

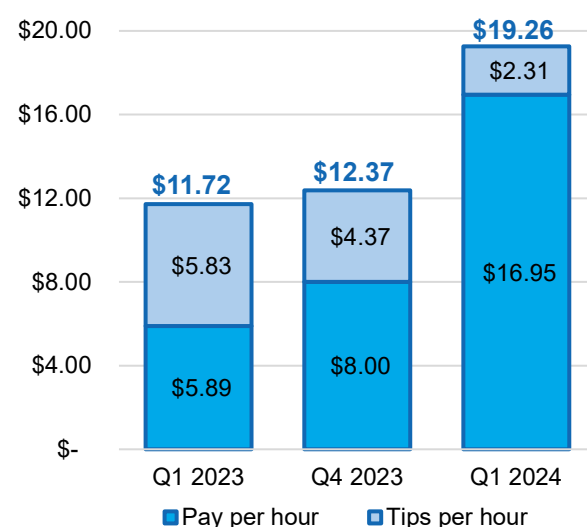
Restaurant Delivery App Data: January-March 2024

NYC law regulates online third-party food delivery services and third-party courier services (“Restaurant Delivery Apps”) and provides protections for their restaurant delivery workers, including a Minimum Pay Rate. Restaurant Delivery Apps are required to submit three monthly reports (Workers, Consumers, and Merchants) to the NYC Department of Consumer and Worker Protection (DCWP). DCWP analyzes the data to monitor compliance with the Minimum Pay Rate and evaluate trends.

- **Delivery workers earned an average of \$19.26 per hour**, a 56% increase from the previous quarter (when DCWP began enforcing the minimum pay rate) and a 64% increase from the same quarter a year prior (before DCWP began enforcing the minimum pay rate on December 4, 2023).
 - Pay per hour averaged \$16.95, a 112% increase from the previous quarter and a 188% increase from the same quarter a year prior.
 - Tips per hour averaged \$2.31, a 47% decrease from the previous quarter and a 60% decrease from the same quarter a year prior.

Note: Pay per hour was less than the minimum pay rate of \$17.96 because some apps maintained excessive levels of uncompensated on-call time during the quarter. On-call time is the time spent connected to an app in a status where the worker is available to receive or accept trip offers or assignments. As part of the phase-in of DCWP’s minimum pay requirements, this was allowable, and does not indicate a legal violation. Additional protections against excessive on-call time took effect April 1, 2024, which is after the period covered by this report. Decreases in tips resulted from changes some apps made to their platforms that made it harder to tip using the app interface.

Figure 1: Pay and Tips per Hour



- **Delivery workers earned a total of \$28.3 million per week**, a 22% increase from the previous quarter (when DCWP began enforcing the minimum pay rate) and a 42% increase from the same quarter a year prior (before DCWP began enforcing the minimum pay rate).
 - Weekly pay averaged \$24.9 million, a 66% increase from the previous quarter and a 149% increase from the same quarter a year prior.
 - Weekly tips averaged \$3.4 million, a 59% decrease from the previous quarter and a 66% decrease from the same quarter a year prior.

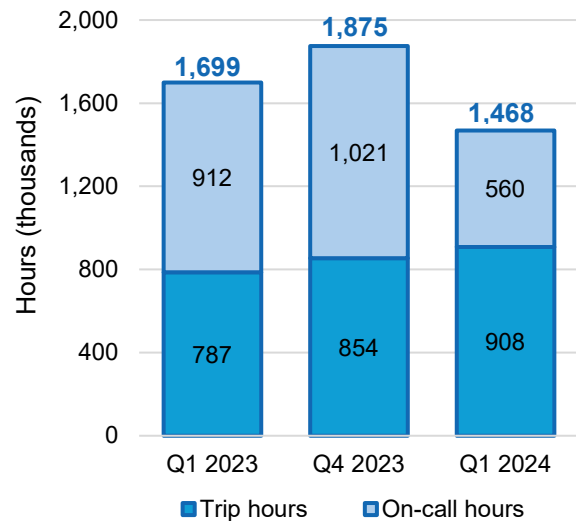


Consumer and Worker Protection

- **The time spent on trips performing deliveries increased and on-call time decreased.** Delivery workers logged 1,468,000 hours of work per week, a 22% decrease from the previous quarter (*when DCWP began enforcing the minimum pay rate*) and a 14% decrease from the same quarter a year prior (*before DCWP began enforcing the minimum pay rate*).

