DEPARTMENT OF CONSUMER AND WORKER PROTECTION

WHAT WE DO

The New York City Department of Consumer and Worker Protection (DCWP) is the nation's leading municipal enforcement agency charged with delivering New Yorkers economic justice. DCWP leverages its authority to bring New Yorkers real economic relief and protect them from predatory, deceptive, and unfair practices that violate their consumer and workers' rights. This includes pioneering cutting-edge protections, such as the City's Consumer Protection Law, Protected Time Off Law, Fair Workweek Law, and Delivery Worker Laws, including the Minimum Pay Rate for delivery workers. Through licensing more than 45,000 businesses in over 45 industries, DCWP ensures fair competition and a level playing field for responsible small businesses that are integral to New York City's vibrant communities.

DCWP also provides essential services, such as free tax preparation, and financial counseling to ensure New Yorkers keep more of what they earn and can plan for their futures. DCWP is committed to making sure New York City is a fairer, more affordable place to live.

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.

To promote equity in the workplace, DCWP enforces NYC's worker protection laws, ensuring workers have access to paid safe and sick leave, fair scheduling protections, the Minimum Pay Rate for delivery workers, 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. 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.
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 the first four months of Fiscal 2026, the number of complaints entering mediation decreased by four percent, from 864 in the first four months of Fiscal 2025 to 828, and the number of mediations resolved decreased 10 percent, from 899 to 808. The median number of days to close mediations increased from 30 days in the first four months of Fiscal 2025 to 32 days in the first four months of Fiscal 2026, over the target of 28 days. The proportion of mediations completed within 28 days fell slightly to 40 percent, below the target of 50 percent, the proportion closed in 50 days increased 10 percentage points to 86 percent, just above the target of 85 percent.

- The total amount of consumer restitution awarded increased by 46 percent, from $1,278,940 in the first four months of Fiscal 2025 to $1,865,670 during the same period in Fiscal 2026. The increase primarily can be attributed to the Department issuing a final decision in an employment agency case that included a significant consumer restitution amount.

- The number of complaints referred for inspection increased marginally, from 1,160 to 1,176 while the median days to respond to these inspection referrals improved from 20 days in the first four months of Fiscal 2025 to just seven days during the same period in Fiscal 2026, a continuation of the improvements realized due to enhanced system integrations implemented over the last year.

- DCWP conducted 19,668 inspections during the first four months of Fiscal 2026, 401 fewer inspections than the same period in Fiscal 2025. Licensed business category inspections – which do not include tobacco and electronic cigarette dealer businesses – decreased by 15 percent in the first four months of Fiscal 2026. Many licensed businesses are inspected once every two years, and a large portion of these businesses are grouped for inspection during odd numbered fiscal years.

- Non-licensed business category inspections nearly doubled, from 4,959 in the first four months of Fiscal 2025 to 9,578 over the same period in Fiscal 2026 while Tobacco Program inspections decreased by 41 percent to 6,371. Over 1,400 smoke shops were forcibly closed by the taskforce, thereby reducing the need for tobacco business inspections in Fiscal 2026 and increasing DCWP's capacity to inspect previously uninspected businesses. While the total number of summonses was down, non-licensed business category summonses correspondingly increased 95 percent to nearly 2,000 summonses.

- The total number of summonses issued for all inspection types decreased by 11 percent in the first four months of Fiscal 2026, dropping from 7,467 over the same period in Fiscal 2025 to 6,633. The overall decrease was driven in large part by a decrease in tobacco-related summonses, which dropped by 35 percent as a result of fewer tobacco business inspections, from 5,091 to 3,302.

- Compliance with DCWP licensing requirements and laws remained high in the first four months of Fiscal 2026. Compliance with the requirement for certain businesses to have a DCWP-issued license increased from 82 percent to 83 percent in the first four months of Fiscal 2026 as compared to the same period in Fiscal 2025. Licensees' compliance with licensing laws decreased from 93 percent to 91 percent, and compliance with the Consumer Protection Law decreased from 84 percent to 78 percent. The compliance rate for retail gasoline pumps remained steady at more than 99 percent and the compliance rate for fuel trucks decreased from 95 percent to 93 percent during the first four months of Fiscal 2026.

- DCWP collected $1,769,157 in civil penalties through settlement agreements in the first four months of Fiscal 2026, compared to $1,814,464 in the same period of Fiscal 2025. The rate at which cases were settled prior to their initial hearing date improved by 17 percentage points, increasing from 49 percent in the first four months of Fiscal 2025 to 66 percent during the same period in 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.

