

**Testimony of Deputy Commissioner Carlos A. Ortiz
New York City Department of Consumer and Worker Protection**

**Before the Committee on Consumer and Worker Protection
Hearing on Introductions 428, 494, 877, 1193, 1294, 1332**

September 12, 2025

Introduction

Good afternoon, Chair Menin, and members of the Committee on Consumer and Worker Protection. My name is Carlos Ortiz, I am the Deputy Commissioner of External Affairs at the Department of Consumer and Worker Protection (DCWP). Today, I am joined by Deputy Commissioner for the Office of Labor Policy and Standards, Elizabeth Wagoner, and Associate General Counsel, Andrew Schwenk. Thank you for the opportunity to testify before the committee today on these bills related to our consumer and worker protection efforts.

Protecting New Yorkers

DCWP is a key resource for all New Yorkers, providing fundamental consumer and worker protections, and financial empowerment programming across the five boroughs. We are dedicated to ensuring that consumers who have been exploited or deceived have recourse, that workers have a passionate defender of their rights, and that all New Yorkers have the support they need to improve their financial health. These protections and resources are available to all New Yorkers regardless of immigration status. Under Commissioner Mayuga's tenure, we have delivered more than \$1.9 billion back to New Yorkers through our protections, policies, and programming.

Consumer Protections

Since our landmark Consumer Protection Law was enacted in 1969, we have been the nation's leading municipal consumer protection agency. For nearly sixty years, we have consistently leveraged our authority to protect New Yorkers from deceptive business practices and secure financial restitution for consumers whose rights have been violated in the marketplace. In the last few years, our efforts have played a role in securing more than \$28 million in financial restitution and debt relief for consumers.

DCWP's licensing laws and rules, paired with robust education and outreach, play a critical role in safeguarding our city's consumers and maintaining industry standards across more than 45,000 businesses in 40 license categories. Recently, we implemented a new licensing category for the hotel industry, we testified in support of strengthening consumer protection laws in the storage warehouse industry¹, and we adopted new rules to improve the consumer restitution process in the home improvement industry. Under these rules, we simplified the process for consumers to receive compensation from the Home Improvement Contractor Business Trust Fund. Since adopting these rules in 2023, we have approved more than 180 claims, distributing nearly \$1.7 million to consumers. And, with the more recent expansion of our rules, more consumers will now be able to receive compensation and in greater amounts.

Worker Protections

Alongside our work in the consumer protection space, we are also a national leader in the enforcement of worker protections, serving as the City's central resource for workers in New York City. DCWP enforces key municipal workplace laws that provide workers with greater stability in their schedules, income, and jobs. We ensure compliance with these essential workplace laws and secure restitution for workers who have faced violations in the workplace. Our Fair Workweek-Just Cause law is an integral protection prohibiting the firing

¹ <https://www.nyc.gov/assets/dca/downloads/pdf/partners/Advocacy-Testimony-Intros-495-1016-1231-1290-1308-1311.pdf>

or reduction of the hours of a worker by more than 15% without just cause. This law has provided the agency with a deep understanding of the ramifications of unjust firings, and the importance of stable employment. Our enforcement of protections for food delivery workers also contributes to our depth of knowledge about the app delivery industry and the job insecurity these workers face. Recently, we updated our Worker Bill of Rights, a comprehensive guide for workers on their rights in the workplace, spanning city, state and federal labor laws.

In June 2023, the City announced the nation's first of its kind minimum pay rate for food delivery workers that apps classify as independent contractors, a significant advancement of workers' rights in New York City in the 21st Century. To implement this groundbreaking protection, DCWP conducted a comprehensive study of the industry, and considered thousands of comments from delivery workers, apps, restaurants, researchers, elected officials and other members of the public. Before the minimum pay rate was implemented, these workers received poverty-level compensation for their work, averaging approximately \$5.00 per hour before tips. After the apps began paying the minimum pay rate, tens of thousands of workers saw their pay increase dramatically. Since then, the minimum pay rate has increased to a rate of \$21.44 per hour. As a result, apps have paid workers over \$1 billion more than they would have without the minimum pay rate. This money not only supports some of the lowest-wage families in New York City, but also goes directly back into our local economy. The agency will continue to stand shoulder to shoulder with delivery workers and ensure their rights to fair and dignified pay are protected.

Introduction 428

Turning to today's legislation, Introduction 428 would require those who are required to post construction permits to post information, developed by DCWP, on how workers can file a wage theft complaint, as well as other information on worker rights related to wage theft under state law. We support this legislation. However, rather than create another distinct notice for businesses to post at the worksite, we recommend utilizing DCWP's new Workers' Bill of Rights poster by requiring the permit holder to post this document. As always, we remain eager to partner with Council on ways to educate New Yorkers on their rights in the workplace.

Introduction 877

Introduction 877 would clarify that DCWP shall enforce applicable consumer protection provisions against plumbers, electricians, and other such professionals. We support council's intent to protect consumers from deceptive practices in New York City. However, the Consumer Protection Law, DCWP's signature law prohibiting deceptive business practices, already applies to all businesses, including those not required to be licensed as a Home Improvement Contractor. Therefore, this amendment is unnecessary for DCWP to investigate claims against non-licensed businesses. We are supportive of the reporting outlined in the bill but would like to provide clarifying language to streamline that tool. We look forward to working with Council and our colleagues at DOB on ensuring that information on violating businesses is shared collaboratively.

Introduction 1193

Introduction 1193 would require home improvement contractors to disclose whether there are any permits foreseeably required to perform the work specified in the contract and, if so, which permits are required, how to obtain the permits, and how owners can verify the status of any permits. We support Council's efforts to better regulate this industry and believe this legislation will provide more visibility and will further assist consumers when working with Home Improvement Contractors. We defer to the Department of Buildings regarding the watch list that is in the legislation.

Introduction 1294

Introduction 1294 would require DCWP to create a website containing publicly available identifying information of all individuals that have been convicted of committing larceny by deed theft in New York City.

While we understand that this is an important issue impacting communities across the city, we do not have any authority related to deed theft enforcement nor to the conviction of individuals engaging in deed theft. As we have previously testified, there are better equipped agencies in the city that are able to provide assistance to victims of deed theft. For example, the City's District Attorneys' offices have access to the information required by the bill.

Introduction 494

Introduction 494 would prohibit the imposition of late fees for self-storage units. We support this legislation. As we previously testified, further regulation in the storage warehouse industry is beneficial to consumers. However, we do have certain amendments such as a longer implementation period, particularly as the Council considers other legislative changes in this industry. For example, we recently testified in support of legislation sponsored by Chair Menin, Introduction 1290, that would include self-storage businesses in our storage warehouse license category. Such a protection should apply to the entire category. We look forward to working with Council to further protect consumers utilizing self-storage warehouses.

Introduction 1332

Finally, Introduction 1332 would prohibit app-based delivery services from deactivating app-based delivery workers, unless due to just cause or for a bona fide economic reason. We strongly support this bill because arbitrary and unfair deactivations for app-based delivery workers are incredibly harmful to workers, and their families. The protections in this bill will also make the dangerous jobs of delivery workers' safer, and will improve street safety for all New Yorkers. We routinely receive complaints from delivery workers about wrongful deactivations for issues outside their control, like traffic conditions and other workplace dangers. For example, one worker reported he was deactivated when he was hit by a car and hospitalized. Another reported being deactivated when he was robbed on the job and as a result was unable to complete a delivery. Many other workers have reported unfair deactivations after one instance of late delivery due to factors beyond the workers' control, and in spite of otherwise excellent job performance. We have provided an anonymized sample of worker narratives about deactivations as an appendix to this testimony.

We would like to provide amendments to the bill to ensure that we are reducing arbitrary deactivations and strengthening the protections for workers. This includes a severance pay provision for workers to disincentivize arbitrary terminations, as well as provide workers with an essential financial lifeline in their time of need. We also recommend streamlined complaint and arbitration procedures, and a reinstatement requirement for workers that apps layoff for non-performance-based reasons. We are excited to work with Council on this incredibly necessary protection for delivery workers.

Conclusion

Thank you for the opportunity to testify before your committee on our essential work uplifting New Yorkers and today's legislation. We look forward to working with all of you to continue protecting New Yorkers from harm in both the workplace and the marketplace. I welcome any questions you may have for further discussion.

Appendix: Delivery Worker Narratives on Arbitrary Deactivations

We have received complaints about arbitrary deactivation from workers for UberEats, DoorDash, Grubhub, Relay, HungryPanda, Fantuan, Instacart, and GoPuff. These narratives have been lightly edited for clarity and to protect workers' anonymity.

- I had an accident [in 2025]. A car hit me. I was in the bicycle lane. The light was green and the car ran the red light. It seemed that the driver was in a hurry to pick up his children from school while I was working. They took me to [the hospital] in an ambulance. They treated me and gave me treatment for the injuries I had. It is worth mentioning that when I had the accident, I managed to communicate by message to the chat of the Relay application to let them know that I had had the accident, for which they responded that they were sorry for the inconvenience and that they would proceed to deactivate me from the application.
- I was robbed while doing a delivery. I notified Uber and they fired me saying I prolonged deliveries. Once I sent in the police report proving what happened, they then told me the decision was final and it was determined that I prolonged deliveries. I continued to send proof that wasn't true and then they changed the reason to "they received multiple reports that my behavior didn't align with the community guidelines." They basically made up a reason to deactivate my account after I was robbed.
- The DoorDash Operations Team deactivated my access to the app, because they claim I wasn't driving my car as fast enough, when picking up and dropping off deliveries while adhering to NYC traffic laws.
- DoorDash deactivated my account. I never got a chance to dispute the lateness violations because DoorDash gave me the violations days after completing the delivery. Traffic and bad weather is no reason for late violations. Having multiple violations is what got my account deactivated. I feel violated as if DoorDash used me and []replaced me. Now I'm unable pay my taxes as I have no source of income.
- Trabajé para Uber de comida y hace meses me desactivaron mi cuenta injustamente. Por que cumplía con todo mis calificaciones altas fui a la oficina de Uber pero como no hablo inglés no me dieron importancia. Y sigo con mi cuenta desactivado permanentemente y es injusto por que no me dieron la oportunidad de defenderme. Me quitaron el pan de cada día para mi familia injustamente necesito que me ayuden por dios.
 - Translation from Spanish: *I worked for UberEats, and months ago they unfairly deactivated my account. Because I met all the requirements and had high qualifications, I went to the Uber office, but since I don't speak English, they didn't give me the time of day. And my account is still permanently deactivated, and it's unfair because they didn't give me the opportunity to defend myself. They unfairly took away my family's daily bread. For God's sake, I need you to help me.*
- In 2025 I was wrongfully deactivated from Doordash. I had [done thousands of] deliveries for them, was a top dasher and platinum with outstanding ratings, on time deliveries, 100[%] completion ratings, great acceptance rate and customer ratings. They accused me of misuse [of merchandise return procedures], however I returned everything to [the store], gave receipts to prove it and money was returned to their company [] card. I have not been able to get anyone to help me with this. I appeal[ed] twice and was denied. I made DoorDash a full-time job. I reach[ed] out to a few lawyers but no one will help.
- Uber deactivated my account because I was very late with the delivery of the package. It was the fault of blocked roads and bridges in New York because there was 2024 TCS New York City Marathon November 3, 2024. I got into huge traffic, the roads were closed everywhere, I could not deliver the package on time, and so Uber thought that I committed fraud increasing the delivery time and they blocked my account.
- UberEats just deactivated my account for nothing wrong I did. Every time I try to connect to support, they are giving me a new reason. I asked them many times to tell me which orders were the reason and they don't want to give me the answer so I can tell them about it. I didn't do anything wrong. The last

time, UberEats support told me it was because I have cancelled many orders. But I just showed him my profile, and my cancelation rate is zero.

- I have been working with Uber since 2021, almost three years with more than thirteen thousand orders. Last August, I received an email permanently deactivating my account, according to them, due to many complaints from clients that I did not deliver their orders. Totally false. I consider it unfair that they left me without a job and questioned my integrity by saying without basis that I did not deliver the orders. They say that you can appeal but they do not give credit to the driver, they simply deactivate your account and they take away your job. I am an honest and hard-working man who does not need to play with the support of my home by not delivering a meal. This company does not support its drivers. Please help us by being our voice.
- They falsely deactivated me for “fraudulently prolonging trip time,” accusing me of intentionally delaying, even though most of my trips are within the time they estimated, even earlier, with the exception of traffic. There is nothing I can do when there’s traffic due to Labor Day Parade or an accident ahead blocking two lanes. It’s slanderous to call this a fraud. It’s as though they encourage drivers to break traffic laws to meet their time estimates because in NYC, traffic is normal, there will be a car in front sometimes going too slow. But my on-time rate has been good, with the exception of a few trips that had traffic issues. It took away my livelihood to make money to take care of the bills. I have never cancelled a delivery once I got the food, and my trips were on time.
- Instacart deactivated my account, because there is a big problem with the app system. They suspended my account with fake reasons. I did nothing wrong, I have worked on Instacart for 4 years, I don't understand why they deactivated my account. I also sent them the evidence. But they didn't respond.
- They deactivated my account using the pretext that I altered the time in purchases and deliveries. This is false, since if I go to a supermarket and put all the items in the cart, and there are more people in the checkout line, I can't get ahead of them. And if leaving the supermarket I find traffic on the highway I can't fly over the other cars, and if the weather conditions are not the best I can't exceed the speed since I could have or cause an accident.
- DoorDash deactivated my account because I did not support their request for everyone to send protest emails to council members in response to the new [worker pay] measures soon to be implemented in New York City.
- This morning I was deactivated from my DoorDash account. The exact reason they have in the email provided was “continued, repeated instances where you prolonged pickup and/or delivery times.” I have very good ratings, I always pick up and deliver food as fast as I can. The only times I'm even remotely late for anything is through traffic or weather out of my control. Sometimes it can be difficult to navigate certain apartment complexes or shop in new markets that I haven't been to before, to navigate for items for the customer, but I always do it quickly and as fast as possible.



THE CITY OF NEW YORK
OFFICE OF THE COMPTROLLER
BRAD LANDER

**TESTIMONY OF NEW YORK CITY OFFICE OF THE COMPTROLLER
Committee on Consumer and Worker Protection**

Rebecca Lynch, Deputy Director of Workers' Rights (Bureau of Labor Law)

September 12th, 2025

Good afternoon, my name is Rebecca Lynch, and I serve as the Deputy Director for Workers' Rights in the Office of New York City Comptroller Brad Lander, in the Comptroller's Bureau of Labor Law. Thank you to the Committee on Consumer and Worker Protection and to Chair Julie Menin for the opportunity to testify today.

I am here today to speak in support of Introduction 1332, introduced by Council Member Justin Brannan, which prohibits the wrongful deactivation of app-based delivery workers. Today, tens of thousands of delivery workers – who work in grueling conditions and whom we cheered during the height of the pandemic – are subject to unjust termination, without requirements around notice, cause, or a fair appeals process.

Today, many of the delivery apps functioning in this City frequently and without warning deactivate deliveristas, causing chaos and economic hardship in the lives of delivery workers and their families, many of whom rely on these earnings as their sole source of income. Often, deactivation decisions are made algorithmically, and many workers who have experienced deactivations have expressed difficulty navigating the often automated appeals process. Over this summer, Grubhub deactivated over 50 delivery workers at once who were unable to appeal. Ultimately, Workers' Justice Project, with support from our office, was able to prod GrubHub, which does not have an appeals process in New York, to create an ad hoc appeals process for these deactivated workers. This resource-intensive, piecemeal approach should not be the rule for appeals to reinstate deactivated workers. Instead, the City should enact protections to ensure that delivery workers are not wrongfully deactivated.

Introduction 1332 would do this by prohibiting deactivation without a "just cause or a bona fide economic reason." Specifically, the bill would require apps to provide workers advance notice, including a written statement listing the reasons for their impending deactivation and the effective date at least 14 days prior, except in cases of egregious conduct. This bill would create a fair working arrangement where delivery workers would not be deactivated for non-performance-related reasons, and those who did not meet performance expectations would be provided with prior notice about deactivations and be able to financially plan accordingly. Furthermore, the bill would give the City the ability to enforce these protections. The Department of Consumer and Worker Protection (DCWP) is well-suited for this role given their current experience enforcing both other app-based delivery worker protection laws and this type of just cause protection for fast food workers.

The Council has made tremendous strides in regulating the app-based delivery industry. Comptroller Lander was proud to have sponsored the Minimum Pay law for App-Based Restaurant Delivery Workers when he served in the Council. Under the leadership of Chair Menin and Council Member Shaun Abreu, the Council has passed critical pieces of legislation to ensure pay transparency and fair tipping practices for delivery workers. I want to especially acknowledge the work of Council Member Sandy Nurse, Chair Menin, Speaker Adrienne Adams, and the Council in overriding Mayor Eric Adams' veto earlier this week, thus enacting Introduction 1135, closing the "Instacart loophole," and extending minimum pay protections to grocery delivery workers. Introduction 1332 is an indispensable next step to regulate this industry, protect workers, and ensure these protections have their intended effect.

There are two main reasons why enacting deactivation protections are essential for shoring up the Council's delivery worker protection laws.

First, deactivation protections are needed to protect workers from algorithmic exploitation rolled out by app-companies in the aftermath of the implementation of the minimum pay law. What we have seen from these companies are new algorithmic systems for "on-time delivery" and acceptance of trips, which are used by the companies to rate deliveristas. Those ratings, in turn, result in deactivations, often with little or no chance of appeal. Workers are expected to make more trips, more quickly, while on the clock. When these workers are then delayed by conditions beyond their control — dangerous weather, traffic crashes or other workplace injuries, unexpected traffic changes or other obstacles, or holiday-related restaurant delays — they are deactivated.

The second reason why deactivation protections are essential for ensuring the success of the Council's passed and pending protection laws for delivery workers, is that the absence of such protections fails to protect workers from retaliation for asserting their rights or refusing unsafe trips. For example, what we saw in 2023 was that when the DCWP began enforcing the on-time payment law, many workers who filed complaints soon found their accounts deactivated by the app companies with no way to appeal. The integrity of the Council's thoughtful workers' rights legislation should not be so easily undermined by app company's ability to deactivate workers who speak up for their rights.

As can be seen in detail in our recently updated Employer Violations Dashboard, DCWP investigated and reached settlements with both DoorDash and UberEats for violations of delivery worker protection laws and numerous fast-food franchises for just cause violations in 2024. In addition to protecting delivery workers, this bill would help make streets safer for pedestrians and other cyclists. Currently, as detailed in our report *Street Safety in the Era of Micromobility*, the looming fear of deactivation incentivizes workers on e-bikes to engage in erratic behavior on the road, often as a result of unreasonable workplace metrics. This bill would rein in this practice by requiring these apps to provide a legitimate reason for deactivations that they would have to be able to justify in an appeals process or investigation by DCWP.

New Yorkers rely on deliveristas to bring food to our tables, and now we have the opportunity to stand up for job security and fair treatment for these workers, so that they can put food on their own tables. That's why our office is proud to stand with the Workers' Justice Project and Los Deliveristas Unidos in supporting Introduction 1332, which aims to eliminate wrongful deactivations for New York City's 65,000 app-based delivery workers app-based

delivery workers. As a City, we have made progress in establishing protections for delivery workers in regards to pay, travel routes, food bags, and bathroom access. Now it is time to add on a key missing piece, just cause protections against deactivations by passing Introduction 1332.



JUMAANE D. WILLIAMS

**STATEMENT OF PUBLIC ADVOCATE JUMAANE D. WILLIAMS
TO THE NEW YORK CITY COUNCIL COMMITTEE ON CONSUMER & WORKER
PROTECTION
SEPTEMBER 12, 2025**

Good Afternoon,

My name is Jumaane D. Williams, the Public Advocate for the City of New York. Thank you to Chair Menin and the committee members for holding this important hearing.

In the last decade the city has lost thousands of residents due to increased housing costs and other bills associated with maintaining and keeping a home or growing family¹. As I and other elected officials in New York City seek ways to address more affordability for residents of NYC, one way to do so is to increase transparency and protections for the consumers of housing.

Housing is a fundamental social need as well as a human right. Many homeowners in New York City have encountered challenges with a contractor when trying to improve their homes². Some have hired contractors who were unlicensed or possessed fraudulent licenses. Others have worked with licensed contractors who failed to adequately communicate the types of permits required for the desired work, or to be transparent about the associated permit fees for proposed projects.

The current home improvement market in NYC can harm residents, including renters. Property owners seek home renovation services only to encounter issues such as: undisclosed costs where the service cost is not revealed until work has already begun, unlicensed contractors, and permit violations, where even licensed contractors fail to obtain proper permits for required work. This can leave homeowners and apartment dwellers responsible for unpermitted work, regardless of contractor licensing³. As a result, consumers can face thousands of dollars in additional repair costs, along with violations and fines from the New York City Department of Buildings (DOB) for failing to adhere to proper protocols and obtain necessary permits⁴.

I strongly support Councilmember Salaam's bill, [Int. 1193-2025](#), which seeks to enhance transparency and consumer protection in home improvement projects. The bill mandates that contractors provide homeowners with written notices, either before or at the time of signing a home improvement contract. These notices must include details about the specific permits required for foreseeable work and instructions on how to

¹ [New York City Has 186,000 Fewer Children Than It Did in 2020](#)

² [CONSUMER ALERT: NYS Department of State's Division of Consumer Protection Reminds New Yorkers of Home Improvement Scams and Ways to Protect Themselves](#)

³ [Wall of Shame! DCWP 'Nails It' To Unlicensed Home Improvement Contractors | City of New York](#)

⁴ [DOB Violations | NYC Buildings](#)

verify permit status through the DOB's Buildings Information System. This is particularly important given that, according to the Joint Center for Housing Studies at Harvard University, "average per owner home improvement spending is about 12 percent higher in larger markets such as NYC and Los Angeles, at \$3,800, compared to \$3,400 in smaller cities."⁵

Thank you

⁵ [New York's \\$12 Billion Remodeling Market is the Largest Among Major Metro Areas | Joint Center for Housing Studies](#)



OFFICE OF THE BROOKLYN BOROUGH PRESIDENT

ANTONIO REYNOSO

Brooklyn Borough President

**City Council Committee on Consumer and Worker Protection
Hearing on Intro 1294-2025 and 1332-2025
September 12, 2025**

Good afternoon Chair Menin and thank you for holding this hearing today. I am here representing Brooklyn Borough President Antonio Reynoso to provide testimony on two of the bills being heard today: Intro 1294 and Intro 1332.

Regarding **Intro 1294**: Deed theft is a pressing issue in Brooklyn, especially for older adult homeowners in the central and eastern parts of the borough. According to Brooklyn Legal Services, the most common scams these homeowners may face are refinancing scams, equity stripping, and foreclosure bailout loans. In short, scammers take advantage of vulnerable homeowners who may be having trouble making mortgage payments, have bad credit, and/or are at risk of foreclosure. Homeownership is one of the most important pathways to building and sustaining wealth, and when deed theft scammers target these communities, they are trying to displace our neighbors and lock families out of homes that they have had for generations.

Deed theft enforcement is primarily a State issue, and Attorney General James is working hard to prosecute offenders. Still, there is more we can do locally. Intro 1294 would create a Deed Theft Conviction Database to compile information about convicted offenders on a publicly accessible website, so that anyone wondering if they might be the target of a scam can easily access this resource. This is a simple policy that could go a long way to informing the public about risk.

Additionally, Borough President Reynoso encourages the Council to hear and/or pass:

- **Intro 67**, requiring DOF to conduct outreach and education about deed fraud and foreclosure prevention assistance fraud, including referral resources for legal assistance;
- **Intro 782**, requiring DOF to send information with property tax bills, including availability of exemptions such as SCRIE and DRIE; and about how to register for the ACRIS Alert system so homeowners will receive an alert when deeds, mortgages, and other documents are recorded against their property; and
- **Future legislation to create a Tangled Title Fund, modeled on Philadelphia's**. Philly's fund provides up to \$4,000 each for qualified homeowners to cover admin, legal, and other costs that may arise in resolving a homeownership issue. The City Council's Estate Planning Initiative is a step in the right direction, but it needs dramatically more funding to reach all who need it.