- Weekly trip time averaged 908,000 hours, a 6% increase from the previous quarter and a 15% increase from the same quarter a year prior.
- Weekly on-call time averaged 560,000 hours, a 45% decrease from the previous quarter and a 39% decrease from the same quarter a year prior.

Figure 2: Trip and On-Call Hours per Week



- Delivery workers completed an average of 1.89 deliveries per hour, a 34% increase from the previous quarter and a 25% increase from the same quarter a year prior.

- **The number of delivery workers recording any on-call or trip time averaged 99,000 per week,** an 8% decrease from the previous quarter (*when DCWP began enforcing the minimum pay rate*) and a 9% decrease from the same quarter a year prior (*before DCWP began enforcing the minimum pay rate*). Of these, an average of 75,000 performed at least one trip per week.

Note: The number of workers is not adjusted for multi-apping. This calculation includes every worker performing deliveries for each app and may contain duplicate workers (i.e., one worker performing deliveries for more than one app). See [Technical Note](#) for more information.

- **Delivery workers made 2.77 million deliveries per week,** a 5% increase from the previous quarter (*when DCWP began enforcing the minimum pay rate*) and an 8% increase from the same quarter a year prior (*before DCWP began enforcing the minimum pay rate*).
- **Delivery app fees charged to merchants and consumers increased.**
 - Consumers paid fees, including charges for subscription services, to delivery apps that averaged \$20.1 million per week, a 36% increase from the previous quarter (*when DCWP began enforcing the minimum pay rate*) and an 58% increase from the same quarter a year prior (*before DCWP began enforcing the minimum pay rate*).
 - Merchants paid fees to delivery apps that totaled \$15 million, a 10% increase from the previous quarter (*when DCWP began enforcing the minimum pay rate*) and a 13% increase from the same quarter a year prior (*before DCWP began enforcing the minimum pay rate*).

Note: Fees charged to consumers and merchants depend on orders as apps generally charge based on % of a consumer's subtotal order.

Table 1: Employment, Hours, Earnings and Productivity of Third-Party Restaurant Delivery Workers (Weekly Averages)

	Q1 2023	Q4 2023	Q1 2024	Change from Prior Quarter	% Change from Prior Quarter	% Change from 1 Year Ago
Employment						
Total workers (thousands)	109	108	99	-9	-8%	-9%
Workers performing trips (thousands)	78	77	75	-2	-3%	-4%
Hours						
Total hours (thousands)	1,699	1,875	1,468	-407	-22%	-14%
On-call hours (thousands)	912	1,021	560	-461	-45%	-39%
Trip hours (thousands)	787	854	908	54	6%	15%
Average hours	15.6	17.4	14.8	-2.6	-15%	-5%
Earnings						
Total earnings (millions \$)	19.9	23.2	28.3	5.1	22%	42%
Total pay (millions \$)	10.0	15.0	24.9	9.9	66%	149%
Total tips (millions \$)	9.9	8.2	3.4	-4.8	-59%	-66%
Average earnings (\$)	183	215	286	71	33%	56%
Average pay (\$)	92	139	252	113	81%	174%
Average tips (\$)	91	76	34	-42	-55%	-63%
Earnings per hour (\$)	11.72	12.37	19.26	6.89	56%	64%
Pay per hour (\$)	5.89	8.00	16.95	8.95	112%	188%
Tips per hour (\$)	5.83	4.37	2.31	-2.06	-47%	-60%
Productivity						
Total trips (millions)	2.50	2.59	2.64	0.05	2%	6%
Total deliveries (millions)	2.56	2.64	2.77	0.13	5%	8%
Deliveries per hour	1.51	1.41	1.89	0.48	34%	25%

Total workers include all workers engaging in any on-call or trip time, whereas workers performing trips includes only workers engaging in any trip time. Total trips include all accepted trip offers, which may include multiple drop-offs. Total deliveries include all completed drop-offs. Statistics are not adjusted for multi-apping (see [Technical Note](#)).