- During the first four months of Fiscal 2026, DCWP received a total of 8,560 applications for new licenses and renewals of existing licenses, a 26 percent increase from the same period 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 numbered years which contributes to an overall increase in odd numbered years and decrease in even numbered years. The median number of days to approve license applications and renewals received in the first four months of Fiscal 2026 increased from one to two days. The percentage of applications processed within 10 days increased slightly, from 92 percent to 94 percent, as did the percentage of applications approved within 30 days, which increased from 96 percent to 99 percent over the four-month reporting period.

- The percentage of all applications submitted online increased to 88 percent during the first four months of Fiscal 2026, up from 59 percent in the same period in Fiscal 2025. 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 remained the same, at four minutes, while the number of customer service requests processed at the licensing centers decreased by 32 percent, from 7,600 in the first four months of Fiscal 2025 to 5,201 in the first four months of Fiscal 2026. This decrease is consistent with the increased use of online applications and renewals.

- DCWP continues to supplement patrol-based education efforts with intensive outreach to help businesses understand their legal responsibilities. During the first four months of Fiscal 2026, DCWP conducted or participated in 87 business outreach and engagement events, 71 more than the same period in Fiscal 2025, reaching 8,156 businesses through these efforts, a significant increase over the 520 businesses reached last year. This was achieved through increased educational efforts and direct outreach around DCWP's self-employed tax prep, which allows small businesses to file their taxes for free. In addition to hosting outreach events, businesses can request a violation-free education inspection to better inform them of potential violations. In the first four months of Fiscal 2026, DCWP conducted 1,209 such inspections, compared to the 1,195 business education inspections conducted in the first four months of Fiscal 2025.

- During the first four months of Fiscal 2026, DCWP provided financial counseling to 4,474 clients, a six percent decrease from the same period in Fiscal 2025. This included 2,659 first-time clients, 10 percent fewer new clients than the same period of Fiscal 2025. Seventeen percent of clients achieved a financial goal within their first year of enrollment, a four percentage-point decrease 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, 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 11 percent, to $140,628,515, and the cumulative amount of increased savings rose by 14 percent, to $18,533,761 in the first four months of Fiscal 2026 compared to the same period of Fiscal 2025. This increase reflects stronger program management that helped counselors connect clients to savings strategies and debt relief resources, including Public Service Loan Forgiveness (PSLF).

- The number of worker protection complaints received increased by 65 percent to 675 during the first four months of Fiscal 2026, up from 408 during the same period in Fiscal 2025. The increase in complaints spans all laws DCWP enforces, and may be a result of increased worker awareness of DCWP flowing from publicized settlements with large companies. The number of investigations opened increased by nine percent, from 138 to 151. The median days to assess complaints and open investigations decreased from 72 days to 42 days, a decrease of 42 percent. This metric can vary year to year based on the total number of complaints the Department receives and the size and complexity of the investigations it opens. Generally speaking, when DCWP opens large investigations affecting hundreds or thousands of workers, the median days to assess complaints and open investigations may decrease despite higher complaint volume as a larger portion of incoming complaints may be associated with investigations already opened. The number of investigations closed increased by 12 percent, to 164 from 146, while the median number of days to close investigations decreased by six percent, from 105 days in the first four months of Fiscal 2025 compared to 99 days through the first four months of Fiscal 2026.

- The number of workers entitled to restitution increased by 34 percent, to 2,078, while the amount of worker restitution assessed in the first four months of Fiscal 2026 increased from $1,976,923 to $2,481,203, or 26 percent, compared to Fiscal 2025. The amount of civil penalties collected similarly increased by 18 percent, to $243,144 in Fiscal 2026.
- In the first four months of Fiscal 2026 compared to the same period in Fiscal 2025, the number of complaints under the Freelance Isn't Free law decreased by five percent, from 275 to 260, while the number of navigation cases opened increased from 232 to 271. The number of navigation cases closed decreased from 249 to 224, while the amount recovered by complainants increased by 56 percent, from $76,182 in Fiscal 2025 to $118,752. 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.

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.

	Actual			Target		4-Month Actual	
Performance Indicators	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Median days to close mediations	27	35	29	28	28	30	32
Complaints entering mediation	1,856	1,930	2,276	*	*	864	828
Mediated complaints resolved	1,817	1,847	2,191	*	*	899	808
Mediations completed within 28 days (%)	56%	37%	49%	50%	50%	45%	40%
– Within 0-50 days (%)	98%	76%	84%	85%	85%	76%	86%
– Within 0-90 days (%)	100%	99%	99%	100%	100%	99%	99%
Consumer restitution awarded ($)	$1,251,476	$3,301,258	$2,563,802	*	*	$1,278,940	$1,865,670
Complaints referred for inspection	3,551	4,323	2,954	*	*	1,160	1,176
★ Median days to respond to inspection referrals	10	20	9	⇩	⇩	20	7

★ 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.