Regarding **Intro 1332**: Delivery apps' practice of locking out or deactivating their workers without cause undermines the Council's efforts to protect them by creating minimum pay standards and safety measures. Borough President Reynoso wants to thank the Council for expanding minimum pay and worker protections to grocery delivery workers, overriding the Mayor's veto, and requiring new safety trainings for delivery cyclists. Intro 1332 is the next step in these efforts.

Delivery workers deserve predictability in their wages and schedules just like anyone would receive at a nine-to-five job. Increased and stable pay can also incentivize workers to buy and service legal and safe e-bike options, instead of pursuing unsafe alternatives. Additionally, algorithms that prioritize workers who make multiple deliveries and/or complete them quickly incentivize unsafe practices that endanger the workers and everyone who uses our streets. We must continue to hold the corporations who own these apps accountable for treating their workers with dignity and keeping them and the public safe.

Thank you again for holding this hearing today and drawing attention to these important issues.

Written Testimony on Intro. 1332

Last Updated 9.10.25

Thank you for the opportunity to submit written testimony on behalf of Tech:NYC, regarding Intro. 1332, A Local Law to amend the administrative code of the city of New York, in relation to the wrongful deactivation of app-based delivery workers.

Tech:NYC is a nonprofit organization that represents more than 550 member companies — from early-stage startups to some of the world's largest technology firms, and we appreciate the ongoing partnership with the City Council to help ensure that New York City is home to a vibrant and impactful tech ecosystem.

We agree that app-based workers deserve clarity around deactivation decisions and an opportunity to challenge unjust removals from platforms. These are important protections, and many of the delivery platforms already maintain appeal processes and transparency protocols to support fairness. Codifying these protections in city law is a reasonable next step, provided it is done with attention to the operational and legal complexities of the app-based economy, promoting interoperability with other existing app-based delivery worker deactivation protection frameworks like those adopted in Colorado (HB 1129), Australia (Digital Labour Platform Deactivation Code), and British Columbia (regulations implementing Bill-48 Labour Statutes Amendment Act).

That said, Intro. 1332 raises several implementation and other policy concerns that should be addressed through continued stakeholder engagement and technical revisions:

Impact to NYC Restaurants and Businesses:

- As currently drafted, the bill requires delivery workers to receive two weeks' notice prior to deactivation, unless there is egregious misconduct. In practice, this means that even workers who repeatedly provide poor service would continue to receive delivery assignments for two additional weeks after being notified of deactivation. This could negatively affect the customer experience and directly impact local restaurants and small businesses that depend on timely, high-quality delivery. Many of these businesses already operate on thin margins and may not be able to absorb service disruptions that drive customers elsewhere.

Consequences for High-Performing Delivery Workers:

- Int. 1332 risks creating a system that unintentionally encourages platforms to retain underperforming or problematic delivery workers. This dynamic can ultimately reduce the quality of service across the board, as poor performance dilutes the pool of available jobs and opportunities. That's a concern not just for customers and businesses, but for the vast majority of reliable delivery workers who take pride in their service and rely on fair access to work.

Legal and Administrative Burdens:

- The bill would also introduce significant legal and administrative challenges. By requiring platforms to demonstrate “just cause” for every deactivation through extensive documentation, the bill increases the likelihood that even routine decisions become prolonged legal disputes. Additionally, routing these disputes directly through the Department of Consumer and Worker Protection, rather than first allowing for streamlined internal appeals, risks straining limited city resources. This could divert time and funding away from more impactful investments in worker safety, support services, and local restaurant growth.

We appreciate the opportunity to submit testimony on Intro. 1332, and would welcome the opportunity to collaborate with the Council and stakeholders from the delivery-app companies to develop a framework that emphasizes due process, provides workers with clarity and confidence, while maintaining the high standards of service that merchants and customers rely on.



September 12, 2025

The Honorable Julie Menin
Chair, Committee on Consumer and Worker Protection
New York City Council
City Hall
New York, NY 10007

Re: Oppose Int. 1332-2025 unl

Dear Chair Menin and members of the Committee:

On behalf of Chamber of Progress—a tech industry association supporting public policies to build a more inclusive society in which all people benefit from technological advancements—I respectfully **urge you to oppose Int 1332-2025** in its current form.

Chamber of Progress shares the Council's commitment to protecting the rights of New Yorkers who power the City's app-based economy. While we support transparent and fair processes for app-based workers, we are concerned that this bill risks negative unintended consequences that would undermine safety, affordability, and opportunity for New Yorkers.

Tailoring deactivation policy to app-based independent work

We encourage the City to develop a framework that aligns with the flexible and dynamic nature of app-based work that empowers workers to choose when to log on, which jobs to accept, and to operate without a centralized worksite or supervision. Applying a just-cause standard designed for fixed-shift jobs to temporary account pauses, such as low-demand lulls or safety checks, would distort how app-based work functions and ultimately weaken the ability of platforms to ensure safe, high-quality, and responsive services for consumers. Preserving a narrowly-tailored definition of deactivation would allow companies to continue to provide opportunities for workers and services that New Yorkers rely on.

An effective deactivation framework must account for both economic and operational realities. In a market as dynamic as New York City, platforms rely on dispatch tools to balance supply and demand and to comply with the City's minimum-pay standard. These mechanisms inevitably mean that, at certain times, fewer orders are available for couriers, not because the couriers have been restricted, but simply because demand is low.

This is fundamentally different from the administrative procedures platforms use to address safety, quality, or compliance issues, such as investigating customer complaints or verifying account information. Conflating these two situations – normal market fluctuations versus targeted reviews of courier conduct – risks mischaracterizing how platforms operate and obscuring the genuine purpose of deactivation frameworks.

Int. 1332 could inadvertently thwart accurate, fair, and legitimate safety reviews

As drafted, Int. 1332 could unintentionally make it harder for delivery platforms to respond quickly to fraud and safety issues that arise in real time. When a pedestrian reports sidewalk riding, a customer shares video of a courier disobeying traffic laws, or a restaurant flags inappropriate behavior toward staff, platforms need the ability to pause access immediately, review the facts, and either reinstate the worker or deactivate the account if the conduct is substantiated and serious.

If brief, good-faith safety holds are treated like full deactivations, this bill would hinder accurate and fair investigations, forcing companies to retain bad actors on the app. This ultimately compromises the quality of service and poses a threat to public safety, undermining the City's Vision Zero commitment¹ and eroding public trust in safe delivery services.

Disclosure requirements jeopardize the safety of New Yorkers

Int. 1332 also risks endangering New Yorkers and chilling the very reporting that the City depends on to keep people safe. The bill would require platforms to turn over a large amount of data to any deactivated worker, including consumer complaints and incident details. Without proper guardrails, such disclosure could enable a bad actor to identify, locate, and retaliate against the person who spoke up, even in cases involving threats, assault, or harassment.

Equally as important, when consumers know their comments may be shared back without meaningful protections, many will simply stop reporting, resulting in the silencing of victims and bystanders. This makes it more difficult to detect patterns and undermines proactive safety measures. New York can and should advance due process without sacrificing privacy and safety.

Int. 1332 will harm NYC restaurants and local businesses while driving up costs for consumers

Int. 1332 would slow safety and quality enforcement by requiring advance notice before most deactivations – at least 14 days and up to 120 in some cases – so a worker who

¹ See <https://www.nyc.gov/content/visionzero/pages/>

repeatedly provides poor service can remain active during that period, directly affecting restaurants and neighborhood retailers that rely on consistent, high-quality fulfillment. When platforms cannot promptly pause problem behavior, businesses and platforms incur more redress and remedy costs (refunds, credits, remakes), more re-dispatches and support time, and more spoiled or wasted inventory from failed or delayed deliveries. For consumers, this translates to higher costs.

For the approximately one-third of New York employer businesses that are minority-owned,² service disruptions and repeat complaints drive customers away and erode already thin margins, increasing the risk of closure. And because 32% of customers stop patronizing a business after a single bad experience,³ and the median small business has only about 27 days of cash on hand,⁴ extended or repeated disruptions can be detrimental to the livelihood of neighborhood restaurants and shops.

We appreciate the bill's intent to provide greater transparency and fairness for delivery workers. However, potential unintended consequences should be considered before adopting new policies and disclosure requirements. **We encourage the City to strike an appropriate balance between enhancing transparency for workers and maintaining safety, reliability, and affordable service for the City's restaurants, retailers, and consumers.** We respectfully urge the City to work with all stakeholders to achieve this balance.

Sincerely,

A handwritten signature in black ink that reads "Hope Ledford". The signature is written in a cursive, flowing style.

Hope Ledford
Director of Civic Innovation Policy

² See <https://nycfuture.org/research/nyc-minority-business>

³ See <https://www.pwc.com/us/en/services/consulting/library/consumer-intelligence-series/future-of-customer-experience.html>

⁴ See <https://www.jpmorganchase.com/content/dam/jpmc/jpmorgan-chase-and-co/institute/pdf/jpmc-institute-small-business-report.pdf>

Testimony in Support of Int. No. 1332

New York City Council

Friday, September 12

Nevin Cohen, CUNY Urban Food Policy Institute,
CUNY School of Public Health
Sherry Baron, CUNY Queens College

Thank you for the opportunity to testify in strong support of Int. No. 1332, which would establish just cause protections against wrongful deactivation for app-based delivery workers. As researchers studying the health impacts of platform-based delivery work, we have documented how deeply precarious this work has become. Our article, *A Price Too High: Injury and Assault among Delivery Gig Workers in New York City*, found that more than two-thirds of delivery workers are fully dependent on app-based delivery work as their primary source of income. These workers experience extremely high rates of job-related injury (21.9%) and assault (20.8%), and the risk is substantially higher among fully dependent workers, who were 61% more likely to be injured and 36% more likely to be assaulted than workers who use delivery work as a side job.

This bill is urgently needed to reduce the economic insecurity that drives workers to take risks and work under unsafe conditions to avoid deactivation. Fear of arbitrary deactivation pushes workers to deliver at all costs, even in inclement weather, late at night, or through unsafe traffic conditions, and that fear undermines both their physical safety and their mental wellbeing. Providing fair process and job security is not only a matter of justice but also a public health intervention that can reduce the injuries and assaults that harm workers and their families.

While Int. No. 1332 is a critical step forward, it will only be effective if accompanied by meaningful enforcement. To make just cause protections real, the Council should tie violations to automatic, systemic financial consequences so enforcement does not depend on individual workers, many of whom are immigrants who may fear retaliation or be unable to navigate legal processes, coming forward to file complaints. We recommend the Council consider the following:

Adopt a wage-premium penalty for violations. Require companies found to have wrongfully deactivated a worker to pay a 10–20% premium above the minimum pay rate to all their workers until they demonstrate compliance. This would make wrongful deactivation financially self-defeating.

Mandate proactive reporting. Require companies to report *all* deactivations to the Department of Consumer and Worker Protection (DCWP) and direct the agency to open investigations on its own initiative.

Require back pay for lost wages. Direct companies to compensate deactivated workers for the income they lost during the period they were denied platform access, in addition to reinstatement.

Reserve the Standard Pay Method as a last-resort penalty. The Standard Pay Method requires companies to pay workers for both active delivery time and waiting time, which makes it substantially more expensive than the current alternative payment method, which requires compensation for individual delivery trips but not waiting time. The higher cost of the standard method can serve as a strong financial sanction for companies that repeatedly and willfully violate just cause protections. However, because this cost structure could also incentivize companies to deactivate more workers to limit their expenses over time, it should be used only as a temporary, last-resort sanction until a violating company demonstrates sustained compliance.

These measures would shift the burden of enforcement from a vulnerable workforce to the platforms themselves, ensuring that compliance does not depend solely on individual workers filing complaints.

Int. No. 1332 has the potential to improve not only economic justice but also the health and safety of tens of thousands of New Yorkers who rely on app-based delivery work to support their families. Strengthened enforcement mechanisms will make these protections real, prevent wrongful deactivations, and reduce the stress and dangerous working conditions that currently place delivery workers at disproportionate risk of injury, assault, and other health harms. We urge the Council to pass this legislation with stronger enforcement provisions to ensure it fully protects the city's delivery workers.



LECET

Cement & Concrete Workers District Council

LABORERS-EMPLOYERS COOPERATION AND EDUCATION TRUST FUND

Edward McWilliams September 4, 2025

Executive Director

New York City Council

Angelo Angelone

250 Broadway

Union Trustee

New York, NY 10007

Brian Daluise

Subject: Support for Intro No. 428 – Wage Theft Information at Construction Sites

Union Trustee

Dear Honorable Members of the New York City Council,

Kieran O’Sullivan

Union Trustee

The Cement and Concrete Workers District Council Laborers-Employers Cooperation and Education Trust (LECET) strongly supports Introduction No. 428, a local law requiring construction sites to post information on filing wage theft complaints and worker rights, as developed by the Department of Consumer and Worker Protection (DCWP). New York City’s construction industry employs thousands, driving our economy while facing persistent challenges like wage theft. This unethical practice undermines workers’ livelihoods and erodes trust in our industry. Intro 428 addresses this by mandating clear, multilingual postings at construction sites, ensuring all workers—regardless of language—can access resources to report wage theft and understand their rights. This transparency empowers workers, particularly those vulnerable to exploitation, to seek fair compensation without fear. LECET’s mission emphasizes fair labor practices and cooperation between workers and employers. Intro 428 aligns with these goals by promoting accountability and deterring wage theft through accessible information. The requirement for multilingual postings ensures inclusivity, while the 120-day implementation timeline allows the DCWP to create effective materials efficiently.

Michael Salgo

Employer Trustee

Kevin O’Brien

Employer Trustee

Eric Lee

Employer Trustee

We applaud Council Members Sanchez, Restler, Farías, Cabán, Ayala, Louis, Salaam, Brewer, Hanif, Won, Hudson, Stevens, Ossé, Nurse, De La Rosa, Avilés, Krishnan, Joseph, and Lee for championing this worker-focused legislation. By fostering a culture of fairness, Intro 428 will strengthen the construction industry and protect its workforce. LECET is committed to supporting Intro 428’s implementation by collaborating with contractors, workers, and city agencies to ensure compliance and raise awareness. We urge the City Council to pass this bill, sending a clear message that New York City stands against wage theft and for its workers. Thank you for your dedication to our city’s labor force.

Sincerely,

Edward J. McWilliams



September 12, 2025

Chair Julie Menin
Committee on Consumer and Worker Protection
NYC City Council

Dear Chair Menin,

On behalf of The Business Council of New York, representing over 3,000 member businesses and trade associations, we write to voice our opposition to Int 1332.

While the proposal is framed as worker protection, it is based on rules for an entirely different industry that do not have the same intricacies as app-based delivery. This will result in reduced service quality, especially for local businesses, and increase safety risks to the public.

For restaurants and retailers across New York, reliable delivery service is essential. Int 1332 would make it difficult to take timely action against delivery workers who repeatedly frustrate customers by showing up late, mishandling orders, or behaving unprofessionally. This bill requires two weeks' notice before most deactivations, this will leave the businesses to absorb the damage of bad service in the interim. For many small establishments—particularly immigrant- and minority-owned restaurants already operating on tight margins—this could mean a major reduction customers they cannot afford to lose.

The legislation also cuts against the city's commitment to public safety. Platforms must be able to move quickly when workers engage in reckless riding, unsafe driving, or other threatening conduct. Burdening every decision with "just cause" standards and a lengthy dispute process means that dangerous actors may remain active far longer than they should. At a time when New York is striving toward its Vision Zero goals, Int 1332 would serve as a barrier to reaching these goals, rather than being a step forward.

Equally troubling is that platforms are required to provide customer complaints and records directly to deactivated workers. Without strong guardrails, this creates a real possibility of retaliation. If customers fear their names or comments could be turned over to the individual they report, it will compromise their sense of security and deter them from speaking up. That loss of candid feedback erodes accountability and makes it harder for platforms to protect both consumers and merchants.

Other jurisdictions have shown there is a more practical way forward. Colorado and Australia, for example, have adopted deactivation frameworks designed for app-based work. These models require platforms to publish clear deactivation policies, give advance warnings in most cases, and provide a fair opportunity to appeal—while still allowing swift removal when safety is at risk. These approaches strike a balance that New York should carefully consider rather than forcing a fast-food template onto a very different type of work.

We urge the Council to amend Int 1332 and work toward a tailored solution that protects workers while preserving safe, reliable service for local businesses and customers.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul Zuber", with a stylized, cursive script.

Paul Zuber
Executive Vice President



Relay Testimony on Int. 1332-2025

Friday, September 12, 2025

Members of the Committee on Worker Protection:

Relay Delivery, Inc. supports a policy framework that enhances fairness, transparency, and due process for app-based delivery workers. We appreciate the Council's focus on improving standards across the industry and agree that all delivery partners should have a clear understanding of the rules that govern their access to platforms, as well as reasonable avenues for redress.

Int. 1332, as currently written, does not reflect the structure of app-based work and imposes significant operational and safety risks. The bill borrows heavily from frameworks designed for fast food employment, where workers operate from centralized worksites under direct supervision. App-based delivery is fundamentally different: drivers log on and off at will, work independently, contract with multiple platforms, and are not assigned to fixed locations or shifts. Applying a static "just cause" standard to this type of work creates a poor fit that will be difficult to administer and enforce in practice. Additionally, the bill raises serious legal concerns, including interference with the platforms' rights under the First and Fourteenth Amendments and Contracts Clause of the United States Constitution.

Of further particular concern is the bill's requirement that couriers receive at least two weeks' notice prior to deactivation. In cases where a courier has engaged in a clear pattern of behavior that negatively impacts restaurants and customers—such as consistently late or incomplete deliveries—that notice requirement would force platforms to keep the individual active for an additional two weeks, despite already meeting our internal threshold for removal. That outcome does not serve the delivery ecosystem: It degrades service quality for diners and restaurants and disadvantages the thousands of couriers who consistently provide quality service to those diners and restaurants. When couriers who fall short of service standards remain active, quality offers are spread thinner, hurting the earning potential of those who deliver reliably and well.

The harm doesn't stop with couriers. Local restaurants and small businesses—many of which are minority- immigrant-owned—depend on fast, accurate, and respectful delivery service to retain customers and build their reputation. Allowing known service issues to persist for two weeks after a deactivation decision has been made puts those businesses at risk of cancellations, late deliveries, and negative reviews. These are not large enterprises – they operate on tight margins, and any disruption in service can cause real, lasting harm to their bottom line.

The bill also raises serious concerns related to privacy and public safety. Int. 1332 would require platforms to provide deactivated workers with extensive records, including full details, including location and description of a consumer complaint. This could include sensitive or personally

RELAY

identifiable information about diners and restaurant staff. In cases involving misconduct, including harassment or assault, that kind of disclosure carries real risk. It could expose customers to retaliation and would almost certainly discourage people from reporting incidents in the first place. That silences consumer voices and makes it more difficult—not easier—for platforms to take proactive steps to ensure safety on the road and trust in the system.

The net result is a bill that, while well-intentioned, would ultimately create a worse experience for consumers, restaurants, and high-performing couriers alike. It would increase legal exposure, raise administrative burdens, and force platforms to divert resources away from support and safety.

Other jurisdictions have taken a more balanced approach. Colorado has implemented app-based deactivation frameworks that reflect the flexible, decentralized nature of this work. This model offers guardrails without compromising consumer privacy, driver accountability, or the operational realities of app-based delivery. New York City can and should build on this example rather than adopting a rigid structure that was designed for an employment relationship.

Relay remains committed to working with the Council and all stakeholders to get this right. A workable deactivation framework should protect workers from arbitrary removal, ensure real due process, and preserve the reliability and safety of the delivery experience. With the right adjustments, Int. 1332 can move closer to that goal.

Thank you for the opportunity to provide comments on this important issue.



September 12, 2025

Chair Julie Menin
Committee on Consumer and Worker Protection
NYC City Council
250 Broadway
New York, NY 10007

RE: Testimony in Opposition to NYC Int 1332 as Currently Drafted

Dear Chair Menin:

On behalf of DoorDash, I am writing to provide testimony on Int 1332, which would establish new deactivation regulations for app-based delivery workers in NYC. We appreciate the Committee's attention to these important issues and are thankful for this opportunity to provide feedback on this legislation. We share the Council's goals of ensuring fair treatment for delivery workers. However, we have serious concerns about Int 1332 as currently drafted and urge the Committee to consider revisions in order to strike a balance that protects workers from unwarranted deactivation while also safeguarding consumers, local businesses, and public safety.

DoorDash's Approach to Ensure Our Policies are Fairly Enforced

At DoorDash, we want everyone who uses our platform to have a safe and positive experience. To help us achieve this, all members of our community—Dashers, consumers, and merchants—must meet our standards and follow our policies.

We strive to be open and transparent about our policies and how they are enforced. That is why the requirements and conditions for using the platform are provided to Dashers before they ever gain access.

We've also developed a comprehensive framework to help ensure these rules are enforced fairly and proportionately. Our goal is to ensure our response is proportional to the severity of the violation. We acknowledge the serious impact losing access to our platform can have on a Dasher's ability to earn extra income. We have a range of escalating actions to appropriately respond to policy violations.

For less serious conduct or incidents, we will inform a Dasher of a policy violation and remind them of the platform guidelines. For instance, in the case of a verbal insult or the use of offensive language, an email advising of a policy violation may be issued for a first-time offense. The purpose is to provide a proportionate response and remind the Dasher that such behavior is unacceptable, and could lead to the loss of platform access. Hopefully, this measured response will also deter future conduct and incidents.

For severe or repeated violations, we may deactivate a user's account, meaning they can no longer access our platform. It's important to emphasize that we never take the decision to deactivate a user's account lightly. Deactivations are reserved for serious or egregious conduct, such as assault or threats to harm another person, sexual harassment or discrimination, fraud, or consistent violations of our policies like failure to complete deliveries safely or on time. In many cases, deactivation only occurs after a Dasher has received prior notifications that their conduct on the platform violated our policies.

To further help ensure deactivations are fair and justified, we've put in place a dedicated review and appeals process for Dashers. If a Dasher's account is deactivated, they will be notified and have an opportunity to appeal. In the rare instance an account was deactivated in error, our team quickly acts to reactivate the account.

Deactivations are a serious but necessary component to help provide a safe and positive experience for all DoorDash users. While the vast majority of Dashers follow the rules and do the right thing, it is crucial that we can act swiftly and decisively when necessary. Any policy framework that restricts this ability directly undermines consumer trust and public safety.

The Requirements of Int 1332 Were Not Designed for App-Based Work and Raise Serious Concerns

DoorDash does not oppose the adoption of industry standards protecting app-based delivery workers against unwarranted deactivation. However, the requirements for Int 1332 borrow heavily from a fast food industry framework designed for supervised employees and are not appropriately tailored for app-based work. Indeed, app-based work – which allows thousands of independent New Yorkers to log on at will, accept or reject delivery offers, and operate without centralized worksites or supervision – is wholly different and requires a different policy solution. We outline our key concerns with the Int 1332 as currently drafted below:

I. Int 1332 Requirements Are in Tension With City's Street and Public Safety Goals

The legislation could have unintended consequences for public safety. Under Int 1132, app-based delivery workers would have more protections from deactivation than almost every other worker in NYC has from termination. The requirements of Int 1132 and high burden to establish that each deactivation was for "just cause" means that platforms will be incentivized to only remove the worst bad actors and will only be able to do so where overwhelming evidence of a violation is available.

This means far fewer individuals will likely be removed from the platform at a time when the public and City Council is calling for greater accountability for unsafe driving on city streets. Specifically, just this week, the City Council passed Int 20 which requires platforms to distribute ID cards and vests with ID numbers to delivery workers using bikes for the purpose of better identifying workers who may be engaged in unsafe driving. If Int 1332 were passed as drafted, platforms would be discouraged from taking actions based on ID number reporting out of concern that the threshold for providing a deactivation is warranted has not been established.

II. *Int 1332 May Result in Retaliation Against Consumers and Freeze Critical Information Sharing*

Int 1132 would require platforms to share a vast amount of records and information with a deactivated worker, including all consumer complaints or comments. Absent any safeguards, this could be read to require that platforms share specific details of an incident with someone who has engaged in violence or assault. This information could easily be used by a bad actor to locate and retaliate against a consumer who submitted the complaint that resulted in their deactivation.

If consumers are aware that their comments or complaints will be fully shared with a worker without any protections, they may choose to forego reporting an incident altogether. That creates a chilling effect that silences consumer voices and makes it harder for platforms to take proactive safety action.