Table 2: Consumer Spending on Delivery from Third-Party Restaurant Delivery Apps (Weekly Averages)

	Q1 2023	Q4 2023	Q1 2024	Change from Prior Quarter	% Change from Prior Quarter	% Change from 1 Year Ago
Total spending						
Total consumer spending (millions \$)	98.2	103.0	108.3	5.3	5%	10%
Order subtotals (millions \$)	69.4	73.5	77.9	4.4	6%	12%
Consumer fees (millions \$)	12.7	14.8	20.1	5.3	36%	58%
Tips (millions \$)	9.9	8.2	3.4	-4.8	-55%	-66%
Taxes (millions \$)	6.2	6.5	6.9	0.4	6%	11%
Per delivery spending						
Average total order cost (\$)	38.35	39.03	39.11	0.08	0%	2%
Average subtotal (\$)	27.11	27.84	28.12	0.28	1%	4%
Average consumer fees (\$)	4.96	5.61	7.26	1.65	29%	46%
Average tip (\$)	3.87	3.11	1.23	-1.88	-60%	-68%
Average taxes (\$)	2.41	2.47	2.50	0.03	1%	4%

Taxes are assumed to be 8.875% of subtotals on all orders. Fees include charges for subscription services.

Table 3: Fees Charged to Merchants by Third-Party Restaurant Delivery Apps (Weekly Averages)

	Q1 2023	Q4 2023	Q1 2024	Change from Prior Quarter	% Change from Prior Quarter	% Change from 1 Year Ago
Total merchant fees (millions \$)	13.3	13.6	15.0	1.4	10%	13%
Fees as percentage of subtotals	19.2%	18.5%	19.3%	0.8	NA	NA

Technical Note

The current report covers data obtained from five restaurant delivery apps: DoorDash, FanTuan, Grubhub, HungryPanda, and UberEats. Each month, they provide DCWP with data on the workers, consumers and merchants using their platforms for each weekly pay period in the preceding month. The specifications for the data provided by these apps, including definitions for the data points used to generate this report, can be found in the [Uniform Reporting Guide for Third-Party Food Delivery Services and Third-Party Courier Services](#).

The data include all deliveries performed by covered restaurant delivery apps. This may include non-restaurant deliveries (e.g., groceries), which are subject to the minimum pay rate but not the merchant fee cap.

References to hours of work include both trip time and on-call time. Trip time consists of the time between a worker beginning a trip with a pickup or drop-off location in New York City and the moment the trip is cancelled or the final drop-off is completed. On-call time consists of all non-trip time in which workers are connected to an app and can receive or accept trip offers with a pickup or drop-off location in New York City.

The calculations used in this report do not adjust for “multi-apping” (i.e., workers making deliveries for more than one app). For example, a delivery worker who worked for two apps in a week is counted twice within the calculation of “Total Workers.” Similarly, an hour a delivery worker spent concurrently logged-in to two apps would be counted twice in the calculation of “Total Hours.” This implies that the true average hourly earnings, average hourly pay, and average hourly tips, are higher than the values presented in this report. See [A Minimum Pay Rate for App-Based Restaurant Delivery Workers in NYC](#) and [the Notice of Adoption of the Final Rule](#) for more information on DCWP’s analysis of multi-apping.

The numbers in the report are rounded for conciseness. To view raw aggregated data tables, visit nyc.gov/DeliveryApps.

July 2024 Update: A typographical error in the original version of this report has been corrected.

Restaurant Delivery App Data: April-June 2024

NYC law regulates online third-party food delivery services and third-party courier services (“Restaurant Delivery Apps”) and provides protections for their restaurant delivery workers, including a Minimum Pay Rate. Restaurant Delivery Apps are required to submit three monthly reports (Workers, Consumers, and Merchants) to the NYC Department of Consumer and Worker Protection (DCWP). DCWP analyzes the data to monitor compliance with the Minimum Pay Rate and evaluate trends.

DCWP began enforcing the Minimum Pay Rate on December 4, 2023. The initial Minimum Pay Rate was \$17.96 per hour and increased to \$19.56 per hour on April 1, 2024.

- **Delivery workers earned an average of \$22.48 per hour**, a 112% increase from the same quarter a year prior.
 - Pay per hour averaged \$19.88, a 279% increase from the same quarter a year prior.
 - Tips per hour averaged \$2.60, a 52% decrease from the same quarter a year prior.
- **Delivery workers earned a total of \$25.3 million per week**, a 32% increase from the same quarter a year prior.
 - Weekly pay averaged \$22.4 million, a 136% increase from the same quarter a year prior.
 - Weekly tips averaged \$2.9 million, a 70% decrease from the same quarter a year prior.