	Actual			Target		4-Month Actual	
Performance Indicators	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Inspections – Total	43,280	47,288	52,892	*	*	20,068	19,668
Licensed business category inspections	15,497	6,042	9,721	*	*	4,349	3,719
Non-licensed business category inspections	9,711	20,829	19,061	*	*	4,959	9,578
Tobacco program inspections	18,072	20,417	24,110	*	*	10,761	6,371
Summonses – Total	16,493	17,057	17,332	*	*	7,467	6,633
Licensed business category summonses	3,036	1,218	2,905	*	*	1,367	1,364
Non-licensed business category summonses	1,410	3,823	3,522	*	*	1,009	1,967
Tobacco program summonses	12,047	12,016	10,905	*	*	5,091	3,302
License Law – License requirement compliance rate (%)	75%	79%	83%	*	*	82%	83%
– Tobacco and Electronic Cigarette Retail Dealer compliance rate (%)	75%	74%	78%	*	*	77%	78%
– All Other License Categories compliance rate (%)	97%	94%	93%	*	*	93%	93%
★ License Law – Licensee compliance rate (%)	96%	97%	94%	⇧	⇧	93%	91%
Consumer protection law compliance rate (%)	84%	79%	83%	*	*	84%	78%
Weights and measures law compliance rate – Gasoline pumps (%)	100%	100%	100%	98%	98%	100%	100%
Weights and measures law compliance rate – Fuel trucks (%)	88%	87%	90%	72%	72%	95%	93%
★ Tobacco Program – Sale to youth compliance rate (%)	86%	91%	95%	⇧	⇧	95%	95%
Tobacco Program – Out of package sales compliance rate (%)	99%	99%	99%	*	*	99%	98%
Tobacco Program – Flavored tobacco and e-cigarette compliance rate (%)	76%	78%	82%	*	*	81%	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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Civil penalties collected from settlements ($)	$8,045,022	$4,060,381	$6,840,938	*	*	$1,814,464	$1,769,157
★ Cases settled prior to original hearing date (%)	42%	47%	58%	*	*	49%	66%

★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Applications received	37,120	22,885	34,191	*	*	6,804	8,560
★ Median processing time (days)	1	1	2	4	4	1	2
Applications approved within 10 days (%)	84%	95%	95%	85%	85%	92%	94%
Applications approved within 30 days (%)	94%	97%	98%	95%	95%	96%	99%
Applications submitted online (%)	42%	48%	81%	*	*	59%	88%
★ Average Licensing Center wait time (minutes)	3	5	4	15	15	4	4
Customer service requests processed at licensing centers	20,556	21,822	20,695	*	*	7,600	5,201

★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Businesses engagement and outreach events	63	86	103	*	*	16	87
Businesses participating in engagement and outreach events	5,497	7,234	20,314	*	*	520	8,156
Business education inspections	2,079	1,973	3,110	*	*	1,195	1,209

★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Clients served	8,829	11,622	11,279	*	*	4,782	4,474
First-time clients	6,528	9,008	8,330	*	*	2,945	2,659
★ Clients achieving a financial goal within their first year of receiving counseling (%)	22.0%	23.0%	29.7%	⇧	⇧	21.1%	17.3%
Cumulative financial counseling program clients served	83,354	92,361	100,955	*	*	95,306	103,357
Cumulative debt reduced ($)	$105,912,641	$121,688,089	$136,968,576	*	*	$126,902,386	$140,628,515
Cumulative savings increase ($)	$14,054,805	$15,998,451	$17,673,479	*	*	$16,249,121	$18,533,761
Tax returns filed through the NYC Free Tax Preparation Program	84,471	101,415	110,352	*	*	NA	NA
Estimated tax preparation fees saved through the NYC Free Tax Preparation Program ($)	$13,181,050	$32,695,689	$38,181,792	*	*	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.

	Actual			Target		4-Month Actual	
Performance Indicators	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Complaints received	439	1,581	1,223	*	*	408	675
Investigations opened	279	476	396	*	*	138	151
Median days to assess complaints and open investigations	32	16	84	*	*	72	42
Investigations closed	270	387	399	*	*	146	164
★ Median days to close investigations	194	113	104	⇩	⇩	105	99
Workers entitled to restitution	14,669	12,598	7,531	*	*	1,552	2,078
Worker restitution assessed ($)	$25,368,095	$13,821,536	$8,353,401	*	*	$1,976,923	$2,481,203
Civil penalties collected ($)	$1,365,330	$1,459,694	$813,646	*	*	$206,903	$243,144

★ 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.