Finally, unqualified sharing of records and information could be in tension with expectations to protect personal identifiable information of an individual from disclosure. This can be particularly challenging where there is suspected identity fraud or other violations of our policies that are detected through submission of ID documents and other forms of identity verification. Platforms should not be required to share this information since another party attempting to use the account could place the primary user at risk of identity theft.

III. *Int 1332 Disadvantages High Performing Workers and Will Lead to Less Reliable Service for NYC Restaurants and Local Merchants*

Int 1332 requires that a delivery worker be provided with two weeks' notice prior to deactivation except where egregious misconduct has occurred. That means a worker who repeatedly provides bad customer service would need to be retained on the platform and offered deliveries for two additional weeks after they are informed that they'll be deactivated at a later date.

This approach incentivizes platforms to continue retaining poor performing workers rather than follow a drawn-out process. This is unfair for many hardworking delivery workers who do deliver excellent service since they'll ultimately receive fewer earning opportunities.

This approach harms restaurants and other local businesses that rely on and expect high-quality delivery service to be provided. NYC restaurants and local merchants are already operating on thin margins. An increase in repeated, bad instances of service could drive away critical customers making economic conditions even worse. This is especially damaging for immigrant- and minority-owned small businesses, which are a cornerstone of the city's economy and which the Council has pledged to support.

IV. *Int 1332 Creates Costly Litigation Risk and Administrative Burdens*

By requiring platforms to prove "just cause" with extensive documentation for each deactivation, Int 1332 all but guarantees drawn-out disputes and litigation. Furthermore, significant involvement by the Department of Consumer and Worker Protection in resolving disputes under Int 1332 – rather than an internal challenge procedure mandated by other jurisdictions – will also strain the city agency and unnecessarily exhaust limited administrative resources.

The Committee Should Consider Reasonable Deactivation Frameworks Adopted by Other Jurisdictions

As outlined above, Int 1332 is not appropriately designed for app-based delivery workers. However, platforms have successfully implemented deactivation regulations adopted by other jurisdictions that are responsive to app-based work and appropriately balance protection of workers with public safety concerns.

Specifically, both Colorado and Australia have recently adopted regulations establishing processes that a platform needs to follow in order to demonstrate that the deactivation of an app-based delivery worker was warranted. These requirements include mandating that platforms:

- Maintain a deactivation policy detailing the reasons a worker's account can be deactivated and ensure the workers have access to the policy;
- Provide workers with warnings prior to deactivation, except in cases of egregious misconduct;
- Ensure that a worker receives a notice detailing the reason for the deactivation; and,
- Provide a deactivated worker with the opportunity to challenge the deactivation and require that platforms review and respond to the challenge within a reasonable time period.

These frameworks have been implemented smoothly, protecting workers without undermining public safety or consumer trust. We urge the Council to look to these proven models as the basis for responsible reform.

* * *

Thank you for the opportunity to provide comments and for your consideration of these requests. We welcome continued dialogue with the Council to ensure that any deactivation policy reflects the realities of app-based work and delivers fairness, safety, and accountability for all New Yorkers.

Sincerely,

Kassandra Perez-Desir
Head of Government Relations - New York, New Jersey, and Puerto Rico



Grubhub Testimony on Int. 1332-2025

Friday, September 12, 2025

Members of the Committee on Worker Protection:

Grubhub supports a policy framework that enhances fairness, transparency, and due process for app-based delivery workers. We appreciate the Council's focus on improving standards across the industry and agree that all delivery partners should have a clear understanding of the rules that govern their access to platforms, as well as reasonable avenues for redress.

Over the past several years, Grubhub has evolved our own approach to deactivation policies in direct response to feedback from drivers, advocates, and the City Council. We've expanded access to appeals, implemented multilingual support, and ensured that all deactivations are reviewed by trained staff rather than automated systems. Grubhub's [guidelines around deactivations](#) and [deactivation policy](#) reflect this approach. Every deactivation notification includes an explanation on how drivers can appeal the deactivation as well as a link to [Grubhub's deactivation challenge procedure](#) with more details. These measures reflect our belief that a transparent and proportional deactivation process is essential to building and maintaining a strong and trusted delivery network.

It is important to clarify what deactivation is and what it is not. Deactivation refers to the permanent removal of a delivery partner from the platform due to a breach of the Delivery Partner Agreement (such as fraud or safety issues) and violation of the Delivery Partner Terms of Use or Deactivation Policy. By contrast, if a delivery partner finds it difficult to log on and schedule delivery blocks, that is not a deactivation, "lock out," or disciplinary action. Rather, it may reflect that the number of drivers on the road is in line with the number of available delivery opportunities – a market dynamic created by the City's minimum pay standard. In this scenario, that policy is functioning as intended—ensuring that there are fewer delivery partners on the road, but earning more per delivery and for their time. Indeed, the rules implementing the City's minimum pay standard acknowledged that access to orders could result in restricting platform access to delivery workers, stating "Apps have flexibility to manage their own labor needs and costs within the Final Rule framework and may choose to self-impose restrictions on platform access if they wish." (See [DCWP Adopted Rules](#), p.7).

Int. 1332, as currently written, does not reflect the structure of app-based work and imposes significant operational and safety risks. The bill borrows heavily from frameworks designed for fast food employment, where workers operate from centralized worksites under direct supervision. App-based delivery is fundamentally different: drivers log on and off at will, work independently, contract with multiple platforms, and are not assigned to fixed locations or shifts. Applying a static "just cause" standard to this type of work creates a poor fit that will be difficult to administer and enforce in practice. Additionally, the bill raises serious legal concerns,

GRUBHUB

including interference with the platforms' rights under the First and Fourteenth Amendments and Contracts Clause of the United States Constitution.

Of further particular concern is the bill's requirement that delivery partners receive at least two weeks' notice prior to deactivation. In cases where a delivery partner has engaged in a clear pattern of behavior that negatively impacts restaurants and diners—such as consistently late or incomplete deliveries—that notice requirement would force platforms to keep the individual active for an additional two weeks, despite already meeting our internal threshold for removal (three violations over a rolling 90 day period). That outcome does not serve the delivery ecosystem: It degrades service quality for diners and restaurants and disadvantages the thousands of drivers who consistently provide quality service to those diners and restaurants. When drivers who fall short of service standards remain active, quality offers are spread thinner, hurting the earning potential of those who deliver reliably and well.

The harm doesn't stop with drivers. Local restaurants and small businesses—many of which are minority- immigrant-owned—depend on fast, accurate, and respectful delivery service to retain customers and build their reputation. Allowing known service issues to persist for two weeks after a deactivation decision has been made, puts those businesses at risk of cancellations, late deliveries, and negative reviews. These are not large enterprises – they operate on tight margins, and any disruption in service can cause real, lasting harm to their bottom line.

The bill also raises serious concerns related to privacy and public safety. Intro. 1332 would require platforms to provide deactivated workers with extensive records, including full details, including location and description of a consumer complaint. This could include sensitive or personally identifiable information about diners and restaurant staff. In cases involving misconduct, including harassment or assault, that kind of disclosure carries real risk. It could expose customers to retaliation and would almost certainly discourage people from reporting incidents in the first place. That silences consumer voices and makes it more difficult—not easier—for platforms to take proactive steps to ensure safety on the road and trust in the system.

The net result is a bill that, while well-intentioned, would ultimately create a worse experience for consumers, restaurants, and high-performing delivery partners alike. It would increase legal exposure, raise administrative burdens, and force platforms to divert resources away from support and safety.

Other jurisdictions have taken a more balanced approach. Colorado has implemented app-based deactivation frameworks that reflect the flexible, decentralized nature of this work. This model offers guardrails without compromising consumer privacy, driver accountability, or the operational realities of app-based delivery. New York City can and should build on this example rather than adopting a rigid structure that was designed for an employment relationship.



Grubhub remains committed to working with the Council and all stakeholders to get this right. A workable deactivation framework should protect workers from arbitrary removal, ensure real due process, and preserve the reliability and safety of the delivery experience. With the right adjustments, Int. 1332 can move closer to that goal.

Thank you for the opportunity to provide comments on this important issue.

Sincerely,

Joshua Bocian
Associate Director, Government Affairs
Grubhub Holdings Inc.

**BEFORE THE NEW YORK CITY COUNCIL
COMMITTEE ON CONSUMER AND WORKER PROTECTION**

**Intro 1332-2025 - A Local Law to amend
the administrative code of the city of New
York, in relation to the wrongful
deactivation of app-based delivery workers**

Public Hearing: September 12, 2025

COMMENTS OF UBER TECHNOLOGIES, INC

Freddi Goldstein
Sr Communications Manager
175 Greenwich St., Fl. 47
New York, NY 10007
Email: freddi@uber.com

Uber¹ appreciates the opportunity to submit comments on Intro. 1332-2025. Uber’s goal is to provide safe, reliable, and efficient transportation and delivery services to all users. Deactivation decisions are taken with that duty in mind. Deactivation is not a step we take lightly. It is a measure of last resort, applied only when necessary to protect the integrity of the platform and the safety of the workers, consumers, and businesses who rely on it.

Any user of the Uber platform—whether a consumer, delivery worker, or business partner—may lose access if they violate Uber’s terms of service or Community Guidelines. Except in the most serious cases, Uber provides notifications and reminders when violations occur and alerts those users whose accounts may be at risk. Delivery workers are given the opportunity to correct behaviors and, where appropriate, avoid deactivation.

We are also acutely aware that false allegations may arise. Uber has policies in place to identify fraudulent or misleading reports that could unfairly threaten a worker’s access to the platform. When deactivations do occur, workers have the ability to dispute the decision, including through Uber’s in-app Deactivation Review Center, which provides workers with the ability to submit additional information and context.

Uber’s regulators have frequently encouraged adoption of these practices, and we believe the system today is fair, transparent, and consistent with ensuring safety and accountability. In addition, Uber has supported reasonable legislative frameworks addressing deactivations in other jurisdictions across the U.S. and globally.

¹ “Uber” herein refers to Uber Technologies, Inc, its subsidiaries and affiliates including but not limited to Portier, LLC, and Delivery Technologies US, Inc. Portier, LLC is an online marketplace that connects licensed merchants and food retail partners with prospective customers and independent delivery service providers who seek, receive, and fulfill requests for food delivery services. Portier, LLC operates under the brand name “Uber Eats.”

Intro 1332, however, requires substantial revision to achieve a balance between fairness for workers and the serious safety and operational considerations that regulators and platforms must weigh.

So far this year, only 2% of delivery workers in New York City have faced a permanent deactivation on a monthly basis. Many of these deactivations occur because regulators themselves—in particular, the Department of Consumer and Worker Protection (DCWP)—have emphasized deactivation as a necessary tool to deter misconduct. For example, in rulemaking related to the delivery worker minimum pay standard, DCWP stated explicitly that deactivation is an appropriate and effective method to deter fraudulent activity and support platform integrity.² This guidance led companies, including Uber, to shift from issuing partial payment deductions and warnings to instead paying workers in full and applying permanent deactivation when fraud is identified.

Additionally, to be clear, workers on our platform are not deactivated because they did not deliver an order fast enough, nor do we use their on-time rate in deactivations. However, a pattern of egregiously delayed deliveries which signal potential fraudulent activities can be grounds for deactivation. We ask that delivery workers opt for the safest and most efficient route possible when making a delivery. We do this to ensure that delivery workers are not taking advantage by intentionally elongating the route to drive up the rate of pay, negatively impacting both the restaurant partner and customer. For example, we have seen cases of delivery workers taking the bridge into Manhattan to get from Williamsburg to Greenpoint. This fraudulent practice is called longhauling and our team, who individually reviews reports, is trained to identify it in practice. Delivery workers have an opportunity to provide additional information or any evidence to explain why the deviation from the suggested route was necessary, which is then considered when making a determination of whether to tag the trip as fraudulent.

In addition to the deactivation appeals processes available, delivery workers on the Uber platform are eligible for New York State unemployment insurance benefits. Deactivated workers should not also be entitled to severance payments. Requiring an additional severance payment would create duplicative benefits and undermine the balance of New York's unemployment system. Mandating severance in addition to unemployment coverage risks further incentivizing fraudulent activity by individuals seeking payments without a legitimate intention of performing delivery work. Finally, imposing these costs on platforms would increase operational costs, which would inevitably be passed through to consumers in the form of higher fees, further reducing affordability and access to delivery services across the city.

As currently drafted, Intro 1332 poses several challenges:

- The bill must be narrowly focused on permanent deactivations. Recent Council legislation requires delivery platforms to pay workers for all on-app time, even if no deliveries are completed. Without reasonable limits on platform access, companies would

² See pg 14 New York City Department of Consumer and Worker Protection, Notice of Adoption of Final Rule DCWP NOA MPR (2023), <https://rules.cityofnewyork.us/wp-content/uploads/2023/06/DCWP-NOA-Minimum-Pay-for-Food-Delivery-Workers.pdf> (last visited Sep 15, 2025).

be unable to limit supply, driving significant cost increases that would be borne by consumers. The definition of deactivation must therefore exclude temporary access restrictions.

- Our policies were developed in partnership with advocacy organizations and privacy and safety experts to balance transparency and safety. Sharing detailed consumer reports could enable workers to identify complainants, putting their safety at risk.
- A 14-day mandatory notice period before account termination would create significant fraud and safety risks. Workers engaged in fraudulent activity—including identity falsification and intentional delivery failures—would be aware of their impending loss of access. That advance knowledge would allow them to continue or even escalate misconduct during the grace period, while still receiving payment under City rules. This provision would effectively encourage bad actors to exploit the system further.

Intro 1332, as written, requires significant revision to avoid unintended harms to platforms, consumers, and the broader public. Uber appreciates the Committee and Council's attention to this important matter and welcomes further discussion on policies that balance transparency, fairness, and due process for workers with the safety and reliability of the platform.

Testimony of Daniel Ocampo

National Employment Law Project

In Support of Int. No. 1332-2025: Wrongful Deactivation of App- Based Delivery Workers

Hearing before the New York City Council

Committee on Consumer and Worker Protection

City Hall

New York, NY

September 12, 2025

Daniel Ocampo

Staff Attorney, Work Structures

National Employment Law Project

90 Broad Street, Suite 1100

New York, NY 10004

docampo@nelp.org

Dear Chair Menin & Members of the Committee:

My name is Daniel Ocampo, and I am a lawyer with the National Employment Law Project (NELP), a New York-based national nonprofit with more than fifty-five years of experience advocating for the labor and employment rights of low-wage workers. NELP works extensively at the federal, state and local levels, and has regularly advised the New York City Council on protecting workers in the city. Relevant for the legislation that the Committee is considering today, NELP works across the country with groups of app-based workers, supporting campaigns at the local, state, and federal levels for policies to protect this exploited workforce. Also relevant, NELP worked with the City Council and the City to enact and defend the city's 2021 "just cause" law for fast food workers, as well as to enact and implement the app-based delivery worker minimum pay standard.

We are delighted to testify today in strong support of Int. No. 1332, which would address the urgent need to protect app-based delivery workers at companies like DoorDash and Uber Eats against the widespread problems of unfair and arbitrary "deactivations," which result in extreme hardship for this workforce. Int. 1332 would protect delivery workers by extending some of the same just cause protections that the city has been successfully using since 2021 to protect fast food workers against unfair firings.

The Problem of Unfair & Arbitrary Deactivations

App-based delivery workers increasingly provide critical labor services in New York City—delivering meals, packages, groceries, medications, and more across the city every day. The companies that rely on this labor, however, have avoided paying the minimum wage and complying with basic workplace laws by classifying them as independent contractors.

Worse, these workers are routinely deactivated—which means blocked from the app and therefore unable to get work—without a fair reason, without advance notice, and without the right to an independent appeal process that is not controlled by the companies. Functionally, this is the equivalent of being fired and locked out at your job without any statement of why, without any way to appeal the decision, and without a human to talk to about this.

For the workers affected, the impact of losing your job abruptly can be devastating. It leaves workers and families unable to pay their rent, mortgages, and other bills, leading to extreme hardship. In a 2023 survey, 43% of New York workers reported that, if their paychecks were cut off, they have little savings to fall back on and within one month would be unable to pay their bills.¹

In many ways, the impact of these abrupt firings is even worse for app-based delivery workers, since the city's delivery market is almost entirely controlled by

¹ Data for Progress, National Employment Law Project & Make the Road New York, "Fired Without Warning or Reason: Why New Yorkers Need Just Cause Job Protections," Jan. 2023, available at <https://www.nelp.org/app/uploads/2023/01/Fired-Without-Warning-or-Reason-Just-Cause-Report.pdf>

three companies. The result is that deactivated workers have limited options for seeking new work in the same field.

Frequently, delivery workers are deactivated based on unverified customer complaints—and the companies don't give workers a meaningful opportunity to challenge them. While the app corporations operate an internal appeals process that in theory allows delivery workers to try to contest certain deactivations, it's a discretionary, non-transparent company-run process that doesn't provide strong protections.

The Solution: Extend the City's Existing Just Cause Protections to App-Based Delivery Workers

Int. 1332 offers a proven solution: extend New York City's successful just cause protections, first adopted for fast food workers in 2021, to app-based delivery workers. Doing so would ensure the following fair and straightforward process.

First, delivery companies would need to lay out written deactivation policies and a progressive discipline process. Second, they would be required to provide fourteen days' upfront notice of an impending deactivation, except in cases of egregious misconduct. Where delivery companies intend to deactivate workers for "bona fide economic reasons" (like a significant reduction in sales volume), they must provide 120 days' advance notice, and the deactivations must be made in order of economic impact and seniority.

Third, companies need to provide a written explanation of the precise reasons for the deactivation. The delivery company then bears the burden of establishing just cause for the deactivation. If the deactivation dispute is not resolved by an informal resolution process, the case will proceed to a deactivation appeal arbitration.

These common-sense protections would be enforced by the Department of Consumer and Worker Protection (DCWP)'s Office of Labor Standards Enforcement, an excellent and effective city agency with a proven track record of fairly implementing the city's labor standards—including for app-based workers. DCWP's experience enforcing the city's existing just cause protections should give the City Council confidence in extending those safeguards to app-based delivery workers.

Conclusion

Expanding the city's successful just cause law to delivery workers is a practical way to address the serious problem of arbitrary and unfair deactivations and NELP respectfully urges the City Council to pass Int. 1332, and take one step closer to making app-based jobs good jobs in New York.

09/11/2025

New York City Council
City Hall
New York, NY 10007

The Honorable Justin Brannan, Sandy Nurse, Christopher Marte, Gale Brewer, Tiffany Cabán, Carmen De La Rosa, Shaun Abreu, Chi Ossé, and Shahana Hanif

Re: Opposition to Intro 1332-2025 – A Local Law to amend the administrative code of the City of New York, in relation to the wrongful deactivation of app-based delivery workers

Dear Council Members,

On behalf of the NO MORE Foundation, an organization focused on the prevention of domestic and sexual violence, we write to express our opposition to the proposed legislation regarding wrongful deactivation of app-based delivery workers. While we recognize the intent to protect workers from arbitrary or retaliatory actions, this bill—as currently written—poses risks to survivor safety, public safety, and accountability within the gig economy.

Survivors of domestic violence, sexual assault, stalking, and harassment often rely on platforms' ability to swiftly and decisively deactivate bad actors who engage in abusive, threatening, or unsafe conduct. This bill's requirements for "just cause," progressive discipline, and advance notice would slow down or even prevent necessary deactivations.

The consequences are not hypothetical:

- A delivery worker accused of harassment or stalking could remain active for weeks during the notice period or progressive discipline process
- Survivors who bravely report misconduct could be retraumatized by the knowledge that the person who harmed them continues to operate through the platform

The bill also mandates disclosure of customer complaints, ratings, and other information to workers who have been deactivated. Even when anonymized, such disclosure risks violating the confidentiality survivors depend on when reporting abuse. This creates a chilling effect, discouraging survivors from coming forward and further endangering those already at risk.

New York City has worked hard to expand protections for survivors of gender-based violence. This legislation undermines those efforts by elevating the employment protections of individuals who may have engaged in misconduct over the safety of survivors and the public. Delivery work is unique in that it involves direct access to private residences and individuals—making swift action in response to harmful behavior essential.

We urge the Council to reject this legislation. While worker protections are important, they must not come at the expense of survivor safety, confidentiality, and public trust. This bill, if enacted, would create dangerous conditions for survivors of gender-based violence and the broader public, and we cannot support it.



Sincerely,
Pamela Zaballa
CEO
NO MORE Foundation

The NO MORE Foundation, Suite 381, 195 Maplewood Avenue, Maplewood, New Jersey, 07040
NO MORE is a 501(C)3 Corporation, EIN Number: 83-3491251
www.nomore.org



121 State Street, Albany, NY 12207 • (518) 431-1106 • nyselfstorage.org

09/08/2025

Int. No. 494 – Prohibiting Late Fees For Self Storage Units

NYSSA is opposed to this proposed bill amending the Administrative Code of the City of New York. Section 182 of the NYS Lien Law provides very specific language that needs to be included in the contract (“Occupancy Agreement”) relative to late or other fees.

Taken from Sec 182: The Occupancy Agreement must contain:

“an itemization of other charges imposed or which may be imposed in connection with the occupancy, a description of each such charge, whether the charge is mandatory or optional, and the amount of each charge expressed in dollars”

Anyone renting a self storage unit is provided with an Occupancy Agreement from the storage operator. The agreement lists any charges, including late fees, the amount of the fee, and when the fee would be imposed. The consumer knows in advance what these conditions are.

Furthermore, the Occupancy Agreement is a month-to-month agreement between the operator and the occupant. The occupant may cancel the agreement at any time. There is no long-term obligation. The occupant is permitted to exit with no notice required nor the settling of security deposits upon move-out. Consumers and small business can leave hassle-free. It is our belief that this provides the ultimate in consumer choice and flexibility.

It is the belief of the Association that this proposed amendment is discriminatory in nature, and in conflict with the State Statute. There are countless private businesses that charge late or similar fees for non-payment or late payment for the goods and services that have been provided. In addition, the majority of NYC Agencies also charge such fees. For example;

Language from NYC Water Board:

“Billed amounts unpaid by the due date are charged a late interest rate until paid”

Language from NYC DOB Bureau of Sustainability (LL87):

“Please note, if payment is not received within 30 days, the submission will be rejected and a violation will ensue. No additional request for payment will be sent”

The NY Self Storage Association reiterates its opposition to the proposed Int No 494.

We appreciate your attention to our concerns and look forward to engaging on these bills. We are happy to answer any questions you may have.

Respectfully submitted,

James Coakley
New York Self Storage Association
Member – Board of Directors

Testimony Submitted for the New York City Council, Committee on Consumer and Worker Protection

Hearing on Intro. 1332 and other Legislation

September 12, 2025

By Maria Figueroa, DLP, MPA

Labor Policy Director, SUNY Rockefeller Institute of Government

My name is Maria Figueroa, and I am Director of Labor Policy at the Rockefeller Institute of Government, State University of New York (SUNY). My testimony focuses on Intro 1332, which would regulate the platform-based delivery industry to prevent the unjustified deactivation of delivery workers' accounts and other arbitrary restrictions for workers to access the platforms. My comments draw on research I conducted on worker issues in the digital platform economy, and decades of experience in the field of labor and employment relations, including my work at national labor unions and at Cornell University's School of Industrial and Labor Relations (ILR).