Figure 1: Pay and Tips per Hour

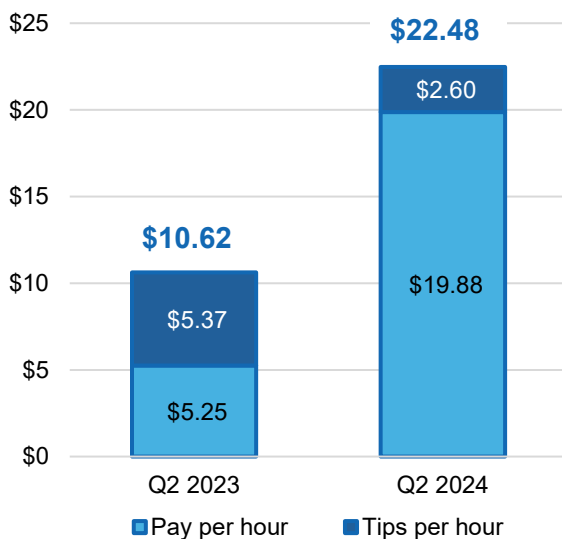
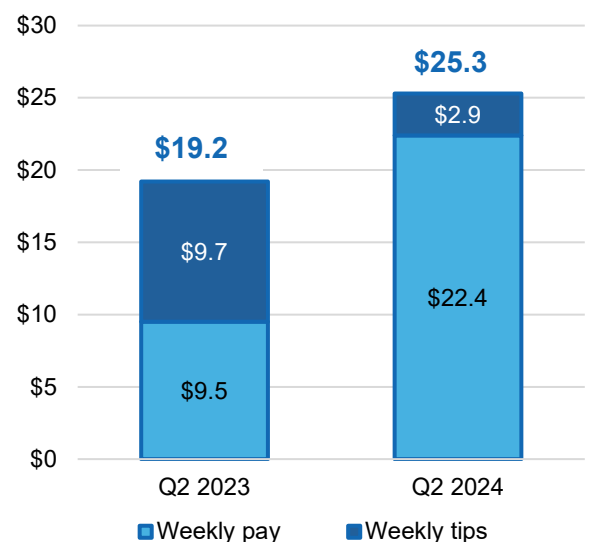


Figure 2: Total Weekly Pay and Tips (in millions)



- **Delivery workers made 2.64 million deliveries per week**, a 5% increase from the same quarter a year prior.
- **Delivery apps charged merchants an average of \$5.63 in fees per delivery**, a 9% increase from the same quarter a year prior. This represented 19.7% of the average order subtotal in the quarter, compared to 19.0% in the same quarter a year prior.
- **Delivery apps charged consumers an average of \$7.79 in fees per delivery**, a 60% increase from the same quarter a year prior.

Table 1: Employment, Hours, Earnings and Productivity of Restaurant Delivery App Workers (Weekly Averages)

	Q2 2023	Q2 2024	Year-over-Year Change	Year-over-Year Percent Change
Employment				
Total workers (in thousands)	107	85	-22	-21
Workers performing trips (in thousands)	76	60	-16	-21
Hours				
Total hours (in thousands)	1,809	1,125	-684	-38
On-call hours (in thousands)	1,030	291	-739	-72
Trip hours (in thousands)	779	834	55	7
Average hours	16.9	13.3	-3.6	-21
Earnings				
Total earnings (in millions)	\$19.2	\$25.3	\$6.1	32
Total pay (in millions)	9.5	22.4	12.9	136
Total tips (in millions)	9.7	2.9	-6.8	-70
Average earnings	\$180	\$298	\$118	66
Average pay	89	264	175	197
Average tips	91	34	-57	-63
Earnings per hour	\$10.62	\$22.48	\$11.86	112
Pay per hour	5.25	19.88	14.63	279
Tips per hour	5.37	2.60	-2.77	-52
Productivity				
Total trips (in millions)	2.46	2.48	0.02	1
Total deliveries (in millions)	2.52	2.64	0.12	5
Deliveries per hour	1.39	2.35	0.96	68

“Total workers” include all workers engaging in any on-call or trip time, whereas “Workers performing trips” includes only workers engaging in any trip time. “Total trips” include all accepted trip offers, which may include multiple drop-offs. “Total deliveries” include all completed drop-offs. Statistics are not adjusted for multi-apping, and so the reported “Employment” figures should not be used to determine the true (unduplicated) number of workers in any quarter or to determine the change in the true (unduplicated) number of workers between quarters (see [Technical Note](#)). Reduction in multi-apping is an expected result of the Minimum Pay Rule. Decreases in “Total workers” or “Workers performing trips” may be a result of reduced multi-apping and/or an increasing concentration of work among more consistent workers.

