licensed businesses and tobacco program inspections are prioritized.
- Among the key compliance indicators, compliance with the requirement for certain businesses to have a DCWP-issued license increased from 78 percent in the first four months of Fiscal 2024 to 82 percent in the first four months of Fiscal 2025. This improvement was driven by an increase in compliance with Tobacco Retail Dealer and Electronic Cigarette Dealer businesses, whose compliance rate improved from 73 percent in the first four months of Fiscal 2024 to 77 percent in the first four months of Fiscal 2025. The license requirement compliance rate among non-tobacco and non-electronic cigarette businesses remained high, at 93 percent. Licensees' compliance with licensing laws decreased from 96 percent to 93 percent, while compliance with consumer protection laws increased by five percentage points, to 84 percent. The compliance rate for retail gasoline pumps remained steady at 100 percent and the compliance rate for fuel trucks improved by seven percentage points, from 88 percent to 95 percent.
- The compliance rate for restricting the sale of tobacco products to minors increased by nine percentage points in the first four months of Fiscal 2025 compared to the same period in Fiscal 2024, from 86 percent to 95 percent. Additionally, compliance with tobacco packaging and pricing regulations remained high at about 99 percent, while compliance with regulations regarding the sale of flavored tobacco products increased seven percentage points to 81 percent. DCWP attributes some of the improvement in compliance with tobacco regulations to an increase in enforcement and education efforts which began in Fiscal 2024 and have carried into Fiscal 2025.

- DCWP's works with businesses to resolve violations and enter into settlement agreements. The total dollar amount of civil penalties collected through settlement agreements during the first four months of Fiscal 2025 was \$1,597,377, up 25 percent from \$1,273,165 during the same period in Fiscal 2024. The rate at which cases were settled prior to their initial hearing date improved by three percentage points, increasing from 46 percent to 49 percent.
- During the first four months of Fiscal 2025, DCWP received a total of 6,149 applications for new licenses and renewals of existing licenses, a 29 percent decrease from the 8,667 received during the same period in Fiscal 2024. The number of license applications and renewals received can fluctuate from year to year due to 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 Agency expects applications to increase by the end of Fiscal 2025.
- The median number of days to approve license applications and renewals received during the first four months of Fiscal 2025 was unchanged at one day. The percent of applications processed within 10 days increased by four percentage points from the first four months of Fiscal 2024 to 96 percent in the first four months of Fiscal 2025, and the percent of applications approved within 30 days increased by five percentage points to 99 percent. These improvements are attributed to a mixture of operational enhancements and the increased use of the online application portal, which allows applicants to gather all required materials before submitting their applications.
- The percentage of all applications submitted online increased by 18 percentage points, from 41 percent in the first four months of Fiscal 2024 to 59 percent in the first four months of Fiscal 2025. This increase is largely attributed to the new online license application portal, released in Fiscal 2024, and licensees' increasing familiarity with its convenience and ease of use.
- The average wait time for consumers visiting DCWP's licensing centers decreased from about five minutes in the first four months of Fiscal 2024 to about four minutes in the first four months Fiscal 2025, continuing to significantly out-perform the 15-minute target.
- DCWP continues to supplement its education efforts with intensive outreach to help businesses understand their legal responsibilities. During the first four months of Fiscal 2025, DCWP conducted 16 business outreach and engagement events, a 30 percent decrease from the first four months of Fiscal 2024, and reached 520 businesses through these efforts, a 66 percent decrease from the 1,515 businesses reached during the first four months of Fiscal 2024. This is due to certain outreach events falling just outside the reporting time frame and to the Agency's efforts over the summer months to prioritize outreach to workers, in particular domestic workers. Across comparative reporting periods, the number of business education inspections, violation-free educational inspections for businesses to better understand laws and compliance, increased by 68 percent, from 710 to 1,195.
- During the first four months of Fiscal 2025, DCWP provided financial counseling to 4,782 clients, an eight percent increase from the first four months of Fiscal 2024. This included 2,945 first-time clients. Over 21 percent of these clients achieved a financial goal within their first year of enrollment this reporting period, a four-percentage point increase from the first four months of Fiscal 2024. Financial goals may 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 10 percent, or increasing their credit score by 35 or more points.
- The cumulative number of clients served by DCWP's financial counseling program increased by 10 percent from the first four months of Fiscal 2024 to 95,306 in the first four months of Fiscal 2025. Similarly, the cumulative amount of debt reduced by financial empowerment clients increased by 12 percent to \$126,902,386, and the cumulative amount of increased savings rose by 14 percent to \$16,249,121.
- The number of all worker protection complaints received increased 31 percent from 312 during the first four months of Fiscal 2024 to 408 during the first four months of Fiscal 2025. This is principally due to the introduction of minimum pay rules for app-based restaurant delivery workers. The number of investigations opened decreased by 17 percent, from 167 to 138. The median days to assess complaints increased by 157 percent over comparative reporting periods, from 28 days to 72 days. This is due to increased complaint volume. The number of investigations closed increased by 32 percent from the first four months of Fiscal 2024 to 146 in the same period of Fiscal 2025, while the median number of days to close investigations decreased by seven percent, improving from 113 days to 105 days.