By requiring app-based delivery service companies to have "just cause" for deactivating a worker, Intro. 1332 will address a persistent issue that delivery workers face and that continues to negatively affect their incomes despite the significant improvements resulting from the implementation of the Delivery Workers Minimum Pay Local Law 115. Prior to the implementation of this landmark legislation in late 2023, the average pay of app-based delivery workers was between \$5 and \$7 per hour.ⁱ Local Law 115 established a minimum hourly pay rate of \$17.96, which increased to the full rate of \$21.44 in April of this year. Overall, since December 2023 to the present, the implementation of the minimum pay rates has resulted in more than \$700 million of additional revenues for the more than 61,000 restaurant delivery workers in New York City.ⁱⁱ

While delivery workers have been able to increase their earnings, they continue to suffer from reportedly arbitrary deactivations of their app accounts, which constitute their main risk of earning losses along with tips misappropriations, and non-payment, as reported by the NYC Department of Consumer and Worker Protection (DCWP).ⁱⁱⁱ These deactivations or terminations of the worker engagement with the apps result from the algorithmic management that these companies utilize and which penalizes delivery workers based on customer ratings, speed in completing deliveries, and order acceptance rates. DCWP's analysis of 2022 survey data indicated that 16 percent of delivery workers responding to the survey experienced deactivation of their accounts.^{iv}

The Cornell ILR research, which provided analysis and recommendations instrumental to the passage of the minimum pay rate, found that more than 20 percent of respondents to a survey of 500 delivery workers in New York City reported deactivations of their accounts. Of the survey participants who experienced some form of discipline by the algorithm, the majority reported that when they were able to get explanations for the penalization, these were related to bad reviews

from customers, not accepting orders, and delays in food delivery.^v A small study conducted by the Workers Justice Project, the leading organization representing app-based delivery workers in New York City, found that deactivations were the most common issue faced by nearly half of respondents to a survey delivered between July and December of 2023.^{vi}

Existing research indicates that deactivations are triggered by negative customer or restaurant ratings, which the delivery workers cannot challenge as the apps' algorithmic management lacks a due process system. Numerous food couriers who participated in the 2021 Cornell ILR study reported facing threatening, discriminatory, and even violent treatment from customers who subsequently gave them low ratings or filed false reports with the apps, triggering an immediate deactivation of the workers' accounts.^{vii} As deactivations can result from untimely delivery completions, workers face the pressure to speed up their trips exposing themselves and the general public to unsafe traffic conditions. The Cornell ILR study found that 49 percent of surveyed delivery workers reported having been in an accident or crash while doing a delivery.^{viii}

Intro. 1332 would address these persistent issues by prohibiting deactivation or termination of an app-based delivery worker without just cause (e.g. unsatisfactory performance or misconduct), and by requiring app companies to implement a system of progressive discipline for all but the most egregious violations of company policy. This legislation also provides paths for informal resolution and arbitration processes, which have been implemented in Seattle, WA for rideshare workers.^{ix}

Both the existing data on the impacts of deactivations and the outcomes from similar legislation passed and implemented in Seattle, indicate that Intro. 1332 would be an effective policy tool to address these persistent issues and to improve the working and living standards of this essential workforce.

Thank you for the opportunity to submit this testimony.

ⁱ Figueroa et al., Essential but Unprotected: App-based Food Couriers in New York City, Cornell University Worker Institute (Sept. 2021); NYC Department of Consumer and Worker Protection (DCWP) A Minimum Pay Rate for App-Based Restaurant Delivery Workers in NYC (Nov. 2022)

ⁱⁱ NYC DCWP, [Full Minimum Pay Rate for App-Based Restaurant Delivery Workers Is Now in Effect | City of New York](#), Press Release (April 2025).

ⁱⁱⁱ NYC DCWP, [Delivery-Worker-Study-November-2022.pdf](#), page 23.

^{iv} NYC DCWP (Nov 2022).

^v Figueroa et al.

^{vi} Workers Justice Project, Research on Working Conditions of App-based Delivery Workers. Unpublished report (Dec 2023).

^{vii} Figueroa et al

^{viii} Figueroa et al.

^{ix} [SocArXiv Papers | Deactivation with and without Representation: The Role of Dispute Arbitration for Seattle Rideshare Drivers](#)



Comments to the New York City Council Committee on Consumer and Worker Protection

Hon. Julie Menin, Chair

September 12, 2025

Dear Chair Menin and Members of the Committee on Consumer and Worker Protection:

On behalf of Shipt, a retail technology company that connects people to reliable, high-quality delivery, I appreciate the opportunity to comment on [Int 1332-2025](#), which aims to protect app-based delivery workers, whom we refer to as “shoppers”, from unjust deactivation. At Shipt, ensuring that all who use our platform — shoppers, customers, and retailers — feel safe, respected, and comfortable at all times is foundational to how we operate. We are deeply concerned with the draft bill as written, which is likely to create unintended consequences such as safety risks, operational inefficiencies, and uncertainty for platforms like ours that already have transparency and responsible procedures in place.

We look forward to working with the bill sponsors and committee members to get this legislation right so that platforms like Shipt can continue to service the city of New York and maintain a safe and high-quality delivery experience for shoppers, customers, and retail partners alike.

Shipt has a responsibility to protect the safety and privacy of our customers and retail partners

The bill requires 14 days' advance notice before a worker can be deactivated (§ 20-1282[d]). Without greater clarity on what counts as egregious misconduct, we are concerned that this timeline doesn't account for cases where a shopper may pose a safety risk — such as those involving threats, harassment, or fraud. Additionally, advanced notice could open the door to retaliation against customers, whose home addresses are often known, retail partner staff whom a shopper might suspect submitted negative feedback, as well as intentional behavior that harms the quality service we strive to maintain. The 14-day advanced notice also creates inefficiency when existing practices already allow for an appeal as soon as a deactivation determination is made.

Section § 20-1282(e) of the bill would require companies to provide “precise reasons” for deactivation, including performance data, comments, or complaints. While transparency is important, sharing specific customer-submitted feedback could create customer safety and privacy concerns, as well as discourage reporting of inappropriate or unsafe behavior. We support a bill requiring some form of meaningful explanation for deactivations, while also ensuring safety and privacy are not compromised.

The lack of clarity on certain terms and just cause qualifications can impact the status of great shoppers on the platform and the safety of New Yorkers.

We support consistent and fair treatment of how and why shoppers may lose access to our platform. However, several of the terms in the bill lack a clear definition, including egregious misconduct (§ 20-1282[c]) as previously mentioned. Additionally, the requirement that discipline be “proportionate” (§ 20-1282[b6]) lacks a clear definition, which may lead to uncertainty and inconsistency in policies and enforcement, even when acting in good faith. Similarly, the requirement to consider a shopper’s “seniority” or “economic impact” when deactivations are based on bona fide economic reasons (§ 20-1283[b]) may have no relation to the shopper’s actual performance, engagement, or strength of their independent business on the Shipt platform. The requirement to only consider discipline issued within the last year (§ 20-1282[c1]) is arbitrary and may not be in the best interest of the safety of New Yorkers and the quality delivery service that many New Yorkers rely on. Finally, the broad definition of deactivation (§ 20-1281) encompasses legitimate business reasons for temporarily suspending accounts and locking them during ongoing investigations of severe violations, as well as for inactivity or security measures that are in place to protect the integrity of our service.

The proposal for arbitration creates inefficiencies and an unnecessary burden on the shopper seeking to resolve their concerns.

Shipt’s Shopper Agreement already includes a mutually agreed arbitration process. Introducing a second conflicting arbitration process for shoppers in New York City creates unnecessary burden and bureaucracy for a process that already works between the two core parties at issue, and has fairly and successfully resolved complaints related to deactivations from the platform. Additionally, the requirement to pay all costs, fees, and expenses (§ 20-1286[c6]) regardless of outcome leaves the service vulnerable against a bad actor who may be filing for arbitration without cause and with mal intent. We respectfully ask the sponsor and committee members to recognize and allow existing arbitration agreements to govern dispute resolution between the company and the shopper in order to ensure shared accountability in the resolution process.

Shipt is dedicated to providing earnings opportunities with transparency to more than 3,000 shoppers in NYC

Shipt has an established framework for reviewing and responding to reported Community Standard violations, and we do not make the decision to take action lightly. Dedicated teams at Shipt perform a human-led investigation before taking action on any shopper or driver. Shipt has Shopper App Access Guidelines that are available to all shoppers. The Guidelines make explicitly clear that shoppers with Shipt who violate Shipt’s standards of service, or engage in behavior that threatens the safety of customers, other shoppers, retailers and their employees, Shipt HQ employees, or community members, may result in action being taken against a shopper’s account. Potential actions include: including reminders and opportunities for ongoing education, written warnings, and loss of access to the shopper app, which includes deactivation. Shoppers who believe they have been improperly deactivated from the shopper app may request an appeal by submitting an Appeal form, and a dedicated team will review the appeal upon receipt. To provide transparency regarding shopper access to the shopper app, Shipt has created a webpage dedicated to sharing this information with the public, available at shipt.com/shopper/deactivations.

We also share the Council’s focus on safe streets and working conditions. We know our shoppers care about delivering a great customer experience, and understand that things can happen during an order that are

outside of their control. Given this, we offer late and rating forgiveness as a courtesy for shoppers, including automatic forgiveness on certain order types and in the event of severe weather and app outages. Requests for late forgiveness are responded to within 24 hours. Furthermore, Shipt actively monitors customer rating patterns and will remove ratings less than 5 stars from a shopper's stats if the customer has consistently given poor ratings across the platform. While we expect all shoppers to maintain certain order stats, Shipt's in-app Stats experience is designed to give them transparency and clarity into their work as they go. If a shopper falls below certain thresholds in their last 50 orders, we provide them with an optional refresher course that offers strategies and tips from other shoppers, enabling them to complete orders efficiently, accurately, and on time. Only if a shopper continuously fails to meet stat expectations are they deactivated. [All of this is outlined in the Shopper App Access Guidelines, which are available for all shoppers to review.]

Shoppers overwhelmingly use Shipt's platform to earn supplemental income. In fact, more than 85 percent of shoppers choose to work fewer than 10 hours per week.¹ Through our Preferred Shopper Program, customers can request to be paired with specific shoppers, and shoppers can accept the offer to shop for their customers again and again. This extra human touch creates long-term connections, allowing shoppers to build their businesses and provide a personalized service that sets them apart.

Shipt is committed to investing in community-led efforts to expand fresh food access for New Yorkers

Shipt connects New Yorkers to reliable, high-quality delivery of groceries, household and office essentials, pet supplies, and more. We partner with trusted retailers such as Target, Stop & Shop, Food Bazaar, and Morton Williams to ensure customers can access groceries and essentials. Powering deliveries to more than 3 million households across all five boroughs, Shipt plays a vital role in providing fresh, nutritious groceries at affordable prices. For the vast majority of our deliveries in New York City, product prices on Shipt's platform are generally the same as those available directly from the retailer. By accepting SNAP benefits and offering a discounted membership for SNAP recipients, we offer important access to groceries and essentials to communities regardless of income, transportation resources, or where they live. A strong supporter of community-led initiatives to strengthen food access in New York City, Shipt also supports organizations such as Teens for Food Justice, Greene Hill Food Cooperative, Equity Advocates, Rethink Food, the Food Recovery Network, and Lemontree.

We appreciate the Committee's consideration of these comments and stand ready to provide additional information as Members consider this ordinance.

Matthew Spring
Senior Manager, Government Affairs, Shipt
matthew.spring@shipt.com

¹ Shipt internal data (2023). Includes all active shoppers and drivers on Shipt platform, nationwide.



New York City Council Committee on Consumer and Worker Protection
Wrongful Deactivation of App-Based Delivery Workers
September 12, 2025
Testimony of Eric McClure, Executive Director, StreetsPAC

Int. 1332-2025: Strongly Support

StreetsPAC strongly supports Intro 1332-2025, which would prohibit app-based delivery services like DoorDash, Uber Eats, and Grubhub from deactivating the accounts of delivery workers except for just cause or bona fide and substantiated economic reasons.

Delivery workers are frequently and seemingly arbitrarily deactivated by app companies without warning, explanation, presentation of evidence, or recourse. The threat of these deactivations places the city's delivery workers between a rock and a hard place, forcing them with far too much regularity to place themselves and others in harm's way by rushing to make deliveries in order to meet unreasonable and unrealistic timetables or risk being stripped of their livelihoods. The pressure to satisfy the algorithms compels delivery workers to flout traffic regulations and engage in the kind of riding behavior that many New Yorkers cite as making them feel unsafe.

Intro 1332 will directly address this untenable situation by establishing just cause and due-process standards, putting an end to arbitrary deactivations, and giving workers the right to challenge unfair treatment. It will allow delivery workers to prioritize their safety and the safety of other street users without fear of losing their jobs, which will in turn create safer, calmer streets for all New Yorkers.

Given the essential service they provide to New Yorkers, delivery workers deserve safe working conditions, fairness, and real job security. StreetsPAC supports Intro 1332 and the transformation it will bring for advancing worker safety, the safety of city streets, and job security for these hardworking New Yorkers.

Testimony submitted by **The Ghost Bike Fellowship**

Presented to: Hearing - Consumer and Worker Protection Committee

Sept 12, 2025

Prepared by: Jackie Rivera

Phone number: 813-368-7747

Honorable Members of the Consumer and Worker Protection Committee:

We are submitting this testimony in support of Intro 1332, which will prevent app delivery companies from unjustly firing workers without cause or evidence.

We are an organized Fellowship of civic artists who aim to help make streets safer by drawing attention to the **Ghost Bike Memorials**, which are white painted bicycles that mark where cyclists have been killed on our streets. As such, we are deeply concerned about the impact that rampant deactivations are having on workers' lives and livelihoods, their job security, their rights, and their safety.

App-based delivery workers are regularly and arbitrarily deactivated by companies like Uber Eats, DoorDash, Relay, and Grubhub with no warning, evidence, explanation or recourse. For many, losing access to their account means losing their only source of income and their ability to provide for themselves and their families. No worker should be treated this way.

Because workers live in constant fear of being deactivated, they are pressured to ride faster, cut corners, and take risks just to meet corporate demands and avoid losing their jobs. The scale of this problem is enormous: as a result, delivery work has become the deadliest job in New York City.

Intro 1332 will directly address this problem by establishing just cause and due process standards, ending arbitrary deactivations, and giving workers the right to challenge unfair treatment. It will allow delivery workers to prioritize their health and safety without fear of suddenly losing their jobs, creating calmer and safer streets for all New Yorkers.

Given the essential service they provide to New Yorkers, app delivery workers deserve safe working conditions, fairness, and real job security. **The Ghost Bike Fellowship** supports Intro 1332 because

it will be transformative for advancing worker safety, street safety and job security for these hardworking New Yorkers. Thank you for the opportunity to provide our input.



Center for
New York City
Affairs

**Testimony Submitted for the
New York City Council, Committee on Consumer and Worker Protection**

**Hearing on
Intro. 1332 and other Legislation**

September 12, 2025

**James A. Parrott, PhD
Senior Advisor and Senior Fellow
Center for New York City Affairs at The New School**

My name is James Parrott, Senior Advisor and Senior Fellow at the Center for New York City Affairs at The New School. Thank you for the opportunity to testify on legislation that would regulate the ability of app-based delivery platforms to deactivate restaurant or grocery delivery workers or restrict platform access by these workers.

I support Intro. 1332 and urge its adoption. I would also like to congratulate the City Council for voting this past Wednesday to override the Mayor's veto of Intro. 1335 that extended the delivery worker minimum pay standard to grocery delivery workers.¹

For several years, I have worked closely with the City and other jurisdictions in regulating the treatment of workers by app-based gig companies in the rideshare and delivery fields. Along with Professor Michael Reich of the University of California, Berkeley, I was co-author of the 2018 and 2019 studies that were the basis for the New York City Taxi and Limousine Commission (TLC) minimum pay standard applied to Uber and Lyft drivers.² Professor Reich and I also prepared similar reports for the City of Seattle in 2020 and the State of Minnesota in 2024 that informed pay standards.³

¹ I discussed the need for that legislation in a [September 10, 2025, op-ed in the New York Daily News](#).

² James Parrott and Michael Reich, [An Earnings Standard for New York City's App-based Drivers: Economic Analysis and Policy Assessment](#), Report for the New York City Taxi and Limousine Commission, Center for New York City Affairs, July 2018. <http://www.centrernyc.org/an-earnings-standard>; and James Parrott, Michael Reich, Jason Rochford, and Xingxing Yang, [The New York City App-based Driver Pay Standard: Revised Estimates for the new Pay Requirement](#), Report for the New York City Taxi and Limousine Commission, Center for New York City Affairs, January 2019. https://www.centrernyc.org/the-new-york-city-app-based-driver-pay-standard-revised?mc_cid=80c36c5e43&mc_eid=f076c27c0e

³ James Parrott and Michael Reich, [A Minimum Compensation Standard for Seattle TNC Drivers](#), Report for the City of Seattle, Center for New York City Affairs, July 2020; James Parrott and Michael Reich, [Transportation](#)

Last year, the TLC commissioned me to prepare an analysis of how the composition of driver vehicle expenses had changed since the inception of the pay standard. On June 25, 2025, the TLC adopted a revised rideshare pay rule based on my December 2024 and April 2025 reports.⁴

I also served in 2022 as a consultant to the City's Department of Consumer and Worker Protection (DCWP) on the study that analyzed restaurant delivery and that laid the foundation for the minimum compensation standard for restaurant delivery workers that has been in effect since December 2023.⁵

As a labor economist, I have periodically commented on developments regarding New York City's platform-based gig workers and delivered academic presentations on the City's nation-leading efforts that the City Council has been in the forefront of to effectively improve working conditions and compensation for nearly 200,000 predominantly immigrant rideshare and delivery workers.⁶

Before addressing the need for Intro. 1332, I'd like to summarize my analysis of the latest restaurant delivery data through the first quarter of 2025 recently released by DCWP.⁷ This analysis is based on comparing the four most recent quarters (Q2 2024-Q1 2025) to the four quarters before the pay standard took effect in December 2023 (Q4 2022-Q3 2023).⁸

- Total weekly orders have increased by 9.1 percent.
- On a per delivery basis, worker pay (not counting tips) has more than doubled, rising by 108 percent.
- Average worker earnings combining company pay plus consumer tips have risen by 17 percent per order. Since the app companies made it harder to tip delivery workers, tips have declined by 74 percent. But, overall, worker earnings are higher.

Network Company Driver Earnings Analysis and Pay Standard Options, Prepared for the Minnesota Department of Labor and Industry, March 8, 2004.
https://www.dli.mn.gov/sites/default/files/pdf/TNC_driver_earnings_analysis_pay_standard_options_report_030824.pdf

⁴ NYC TLC, Revised Driver Pay Rules Adopted June 25, 2025; James A. Parrott, Revised Expense Model for the NYC Taxi and Limousine Commission's High-volume For Hire Vehicle Minimum Pay Standard, Report for the New York City Taxi and Limousine Commission, December 2024; and James A. Parrott, CNYCA Supplemental Expense Report for the New York City Taxi and Limousine Commission, April 2025.

⁵ New York City Department of Consumer and Worker Protection, A Minimum Pay Rate for App-Based Restaurant Delivery Workers in NYC, November 2022.

⁶ My website, jamesparrott.net, provides links to various reports, op-eds and press coverage.

⁷ See <https://www.nyc.gov/site/dca/workers/Delivery-Worker-Public-Hearing-Minimum-Pay-Rate.page>

⁸ Seasonal patterns vary depending on the quarter so grouping four quarters of data together and using the average smooths out seasonal trends over the course of a 12-month period.

- Although the app companies increased consumer fees per order by 54 percent, the total amount consumers pay in fees and tips actually declined by about 2 percent per order. Company claims that consumers are paying more overall are not supported by the data.
- The company “take” based on the fees charged to consumers and restaurants – that is, the amount the companies pocket after paying delivery workers -- now averages \$5.28 per order. The company take is 39 percent of total fees, compared to an extraordinary 62 percent before the pay standard. By any standard, a 39 percent take rate is still exorbitant and provides ample room for workers to be better compensated for their e-bike related expenses or to receive some benefit for health care expenses.

This brief data summary clearly indicates that the restaurant delivery industry pay standard is working as intended in lifting worker compensation without burdening consumers, and that the app companies continue to prosper. However, this positive record has been marred by egregious practices engaged in by the companies when they lock out workers from accessing the platform or unjustly deactivate deliveristas.

Intro. 1332 is urgently needed to regulate the ability of food and grocery delivery apps to restrict workers' platform access or deactivate delivery workers. When restaurant delivery apps restrict platform access, they unfairly reduce workers' opportunities to make a living. Similarly, when they deactivate workers who refuse to make deliveries at dangerous speeds or for other unjust reasons, they deprive workers of their livelihood.

The companies resort to such restrictions and deactivations because they have recklessly allowed excess numbers of workers onto their platforms in their quest for maximum profit. This is because the delivery app business model is fundamentally flawed in encouraging more workers to sign up regardless of the outlook for consumer demand. As long as the companies don't have to compensate deliveristas for their waiting time, the companies don't care. But that attitude is inherently unsustainable and creates a costly risk that the companies callously shift to the workers. Deliveristas invest what for them are considerable sums in their e-bikes. If they are not allowed access to the platforms to receive orders and the opportunity to earn, they are unable to support themselves and their families, not to mention, cover the cost of their investment.

Precisely because the app delivery models prioritize profit over worker safety or well-being, Intro 1132 is a needed corrective. I have studied these labor platforms in depth and believe that, without significant cost, these companies can limit the on-boarding of additional workers and more efficiently manage their business with the existing pool of deliveristas without having to resort to lock outs or unjust deactivations. They don't do that now because they choose instead to punish workers in their desperate effort to erode worker support for meaningful regulation, and

to try to convince the public that the City’s regulations are harmful to consumers and the industry.

There is nothing in the DCWP delivery regulations that forces the companies to lock out workers. The companies maliciously choose to do that in an attempt to undermine effective regulation. The app business model is the culprit and their profit lust blinds the companies to the need to treat workers fairly.

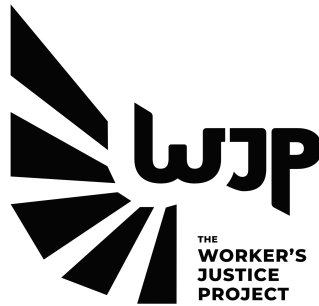
In the new regulations adopted by the Taxi and Limousine Commission at the end of June, the TLC restricted the ability of Uber and Lyft to limit driver access to their platforms, i.e., to lock out drivers. Uber and Lyft extensively locked out drivers over the course of several weeks in the spring and summer of 2024. The lockouts and involuntary logouts were famously documented in detail by Bloomberg News coverage,⁹ and confirmed in an analysis (to be detailed in a forthcoming report) performed by my colleagues and I that shows thousands of instances of fewer and shorter driver work shifts. The new TLC regulation requires the companies to provide detailed information on driver lockouts.

Propelled largely by leadership from the City Council, New York City has led the nation in improving working conditions and pay for drivers and delivery workers engaged by the major labor platforms. Since these companies habitually seek to circumvent effective regulation to the detriment of their workers, it is imperative that new regulations emerge to rein in their egregious behavior. Intro. 1332 should be enacted to protect workers from this latest twist in gig worker exploitation.

Thank you for the opportunity to present my perspective.

#

⁹ Natalie Lung, Leon Yin, Aaron Gordon, and Denise Lu, “How Uber and Lyft Used a Loophole to Deny NYC Drivers Millions in Pay,” Bloomberg News, October 10, 2024. See also the [Bloomberg News podcast on the effect of the Uber and Lyft lockouts on NYC rideshare drivers from November 2024](#).



TESTIMONY

Ligia Gualpa
Executive Director
Worker's Justice Project
Proyecto Justicia Laboral

Presented to:
New York City Council Committee on The Committee on Consumer and
Worker Protection
Hon. Julie Menin, Chair
Friday, September 12, 2025

Deactivation Protections for Deliveristas

Intro 1332 = Job Security & Street Safety

Stop Firings Without Cause, Notice, or Appeal!

Good afternoon, Chairwoman Julie Menin and members of the New York City Council Committee on Consumer and Worker Protection.

My name is Ligia Gualpa, and I am the Executive Director of Los Deliveristas Unidos, the movement of more than 80,000 app-based delivery workers who keep New York City running. Every single day, deliveristas risk their lives — biking through traffic, storms, and unsafe streets — to deliver food and essentials. Together, they complete 2.77 million restaurant deliveries every week, according to a report from the NYC Department of Consumer and Worker Protection.

And yet, with the push of a button, billion-dollar app companies can destroy a worker's livelihood. They call it "deactivation," but what it really is: firing without notice, without cause, and without appeal. One click from Uber, Grubhub, DoorDash, or Relay can erase a paycheck, leave a family without rent money, and push a delivery worker into poverty overnight. Hundreds of workers have already reported being deactivated, left powerless when they call, email, or even visit the office.

Most of the time, there is no "just cause." No legitimate reason. No due process. Deactivation has become a tool of retaliation. These companies use algorithmic systems to track every delivery, measure speed, calculate acceptance rates, and push workers to complete as many orders as possible, as fast as possible — with no regard for safety. They ignore bad weather, traffic accidents, injuries, or delays at restaurants. In New York City, this pressure is even more aggressive, as companies try to avoid paying the new minimum pay standard by forcing Deliveritas to rush deliveries in less time. Delivery workers are forced to choose between their safety and keeping their jobs.