Table 2: Consumer Spending on Delivery from Restaurant Delivery Apps (Weekly Averages)

	Q2 2023	Q2 2024	Year-over-Year Change	Year-over-Year Percent Change
Total spending				
Total consumer spending (in millions)	\$96.7	\$105.8	\$9.1	9
Order subtotals (in millions)	68.6	75.5	6.9	10
Consumer fees (in millions)	12.3	20.6	8.3	67
Tips (in millions)	9.7	2.9	-6.8	-70
Taxes (in millions)	6.1	6.7	0.6	10
Per delivery spending				
Average total order cost	\$38.40	\$40.00	\$1.60	4
Average subtotal	27.25	28.57	1.32	5
Average consumer fees	4.87	7.79	2.92	60
Average tip	3.86	1.10	-2.76	-72
Average taxes	2.42	2.54	0.12	5

“Taxes” are assumed to be 8.875% of subtotals on all orders. “Consumer fees” include per-delivery charges as well as charges for subscription services. After implementation of the Minimum Pay Rate, some apps changed their consumer interfaces in ways that discouraged tipping. The decrease in “Tips” is a result of those changes and should not be interpreted as a change in consumer behavior.

Table 3: Fees Charged to Merchants by Restaurant Delivery Apps (Weekly Averages)

	Q2 2023	Q2 2024	Year-over-Year Change	Year-over-Year Percent Change
Total merchant fees (in millions)	\$13.0	\$14.9	\$1.9	15
Merchant fees, as a percentage of order subtotals	19.0%	19.7%	0.7%	NA
Merchant fees per delivery	\$5.18	\$5.63	\$0.48	9

Apps usually charge merchants as a percentage of order subtotals. Changes in “Total merchant fees” may be a result from changes in the fee rate (i.e., the percentage of the order subtotal charged by the app), as well as changes in delivery volumes, changes in the average order subtotal, or changes in order composition (i.e., the relative mix of lower-fee and higher-fee transactions in the industry).

Technical Note

The current report covers data obtained from five Restaurant Delivery Apps: DoorDash, FanTuan, Grubhub, HungryPanda, and Uber Eats. Each month, they provide DCWP with data on the workers, consumers and merchants using their platforms for each weekly pay period in the preceding month. The specifications for the data provided by these apps, including definitions for the data points used to generate this report, can be found in the [Uniform Reporting Guide for Third-Party Food Delivery Services and Third-Party Courier Services](#).

The data include all deliveries performed by covered Restaurant Delivery Apps. This may include non-restaurant deliveries (e.g., groceries), which are subject to the Minimum Pay Rate but not the merchant fee cap.

Measures of hours of work, earnings per hour, and deliveries per hour include both trip hours and on-call hours. Trip hours consist of the time between a worker beginning a trip with a pickup or drop-off location in New York City and the moment the trip is cancelled or the final drop-off is completed. On-call hours consist of all non-trip time in which workers are connected to an app and can receive or accept trip offers with a pickup or drop-off location in New York City.

The calculations used in this report do not adjust for “multi-apping” (i.e., workers making deliveries for more than one app). For example, a delivery worker who worked for two apps in a week is counted twice within the calculation of “Total workers” in Table 1. Similarly, an hour a delivery worker spent concurrently logged-in to two apps would be counted twice in the calculation of “Total hours” in Table 1. This implies that the true “Earnings per hour,” “Pay per hour,” and “Tips per hour” are higher than the values presented in Table 1. This also means that a reduction in multi-apping, which is an expected response to the Minimum Pay Rate, reduces the count of “Total workers” and “Workers performing trips” reported in Table 1, even if the true unduplicated count of workers has not declined. See [A Minimum Pay Rate for App-Based Restaurant Delivery Workers in NYC](#) and [the Notice of Adoption of the Final Rule](#) for more information on DCWP’s analysis of multi-apping.

The numbers in the report are rounded for conciseness.

Throughout this report, comparisons are made between the same quarter year-over-year. This is done to control for seasonal impacts on the figures presented. The number of deliveries is generally lower in the summer and higher in the winter.