- The number of workers entitled to restitution decreased by 56 percent from the first four months of Fiscal 2024 to 1,552 workers in the first four months of Fiscal 2025, while the amount of worker restitution assessed also decreased by 68 percent to \$1,976,923. The amount of civil penalties collected decreased by 61 percent to \$206,903. The number of workers entitled to restitution, total restitution assessed, and penalty amounts are affected by the timing of when cases involving large amounts of worker relief and civil penalties close. As a result, these indicators fluctuate over time, and the decreases compared to the first four months of Fiscal 2024 do not necessarily reflect any underlying trend.

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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Complaints entering mediation	1,970	1,856	1,930	*	*	688	864
Mediated complaints resolved	1,917	1,817	1,847	*	*	485	909
★ Median days to close mediations	31	27	35	28	28	31	30
Mediations completed within 28 days (%)	50%	56%	37%	50%	50%	44%	45%
– Within 0-50 days (%)	86%	98%	76%	85%	85%	88%	76%
– Within 0-90 days (%)	99%	100%	99%	100%	100%	99%	99%
Consumer restitution awarded (\$)	\$1,695,560	\$1,251,476	\$3,210,146	*	*	\$249,900	\$1,017,058
Complaints referred for inspection	3,566	3,551	4,323	*	*	1,362	1,146
★ Median days to respond to inspection referrals	12	10	20	↓	↓	13	20
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None							

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Inspections – Total	37,980	43,280	47,288	*	*	14,072	20,068
Licensed business category inspections	21,337	15,497	6,042	*	*	1,688	4,349
Non-licensed business category inspections	4,665	9,711	20,829	*	*	7,035	4,959
Tobacco program inspections	11,978	18,072	20,417	*	*	5,349	10,761
Summonses – Total	10,487	16,493	17,057	*	*	5,169	7,467
Licensed business category summonses	3,117	3,036	1,218	*	*	381	1,367
Non-licensed business category summonses	634	1,410	3,823	*	*	1,329	1,009
Tobacco program summonses	6,736	12,047	12,016	*	*	3,459	5,091
License Law – License requirement compliance rate (%)	85%	75%	79%	*	*	78%	82%
– Tobacco and Electronic Cigarette Retail Dealer compliance rate (%)	NA	NA	74%	*	*	73%	77%
– All Other License Categories compliance rate (%)	NA	NA	94%	*	*	94%	93%
★ License Law – Licensee compliance rate (%)	94%	96%	97%	↑	↑	96%	93%
Consumer protection law compliance rate (%)	86%	84%	79%	*	*	79%	84%
Weights and measures law compliance rate – Gasoline pumps (%)	99%	100%	100%	98%	98%	100%	100%
Weights and measures law compliance rate – Fuel trucks (%)	85%	88%	87%	72%	72%	88%	95%
★ Tobacco Program – Sale to youth compliance rate (%)	90%	86%	91%	↑	↑	86%	95%
Tobacco Program – Out of package sales compliance rate (%)	97%	99%	99%	*	*	98%	99%
Tobacco Program – Flavored tobacco and e-cigarette compliance rate (%)	82%	76%	78%	*	*	74%	81%
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None							

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Civil penalties collected from settlements (\$)	\$6,644,529	\$8,045,022	\$9,464,222	*	*	\$1,273,165	\$1,597,377
★ Cases settled prior to original hearing date (%)	48%	42%	47%	*	*	46%	49%
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Applications received	26,268	37,120	22,885	*	*	8,667	6,149
★ Median processing time (days)	1	1	1	4	4	1	1
Applications approved within 10 days (%)	84%	84%	95%	85%	85%	92%	96%
Applications approved within 30 days (%)	90%	94%	97%	95%	95%	94%	99%
Applications submitted online (%)	42%	42%	48%	*	*	41%	59%
★ Average Licensing Center wait time (minutes)	4	3	5	15	15	5	4
Customer service requests processed at licensing centers	16,516	20,556	21,822	*	*	7,762	7,600
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Businesses engagement and outreach events	61	63	86	*	*	23	16
Businesses participating in engagement and outreach events	5,251	5,497	7,234	*	*	1,515	520
Business education inspections	1,787	2,079	1,973	*	*	710	1,195
★ Critical Indicator	● Equity Indicator	"NA" Not Available		↕ Directional Target	* None		

SERVICE 3 Educate and empower New Yorkers with low incomes.