The apps penalize delivery workers with low ratings for rejecting orders, missing estimated delivery times, or failing to complete deliveries — even when delays are beyond their control. Low ratings can lead to deactivation, reduced hours, or restricted access to scheduling. When delivery workers exercise their right to set distance limits for safety, the apps retaliate by giving them fewer delivery opportunities or locking them out of the system.

This is not "algorithmic management." This is labor exploitation. It endangers delivery workers and the streets for all New Yorkers. These corporations do not care if workers are injured or killed. Workers would have the right to file a complaint with the city, which would investigate unfair deactivations. If a deactivation is found to be unjust, the worker must be reinstated — with full back pay.

Delivery workers keep this city moving every day. They face real danger, long hours, and relentless pressure — and yet, one click from an app can destroy their livelihoods. The City Council has the power to stop this injustice. Pass Intro 1332 now — to protect deliveristas, ensure job security, and allow workers to prioritize safety without fear of deactivation. No worker should have to risk their safety or rush deliveries just to avoid being punished.

Current company policies, like Uber's "trip length fraud" and Grubhub's claims of "fraudulently or deceptively extending engaged time," punish workers for taking the

.

necessary time to complete deliveries safely. These policies push workers to drive fast to meet unrealistic time limits, putting their safety, health, and the public at risk. This is not just labor exploitation — it is a public safety issue.

Intro 1332 would establish clear standards to protect delivery workers from unjust deactivation and ensure a fair appeal process. Specifically, the law should require:

- 14 days' notice before any deactivation.
- Evidence that a company policy was violated.
- Disclosure of the effective date of deactivation.
- Access to all records used to justify the deactivation.
- Clear information on steps a worker can take to remedy a deactivation.
- A transparent, human-reviewed process for challenging deactivation.
- Reactivation within 24 hours if a worker is found not at fault, with compensation for all lost time.

No delivery worker should lose their job for factors beyond their control — whether it's taking necessary time to complete deliveries, restaurant delays, traffic, accidents, or other circumstances outside their control. Intro 1332 is about protecting 80,000 app delivery workers from unjust deactivation, ensuring a fair appeal process, and setting clear standards that prioritize safety and fairness.

On behalf of Los Deliveristas Unidos, I urge this Council: stand with delivery workers. Pass Intro 1332 and stop unjust deactivations. Deliveristas will not be silent, and we will not stop fighting until there is real job security and respect for every worker who keeps this city moving.

From: [Luis Cortes](#)
To: [Testimony](#)
Cc: [Ligia Guallpa](#); [Marian Guerra](#); [Gabriel Montero](#); [William Medina](#)
Subject: [EXTERNAL] Submission of 45 Worker Testimonies – Hearing on Deactivation Protections for App-Based Delivery Workers
Date: Saturday, September 13, 2025 1:10:19 AM

Dear Chair Julie Menin and Members of the Committee on Consumer and Worker Protection,

On behalf of Los Deliveristas Unidos and The Workers Justice Project, I am submitting **45 written testimonies** most of them shared in person during the recent hearing on proposed legislation to protect app-based delivery workers from unfair and unexplained account deactivations.

These testimonies represent a powerful cross-section of the lived experiences of delivery workers—many of whom are immigrants, primary providers for their families, and long-time essential workers in this city. Their stories highlight the urgent need for **due process, transparency, and accountability** from the platforms that control their ability to work.

We respectfully request that these statements be entered into the public record as part of the Committee’s consideration of the **Deactivation Protection Bill**. Each voice included here speaks to the deep impact that sudden and unjust deactivations have on workers’ livelihoods and the need for meaningful legislative protections.

Please find the 45 testimonies attached in PDF for your review. If needed, we can also provide them in alternate formats.

Thank you for your attention to this issue and for your continued leadership in defending the rights of New York City’s essential workers.

Sincerely,



Luis Cortes (He/him/his)
Director of Los Deliveristas Unidos
Worker’s Justice Project
Cell Phone: [REDACTED]
Website: www.workersjustice.org
Connect with us: linktr.ee/workersjustice
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Alejandro Grajales- Testimony Sept 12, 2025 City...



Antonio Solis - Testimony Sept 12, 2025 City Hall...



Arafat Hossain Arif_ Testimony Sept 12, 2025 Cit...



Candelario Rodriguez Aguilar_ Testimony Sept 12...



Cellou Balde - Testimony Sept 12, 2025 City Hall...



Compaoré Ibrahim_ Testimony Sept 12, 2025 City Hal...



Delwar Hossain_ Testimony Sept 12, 2025 City H...



Eloy Martinez Bautista_ Testimony Sept 12, 2025 ...



Eugenio Noriega Castaneda - Testimony Sept 12...



Fazlur Rahaman - Testimony Sept 12, 2025 City ...



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Hossain Shuvo - Testimony Sept 12, 2025 City H...



Jahangir Alam_Testimony Sept 12, 2025 City Hal...



Jose Luis Diaz Neri- Testimony Sept 12, 2025 Cit...



Jose Valdez_Testimony Sept 12, 2025 City Hall-...



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Khondoker H. Hossain_Testimony Sept 12, 2025 ...



Ligia Gualpa - Testimony 9_12.pdf



MD Hossain - Testimony Sept 12, 2025 City Hall-...



MD Jahidul Islam Naim_Testimony Sept 12, 2025...



MD Kazal Hossain - Testimony Sept 12, 2025 Cit...



MD Rahman_Testimony Sept 12, 2025 City Hall-...



MD Rayhan Ahmed_Testimony Sept 12, 2025 Cit...



Mengba Li - Testimony Sept 12, 2025 City Hall-L...



Milon Chowdhury Testimony Sept 12, 2025 City ...



Mohamed Pafadnam_Testimony Sept 12, 2025 C...



Mohammad Alamin Miah- Testimony Sept 12, 20...



Mohammad Tanvir - Testimony Sept 12, 2025 Cit...



Mosarrof Hossain - Testimony Sept 12, 2025 City...



Nazul Hasan_Testimony Sept 12, 2025 City Hall-...



Nizam Joney - Testimony Sept 12, 2025 City Hall...



Oscar Antonio Landeros Montes- Testimony Sept...



Pedro Isaias Rojas_Testimonio Sept 12, 2025.pdf



Rabiul Hossain_Testimony Sept 12, 2025 City Ha...



Raju Ahmed - Testimony Sept 12, 2025 City Hall-...



Rakibul Hasan - Testimony Sept 12, 2025 City H...



Sawadogo Moussa_Testimony Sept 12, 2025 Cit...



Shake Aziz Risan_Testimony Sept 12, 2025 City ...



Shaoliang - Testimony Sept 12, 2025 City Hall-Le...



Sherif Traore_Testimony Sept 12, 2025 City Hall-...



Syem Hasan_Testimony Sept 12, 2025 City Hall-...



Thieno Mdjou Barry - Testimony Sept 12, 2025 Ci...



Wend Sawadogo_Testimony Sept 12, 2025 City ...



William Medina- Testimony Sept 12, 2025 City H...



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -

Consumer and Worker Protection Committee

Sept 12, 2025

Prepared By: Alejandro Grajales

Testimony of Alejandro Grajales

Good afternoon, Chair and Members of the Committee. My name is Alejandro Grajales. I've been an app delivery worker for 10 years, and I'm an organizer with the **Workers Justice Project**.

For the past decade, I have worked for Grubhub, DoorDash, and Relay. I have delivered through rain and snow, facing all kinds of dangers—bike robberies, accidents on slippery roads, traffic crimes, and more. Let's not forget that delivery workers die at higher rates than almost any other industry. Yet we continue to take these risks because of our families—because this job pays our rent, our bills, and puts food on the table.

Recently, I was deactivated by Grubhub for “inactivity,” but the truth is they didn't allow me to schedule hours. When I appealed, it was denied. This is the reality for so many workers who live with an invisible fear—the fear of being blocked, deactivated, or punished by a “ghost boss”—the algorithm.

I was also deactivated by DoorDash for taking longer to make a delivery from Astoria to Roosevelt Island. The bridge connecting the island with Queens had just opened, and I had to wait about 15 minutes. Even though I called customer service and the customer to explain the delay, the company still punished me and deactivated my account. I was fired without notice, without the opportunity to appeal, and punished for something beyond my control. This is the reality for **80,000 delivery workers** in New York.

I lost my job even though I tried to log in hundreds of times, even for just a few hours. This is not just about me—it's about thousands of delivery workers who face this unfair system every day.

As a leader of **Los Deliveristas Unidos** and an organizer with the **Workers Justice Project**, I urge the City Council to pass **Intro 1332** as soon as possible. We need protections from unfair deactivation. This law is about protecting our jobs, our families, and our lives.

Thank you.



Testimonio de Alejandro Grajales

Buenas tardes, Presidente y miembros del Comité. Mi nombre es Alejandro Grajales. He sido repartidor a través de aplicaciones durante 10 años y soy organizador del **Workers Justice Project**.

Durante la última década, he trabajado para Grubhub, DoorDash y Relay. He hecho entregas bajo la lluvia y la nieve, enfrentando todo tipo de peligros: robos de bicicletas, accidentes en calles resbaladizas, delitos de tránsito y más. No olvidemos que los repartidores mueren a tasas más altas que casi cualquier otra industria. Aun así, seguimos asumiendo estos riesgos por nuestras familias, porque este trabajo paga nuestro alquiler, nuestras cuentas y pone comida en la mesa.

Recientemente, fui desactivado por Grubhub por “inactividad”, aunque la verdad es que no me permitieron programar horas. Cuando apelé, fue negada. Esta es la realidad de muchos trabajadores que vivimos con un miedo invisible: el miedo a ser bloqueados, desactivados o castigados por un “jefe fantasma”—el algoritmo.

También fui desactivado por DoorDash por tardar más en hacer una entrega desde Astoria a Roosevelt Island. El puente que conecta la isla con Queens estaba recién abierto, y tuve que esperar alrededor de 15 minutos. Aunque llamé al servicio al cliente y al cliente para explicar el retraso, la empresa aún me castigó y desactivó mi cuenta. Fui despedido sin aviso, sin oportunidad de apelar y castigado por algo que estaba fuera de mi control. Esta es la realidad de **80,000 repartidores** en Nueva York.

Perdí mi trabajo aunque intenté iniciar sesión cientos de veces, incluso por solo unas pocas horas. Esto no es solo sobre mí, sino sobre miles de repartidores que enfrentan este sistema injusto todos los días.

Como líder de **Los Deliveristas Unidos** y organizador del **Workers Justice Project**, insto al Concejo Municipal a aprobar **Intro 1332** lo antes posible. Necesitamos protecciones contra las desactivaciones injustas. Esta ley se trata de proteger nuestros trabajos, nuestras familias y nuestras vidas.

Gracias.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Antonio Solis

My name is Antonio Solis. I am a proud Deliverista from Astoria, a leader of Los Deliveristas Unidos, and a member of the Workers' Justice Project. I have lived in New York for six years, and I have always taken pride in doing a job I love—delivering food for New Yorkers. For me, delivery is a profession that deserves respect, fair pay, and protections—and that is why I am here today.

I joined Los Deliveristas Unidos not only because I faced exploitation, but because I want this job to be treated as a true profession, with protections against retaliation and fair treatment for all workers.

Since we won minimum pay, the apps have retaliated against us, using deactivation and lockouts as tools to make this job unsafe. For example, DoorDash punishes workers with low ratings for circumstances beyond our control: arriving at a restaurant when an order is late, delays caused by accidents, not accepting every order, or situations that are simply out of our hands. These penalties can lead to deactivation, leaving us without our livelihood.

Even when we try to appeal, the process is often automated—an algorithm sends a generic message denying us the opportunity to explain our situation. Our lives on the streets are being decided by a computer, not by a human being. We are workers. We rely on this job to provide for our families.

That is why I am asking the New York City Council to guarantee deactivation protections and prioritize Intro 1332. Our safety, and the safety of every New Yorker, depends on passing this legislation. We need a real appeal process that is fair. We need protections so that we are not punished for delays caused by unrealistic delivery times, accidents, or other situations beyond our control.

We deserve rights. We deserve job security. We deserve safety in the streets.



Mi nombre es Antonio Solis. Soy un orgulloso Deliverista de Astoria, líder de Los Deliveristas Unidos y miembro del Workers' Justice Project. He vivido en Nueva York durante seis años, y siempre me he sentido orgulloso de hacer un trabajo que amo: entregar comida para los neoyorquinos. Para mí, el trabajo de delivery es una profesión que merece respeto, pago justo y protecciones, y por eso estoy aquí hoy.

Me uní a Los Deliveristas Unidos no solo porque enfrentaba explotación, sino porque quiero que este trabajo sea tratado como una verdadera profesión, con protecciones contra la represalia y un trato justo para todos los trabajadores.

Desde que ganamos el pago mínimo, las aplicaciones han respondido con represalias, usando la desactivación y los bloqueos como herramientas para hacer que este trabajo sea inseguro y evitar pagar toda la hora trabajada o conectada. Por ejemplo, DoorDash castiga a los trabajadores con calificaciones bajas por circunstancias fuera de nuestro control: llegar a un restaurante cuando la orden se retrasa, demoras causadas por accidentes, no aceptar todos los pedidos o situaciones que simplemente están fuera de nuestras manos. Estas penalizaciones pueden llevar a la desactivación, dejándonos sin nuestro sustento.

Incluso cuando intentamos apelar, el proceso a menudo es automatizado: un algoritmo envía un mensaje genérico que nos niega la oportunidad de explicar nuestra situación. Nuestras vidas en las calles están siendo decididas por una computadora, no por un ser humano. Somos trabajadores. Dependemos de este trabajo para mantener a nuestras familias.

Por eso estoy pidiendo al Concejo Municipal de Nueva York que garantice protecciones contra la desactivación y que priorice la Intro 1332. Nuestra seguridad, y la seguridad de todos los neoyorquinos, depende de la aprobación de esta ley. Necesitamos un proceso de apelación real y justo. Necesitamos protecciones para que no nos castiguen por retrasos causados por tiempos de entrega irreales, accidentes u otras situaciones fuera de nuestro control.

Merecemos derechos. Merecemos seguridad en el trabajo. Merecemos seguridad en las calles.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Arafat Hossain Arif

Good afternoon, Chair and Members of the Committee.

My name is Arafat Hussein Arif, and I am a delivery worker here in New York City.

I am here today because both my Uber and Grubhub accounts were suddenly deactivated—without warning and without a clear explanation. I reached out to Grubhub multiple times, through phone calls and emails, but received no response and was given no opportunity to appeal or defend myself.

The impact of this has been devastating. Delivery work is my only source of income. Without access to these platforms, I cannot work. I am the sole provider for my wife and our baby, and this situation has made it extremely difficult to cover our basic needs—rent, food, and medical expenses.

I respectfully ask that my accounts be reviewed and reinstated so I can get back to work and support my family. But more importantly, I urge this Committee to push for strong protections for delivery workers—so that no one else is cut off from their livelihood without due process.

We are essential workers. We show up in all weather, at all hours, to serve this city. We deserve fair treatment, transparency, and the basic right to be heard.

Thank you for your time and for standing with us.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -

Consumer and Worker Protection Committee

Sept 12, 2025

Prepared By: Candelario Rodriguez Aguila

Mi nombre es **Candelario Rodríguez Aguilar**. He vivido en la ciudad de Nueva York durante los últimos 15 años y he trabajado como repartidor durante 12 de esos años, tanto en bicicletas normales como en bicicletas eléctricas. Soy padre de tres hijos—**gemelos de 11 años y otro hijo de 26**—y, como cabeza de mi hogar, trabajo arduamente para brindarles una mejor vida. Amo esta ciudad y me he dedicado a servirla a través de mi trabajo.

He sido testigo de primera mano de cómo esta industria ha cambiado. Comencé trabajando directamente con restaurantes, donde trabajábamos en áreas designadas, conocíamos nuestras rutas y podíamos ganarnos la vida con dignidad. Pero una vez que llegaron las aplicaciones, todo cambió. Las apps han creado caos y han empeorado nuestras condiciones laborales. Las distancias que nos obligan a recorrer son mucho más largas, las propinas han disminuido y nuestros ingresos se han visto afectados.

A pesar de todo, me mantuve fiel a mi trabajo, incluso durante la pandemia. Puse en riesgo mi salud, y en un momento incluso me enfermé mientras trabajaba. A pesar de mis años de servicio, en lugar de ser valorado, he sido castigado por las aplicaciones.

Comencé a trabajar con Relay en 2018, y es el ejemplo perfecto de cómo las condiciones han empeorado. Relay reduce nuestras oportunidades de trabajo, hace que nuestros horarios sean más rígidos y debilita nuestra seguridad laboral. Nos obligan a recorrer más de cinco millas, sin respetar los límites que establecemos. Recientemente, Relay me seguía asignando viajes de larga distancia y cambiando mi horario sin previo aviso. Cuando me negué a aceptar esos viajes, me desactivaron.

Esto me ha afectado económicamente. Relay era una de las apps de las que dependía para generar ingresos. Para empeorar las cosas, también fui desactivado de DoorDash. Ahora me encuentro desempleado, sin manera de seguir apoyando a mi familia con este trabajo.

Por eso estoy aquí hoy: para abogar por **protecciones contra desactivaciones injustas**. Ningún trabajador debería ser castigado o silenciado injustamente por una app. Necesitamos el derecho a apelar, a defendernos y a recuperar nuestros trabajos.

Comparto mi historia no solo por mí, sino por **miles de repartidores que viven esta realidad todos los días**.



My name is **Calendario Rodriguez Aguilar**. I have lived in New York City for the past 15 years and have worked as a delivery worker for 12 of those years, both on regular bikes and e-bikes. I am the father of three children—**twin 11-year-olds and another child who is 26**—and as the head of my household, I work hard to provide a better life for them. I love this city and have dedicated myself to serving it through my work.

I have witnessed firsthand how this industry has transformed. I started by working directly with restaurants, where we stayed in designated areas, knew our routes, and could earn a living with dignity. But once the apps took over, everything changed. The apps have created chaos and made our working conditions worse. The distances we are forced to travel are much longer, tips have decreased, and our income has suffered.

Through it all, I remained faithful to my work—even during the pandemic. I risked my health, and at one point, I even got sick while working. Despite my years of service, instead of being valued, I have been punished by the apps.

I began working with Relay in 2018, and it is the perfect example of how conditions have deteriorated. Relay reduces our work opportunities, makes our schedules more rigid, and undermines our job security. They force us to travel more than five miles, ignoring the limits we set. Recently, Relay kept assigning me long-distance trips and changing my schedule without notice. When I refused those trips, they deactivated me.

This has devastated me economically. Relay was one of the apps I relied on for my income. To make matters worse, I was also deactivated from DoorDash. Now, I find myself unemployed, with no way to continue supporting my family through this work.

That is why I am here today: to advocate for **deactivation protections**. No worker should be unjustly punished or silenced by an app. We need the right to appeal, to defend ourselves, and to get our jobs back.

I share my story not only for myself, but for thousands of delivery workers who live this reality every day.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Cellou Balde

My name is Cellou Balde. I have been living in New York City for the past two years and have been working as a delivery worker for the past year with DoorDash and Uber, mainly in the Lower East Side and East Village. I am a proud member of Workers' Justice Project and a leader of Los Deliveristas Unidos. I recently joined as an organizer committed to build unity and solidarity among Latino and West African Deliveristas, so that together we can fight the greed and exploitation of these multibillion-dollar companies.

Entering this industry for the first time is very expensive. I could not afford to buy my own bike, so I started by renting an e-bike from Jocco at a rate of \$344 per month. Every day, I navigate the crowded streets of New York City, facing real risks on the job—slippery winter streets, restaurants that kick us out, and often waiting outside in the cold—all to make ends meet and pay rent and buy food.

I have always enjoyed this work—traveling the city, delivering for New Yorkers—but this job has become unsustainable. The NYPD targets us with criminal summons, and the apps punish us with deactivation, lockouts, and unfair scheduling systems. I am here today because I am tired of seeing my colleagues—especially in the West African community—lose their jobs, which for many can also mean losing their homes.

People in New York often complain about delivery workers traveling fast. We understand the concern, but too often we have no choice. We must take risks to deliver quickly—often under impossible timeframes—to avoid losing the only job we have. Deactivation is a huge problem for our community because this work is how we survive.

That is why I am here today, representing my community and as a leader, to advocate for Intro 1332. All we are asking for is fairness—a real process where we can appeal, to interact with a human being, not an algorithm, decide on our case, and where apps deliveries can not deactivate us without any investigation and just cause.

We need this law to pass. We need deactivation protections.



Témoignage de Cellou Balde

Je m'appelle Cellou Baldé. Je vis à New York depuis deux ans et je travaille comme livreur depuis un an pour DoorDash et Uber, principalement dans le Lower East Side et l'East Village. Je suis un fier membre du Workers' Justice Project et un leader de Los Deliveristas Unidos. J'ai récemment rejoint l'organisation en tant qu'organisateur, engagé à construire l'unité et la solidarité entre les Deliveristas latino-américains et ouest-africains, afin que nous puissions ensemble lutter contre la cupidité et l'exploitation de ces entreprises milliardaires.

Entrer dans cette industrie pour la première fois est très coûteux. Je n'avais pas les moyens d'acheter mon propre vélo, j'ai donc commencé en louant un vélo électrique chez Joco au prix de 344 \$ par mois. Chaque jour, je navigue dans les rues bondées de New York, affrontant de vrais risques : rues glissantes en hiver, restaurants qui nous expulsent, et souvent attendre dehors dans le froid, tout cela pour pouvoir payer mon loyer et me nourrir.

J'ai toujours aimé ce travail—parcourir la ville, livrer pour les New-Yorkais—mais ce métier est devenu insoutenable. La NYPD nous cible avec des convocations criminelles, et les applications nous punissent par des désactivations, des blocages et des systèmes de planification injustes. Je suis ici aujourd'hui parce que je suis fatigué de voir mes collègues—en particulier dans la communauté ouest-africaine—perdre leur emploi, ce qui pour beaucoup peut aussi signifier perdre leur logement.

Les habitants de New York se plaignent souvent que les livreurs vont trop vite. Nous comprenons cette inquiétude, mais trop souvent nous n'avons pas le choix. Nous devons prendre des risques pour livrer rapidement—souvent dans des délais impossibles—pour éviter de perdre le seul emploi que nous avons. La désactivation est un énorme problème pour notre communauté parce que c'est grâce à ce travail que nous survivons.

C'est pourquoi je suis ici aujourd'hui, représentant la communauté et en tant que leader, pour défendre l'Intro 1332. Tout ce que nous demandons, c'est de l'équité—un vrai processus où nous pouvons faire appel, où un être humain, et non un algorithme, décide de notre cas, et où les applications ne peuvent pas nous désactiver sans raison valable.

Nous avons besoin que cette loi passe. Nous avons besoin de protections contre la désactivation.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Compaore Ibrahim

Good afternoon, my name is Compaore Ibrahim. Ten months ago, my delivery Doordash account was deactivated without any explanation. Up until that point, I was working normally, without any problems, and I was receiving my payments as usual.

Then, one day, my application was suddenly blocked. I was given no reason and no chance to respond. Since then, I have not been able to work. This has been extremely difficult because delivery work is my only source of income, and I depend on it to survive and support myself.

I am here today because no worker should lose their job in this way. We deserve fairness, transparency, and the chance to defend ourselves before being cut off from our livelihood.

I respectfully ask that my account be reactivated, and I also urge you to support stronger protections so that other delivery workers do not have to go through what I have experienced.

Thank you.



Original testimony in French

Bonjour, je m'appelle Compaoré Ibrahim. Il y a dix mois, mon compte de livraison a été désactivé sans aucune explication. Jusqu'à ce moment-là, je travaillais normalement, sans aucun problème, et je recevais mes paiements comme d'habitude.

Puis, un jour, mon application a soudainement été bloquée. Je n'ai reçu aucune raison et je n'ai eu aucune chance de me défendre. Depuis, je n'ai pas pu travailler. C'est extrêmement difficile, car la livraison est ma seule source de revenus, et j'en dépends pour vivre et me soutenir.