Restaurant Delivery App Data: July-September 2024

NYC law regulates online third-party food delivery services and third-party courier services (“Restaurant Delivery Apps”) and provides protections for their restaurant delivery workers, including a Minimum Pay Rate. Restaurant Delivery Apps are required to submit three monthly reports (Workers, Consumers, and Merchants) to the NYC Department of Consumer and Worker Protection (DCWP). DCWP analyzes the data to monitor compliance with the Minimum Pay Rate and evaluate trends.

DCWP began enforcing the Minimum Pay Rate on December 4, 2023. The initial Minimum Pay Rate was \$17.96 per hour and increased to \$19.56 per hour on April 1, 2024.

- **Delivery workers earned an average of \$22.08 per hour**, a 117% increase from the same quarter a year prior.
 - Pay per hour averaged \$19.67, a 297% increase from the same quarter a year prior.
 - Tips per hour averaged \$2.41, a 54% decrease from the same quarter a year prior.
- **Delivery workers earned a total of \$22.8 million per week**, a 22% increase from the same quarter a year prior.
 - Weekly pay averaged \$20.3 million, a 124% increase from the same quarter a year prior.
 - Weekly tips averaged \$2.5 million, a 74% decrease from the same quarter a year prior.

Figure 1: Pay and Tips per Hour

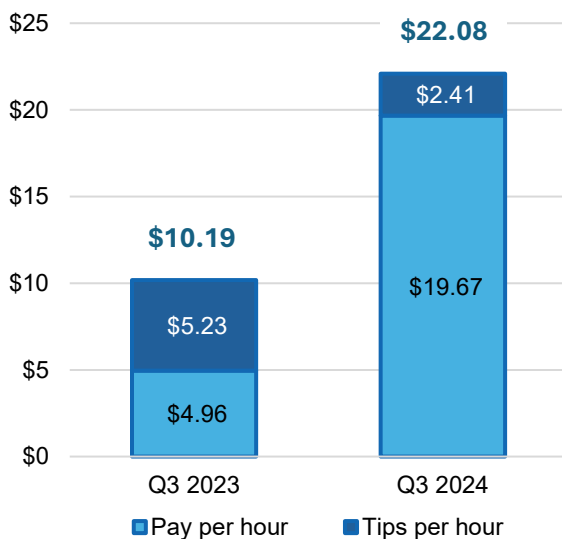
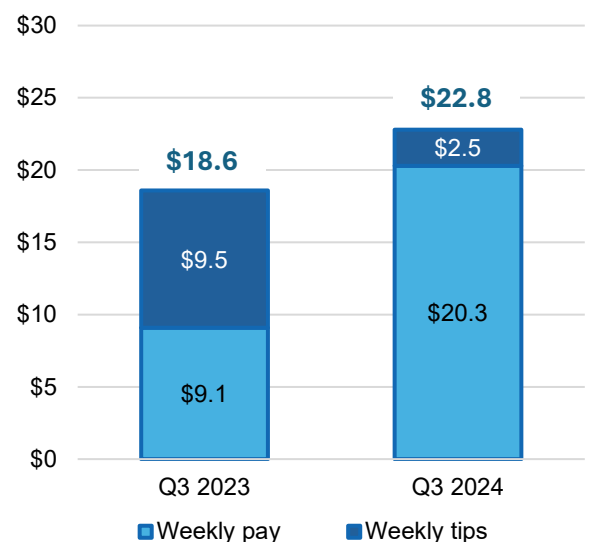


Figure 2: Total Weekly Pay and Tips (in millions)





Consumer and Worker Protection

- **Delivery workers made 2.54 million deliveries per week**, a 1% increase from the same quarter a year prior.
- **Delivery apps charged merchants an average of \$5.60 in fees per delivery**, a 9% increase from the same quarter a year prior. This represented 19.7% of the average order subtotal in the quarter, compared to 18.9% in the same quarter a year prior.
- **Delivery apps charged consumers an average of \$7.77 in fees per delivery**, a 49% increase from the same quarter a year prior.

