

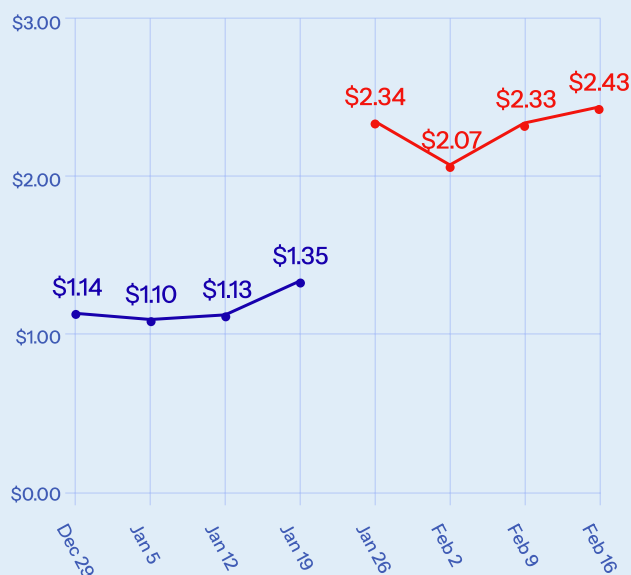
Delivery apps tried to take away workers' tips. New DCWP Laws forced apps to end design tricks and put \$104 million back in delivery workers' pockets since January.

New changes reverse Uber Eats' and DoorDash's deceptive interface changes, restore consumer choice over tipping.

On December 4, 2023, the Department of Consumer and Worker Protection (DCWP) began enforcing [minimum pay protections](#) for over 70,000 app-based restaurant delivery workers. That same week, Uber Eats and DoorDash implemented [design changes to their platform to make it difficult for NYC consumers to tip their delivery worker](#). These changes included limiting tip choices to post-delivery screens that were hidden deep within app interfaces. In January, DCWP released [a report](#) analyzing how these changes drove \$550 million in delivery worker pay losses.

Tips per Delivery at Restaurant Delivery Apps Before and After DCWP Tipping Law

Dec 2025 - Feb 2026



Credit: Ed Reed/Mayoral Photography Office

In response, DCWP worked with the New York City Council to [pass new laws](#) to end these deceptive tipping practices, raise workers' pay, and restore consumer choice. DCWP has enforced the new laws since January 26, 2026. Restaurant delivery apps like Uber Eats, DoorDash, and Grubhub are now required to give NYC consumers an option to tip their delivery worker before or during checkout, including a tip option of at least 10% that is selectable in the user interface, and an option to write in a custom tip amount. Tipping remains completely optional for customers, who may also choose to leave no tip.

The New Changes Are Already Raising Workers' Tips

Delivery workers started seeing significant tip increases immediately after the laws went into effect. When comparing the four weeks before January 26, 2026 and the four weeks after, workers' tips nearly doubled from \$1.18 per delivery to \$2.29 per delivery, an increase of \$1.11 per delivery.

The changes to the interface required by the minimum pay rate had no discernible impact on demand for food delivery, as consumers continued to place record-high numbers of orders on apps, with 3.3 million orders placed per week. This is 700,000 more orders per week compared to December 2023, when DCWP began enforcing the minimum pay rate.



Credit: Michael Appleton/Mayoral Photography Office.

Though average tips per delivery increased from \$1.18 to \$2.29 as result of the new laws, this is still lower than the average per worker tip of \$3.66 from November 2023, just prior to when Uber Eats and DoorDash redesigned their apps to discourage tipping. This is because the new laws do not require the apps to fully revert to their original designs, which they still deploy outside of New York City. For example, at times Uber Eats and DoorDash have defaulted to tipping options below 10% in NYC but used higher defaults outside NYC.

Total Earnings Continue to Increase

Despite these design tricks, DCWP's protections for delivery workers have had an enormous impact on workers' earnings. Analysis of data through July 29, 2026 shows that the new tipping protections have lifted workers' total earnings on restaurant delivery apps by \$104 million, which is on pace to reach \$184 million over the course of a year. That is an annual increase of \$2,287 for the average worker. Since December 2023, when DCWP first began enforcing minimum pay protections for delivery workers, total hourly earnings (including pay and tips) have increased from \$10.48 per hour to \$27.32 per hour, a \$16.84 per hour, or a 161%, increase. To date, the Minimum Pay Rate has resulted in over \$2 billion in additional pay for delivery workers.

Tip Protections Are Just One of Several New Policies to Support NYC Delivery Workers

The tip protections that took effect on January 26, 2026 are part of a suite of policy changes to improve delivery work and promote street safety.

Grocery delivery workers at apps like Instacart and Shipt are now covered by the same minimum pay protections as workers for restaurant delivery apps. This expansion brings dignified pay to an additional 26,000 workers.

All delivery services are now required to disclose routed trip distances on trip offers and provide workers with detailed and itemized pay statements each week.

DCWP will set new minimum pay requirements in 2027 that will apply to all contracted delivery workers in NYC.

About the Data

Delivery services are required to maintain and provide data to DCWP every month in accordance with the [Delivery Service Uniform Reporting Guide](#). DCWP analyzes the data to monitor compliance with minimum pay requirements and evaluate trends. All statistics cited in this report are based on DCWP's analysis of data from monthly reports that delivery services are required to submit.

About the Department of Consumer and Worker Protection (DCWP)

DCWP is the nation's leading municipal enforcement agency, charged with delivering economic justice. We bring New Yorkers real economic relief and protect 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. For more information about DCWP and its work, visit DCWP at nyc.gov/DCWP or follow on [X](#), [Facebook](#), [Instagram](#), [TikTok](#), and [YouTube](#).