Je suis ici aujourd'hui parce qu'aucun travailleur ne devrait perdre son emploi de cette manière. Nous méritons l'équité, la transparence et la possibilité de nous défendre avant d'être privés de nos moyens de subsistance.

Je demande donc respectueusement que mon compte soit réactivé, et j'exhorte également à soutenir de meilleures protections afin que d'autres livreurs n'aient pas à vivre ce que j'ai traversé.

Merci.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Delwar Hossain

Testimony of Delwar Hossain

Good afternoon, Chair and Members of the Committee. My name is Delwar Hossain. I have been living in the Bronx for the past year and working with Grubhub here in the Bronx. I am here today to ask for your support in passing a law that will give workers like me a fair chance to appeal and protect us from being unfairly fired.

I am a *premium worker*. I work long hours—from 8 a.m. until midnight—through rain, snow, and while facing bike theft and street crimes. These are the risks we take every day because we are the ones on the streets doing this work.

I have accepted every delivery and worked hard to do my job professionally. Yet I was deactivated without any reason, explanation, or opportunity to provide evidence or appeal.

Since losing my job, I have been unable to pay rent and have struggled to find new work. This was my only job, and it was the only way I could support myself.

That is why I am here today—to ask for your support. We need Grubhub and other delivery apps to give us a fair process to appeal and a chance to get our jobs back. Please pass Intro 1332. We need deactivation protections to defend our jobs, our dignity, and our families.

Thank you.



দিলওয়ার হোসেনের সাক্ষ্য

শুভ অপরাহ্ন, চেয়ার এবং কমিটির সদস্যবৃন্দ। আমার নাম দিলওয়ার হোসেন। আমি গত এক বছর ব্রক্সে বসবাস করছি এবং এখানে গ্রাবহাবে কাজ করছি। আমি আজ এখানে এসেছি আপনাদের সমর্থন চাইতে, যাতে এমন একটি আইন পাশ হয় যা আমার মতো শ্রমিকদের ন্যায্যভাবে আপিল করার সুযোগ দেবে এবং অন্যায়ভাবে চাকরিচ্যুত হওয়া থেকে আমাদের রক্ষা করবে।

আমি একজন প্রিমিয়াম কর্মী। আমি দীর্ঘ সময় কাজ করি—সকাল ৮টা থেকে মধ্যরাত পর্যন্ত—বৃষ্টি, তুষারপাত, সাইকেল চুরি এবং রাস্তার অপরাধের মধ্যেও। প্রতিদিন আমরা এই ঝুঁকিগুলো নিই, কারণ আমরা যারা মাঠে রয়েছি, আমরা এই কাজ করি।

আমি প্রতিটি ডেলিভারি গ্রহণ করেছি এবং পেশাদারভাবে কাজ করার জন্য কঠোর পরিশ্রম করেছি। তবুও আমাকে কোনো কারণ, ব্যাখ্যা বা প্রমাণ দেখানোর সুযোগ না দিয়ে চাকরিচ্যুত করা হয়েছে।

চাকরি হারানোর পর থেকে আমি ভাড়া দিতে পারছি না এবং নতুন কাজ খুঁজতেও খুব কষ্ট হচ্ছে। এটি আমার একমাত্র কাজ ছিল, এবং আমার একমাত্র উপায় ছিল নিজের জীবিকা চালানো।

এই কারণেই আমি আজ এখানে এসেছি—আপনাদের কাছে অনুরোধ করতে, যাতে গ্রাবহাব এবং অন্যান্য ডেলিভারি অ্যাপগুলো আমাদের ন্যায্য আপিল প্রক্রিয়া দিতে এবং আমাদের চাকরি ফেরানোর সুযোগ দিতে বাধ্য হয়। অনুগ্রহ করে **Intro 1332** পাশ করুন। আমাদের চাকরি, মর্যাদা এবং পরিবার রক্ষার জন্য ডিঅ্যাক্টিভেশন প্রতিরক্ষা প্রয়োজন।

ধন্যবাদ।



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Eloy Martinez Bautista

My name is **Eloy Martinez Bautista**, and I have been living in Corona for the past 15 years. Since I arrived, I have been working as a delivery worker—first for restaurants, and since the pandemic, for Relay.

I have seen how this work has changed. The distances we are forced to travel are now much longer, and the apps give us very short time frames to pick up and deliver orders. These unrealistic deadlines push us to take dangerous risks on the streets just to meet their demands.

For example, on Relay, I usually set my delivery distance to no more than four miles. But the app often sends me orders for more than five miles. If I don't deliver on time or refuse an order, the company punishes me by changing my schedule and making it harder for me to work during peak hours.

This has had a real economic impact on me. On top of that, I live with constant uncertainty, never knowing when I might be deactivated like so many of my fellow delivery workers. I am always stressed, worried about meeting the company's demands, and pushing myself beyond my limits just to deliver on time.

I am a proud member of **Los Deliveristas Unidos**, and I am here to support the **Deactivation Protection Bill**. We need to be protected from unfair punishment by these companies, who care more about fast deliveries than about our safety.

I ask the City Council to support us and to prioritize our safety.



Testimonio de Eloy Martínez Bautista

Mi nombre es **Eloy Martínez Bautista**, y he vivido en Corona durante los últimos 15 años. Desde que llegué, he trabajado como repartidor—primero para restaurantes y, desde la pandemia, para Relay.

He visto cómo este trabajo ha cambiado. Las distancias que nos obligan a recorrer ahora son mucho más largas, y las aplicaciones nos dan plazos muy cortos para recoger y entregar los pedidos. Estos tiempos poco realistas nos empujan a tomar riesgos peligrosos en las calles solo para cumplir con sus exigencias.

Por ejemplo, en Relay, normalmente fijo mi distancia de entrega en un máximo de cuatro millas. Pero la aplicación a menudo me envía pedidos de más de cinco millas. Si no entrego a tiempo o rechazo un pedido, la empresa me castiga cambiándome el horario y dificultándome trabajar en las horas de mayor demanda.

Esto ha tenido un verdadero impacto económico en mí. Además, vivo con una incertidumbre constante, sin saber cuándo puedo ser desactivado, como tantos de mis compañeros repartidores. Siempre estoy estresado, preocupado por cumplir con las demandas de la empresa y esforzándome más allá de mis límites solo para entregar a tiempo.

Soy un orgulloso miembro de **Los Deliveristas Unidos**, y estoy aquí para apoyar el **Proyecto de Ley de Protección contra Desactivaciones**. Necesitamos estar protegidos de los castigos injustos de estas empresas, que se preocupan más por entregas rápidas que por nuestra seguridad.

Le pido al Concejo Municipal que nos apoye y que priorice nuestra seguridad.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Eugenio Noriega Castaneda

My name is Eugenio Noriega Castaneda. I have been living in New York City for the past 20 years, and since the pandemic I have been working as a delivery worker with Relay, DoorDash, and Grubhub.

I worked through the pandemic, making deliveries in the Upper West Side—rain, shine, snow, and heavy traffic. I even worked while being denied access to a bathroom. I sacrificed for this city, and I have always been a loyal and hardworking delivery worker for these companies.

But after all my years of service, instead of being recognized, I was punished. I was deactivated—“fired”—from DoorDash and Relay, without any chance to appeal or explain my side.

Since losing my accounts, I have been struggling to survive. I rely on this job to make ends meet and to support my family. Relay, in particular, was the hardest to work with—if we decline an order or cannot meet their unfair demands, we are punished.

This unjust deactivation—without a fair process, without an appeal—treats us like we are disposable. We try to do everything the apps demand, but at the end of the day, we are human beings. Delivery work is not just a side job for me. Since I arrived in this city, it has been my profession, my livelihood, and the job I do with pride.

That is why I am here today: to urge the New York City Council to pass Intro 1332. All we are asking for is fairness—a real process where we can appeal, where a human being, not an algorithm, decides our case.

We need this law to pass. We need deactivation protections.



Mi nombre es Noriega Castanedas. He vivido en la ciudad de Nueva York durante los últimos 20 años, y desde la pandemia he estado trabajando como repartidor con Relay, DoorDash y Grubhub.

Trabajé durante toda la pandemia, haciendo entregas en el Upper West Side—con lluvia, sol, nieve y en medio del tráfico. Incluso trabajé mientras se me negaba el acceso a un baño. He hecho muchos sacrificios por esta ciudad, y siempre he sido un repartidor leal y trabajador para estas compañías.

Pero después de todos esos años de servicio, en lugar de ser reconocido, fui castigado. Fui desactivado—“despedido”—de DoorDash y Relay, sin ninguna oportunidad de apelar ni de explicar mi situación.

Desde que perdí mis cuentas, he estado luchando para sobrevivir. Dependo de este trabajo para poder mantener a mi familia y cubrir mis gastos. Relay, en particular, fue la más difícil, porque si rechazamos un pedido o no cumplimos con sus demandas injustas, nos castigan.

Esta desactivación injusta—sin un proceso justo, sin derecho a apelar—nos trata como si fuéramos desechables. Tratamos de hacer todo lo que las aplicaciones nos piden, pero al final del día somos seres humanos. Para mí, este trabajo no es temporal. Desde que llegué a esta ciudad, ha sido mi profesión, mi sustento y el trabajo que hago con orgullo.

Por eso estoy aquí hoy: para pedir al Concejo Municipal de Nueva York que apruebe la Intro 1332. Lo único que pedimos es justicia—un proceso real donde podamos apelar, donde un ser humano, y no un algoritmo, decida nuestro caso.

Necesitamos que esta ley se apruebe. Necesitamos protecciones contra la desactivación.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -

Consumer and Worker Protection Committee

Sept 12, 2025

Prepared By: Fazlur Rahaman

Good afternoon, Chair and Members of the Committee. My name is Fazlur Rahman, and I have been working as a delivery worker with Grubhub for the past four years.

In all that time, I never had any issues or violations. I always worked hard, followed the rules, and took pride in providing good service to customers. This job has been my main source of income and how I've supported myself.

But recently, my account was suddenly deactivated — without warning, without explanation, and without giving me a chance to respond. One day I was working as usual, and the next, I was simply locked out of the app. I received no clear reason, no evidence, and no opportunity to defend myself.

Because of this sudden deactivation, I've been unable to work. I'm struggling to pay my rent, afford food, and meet my basic needs. Losing my only income overnight has created a crisis in my life.

This is exactly why protections against unfair deactivations are so important. Workers like me deserve due process — a chance to understand what we're being accused of, to see the evidence, and to appeal before losing our ability to earn a living. Without these basic rights, companies can cut off our livelihoods at any time, without accountability.

I respectfully ask you to support stronger legal protections for delivery workers — so we can continue to do our jobs with dignity, fairness, and some sense of security.

Thank you for your time and attention.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Founel Anitus

Good afternoon, Chair and Members of the Committee.

My name is Founel Anitus, and I'm here to express my strong support for the bill that protects app-based workers from unfair and unexplained deactivations.

I want to share my personal experience to show exactly why this legislation is so necessary. I was deactivated because of traffic tickets that had already been resolved. I submitted everything to prove it:

- A DMV abstract confirming that my license is valid.
- Proof from the DMV website showing that no tickets are outstanding.
- A Checkr report that even included a dispute note explaining that all fines had been cleared.

Despite all of this, Checkr continues to report the tickets as unresolved, and I remain deactivated. I've done everything right—cleared the fines, submitted proof, followed the dispute process—but I still can't work.

This situation is not unique to me. Many workers are losing income because of outdated or incorrect information, with no clear way to fix the issue. There's no due process, no human review, and often not even an explanation.

That's why this bill is so important. It would give workers the right to know why they were deactivated, the right to challenge false or misleading claims, and the opportunity to get back to work and support their families.

I urge this City Council to review and pass this legislation and bring fairness and accountability to the platforms that so many of us depend on.

Thank you.



Creole Haiti

Bòn aprè-midi, Prezidan ak Manm Komite a.

Non mwen se **Founel Anitus**, e mwen la jodi a pou m bay tout sipò mwen pou pwojè lwa ki vle pwoteje travayè platfòm yo kont dezaktivasyon ki fèt san jistifikasyon ak san eksplikasyon.

Mwen vle pataje eksperyans pèsonèl mwen pou montre poukisa lwa sa a vrèman nesèsè. Yo te dezaktive kont mwen akòz tikè trafik, men se tikè mwen te deja regle. Men tout prèv mwen te bay:

- Yon rapò DMV ki konfime lisans mwen toujou valab.
- Prèv sou sit entènèt DMV ki montre pa gen okenn tikè ki pa regle.
- Yon rapò Checkr ki gen menm yon nòt ki eksplike tout amann yo te deja peye.

Malgre tout sa, Checkr kontinye rapòte tikè yo kòm si yo pa regle, e kont mwen toujou dezaktive. Mwen te fè tout sa ki kòrèk — mwen te peye tikè yo, mwen te soumèt prèv, mwen te swiv tout pwosedi pou fè reklamasyon — men mwen poko ka retounen travay.

Sitiyasyon sa a pa sèlman pou mwen. Gen anpil lòt travayè k ap pèdi revni yo akòz enfòmasyon ki demode oswa ki pa kòrèk, epi yo pa gen okenn mwayen klè pou rezoud pwoblèm lan. Pa gen okenn pwosesis jistis, pa gen revizyon pa moun, e souvan pa gen menm yon eksplikasyon.

Se poutèt sa lwa sa a enpòtan anpil. Li ta bay travayè yo dwa pou yo konnen poukisa yo dezaktive, dwa pou yo defann tèt yo kont akizasyon ki fo oswa ki twonpe, epi chans pou yo retounen travay epi pran swen fanmi yo.

Mwen mande Konsèy Vil la pou li revize epi vote pwojè lwa sa a pou mete plis jistis ak responsabilite sou platfòm ke anpil nan nou depann sou yo.

Mèsi anpil.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -

Consumer and Worker Protection Committee

Sept 12, 2025

Prepared By: Gustavo Ajche

Good afternoon, Chair and Members of the Committee. My name is Gustavo Ajche. I am a deliverista and a leader of **Los Deliveristas Unidos** and a member of the **Workers Justice Project**.

I have been working as a delivery worker for almost two decades, mostly in the Financial District, and I have witnessed firsthand the transformation of this industry. I have seen how our work has been dehumanized by wealthy investors and tech companies like Uber Eats, Grubhub, and DoorDash, who profit from our labor while stripping away our basic labor rights.

Today, I stand with my fellow deliveristas, as part of **Los Deliveristas Unidos**, urging the City Council to prioritize protections against unfair deactivations. We need a bill that shields us from arbitrary rating systems and unreasonable punishments that make no sense.

We have all seen workers punished with deactivations without cause, without notice, and without any opportunity to defend themselves. **Intro 1332 is one of the most important bills for delivery workers** because it ensures we can prioritize our safety, navigate the chaos of our streets, and do our jobs without the constant fear of being fired.

This bill is about street safety. If the New York City Council truly cares about making our work safe and protecting pedestrians, this is the bill you must support. Uber, Grubhub, DoorDash, and Instacart should not be allowed to fire us or lock us out for taking the necessary time to deliver safely, for delays caused by restaurants, or for accidents and other challenges we face while delivering meals and groceries. We need clear protections to ensure that our schedules are not unfairly limited or that we are not punished simply for being unable to deliver faster. Most importantly, **appeals must be reviewed by human beings, not algorithms**.

As a leader of **Los Deliveristas Unidos**, I urge the City Council to pass **Intro 1332 as soon as possible**. Our jobs, our families' futures, and the safety of every New Yorker on the streets depend on this bill.

We need protections from unfair deactivation. This is why I urge the City Council to act now and pass **Intro 1332**. This law is about protecting our jobs, our families, and our lives.

Thank you.



Testimonio de Gustavo Ajche

Buenas tardes, Presidente y miembros del Comité. Mi nombre es Gustavo Ajche. Soy deliverista y líder de **Los Deliveristas Unidos**, así como miembro del **Workers Justice Project**.

He trabajado como repartidor durante casi dos décadas, principalmente en el Distrito Financiero, y he sido testigo de primera mano de la transformación de esta industria. He visto cómo nuestro trabajo ha sido deshumanizado por inversores adinerados y empresas tecnológicas como Uber Eats, Grubhub y DoorDash, que se benefician de nuestra labor mientras nos arrebatan nuestros derechos laborales básicos.

Hoy, me pongo de pie junto a mis compañeros deliveristas, como parte de **Los Deliveristas Unidos**, para instar al Concejo Municipal a priorizar las protecciones contra las desactivaciones injustas. Necesitamos una ley que nos proteja de sistemas de calificación arbitrarios y castigos irracionales que no tienen sentido.

Todos hemos visto a trabajadores castigados con desactivaciones sin causa, sin aviso y sin oportunidad de defenderse. **Intro 1332 es uno de los proyectos de ley más importantes para los repartidores**, porque asegura que podamos priorizar nuestra seguridad, navegar el caos de nuestras calles y realizar nuestro trabajo sin el miedo constante de ser despedidos.

Este proyecto de ley se trata de seguridad en las calles. Si Nueva York realmente se preocupa por hacer nuestro trabajo seguro y proteger a los peatones, este es el proyecto que deben apoyar. Uber, Grubhub, DoorDash e Instacart no deberían poder despedirnos o bloquear nuestras cuentas por tomarnos el tiempo necesario para hacer entregas de manera segura, por retrasos causados por los restaurantes o por accidentes y otros desafíos que enfrentamos al entregar comidas y comestibles. Necesitamos protecciones claras que aseguren que nuestros horarios no se limiten injustamente y que no se nos castigue simplemente por no poder entregar más rápido. Lo más importante, **las apelaciones deben ser revisadas por personas, no por algoritmos**.

Como líder de **Los Deliveristas Unidos**, insto al Concejo Municipal a aprobar **Intro 1332 lo antes posible**. Nuestros empleos, el futuro de nuestras familias y la seguridad de todos los neoyorquinos en las calles dependen de esta ley.

Necesitamos protecciones contra las desactivaciones injustas. Por eso insto al Concejo Municipal a actuar ahora y aprobar **Intro 1332**. Esta ley se trata de proteger nuestros trabajos, nuestras familias y nuestras vidas.

Gracias



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -

Consumer and Worker Protection Committee

Sept 12, 2025

Prepared By: Hossain Shuvo

Good afternoon, Chair Julie Menin and members of the Committee. Thank you for the opportunity to speak today. My name is Hossain, and I am a food delivery worker here in New York City.

On June 4th, my Grubhub account was deactivated without any prior warning. The company claimed that I had fraudulently increased my engaged pay during a delivery. But what actually happened was simple and out of my control: during a delivery the day before, the battery on my e-bike suddenly stopped working. I had to find a shop and get it replaced right away, which caused a brief delay in completing the order. I even have photos from the bike shop showing the replacement.

Despite submitting this proof and clearly explaining what happened, my account remains deactivated. I have never had any violations before this incident. I have always done my job with honesty, professionalism, and dedication.

This sudden deactivation cut me off from my only source of income. Within just one week, I began falling behind on rent and utility bills. The stress and uncertainty this has caused for me and my family have been overwhelming.

Unfortunately, my story is not unique. Across the city, many delivery workers live in constant fear that their accounts will be shut down—without explanation, without evidence, and without any opportunity to respond. For immigrant workers like myself, who depend on this job to survive and support our families, this lack of protection is devastating.

That is why I strongly support the Food Delivery Worker Deactivation Protection Bill. This legislation is not asking for special treatment. It is asking for fairness—due process before someone's livelihood is taken away. Workers should have the right to understand the reason for a deactivation, to present evidence, and to appeal wrongful or unjust decisions. No one should be punished for things beyond their control—like a bike breaking down during a delivery.

I respectfully urge the Committee to pass this bill. It would bring basic fairness and accountability to a system that currently leaves too many workers vulnerable and voiceless. Thank you for listening and for standing with New York City's delivery workers.

আজ কথা বলার সুযোগ দেওয়ার জন্য ধন্যবাদ।

আমার নাম হোসেন, আমি নিউ ইয়র্ক সিটিতে একজন ফুড ডেলিভারি কর্মী।



৪ই জুন সকাল ৮:৫৬ মিনিটে, কোনও আগাম সতর্কতা ছাড়াই আমার **Grubhub** অ্যাকাউন্ট নিষ্ক্রিয় (ডিঅ্যাক্টিভেট) করা হয়।

কোম্পানির দাবি ছিল, আমি নাকি একটি ডেলিভারির সময় ইচ্ছাকৃতভাবে আমার ‘engaged pay’ বাড়িয়েছি। কিন্তু বাস্তবে যা ঘটেছিল, তা ছিল একেবারেই সাধারণ এবং আমার নিয়ন্ত্রণের বাইরে: ডেলিভারির আগের দিন আমার ই-বাইকের ব্যাটারি হঠাৎ কাজ করা বন্ধ করে দেয়।

আমি সঙ্গে সঙ্গে একটি দোকানে গিয়ে তা পরিবর্তন করি, যার ফলে অল্প সময়ের জন্য অর্ডার ডেলিভারিতে বিলম্ব হয়। আমার কাছে বাইক দোকানে ব্যাটারি বদলের ছবি পর্যন্ত আছে।

আমি স্পষ্টভাবে ব্যাখ্যা করে এবং প্রমাণ জমা দেওয়ার পরেও, আজও আমার অ্যাকাউন্ট নিষ্ক্রিয়ই রয়ে গেছে। এই ঘটনার আগে আমার বিরুদ্ধে কখনও কোনও অভিযোগ ছিল না। আমি সব সময় সততা, পেশাদারিত্ব এবং নির্ভর সঙ্গে আমার কাজ করেছি।

এই হঠাৎ নিষ্ক্রিয়তা আমাকে আমার একমাত্র আয়ের উৎস থেকে বিচ্ছিন্ন করেছে। মাত্র এক সপ্তাহের মধ্যেই আমি ভাড়া ও ইউটিলিটি বিল পরিশোধে ব্যর্থ হতে শুরু করি। এই পরিস্থিতি আমার এবং আমার পরিবারের জন্য চরম চাপ এবং অনিশ্চয়তা তৈরি করেছে।

দুঃখজনকভাবে, আমার গল্পটি অনন্য নয়। গোটা শহরজুড়ে অসংখ্য ডেলিভারি কর্মী প্রতিনিয়ত এই আতঙ্কে থাকেন—যে কোনও সময় কারণ ছাড়াই, প্রমাণ ছাড়াই, এবং নিজেকে ব্যাখ্যা করার সুযোগ ছাড়াই তাদের অ্যাকাউন্ট বন্ধ হয়ে যেতে পারে।

আমার মতো অভিবাসী কর্মীদের জন্য, যারা এই কাজের উপর নির্ভর করে বেঁচে থাকি এবং পরিবারের খরচ চালাই, এই ধরনের অনিরাপত্তা ভয়ংকর।

এই কারণেই আমি **Food Delivery Worker Deactivation Protection Bill**-এর দৃঢ় সমর্থন করছি।

এই আইন কোনও বিশেষ সুবিধা চাচ্ছে না—এটি কেবল ন্যায়বিচার চাইছে। কারও জীবিকা কেড়ে নেওয়ার আগে যেন ন্যায্য প্রক্রিয়া অনুসরণ করা হয়, সেটাই এই বিলের উদ্দেশ্য।

কোনো কর্মীর অ্যাকাউন্ট নিষ্ক্রিয় করা হলে তার কারণ জানতে দেওয়া উচিত, সে যেন প্রমাণ উপস্থাপন করতে পারে, এবং অন্যায় বা ভুল সিদ্ধান্তের বিরুদ্ধে আপিল করতে পারে—এই মৌলিক অধিকারগুলো নিশ্চিত করা দরকার। একটি বাইক অকেজো হয়ে যাওয়ার মতো কোনও অনিয়ন্ত্রিত পরিস্থিতির জন্য কাউকে শাস্তি দেওয়া উচিত নয়।

আমি শ্রদ্ধার সঙ্গে কমিটিকে অনুরোধ জানাই—অনুগ্রহ করে এই বিলটি পাশ করুন।

এই আইন বর্তমান ব্যবস্থায় একটি ন্যূনতম ন্যায়বিচার এবং দায়বদ্ধতা প্রতিষ্ঠা করবে, যা এখন খুব বেশি ডেলিভারি কর্মীকে অনিরাপদ এবং নিঃশব্দ করে রেখেছে।

আমার কথা শোনার জন্য এবং নিউ ইয়র্ক সিটির ডেলিভারি কর্মীদের পাশে থাকার জন্য ধন্যবাদ।



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -

Consumer and Worker Protection Committee

Sept 12, 2025

Prepared By: Jahangir Alam

Good afternoon, Chair and Members of the Committee,

My name is Jahangir Ama, and I have been working with Grubhub for the past seven years in North Brooklyn. On May 27, 2025, I was deactivated and accused of “fraudulently” extending the time for pay under sections 11 and 12. This means I was fired for taking the necessary time to complete my deliveries. I did not commit any fraud. I did my job to the best of my ability, under the difficult and sometimes dangerous conditions of delivering in the streets of New York City.