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Clients served	7,160	8,829	11,622	*	*	4,421	4,782
First-time clients	5,017	6,528	9,008	*	*	2,977	2,945
★ Clients achieving a financial goal within their first year of receiving counseling (%)	20.0%	22.0%	23.0%	↕	↕	17.3%	21.1%
Cumulative financial counseling program clients served		83,354	92,361	*	*	86,336	95,306
Cumulative debt reduced (\$)	\$95,101,598	\$105,912,641	\$121,688,089	*	*	\$113,588,495	\$126,902,386
Cumulative savings increase (\$)	\$12,475,648	\$14,054,805	\$15,998,451	*	*	\$14,296,083	\$16,249,121
Tax returns filed through the NYC Free Tax Preparation Program	78,679	84,471	101,415	*	*	NA	NA
Estimated tax preparation fees saved through the NYC Free Tax Preparation Program (\$)	\$11,801,850	\$13,181,050	\$32,695,689	*	*	NA	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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Complaints received	386	439	1,581	*	*	312	408
Investigations opened	251	279	476	*	*	167	138
Median days to assess complaints and open investigations	29	32	16	*	*	28	72
Investigations closed	266	270	387	*	*	111	146
★ Median days to close investigations	143	194	113	↕	↕	113	105
Workers entitled to restitution	7,957	14,669	12,598	*	*	3,535	1,552
Worker restitution assessed (\$)	\$3,620,499	\$25,368,095	\$13,821,536	*	*	\$6,267,174	\$1,976,923
Civil penalties collected (\$)	\$236,759	\$1,365,330	\$1,459,694	*	*	\$536,931	\$206,903
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Complaints received	332	501	728	*	*	235	275
Navigation cases opened	325	480	704	*	*	243	232
★ Navigation cases closed	370	412	382	*	*	115	249
Amount recovered by complainants (\$)	\$604,521	\$626,062	\$560,439	*	*	\$398,876	\$76,182
★ Critical Indicator ● Equity Indicator "NA" Not Available ↕ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Customer Experience							
Average customer in-person wait time (minutes:seconds)	3:58	4:00	5:00	17:00	17:00	NA	NA
Completed requests for interpretation	3,404	2,335	2,806	*	*	NA	NA
CORE facility rating	100	99	97	87	87	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ↕ Directional Target * None							

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Response to 311 Service Requests (SRs)							
Percent meeting time to first action within 4 days – Consumer complaint for exchange/refund/return	NA	NA	95%	85%	85%	94%	97%
Percent meeting time to first action within 4 days – Consumer complaint for false advertising	NA	NA	96%	85%	85%	93%	98%
Percent meeting time to first action within 4 days – Consumer complaint for non-delivery goods/services	NA	NA	95%	85%	85%	91%	96%
Percent meeting time to first action within 4 days – Consumer complaint for overcharge	NA	NA	94%	85%	85%	94%	97%
Percent meeting time to first action within 7 days – DCWP/DOHMH new license application request for general street vendor license	NA	NA	NA	85%	85%	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ↕ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2024 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY22	FY23	FY24	FY25	FY25 ¹	FY26 ¹	FY24	FY25
Expenditures (\$000,000) ²	\$59.4	\$67.9	\$67.9	\$65.5	\$67.9	\$75.1	\$36.7	\$17.4
Revenues (\$000,000)	\$16.9	\$21.8	\$21.0	\$17.2	\$19.3	\$18.5	\$5.5	\$7.0
Personnel	400	413	402	454	471	475	421	396
Overtime paid (\$000)	\$46	\$120	\$66	\$228	\$228	\$114	\$34	\$47
¹ January 2025 Financial Plan. ² Expenditures include all funds "NA" - Not Available								

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)	January 2025 Financial Plan FY25 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$34.1	\$35.1	
001 - Administration	\$16.9	\$17.2	All
002 - Licensing and Enforcement	\$17.1	\$17.8	1b, 1c, 2a, 2b, 4a
Other Than Personal Services - Total	\$33.8	\$32.8	
003 - Other than Personal Services	\$33.8	\$32.8	All
Agency Total	\$67.9	\$67.9	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter.			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The indicators ‘– Tobacco and Electronic Cigarette Retail Dealer compliance rate (%)’ and ‘– All Other License Categories compliance rate (%)’ were added in Goal 2b as sub-indicators under the ‘License Law — License requirement compliance rate (%)’ metric. Breaking down the license requirement compliance rate by these two groups demonstrates that most businesses do maintain the required licenses and what appears to be a low compliance rate is heavily influenced by tobacco and e-cigarette retailers.
- The indicator ‘Cumulative financial counseling program clients served’ was added in Goal 3a to report the total number of unique clients served by DCWP’s financial counselling programs since the programs began in 2008.
- The indicator ‘Estimated tax preparation fees saved through the NYC Free Tax Preparation Program (\$)’ was added in Goal 3a to report the total amount low and middle-income New Yorkers saved in tax preparation services, further establishing the benefit of the NYC Free Tax Preparation Program.
- A number of previously published figures were updated as part of this publication after a review of historical data:
 - The four-month actual Fiscal 2024 figure for ‘Median days to close mediations’ in Goal 1a was updated from 24 to 31.
 - The four-month actual Fiscal 2024 figure for ‘Mediations completed within 28 days (%)’ in Goal 1a was updated from 58 to 44.
 - The four-month actual Fiscal 2024 figure for ‘Mediations completed within 0-50 days (%)’ in Goal 1a was updated from 93 to 88.

