

# NYC Food Delivery Workers' Rights



If you do restaurant deliveries for an app, you have rights regardless of your immigration status.



## Your Rights



### Free insulated food delivery bag after **6 deliveries**

Apps must give you a bag. You can decide whether to use it.



### More control over your deliveries

- You can limit how far you will go from restaurants and pick which bridges or tunnels you will use.
- Apps cannot offer you trips outside the limits you set, and you have the right to change your limits.



### Advance notice of delivery details

Apps must tell you the pickup address, estimated time and distance for trip, tip, and pay before you accept a trip.



### Better access to restaurant bathrooms when you pick up orders

*Exceptions apply. Contact DCWP.*



### More information about your pay

Apps that take customer orders directly must tell you how much the customer tips for each delivery and your total pay and tips for the previous day. *Exceptions apply. Contact DCWP.*



### Payment at least once a week

Apps cannot charge a fee to process your payment.



### Minimum pay rate (Effective 1/1/2023)

New York City will set a minimum pay rate and may update it from time to time.



### No Retaliation

It is illegal to punish or deactivate workers for exercising their rights. Workers should immediately contact DCWP about retaliation.

### File a Complaint

The Department of Consumer and Worker Protection (DCWP) enforces the law. For more information or to file a complaint:

- Visit [nyc.gov/DeliveryApps](https://nyc.gov/DeliveryApps)
- Email [OLPS@dcwp.nyc.gov](mailto:OLPS@dcwp.nyc.gov)
- Call **311** (212-NEW-YORK outside NYC) and ask for "Delivery Worker"

DCWP will not share your identity without your prior consent.

You can also file a case in court. However, you cannot have a complaint with DCWP and a claim in court at the same time.



Eric L. Adams  
Mayor

Consumer and  
Worker Protection

Vilda Vera Mayuga  
Commissioner