Now, I am jobless. I am struggling to buy food, pay rent, and provide for my family. I have three children, ages 15, 8, and 6, who depend on me. I rely entirely on this work to support my family. This job is not easy—while delivering, I was injured and even broke some of my teeth—but despite my sacrifices, I was fired unjustly.

This work is my family's lifeline. I am asking for a fair process and the chance to continue earning a living. I respectfully urge this Committee to support delivery workers like me. Intro 1332 would ensure that no worker can be fired without cause, notice, or the ability to appeal.

Please pass this law to protect delivery workers, our families, and our ability to earn a living.

Thank you for your time and attention.



শুভ অপরাহ্ন, সভাপতি মহোদয় এবং কমিটির সকল সদস্যবৃন্দ,

আমার নাম জাহাঙ্গীর আমা, এবং আমি গত সাত বছর ধরে নর্থ ব্রুকলিনে গ্রাবহাবের সাথে কাজ করছি। ২৭ মে, ২০২৫-এ আমাকে ডি-অ্যাকটিভেট করা হয়েছে এবং ১১ ও ১২ ধারার অধীনে “প্রতারণামূলকভাবে” সময় বাড়ানোর অভিযোগ আনা হয়েছে। এর মানে আমি সেই সময় নিয়েছি যা প্রয়োজনীয় ছিল ডেলিভারি শেষ করার জন্য, সেইজন্য আমাকে চাকরি থেকে বরখাস্ত করা হয়েছে। আমি কোনো প্রতারণা করিনি। আমি নিউ ইয়র্ক সিটির রাস্তা থেকে ডেলিভারি দেওয়ার কঠিন এবং বিপজ্জনক পরিবেশে আমার সর্বোচ্চ ক্ষমতা দিয়ে কাজ করেছি।

এখন আমি বেকার। আমি খাবার কিনতে, ভাড়া দিতে এবং আমার পরিবারের দেখভাল করতে সংগ্রাম করছি। আমার তিনটি সন্তান আছে, বয়স ১৫, ৮ এবং ৬, যারা আমার উপর নির্ভরশীল। আমি পুরোপুরি এই কাজের উপর নির্ভর করি আমার পরিবারের জন্য। এই কাজ সহজ নয়—ডেলিভারি দেওয়ার সময় আমি আহত হয়েছি এবং এমনকি কিছু দাঁতও ভেঙেছে—তবুও আমার সমস্ত ত্যাগের পর আমাকে অন্যায়ভাবে বরখাস্ত করা হয়েছে।

এই কাজ আমার পরিবারের জীবিকার মূল উৎস। আমি ন্যায্য প্রক্রিয়ার সুযোগ এবং জীবিকা অর্জনের সুযোগ চাই। আমি শ্রদ্ধার সাথে এই কমিটিকে অনুরোধ করছি, আমাদের মতো ডেলিভারি শ্রমিকদের সুরক্ষা দিতে। ইল্ট্রো ১৩৩২ নিশ্চিত করবে যে কোনো শ্রমিককে কারণ ছাড়া, নোটিশ ছাড়া বা আপিলের সুযোগ ছাড়া বরখাস্ত করা যাবে না।

আমাদের মতো ডেলিভারি শ্রমিকদের, আমাদের পরিবার এবং জীবিকা রক্ষার জন্য অনুগ্রহ করে এই আইন পাশ করুন।

আপনার সময় এবং মনোযোগের জন্য ধন্যবাদ।



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Jose Luis Diaz Neri

My name is Jose Luis Diaz Neri. I have been living in New York City for the past 20 years, and since 2009 I have been working as a delivery worker with Relay, Grubhub, and DoorDash. Most of my work has been in Midtown and the Upper West Side.

I worked all through the pandemic, serving New Yorkers, working long hours despite the risks, and even getting into accidents while navigating the dangerous streets of this city. During that time, I saw how deliveries got harder. The distances kept getting longer—sometimes 9 miles for just one delivery. The problem with long trips is that food often arrives cold, and then *we* are the ones punished or blamed for delays that are completely out of our control. That is unjust.

After all my years of service, I was deactivated. I lost my job, and I have not been able to recover it.

Deactivation is not just losing an account—it is an unjust system. It is retaliation. It is a strategy to pressure us to work faster and harder, no matter the risks to our safety. We are workers. We travel long distances, face traffic, bad weather, broken bikes, and still we get punished for things we cannot control.

That is why I am here today: to urge the New York City Council to pass Intro 1332. All we are asking for is fairness—a real process where we can appeal, where a human being, not an algorithm, reviews our case.

We need this law to pass. We need deactivation protections.



Mi nombre es Jose Luis Diaz Neri. He vivido en la ciudad de Nueva York durante los últimos 20 años, y desde 2009 he trabajado como repartidor con Relay, Grubhub y DoorDash. La mayor parte de mi trabajo ha sido en Midtown y el Upper West Side.

Trabajé durante toda la pandemia, sirviendo a los neoyorquinos, trabajando largas horas a pesar de los riesgos, e incluso sufriendo accidentes mientras navegaba por las peligrosas calles de la ciudad. Durante ese tiempo, vi cómo las entregas se volvieron más difíciles. Las distancias seguían aumentando—a veces hasta 9 millas por una sola entrega. El problema de estos viajes largos es que la comida a menudo llegaba fría, y luego *nosotros* éramos los castigados o culpados por retrasos que estaban completamente fuera de nuestro control. Eso es injusto.

Después de todos mis años de servicio, fui desactivado. Perdí mi trabajo y no he podido recuperarlo.

La desactivación no es solo perder una cuenta—es un sistema injusto. Es represalia. Es una estrategia para presionarnos a trabajar más rápido y más duro, sin importar los riesgos para nuestra seguridad. Somos trabajadores. Viajamos largas distancias, enfrentamos tráfico, mal clima, bicicletas dañadas, y aun así nos castigan por cosas que no podemos controlar.

Por eso estoy aquí hoy: para pedir al Concejo Municipal de Nueva York que apruebe la Intro 1332. Todo lo que pedimos es justicia—un proceso real donde podamos apelar, donde un ser humano, y no un algoritmo, revise nuestro caso.

Necesitamos que esta ley se apruebe. Necesitamos protecciones contra la desactivación.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Jose Valdez

Good afternoon, honorable members of the Committee.

My name is **Jose Valdez**, and I am a member of the **Workers Justice Project**. I have worked as a delivery worker with Grubhub for over four years, focusing all my deliveries in Lower Manhattan. I know the area extremely well—I know where the restaurants are, the clients' addresses, and how to move efficiently and quickly through the city.

Despite my experience and dedication to this job, **Grubhub deactivated my account**, claiming an alleged violation of Section II of the Delivery Partner Agreement. However, I was never given a clear explanation or any concrete evidence to support that accusation.

I believe this deactivation is completely unjust. My track record shows professionalism, strong knowledge of the area, and full compliance with the platform's rules. The lack of transparency in this process has left me without my primary source of income, directly impacting my livelihood and my family's well-being.

That is why I am demanding that my account be reactivated, and I urge this Committee to push for **real protections against unfair deactivations**. Workers deserve a fair process—a chance to be heard before being punished or excluded from these platforms.

Thank you for your time and for defending the rights of those of us who keep this city moving.



Buenos tardes, honorables miembros del Comité.

Mi nombre es Jose Velez y soy miembro del Proyecto Justicia Laboral. He trabajado como repartidor con Grubhub durante más de cuatro años, concentrando todas mis entregas en el bajo Manhattan. Conozco esa área a la perfección: sé dónde están los restaurantes, las direcciones de los clientes y cómo moverme con rapidez y eficiencia.

A pesar de mi experiencia y compromiso con este trabajo, Grubhub desactivó mi cuenta alegando una supuesta violación a la Sección II del Delivery Partner Agreement. Sin embargo, nunca se me proporcionó una explicación clara ni evidencia concreta que respalde esa acusación.

Considero que esta desactivación es totalmente injusta. Mi historial como trabajador demuestra profesionalismo, conocimiento del área y cumplimiento de las normas. La falta de transparencia en este proceso me ha dejado sin mi fuente principal de ingresos, afectando directamente mi sustento y el de mi familia.

Por eso, exijo que mi cuenta sea reactivada, y pido a este Comité que impulse protecciones reales contra las desactivaciones injustas. Los trabajadores merecemos un proceso justo, con derecho a ser escuchados antes de ser castigados o excluidos de nuestras plataformas.

Gracias por su atención y por defender los derechos de quienes mantenemos esta ciudad en movimiento.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Jose Yos

Testimonio de Jose Yos

Buenas tardes, Presidente y miembros del Comité. Mi nombre es Jose Yos. Soy líder de **Los Deliveristas Unidos** y miembro orgulloso del **Workers Justice Project**. He vivido en East Harlem desde 2021. Comencé trabajando en restaurantes, lavando platos y haciendo entregas, y luego comencé a trabajar con DoorDash. Desde entonces, he trabajado exclusivamente como repartidor, y ahora hago entregas para aplicaciones como Grubhub, Relay, DoorDash y Uber.

Soy padre de cuatro hijos, y todos los días trabajo duro para darles oportunidades que yo nunca tuve. Este trabajo no es fácil, pero continúo porque quiero que mis hijos tengan una vida mejor.

Hoy estoy aquí para apoyar el **Intro 1332**, porque las aplicaciones no se preocupan por nosotros. No les importa los peligros que enfrentamos en las calles. No les importa si perdemos los trabajos que nos permiten pagar la renta y poner comida en la mesa para nuestras familias.

Enfrentamos todo tipo de desafíos. Yo sufrí un accidente mientras hacía entregas y todavía estoy en terapia para recuperarme. Pero las aplicaciones nunca preguntaron por mi salud ni si estaba bien. Para ellas, somos reemplazables. Si un trabajador se lesiona o incluso muere, rápidamente encuentran a alguien más para ocupar nuestro lugar. Esa es la realidad que vivimos todos los días.

Por eso estoy aquí: porque somos seres humanos, no máquinas. Somos trabajadores y merecemos dignidad. Muchos repartidores están perdiendo sus trabajos sin causa justa, sin aviso, y sin ninguna manera de apelar o explicar los desafíos que enfrentamos.

Esta ley—**Intro 1332**—nos dará las protecciones que necesitamos para defender nuestros trabajos y nuestra dignidad. Asegurará que los repartidores, que hacemos uno de los trabajos más peligrosos de la ciudad, tengamos finalmente el derecho a apelar y protegernos de las desactivaciones injustas.

Soy parte de **Los Deliveristas Unidos** porque creo que merecemos derechos y protecciones como cualquier otro trabajador. Les pido que nos apoyen y respalden, pasando el **Intro 1332**, una ley que protegerá a los trabajadores de entrega y nos dará la seguridad necesaria para seguir manteniendo a nuestras familias.

Gracias.



Testimony of Jose Yos

Good afternoon, Chair and Members of the Committee. My name is Jose Yos. I am a leader of Los Deliveristas Unidos and a proud member of the Workers Justice Project. I have been living in East Harlem since 2021. I started working in restaurants, doing dishwashing and deliveries, and later began working with DoorDash. Since then, I have worked only as a delivery worker, and now I deliver for apps like Grubhub, Relay, DoorDash, and Uber.

I am the father of four children, and every day I work hard to give them the opportunities I never had. This work is not easy, but I continue because I want my children to have a better life.

I am here today to support Intro 1332, because the apps don't care about us. They don't care about the dangers we face on the streets. They don't care if we lose the jobs that allow us to pay rent and put food on the table for our families.

We face all kinds of challenges. I was injured in an accident while making deliveries and I am still going through therapy to recover. But the apps never once asked about my health or if I was doing okay. To them, we are replaceable. If one worker gets injured or even dies, they will quickly find someone else to take our place. That is the reality we live with every day.

This is why I am here—because we are human beings, not machines. We are workers, and we deserve dignity. Too many delivery workers are losing their jobs without just cause, without notice, and without any way to appeal or explain the challenges we face.

This law—Intro 1332—will give us the protections we need to defend our jobs and our dignity. It will make sure that delivery workers, who do one of the city's most dangerous jobs, finally have the right to appeal and protect ourselves from unfair deactivation.

I am part of Los Deliveristas Unidos because I believe we deserve rights and protections like any other workers. I ask you to stand with us and support us by passing Intro 1332—a law that will protect delivery workers and give us the security we need to continue providing for our families.

Thank you.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Khondoker H. Hossain

Good afternoon, Chair and Members of the Committee,

My name is Khondoker H. Hossain, and I have been working with Grubhub in North Brooklyn and live in Flatbush. I have been living in NYC for the past 6 years.

I was deactivated recently and accused of having a duplicate account and this is not true.

I have appealed 7 times and have been denied all this time. I have proof and evidence that I don't have a duplicate account and can prove that this accusation is false, and still I can do it because I am denied a fair process. I am a premium driver, which means I am one of their delivery workers which also means I have accepted every order, get there on time and have always had good ratings. And they still fired and denied an appeal process.

Now, I am jobless. I am struggling to buy food, pay rent, and provide for my family. I have three children, ages 15, 8, and 6, who depend on me. I rely entirely on this work to support my family. This job is not easy—while delivering, I was injured and even broke some of my teeth—but despite my sacrifices, I was fired unjustly.

This work is my family's lifeline. I am asking for a fair process and the chance to continue earning a living. I respectfully urge this Committee to support delivery workers like me. Intro 1332 would ensure that no worker can be fired without cause, notice, or the ability to appeal.

Please pass this law to protect delivery workers, our families, and our ability to earn a living.

Thank you for your time and attention.



শুভ অপরাহ্ন, সভাপতি মহোদয় এবং কমিটির সকল সদস্যবৃন্দ,

আমার নাম জাহাঙ্গীর আমা, এবং আমি গত সাত বছর ধরে নর্থ ব্রুকলিনে গ্রাবহাবের সাথে কাজ করছি। ২৭ মে, ২০২৫-এ আমাকে ডি-অ্যাকটিভেট করা হয়েছে এবং ১১ ও ১২ ধারার অধীনে “প্রতারণামূলকভাবে” সময় বাড়ানোর অভিযোগ আনা হয়েছে। এর মানে আমি সেই সময় নিয়েছি যা প্রয়োজনীয় ছিল ডেলিভারি শেষ করার জন্য, সেইজন্য আমাকে চাকরি থেকে বরখাস্ত করা হয়েছে। আমি কোনো প্রতারণা করিনি। আমি নিউ ইয়র্ক সিটির রাস্তা থেকে ডেলিভারি দেওয়ার কঠিন এবং বিপজ্জনক পরিবেশে আমার সর্বোচ্চ ক্ষমতা দিয়ে কাজ করেছি।

এখন আমি বেকার। আমি খাবার কিনতে, ভাড়া দিতে এবং আমার পরিবারের দেখভাল করতে সংগ্রাম করছি। আমার তিনটি সন্তান আছে, বয়স ১৫, ৮ এবং ৬, যারা আমার উপর নির্ভরশীল। আমি পুরোপুরি এই কাজের উপর নির্ভর করি আমার পরিবারের জন্য। এই কাজ সহজ নয়—ডেলিভারি দেওয়ার সময় আমি আহত হয়েছি এবং এমনকি কিছু দাঁতও ভেঙেছে—তবুও আমার সমস্ত ত্যাগের পর আমাকে অন্যায়ভাবে বরখাস্ত করা হয়েছে।

এই কাজ আমার পরিবারের জীবিকার মূল উৎস। আমি ন্যায্য প্রক্রিয়ার সুযোগ এবং জীবিকা অর্জনের সুযোগ চাই। আমি শ্রদ্ধার সাথে এই কমিটিকে অনুরোধ করছি, আমাদের মতো ডেলিভারি শ্রমিকদের সুরক্ষা দিতে। ইন্ডো ১৩৩২ নিশ্চিত করবে যে কোনো শ্রমিককে কারণ ছাড়া, নোটিশ ছাড়া বা আপিলের সুযোগ ছাড়া বরখাস্ত করা যাবে না।

আমাদের মতো ডেলিভারি শ্রমিকদের, আমাদের পরিবার এবং জীবিকা রক্ষার জন্য অনুগ্রহ করে এই আইন পাশ করুন।

আপনার সময় এবং মনোযোগের জন্য ধন্যবাদ।



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025

Prepared By: MD Hossain

Good afternoon, Chair and members of the Committee.

My name is Md Hossain. I've been working with Grubhub since 2022. Recently, Grubhub deactivated my account without any notice.

They claimed I had a second account connected to my information — but that's not true. I've only ever had one account.

Because of this sudden deactivation, I was jobless for two months. It was devastating. I had no income and struggled to pay for basic expenses for myself and my family.

There was no chance to explain or appeal the decision. No one from the company contacted me or gave me any real way to defend myself.

That's why we need strong protections for delivery workers. We need clear rules that prevent unfair deactivations, and we deserve the right to a fair process before losing our jobs.

Thank you for the opportunity to speak, and for standing with workers like me.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -

Consumer and Worker Protection Committee

Sept 12, 2025

Prepared By: MD Jahidul Islam Naim

Good afternoon. My name is MD Jahidul Islam Naim, and I worked on the Uber platform until my account was suddenly deactivated.

The reason they gave me was that I earned “too much” and received higher payments in my account. Because of that, Uber automatically shut down my account. But this is completely unfair. I did nothing wrong. I worked honestly, I followed the rules, and I did my best to serve customers and provide for my family.

Yet, despite all of my effort, my account was taken away without any valid reason. This has caused me and my family great hardship. Losing access to work means losing the ability to pay rent, buy food, and cover basic needs.

I am asking for fairness. Drivers like me work hard and deserve respect—not punishment for doing our jobs well. Thank you.

শুভ অপরাহ্ন।

আমার নাম এমডি জাহিদুল ইসলাম নাইম, এবং আমি Uber প্ল্যাটফর্মে কাজ করতাম যতক্ষণ না হঠাৎ করে আমার অ্যাকাউন্ট বন্ধ (ডিঅ্যাক্টিভেট) করে দেওয়া হয়।

Uber যে কারণটি দেখিয়েছে তা হলো—আমি নাকি “অতিরিক্ত আয়” করেছি এবং আমার অ্যাকাউন্টে বেশি অর্থ জমা হয়েছে। এই কারণেই, তারা স্বয়ংক্রিয়ভাবে আমার অ্যাকাউন্ট বন্ধ করে দেয়। কিন্তু এটি সম্পূর্ণ অন্যায়। আমি কোনো ভুল করিনি। আমি সততার সাথে কাজ করেছি, সব নিয়ম মেনেছি, এবং সর্বোচ্চ চেষ্টা করেছি যেন গ্রাহকরা ভালো পরিষেবা পান এবং আমি আমার পরিবারের জন্য আয় করতে পারি।

তবুও, এত কষ্ট করে কাজ করার পরেও কোনো বৈধ কারণ ছাড়াই আমার অ্যাকাউন্ট কেড়ে নেওয়া হয়েছে। এর ফলে আমার পরিবার এবং আমি চরম কষ্টের মুখে পড়েছি। কাজ হারানো মানে হলো ভাড়া দিতে না পারা, খাবার কিনতে না পারা, এবং ন্যূনতম প্রয়োজনগুলোও মেটাতে না পারা।

আমি শুধু ন্যায্যবিচার চাই। আমার মতো ড্রাইভাররা কঠোর পরিশ্রম করে এবং শ্রদ্ধা পাওয়ার যোগ্য—শাস্তি নয়, বিশেষ করে যখন আমরা আমাদের কাজ ঠিকভাবে করি।

ধন্যবাদ।



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: MD Kazal Hossain

Good afternoon, Chair and Members of the Committee. My name is MD Kazal Hossain, and I have been working with Grubhub since 2021.

Last week, my account was suddenly deactivated based on a claim that I failed to deliver an order to a customer. This accusation is completely false. I have always completed my deliveries, and I submitted proof of each one using the photo feature in the Grubhub app, as required.

Despite providing this evidence, Grubhub deactivated my account without a proper investigation. They took the customer's word at face value and gave me no chance to respond or defend myself. This decision has left me without work, unable to pay rent, and struggling to cover basic expenses for my family.

This experience has been deeply unfair and incredibly stressful. I respectfully urge Grubhub to review my case and reinstate my account. More importantly, I ask this Committee to support stronger worker protections that require platforms to conduct fair investigations before deactivating workers.

Delivery workers like me rely on this income to survive. We deserve transparency, the right to be heard, and protection from unjust deactivations.

Thank you for your time and attention.



শুভ অপরাহ্ন, সভাপতি ও কমিটির সম্মানিত সদস্যবৃন্দ। আমার নাম এম. ডি. কাজল হোসেন, এবং আমি ২০২১ সাল থেকে গ্রাবহাবে কাজ করছি।

গত সপ্তাহে, একটি অভিযোগের ভিত্তিতে আমার অ্যাকাউন্ট হঠাৎ করে নিষ্ক্রিয় (ডিঅ্যাক্টিভেট) করে দেওয়া হয়। অভিযোগটি ছিল যে আমি নাকি একজন গ্রাহকের কাছে খাবার পৌঁছাইনি। এই অভিযোগ সম্পূর্ণ মিথ্যা। আমি সবসময় সময়মতো ডেলিভারি করেছি এবং প্রতিটি ডেলিভারির প্রমাণ হিসাবে গ্রাবহাব অ্যাপের মাধ্যমে ছবি তুলে জমা দিয়েছি, যেমনটি নিয়ম অনুযায়ী করতে হয়।

এই সব প্রমাণ থাকা সত্ত্বেও, গ্রাবহাব আমার অ্যাকাউন্ট নিষ্ক্রিয় করেছে কোনো যথাযথ তদন্ত ছাড়াই। তারা কেবল গ্রাহকের অভিযোগের উপর ভিত্তি করে সিদ্ধান্ত নিয়েছে এবং আমাকে আত্মপক্ষ সমর্থনের কোনো সুযোগ দেয়নি। এই সিদ্ধান্তের ফলে আমি এখন কাজহীন, ভাড়া দিতে পারছি না, এবং আমার পরিবারের মৌলিক চাহিদাগুলো পূরণে হিমশিম খাচ্ছি।

এই অভিজ্ঞতা ছিল চরমভাবে অন্যায় এবং মানসিকভাবে অত্যন্ত চাপপূর্ণ। আমি শ্রদ্ধার সাথে অনুরোধ করছি—গ্রাবহাব যেন আমার মামলাটি পুনরায় পর্যালোচনা করে এবং আমার অ্যাকাউন্টটি পুনরায় সক্রিয় করে। আরও গুরুত্বপূর্ণ হলো, আমি এই কমিটিকে অনুরোধ করছি যেন তারা এমন শক্তিশালী শ্রমিক সুরক্ষা নীতির পক্ষে থাকেন, যা কোনো ডেলিভারি কর্মীকে ডিঅ্যাক্টিভেট করার আগে একটি ন্যায় ও স্বচ্ছ তদন্ত বাধ্যতামূলক করে।

আমার মতো ডেলিভারি কর্মীরা এই আয়ের উপর নির্ভর করেই বেঁচে থাকেন। আমরা স্বচ্ছতা, শুনানির অধিকার এবং অন্যায়ভাবে ডিঅ্যাক্টিভেশন থেকে সুরক্ষা পাওয়ার যোগ্য।

আপনাদের সময় ও মনোযোগের জন্য ধন্যবাদ।



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: MD Rahman

Good afternoon, Chair and Members of the Committee,

My name is MD Rahman, and I have been working with Grubhub for the past seven years in North Brooklyn. I live in Kensington with my family, and I have four children who depend on me.

I was deactivated on August 21. The company says I “fraudulently” extended the time for pay, under sections 11 and 12. But the truth is, the restaurant was very busy, and it took a long time for them to prepare the order. I don’t make the food—I just deliver it. I am being punished for delays that were completely out of my control.