Table 1: Employment, Hours, Earnings and Productivity of Restaurant Delivery App Workers (Weekly Averages)

	Q3 2023	Q3 2024	Year-over-Year Change	Year-over-Year Percent Change
Employment				
Total workers (in thousands)	105	74	-32	-30
Workers performing trips (in thousands)	74	54	-20	-27
Hours				
Total hours (in thousands)	1,824	1,031	-793	-43
On-call hours (in thousands)	1,032	230	-803	-78
Trip hours (in thousands)	792	801	9	1
Average hours	17.3	14.0	-3.3	-19
Earnings				
Total earnings (in millions)	\$18.6	\$22.8	\$4.2	22
Total pay (in millions)	9.1	20.3	11.2	124
Total tips (in millions)	9.5	2.5	-7.1	-74
Average earnings	\$177	\$308	\$132	75
Average pay	86	275	189	220
Average tips	91	34	-57	-63
Earnings per hour	\$10.19	\$22.08	\$11.89	117
Pay per hour	4.96	19.67	14.71	297
Tips per hour	5.23	2.41	-2.82	-54
Productivity				
Total trips (in millions)	2.49	2.40	-0.09	-4
Total deliveries (in millions)	2.52	2.54	0.03	1
Deliveries per hour	1.38	2.47	1.09	79

“Total workers” include all workers engaging in any on-call or trip time, whereas “Workers performing trips” includes only workers engaging in any trip time. “Total trips” include all accepted trip offers, which may include multiple drop-offs. “Total deliveries” include all completed drop-offs. Statistics are not adjusted for multi-apping, and so the reported “Employment” figures should not be used to determine the true (unduplicated) number of workers in any quarter or to determine the change in the true (unduplicated) number of workers between quarters (see [Technical Note](#)). Reduction in multi-apping is an expected result of the Minimum Pay Rule. Decreases in “Total workers” or “Workers performing trips” may be a result of reduced multi-apping and/or an increasing concentration of work among more consistent workers.

Table 2: Consumer Spending on Delivery from Restaurant Delivery Apps (Weekly Averages)

	Q3 2023	Q3 2024	Year-over-Year Change	Year-over-Year Percent Change
Total spending				
Total consumer spending (in millions)	\$97.3	\$100.9	\$3.5	4
Order subtotals (in millions)	68.6	72.2	3.6	5
Consumer fees (in millions)	13.1	19.8	6.6	51
Tips (in millions)	9.5	2.5	-7.1	-74
Taxes (in millions)	6.1	6.4	0.3	5
Per delivery spending				
Average total order cost	\$38.67	\$39.67	\$1.00	3
Average subtotal	27.25	28.39	1.14	4
Average consumer fees	5.22	7.77	2.55	49
Average tip	3.79	0.98	-2.81	-74
Average taxes	2.42	2.52	0.10	4

“Taxes” are assumed to be 8.875% of subtotals on all orders. “Consumer fees” include per-delivery charges as well as charges for subscription services. After implementation of the Minimum Pay Rate, some apps changed their consumer interfaces in ways that discouraged tipping. The decrease in “Tips” is a result of those changes and should not be interpreted as a change in consumer behavior.

Table 3: Fees Charged to Merchants by Restaurant Delivery Apps (Weekly Averages)

	Q3 2023	Q3 2024	Year-over-Year Change	Year-over-Year Percent Change
Total merchant fees (in millions)	\$13.0	\$14.2	\$1.3	10
Merchant fees, as a percentage of order subtotals	18.9%	19.7%	0.8%	NA
Merchant fees per delivery	\$5.15	\$5.60	\$0.45	9

Apps usually charge merchants as a percentage of order subtotals. Changes in “Total merchant fees” may be a result from changes in the fee rate (i.e., the percentage of the order subtotal charged by the app), as well as changes in delivery volumes, changes in the average order subtotal, or changes in order composition (i.e., the relative mix of lower-fee and higher-fee transactions in the industry).

Technical Note

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The calculations used in this report do not adjust for “multi-apping” (i.e., workers making deliveries for more than one app). For example, a delivery worker who worked for two apps in a week is counted twice within the calculation of “Total workers” in Table 1. Similarly, an hour a delivery worker spent concurrently logged-in to two apps would be counted twice in the calculation of “Total hours” in Table 1. This implies that the true “Earnings per hour,” “Pay per hour,” and “Tips per hour” are higher than the values presented in Table 1. This also means that a reduction in multi-apping, which is an expected response to the Minimum Pay Rate, reduces the count of “Total workers” and “Workers performing trips” reported in Table 1, even if the true unduplicated count of workers has not declined. See [A Minimum Pay Rate for App-Based Restaurant Delivery Workers in NYC](#) and [the Notice of Adoption of the Final Rule](#) for more information on DCWP’s analysis of multi-apping.

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