	Actual			Target		4-Month Actual	
Performance Indicators	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Complaints received	501	728	821	*	*	275	260
Navigation cases opened	480	704	711	*	*	232	271
★ Navigation cases closed	412	382	796	*	*	249	224
Amount recovered by complainants ($)	$626,062	$560,439	$365,973	*	*	$76,182	$118,752

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

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
Customer Experience	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Average wait time to speak with a customer service agent (minutes:seconds)	4:00	5:00	3:52	17:00	17:00	NA	NA
Completed requests for interpretation	2,335	2,806	3,549	*	*	NA	NA
CORE facility rating	99	97	NA	87	87	NA	NA

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

Performance Indicators	Actual			Target		4-Month Actual	
Response to 311 Service Requests (SRs)	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Percent meeting time to first action within 4 days – Consumer complaint for exchange/refund/return	NA	95%	97%	85%	85%	97%	96%
Percent meeting time to first action within 4 days – Consumer complaint for false advertising	NA	96%	99%	85%	85%	98%	97%
Percent meeting time to first action within 4 days – Consumer complaint for non-delivery goods/services	NA	95%	97%	85%	85%	96%	98%
Percent meeting time to first action within 4 days – Consumer complaint for overcharge	NA	94%	97%	85%	85%	97%	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

	Actual			Sept. 2025 MMR Plan	Updated Plan	Plan	4-Month Actual	
Resource Indicators	FY23	FY24	FY25	FY26	FY26[1]	FY27[1]	FY25	FY26
Expenditures ($000,000)[2]	$67.9	$67.9	$66.0	$75.1	$85.5	$74.7	$17.4	$37.6
Revenues ($000,000)	$21.8	$21.0	$20.7	$18.5	$18.5	$17.2	$7.0	$5.8
Personnel	413	402	409	476	485	485	396	422
Overtime paid ($000)	$120	$66	$182	$114	$114	$114	$47	$16

[1]February 2026 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 FY25[1] ($000,000)	February 2026 Financial Plan FY26[2] ($000,000)	Applicable MMR Goals[3]
Personal Services - Total	$33.2	$37.3	
001 - Administration	$16.8	$17.6	All
002 - Licensing and Enforcement	$16.4	$19.7	1b, 1c, 2a, 2b, 4a
Other Than Personal Services - Total	$32.8	$48.2	
003 - Other than Personal Services	$32.8	$48.2	All
Agency Total	$66.0	$85.5	

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

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The previously published Fiscal 2025 four-month actual figure for the indicator 'Mediated complaints resolved' in Goal 1a was revised from 909 to 899 after a review of historical data.
- The previously published Fiscal 2025 figure for the indicator 'Consumer restitution awarded ($)' in Goal 1a was revised from $2,347,887 to $2,563,802 after a review of historical data. The Fiscal 2025 four-month actual figure was revised from $1,017,058 to $1,278,940 after a review of historical data.
- The previously published Fiscal 2025 four-month actual figure for the indicator 'Complaints referred for inspection' in Goal 1a was revised from 1,146 to 1,160 after a review of historical data.
- The previously published Fiscal 2024 figure for the indicator 'Civil penalties collected from settlements ($)' in Goal 1c was revised from $3,210,146 to $3,301,258 after a review of historical data. The Fiscal 2025 figure was also revised, from $4,571,387 to $6,840,938.
- The previously published Fiscal 2025 four-month actual figure for the indicator 'Applications received' in Goal 2a was revised from 6,149 to 6,804 after a review of historical data.
- The previously published Fiscal 2025 four-month actual figure for the indicator 'Applications approved within 10 days (%) in Goal 2a was revised from 96 to 92 after a review of historical data.
- The previously published Fiscal 2025 four-month actual figure for the indicator 'Applications approved within 30 days (%) in Goal 2a was revised from 99 to 96 after a review of historical data.

ADDITIONAL RESOURCES

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

- Licenses:
  nyc.gov/BusinessToolbox
- Worker Rights:
  nyc.gov/workers
- App-Based Delivery Workers:
  nyc.gov/DeliveryApps
- NYC Financial Empowerment Centers:
  nyc.gov/TalkMoney
- Financial Literacy for Youth:
  nyc.gov/FLY
- NYC Free Tax Prep:
  nyc.gov/TaxPrep

For more information about DCWP and its work, call 311 or visit DCWP at nyc.gov/dcwp, sign up for its newsletter, or follow on its social media sites, X, Facebook, Instagram, and YouTube.