- The four-month actual Fiscal 2024 figure for 'Mediations completed within 0-90 days (%)' in Goal 1a was updated from 100 to 99.
- The four-month actual Fiscal 2024 figure for 'Consumer restitution awarded (\$)' in Goal 1a was updated from \$279,467 to \$249,900.
- The four-month actual Fiscal 2024 figure for 'Complaints referred for inspection' in Goal 1a was updated from 1,313 to 1,362.
- The four-month actual Fiscal 2024 figure for 'Median days to respond to inspection referrals' in Goal 1a was updated from 12 to 13.
- The four-month actual Fiscal 2024 figure for 'License Law – License requirement compliance rate (%)' in Goal 1b was updated from 68 to 78.
- The four-month actual Fiscal 2024 figure for 'License Law – Licensee compliance rate (%)' in Goal 1b was updated from 97 to 96 .
- The four-month actual Fiscal 2024 figure for 'Cases settled prior to original hearing date (%)' in Goal 1c was updated from 36 to 46.
- The four-month actual Fiscal 2024 figure for 'Applications received' in Goal 2a was updated from 8,598 to 8,667.
- The four-month actual Fiscal 2024 figure for 'Applications approved within 10 days (%)' in Goal 2a was updated from 88 to 92.
- The four-month actual Fiscal 2024 figure for 'Clients served' in Goal 3a was updated from 4,415 to 4,421.
- The four-month actual Fiscal 2024 figure for 'First-time clients' in Goal 3a was updated from 2,976 to 2,977.
- The four-month actual Fiscal 2024 figure for 'Complaints received' in Goal 4a was updated from 302 to 312.
- The four-month actual Fiscal 2024 figure for 'Investigations opened' in Goal 4a was updated from 162 to 167.
- The four-month actual Fiscal 2024 figure for 'Investigations closed' in Goal 4a was updated from 112 to 111.
- The four-month actual Fiscal 2024 figure for 'Complaints received' in Goal 4b was updated from 233 to 235.
- The four-month actual Fiscal 2024 figure for 'Navigation cases opened' in Goal 4b was updated from 242 to 243.
- The four-month actual Fiscal 2024 figure for 'Navigation cases closed' in Goal 4b was updated from 114 to 115.
- The Fiscal 2024 figure for 'Percent meeting time to first action within 4 days – Consumer complaint for exchange/refund/return' in Agency Customer Service was updated from NA to 95. The four-month actual Fiscal 2024 figure was also updated from NA to 94.
- The Fiscal 2024 figure for 'Percent meeting time to first action within 4 days – Consumer complaint for false advertising' in Agency Customer Service was updated from NA to 96. The four-month actual Fiscal 2024 figure was also updated from NA to 93.
- The Fiscal 2024 figure for 'Percent meeting time to first action within 4 days – Consumer complaint for non-delivery goods/services' in Agency Customer Service was updated from NA to 95. The four-month actual Fiscal 2024 figure was also updated from NA to 91.
- The Fiscal 2024 figure for 'Percent meeting time to first action within 4 days – Consumer complaint for overcharge' in Agency Customer Service was updated from NA to 94. The four-month actual Fiscal 2024 figure was also updated from NA to 94.

- Preceding the Fiscal 2025 Preliminary Mayor’s Management Report, the Mayor’s Office of Operations continued to standardize indicator names, implementing changes in the Customer Experience section. Indicator definitions and historic data were not changed.

ADDITIONAL RESOURCES

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

- Licenses:
<https://www1.nyc.gov/site/dca/businesses/licenses.page>
- Worker Rights:
<https://www1.nyc.gov/site/dca/workers/worker-rights.page>
- Third-Party Food Delivery Services:
<https://www1.nyc.gov/site/dca/about/Third-Party-Food-Delivery-Services.page>
- NYC Financial Empowerment Centers:
<https://www1.nyc.gov/site/dca/consumers/get-free-financial-counseling.page>
- NYC Free Tax Prep:
<https://www1.nyc.gov/site/dca/consumers/file-your-taxes.page>

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