This job is my family’s lifeline. It helps me pay rent, buy food, cover transportation, and take care of my kids. I have always worked hard and done my best. Since being deactivated, my family has faced serious financial stress. Not knowing when—or if—I can work again has been overwhelming.

I am asking for a fair process and the chance to continue earning a living. I respectfully ask this Committee to look into my case and to support stronger protections for workers like me. Intro 1332 would ensure that no one can be fired without cause, notice, or the ability to appeal.

Please pass this law to protect delivery workers like me, our families, and our ability to earn a living.

Thank you for your time and attention.



শুভ অপরাহ্ন, সভাপতি মহোদয় এবং কমিটির সকল সদস্যবৃন্দ,

আমার নাম এমডি রহমান, এবং আমি গত সাত বছর ধরে নর্থ ব্রুকলিনে গ্রাবহাবের সাথে কাজ করছি। আমি আমার পরিবার নিয়ে কেনসিংটনে থাকি, এবং আমার চারজন শিশু আছে যারা আমার উপর নির্ভরশীল।

আমাকে ২১ আগস্টে ডি-অ্যাকটিভেট করা হয়েছে। কোম্পানি বলছে আমি “প্রতারণামূলকভাবে” সময় বাড়িয়েছি, ১১ ও ১২ ধারার অধীনে। কিন্তু সত্যি হলো, রেস্টোরাঁটি খুব ব্যস্ত ছিল, এবং তাদের অর্ডার প্রস্তুত করতে অনেক সময় লেগেছিল। আমি খাবার তৈরি করি না—আমি শুধু ডেলিভারি করি। আমার নিয়ন্ত্রণের বাইরে থাকা কারণে দেরির জন্য আমাকে দণ্ডিত করা হচ্ছে।

এই কাজ আমার পরিবারের জীবিকার মূল উৎস। এটি আমাকে ভাড়া পরিশোধ, খাবার কেনা, যাতায়াত খরচ কভার করা এবং আমার সন্তানদের যত্ন নেওয়া সম্ভব করে। আমি সবসময় কঠোর পরিশ্রম করেছি এবং আমার সেরাটা দিয়েছি। ডি-অ্যাকটিভেট হওয়ার পর থেকে, আমার পরিবার মারাত্মক আর্থিক চাপের মুখোমুখি হয়েছে। কখন বা আমি আবার কাজ করতে পারব—এটি না জানার কারণে আমরা অত্যন্ত উদ্বিগ্ন।

আমি ন্যায়সঙ্গত প্রক্রিয়া এবং জীবিকা অর্জনের সুযোগ চাই। আমি শ্রদ্ধার সাথে এই কমিটিকে অনুরোধ করছি আমার কেসটি দেখার জন্য এবং আমার মতো শ্রমিকদের জন্য শক্তিশালী সুরক্ষা নিশ্চিত করার জন্য। ইন্ট্রা ১৩৩২ নিশ্চিত করবে যে কেউ কারণ ছাড়া, নোটিশ ছাড়া বা আপিল করার সুযোগ ছাড়া চাকরি থেকে বরখাস্ত করা যাবে না।

আমাদের মতো ডেলিভারি শ্রমিকদের, আমাদের পরিবার এবং জীবিকা রক্ষার জন্য অনুগ্রহ করে এই আইন পাশ করুন।

আপনার সময় এবং মনোযোগের জন্য ধন্যবাদ।



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -

Consumer and Worker Protection Committee

Sept 12, 2025

Prepared By: MD Rayhan Ahmed

Testimony of MD Rayhan Ahmed

Good afternoon, Chair and Members of the Committee. My name is MD Rayhan Ahmed. I have been living in the Bronx for the past 12 years and working with Grubhub for the past year. I am the father of a 4-year-old boy, and my family is expecting another baby soon.

Grubhub has been my only job, the main way I support my family. I worked long hours—from 8 a.m. to 11 p.m.—making deliveries through rain, snow, heavy traffic, and dangerous streets. This job is not easy; every day we face risks that many people don't see.

I was a *premium delivery worker*, completing over 5,000 deliveries. Being premium means I accepted every order, delivered on time, and did everything possible to keep my job. I have been injured twice because the streets are slippery, especially during heavy rain. Even after accidents, I continued working this risky job because it is my only way to support my family.

Then, all of a sudden, I was deactivated without any notice and accused of violating a policy—without any evidence. I have never broken a policy, and I have always made this job my top priority. Instead of recognizing the sacrifices we make every day, Grubhub punished me. I was deactivated without warning, without reason, and without any opportunity to appeal.

That is why I am here today—to ask for your support in passing **Intro 1332**. This law would protect delivery workers from unfair deactivations and give us the job security we need to survive, live with dignity, and provide for our families.

Thank you.



এমডি রায়হান আহমেদের সাক্ষ্য

শুভ অপরাহ্ন, চেয়ার এবং কমিটির সদস্যবৃন্দ। আমার নাম এমডি রায়হান আহমেদ। আমি গত ১২ বছর ধরে ব্রক্সে বসবাস করছি এবং গত এক বছর ধরে গ্রাবহাবে কাজ করছি। আমি ৪ বছর বয়সী একটি ছেলে সন্তানের পিতা, এবং আমাদের পরিবারে আরও একটি শিশুর জন্ম হতে চলেছে।

গ্রাবহাব আমার একমাত্র চাকরি, যা আমার পরিবারকে সমর্থন দেওয়ার প্রধান উপায়। আমি দীর্ঘ সময় কাজ করেছি—সকাল ৮টা থেকে রাত ১১টা পর্যন্ত—বৃষ্টি, তুষারপাত, ঘন ট্রাফিক এবং বিপজ্জনক রাস্তায় ডেলিভারি করতে করতে। এই কাজ সহজ নয়; প্রতিদিন আমরা এমন ঝুঁকির মুখোমুখি হই যা অনেকেই দেখেন না।

আমি একজন প্রিমিয়াম ডেলিভারি কর্মী, এবং ৫,০০০ এর বেশি ডেলিভারি সম্পন্ন করেছি। প্রিমিয়াম হওয়া মানে হলো প্রতিটি অর্ডার গ্রহণ করা, সময়মতো ডেলিভারি করা এবং চাকরি ধরে রাখার জন্য সবকিছু করা। আমি দুইবার আহত হয়েছি কারণ রাস্তাগুলো বিশেষ করে ভারী বৃষ্টিতে ফিসফিসে হয়ে যায়। দুর্ঘটনার পরও আমি এই ঝুঁকিপূর্ণ কাজ চালিয়ে গিয়েছি, কারণ এটি আমার একমাত্র উপায় আমার পরিবারকে সমর্থন দেওয়ার।

তখন হঠাৎ আমাকে নোটিশ ছাড়াই চাকরি থেকে বরখাস্ত করা হয় এবং একটি নীতিমালা ভাঙার অভিযোগ আনা হয়—কোনও প্রমাণ ছাড়াই। আমি কখনও কোনও নীতি ভাঙিনি এবং সবসময় এই চাকরিকে আমার অগ্রাধিকার দিয়েছি। আমাদের প্রতিদিনের ত্যাগের স্বীকৃতি দেওয়ার বদলে, গ্রাবহাব আমাকে শাস্তি দিয়েছে। আমাকে কোনো নোটিশ ছাড়াই, কোনো কারণ ছাড়াই এবং আপিল করার কোনো সুযোগ ছাড়াই ডিঅ্যাক্টিভেট করা হয়েছে।

এই কারণেই আমি আজ এখানে এসেছি—আপনাদের সমর্থন চাইতে **Intro 1332** পাশ করার জন্য। এই আইন আমাদের অন্যায়ভাবে চাকরিচ্যুত হওয়া থেকে রক্ষা করবে এবং আমাদের সেই চাকরির নিরাপত্তা দেবে যা আমাদের বেঁচে থাকার, মর্যাদার সাথে জীবনযাপন করার এবং আমাদের পরিবারকে সামলানোর জন্য প্রয়োজন।

ধন্যবাদ।



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Mengba Li

Hello everyone, I'm Mengba Li. I've lived in New York for 15 years and have been a delivery driver for seven or eight. I've had an Ubereats account for over four years, primarily delivering food and shopping for customers in midtown and lower Manhattan.

Earlier this year, my Ubereats account was deactivated for no apparent reason, and I couldn't access it. I emailed customer service but received no response. After communicating with colleagues I know, I switched to driving a car as my mode of transportation and was able to get my account back. However, I needed to start from the most basic level with a new account.

Motorcycles are convenient for working in Manhattan. The streets are narrow, so bikes can easily navigate. They're also easy to park, allowing me to quickly deliver items to customers.

The platform's unfair account deactivation has had a significant impact on my life. Deactivating my account means stopping my income, and my life has become harder. I hope that the passage of this bill will allow me to continue my wonderful life freely and without worries.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -

Consumer and Worker Protection Committee

Sept 12, 2025

Prepared By: Milon Chowdhury

Testimony of Milon Chowdhury

Good afternoon, Chair and Members of the Committee. My name is **Milon Chowdhury**. I have been living in the Bronx for the past two years, and for over a year I have worked as a delivery worker with Grubhub. I am also the father of three children who depend on me. Delivery work has been the only way I can provide for my family.

I work long days—often from **6 a.m. to 10 p.m., six or even seven days a week**. Like so many delivery workers, I have faced many challenges: my e-bike has been stolen, I've been robbed, I've had to deliver in the snow, in heavy rain, and even while injured. Still, I worked hard and earned the status of a **premium delivery worker—the highest rating you can achieve**. My record shows **100% order commitment, 96% on-time merchant deliveries, and 97% schedule commitment**, with **more than 7,000 deliveries completed**. That means I accepted every order, delivered on time, and made myself available whenever the company needed me.

But even with this record, my loyalty and hard work meant nothing to Grubhub. In June, while delivering food in the Bronx on a rainy night around 9 p.m., I was struck by a car. I was taken by ambulance to the hospital and hospitalized for two days. Instead of supporting me or showing concern for my safety, **Grubhub punished me by deactivating my account—firing me from the only job I had**.

Losing my job has devastated me. I fell into depression. I struggle to pay my rent and to feed my children. My health has worsened—I even suffered a heart attack—and now I am scheduled for surgery on September 25. Through all of this, I have had no job, no income, and no chance to appeal or get back the work I had given everything to.

I am here today to ask for your support. I want my job back, and I want Grubhub to give me and others like me a fair opportunity. I have always been loyal, and I am not asking for special treatment—just for fairness and dignity.

We are workers. We are human beings. We need protections from unfair deactivation. That is why I urge the City Council to pass **Intro 1332**. This law is about protecting our jobs, our families, and our lives.

Thank you.



মিলন চৌধুরীর সাক্ষ্য

শুভ অপরাহ্ন, চেয়ার এবং কমিটির সদস্যবৃন্দ। আমার নাম মিলন চৌধুরী। আমি গত দুই বছর ধরে ব্রক্সে বসবাস করছি এবং এক বছরেরও বেশি সময় ধরে গ্রাবহাবের সাথে ডেলিভারি কর্মী হিসেবে কাজ করছি। আমি তিন সন্তানের বাবা, যারা আমার উপর নির্ভরশীল। আমার পরিবারের ভরণপোষণের একমাত্র উপায় হচ্ছে এই ডেলিভারি কাজ।

আমি দীর্ঘ সময় কাজ করি—প্রায়শই সকাল ৬টা থেকে রাত ১০টা পর্যন্ত, সপ্তাহে ছয় বা সাত দিন। অন্য ডেলিভারি কর্মীদের মতো আমিও অনেক কষ্টের মুখোমুখি হয়েছি: আমার ই-বাইক চুরি হয়েছে, ডাকাতির শিকার হয়েছি, তুষারঝড়, ভারী বৃষ্টি, এমনকি আহত অবস্থাতেও খাবার পৌঁছে দিতে হয়েছে। তারপরও আমি কঠোর পরিশ্রম করেছি এবং অর্জন করেছি প্রিমিয়াম ডেলিভারি কর্মী মর্যাদা—যা সর্বোচ্চ রেটিং। আমার রেকর্ডে রয়েছে ১০০% অর্ডার গ্রহণ, ৯৬% সময়মতো ডেলিভারি, ৯৭% সময়সূচি প্রতিশ্রুতি, এবং ৭,০০০-এরও বেশি ডেলিভারি সম্পন্ন। এর মানে আমি প্রতিটি অর্ডার গ্রহণ করেছি, সময়মতো পৌঁছে দিয়েছি, এবং কোম্পানির প্রয়োজন হলে সবসময় প্রস্তুত থেকেছি।

কিন্তু এত কিছু করেও, গ্রাবহাব আমার প্রতি কোনো মূল্য দেয়নি। গত জুন মাসে, এক বৃষ্টির রাতে রাত প্রায় ৯টার সময় ব্রক্সে খাবার পৌঁছে দিতে গিয়ে আমাকে একটি গাড়ি ধাক্কা দেয়। আমাকে অ্যাম্বুলেন্সে করে হাসপাতালে নিয়ে যাওয়া হয় এবং আমি দুই দিন ভর্তি ছিলাম। আমার নিরাপত্তার বিষয়ে উদ্বিগ্ন হওয়ার পরিবর্তে, গ্রাবহাব আমাকে শাস্তি দেয় এবং আমার একাউন্ট ডিএ্যাক্টিভেট করে—আমাকে চাকরি থেকে বরখাস্ত করে।

আমার চাকরি হারানো আমাকে ভেঙে দিয়েছে। আমি হতাশায় ডুবে গিয়েছি। ভাড়া দিতে এবং আমার সন্তানদের খাওয়াতে আমি সংগ্রাম করছি। আমার স্বাস্থ্যের অবনতি হয়েছে—আমি হৃদরোগে আক্রান্ত হয়েছি—এবং এখন আমার ২৫ সেন্টেম্বর অস্ত্রোপচার নির্ধারিত আছে। এত কিছুর মধ্যেও আমার কোনো কাজ নেই, কোনো আয় নেই, এবং আমি আমার কাজ ফিরে পাওয়ার জন্য কোনো আপিল করার সুযোগও পাইনি।

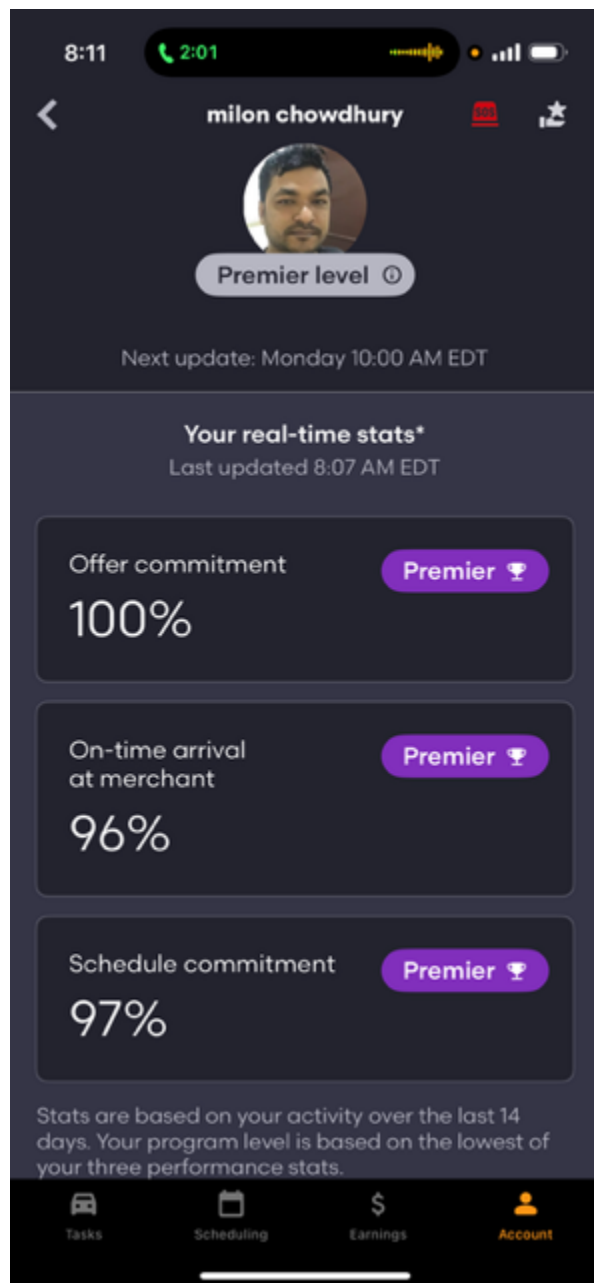
আজ আমি আপনাদের কাছে সাহায্যের আবেদন নিয়ে এসেছি। আমি আমার কাজ ফিরে পেতে চাই এবং চাই গ্রাবহাব আমাদের মতো কর্মীদের ন্যায় সুযোগ দিক। আমি সবসময় বিশ্বস্ত থেকেছি, এবং আমি কোনো বিশেষ সুবিধা চাই না—শুধু ন্যায্যতা এবং মর্যাদা চাই।

আমরা শ্রমিক। আমরা মানুষ। আমাদের অন্যায় ডিএ্যাক্টিভেশন থেকে সুরক্ষা প্রয়োজন। তাই আমি সিটি কাউন্সিলকে ইনট্রো ১৩৩২ পাশ করার আহ্বান জানাচ্ছি। এই আইন আমাদের চাকরি, আমাদের পরিবার, এবং আমাদের জীবন রক্ষার জন্য অত্যন্ত জরুরি।

ধন্যবাদ।











Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Mohamed Pafadnam

My name is **Mohamed Pafadnam**, and I have been living in the Bronx for two years. Since the day I arrived in New York City, I have worked as a delivery worker. I started with DoorDash and then began working for Grubhub, mostly serving the people of Harlem.

I have worked hard every single day, despite the many challenges that come with this job—having my bike stolen, getting punished by an app when I can't pick up an order fast enough, or when deliveries are delayed because of traffic and the difficulty of navigating the streets of New York.

Delivery work has been my primary job to support my family. At the same time, I am studying English and working hard toward my dream of one day going to law school, becoming a lawyer, and giving back to my community. For now, I depend on this work to put food on the table and to pay my rent.

I gave everything to this job. For over a year, I worked for Grubhub in the rain and snow, late into the night. My shifts often went from 4 PM until 3 AM, and on weekends I worked from 8 AM until midnight. I was fully devoted to this company. But instead of being recognized for my hard work, I was suddenly deactivated, with no chance to defend myself.

Grubhub accused me of violating Section 11 and 12—saying I “extended the amount of engaged time for pay earning.” In reality, that just means it sometimes takes longer to make deliveries. What these app companies fail to understand is the reality we face: waiting at restaurants for food that isn't ready, being stuck in traffic, or having to wait because customers take a long time to pick up their orders. These are things outside of our control. But instead of recognizing our challenges—or caring about our safety—they punish us by deactivating us, leaving us jobless.

Now, I am without work and without income. For two months, I haven't been able to pay my rent. I am struggling, and I fear becoming homeless.

All I am asking for is a fair process—a chance to appeal—and for these companies to understand that we are **human beings**, not machines. We deserve protections against unjust deactivation and a fair appeals process, where a real person reviews our case.

That is why I am testifying today. We need this law to pass. We need deactivation protections.



Témoignage de Mohamed Pafadnam

Je m'appelle **Mohamed Pafadnam**, et je vis dans le Bronx depuis deux ans. Depuis le jour où je suis arrivé à New York, je travaille comme livreur. J'ai commencé avec DoorDash puis j'ai travaillé pour Grubhub, en servant principalement les habitants de Harlem.

J'ai travaillé dur chaque jour, malgré les nombreux défis de ce métier—comme le vol de mon vélo, les sanctions infligées par une application quand je ne peux pas récupérer une commande assez vite, ou encore les retards causés par la circulation et la difficulté de circuler dans les rues de New York.

Le travail de livraison a été mon emploi principal pour subvenir aux besoins de ma famille. En même temps, j'étudie l'anglais et je travaille dur pour réaliser mon rêve : aller un jour à la faculté de droit, devenir avocat et soutenir ma communauté. Pour l'instant, je dépends de ce travail pour mettre de la nourriture sur la table et payer mon loyer.

J'ai tout donné à ce travail. Pendant plus d'un an, j'ai travaillé pour Grubhub sous la pluie et la neige, jusque tard dans la nuit. Mes horaires allaient souvent de 16 h à 3 h du matin, et le week-end je travaillais de 8 h à minuit. J'étais entièrement dévoué à cette entreprise. Mais au lieu de reconnaître mon travail acharné, j'ai été soudainement désactivé, sans aucune possibilité de me défendre.

Grubhub m'a accusé d'avoir violé les sections 11 et 12—en disant que j'avais « prolongé le temps engagé pour le gain de salaire ». En réalité, cela signifie simplement que parfois les livraisons prennent plus de temps. Ce que ces plateformes ne comprennent pas, c'est la réalité que nous vivons : attendre dans les restaurants quand la nourriture n'est pas prête, être coincé dans les embouteillages, ou devoir patienter parce que les clients mettent du temps à récupérer leur commande. Ce sont des choses qui échappent à notre contrôle. Mais au lieu de reconnaître ces difficultés—ou de se soucier de notre sécurité—elles nous punissent en nous désactivant, nous laissant sans emploi.

Aujourd'hui, je suis sans travail et sans revenus. Depuis deux mois, je ne peux plus payer mon loyer. Je suis en difficulté, et je crains de me retrouver sans-abri.

Tout ce que je demande, c'est un processus équitable—la possibilité de faire appel—et que ces entreprises comprennent que nous sommes des êtres humains, pas des machines. Nous avons besoin de protections contre les désactivations injustes et d'un véritable processus d'appel, où une personne réelle examine notre cas.

C'est pourquoi je témoigne aujourd'hui. Nous avons besoin que cette loi soit adoptée. Nous avons besoin de protections contre les désactivations.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Mohammad Alamin Miah

My name is Mohammad Alamin Miah. I have been living in New York City for one year, and since the day I arrived, I have been working for Grubhub in Jackson Heights. I am proud to call Jackson Heights my home.

For months, I worked hard delivering for Grubhub—often late into the night, sometimes from 4 p.m. until 3 a.m.—because I rely only on this job to feed my family and pay my rent. But three months ago, Grubhub deactivated me. The reason they gave was “fraudulently increasing engaged pay during a delivery,” which meant they punished me for taking too long.

The truth is, the restaurant was late preparing the food. I had no control over that. Yet *I* was the one punished. I lost my job for something I had no power to change.

This deactivation has been devastating. Overnight, I lost the only job I had, with no way to appeal and no chance to explain my side. I was treated as if I did something wrong, when all I was doing was my job.

I am proud to be a delivery worker. I want to keep serving my community and supporting my family with dignity. But we cannot do this if companies can deactivate us unfairly, without even listening to us.

That is why I am here today: to ask the New York City Council to pass Intro 1332. All I am asking for is fairness—a real process where we can appeal, where a human being, not an algorithm, decides our case.

We are not machines. We are human beings. We deserve protections against unjust deactivation and a chance to keep working with dignity.

That is why I am testifying today. We need this law to pass. We need deactivation protections.



মোহাম্মদ আলামিন মিয়ান সাফ্য

আমার নাম মোহাম্মদ আলামিন মিয়া। আমি এক বছর ধরে নিউ ইয়র্ক সিটিতে বসবাস করছি, আর আসার পর থেকেই গ্রাবহাবে কাজ করছি জ্যাকসন হাইটসে। আমি গর্বিত যে জ্যাকসন হাইটস আমার বাড়ি।

অনেক মাস ধরে আমি কঠোর পরিশ্রম করেছি গ্রাবহাবের জন্য—প্রায়ই গভীর রাত পর্যন্ত, কখনো বিকেল ৪টা থেকে ভোর ৩টা পর্যন্ত কাজ করেছি—কারণ আমি শুধু এই কাজের ওপর নির্ভর করি আমার পরিবারকে খাওয়াতে এবং ভাড়া দিতে। কিন্তু তিন মাস আগে গ্রাবহাব আমাকে ডিঅ্যাক্টিভেট করে দেয়। কারণ হিসেবে তারা বলে “ডেলিভারির সময় জেনে-বুঝে বেশি সময় নেওয়া,” অর্থাৎ দেরি করার জন্য আমাকে শাস্তি দেওয়া হয়।

কিন্তু সত্য হলো, রেস্টুরেন্ট দেরি করেছিল খাবার প্রস্তুত করতে। এটা আমার নিয়ন্ত্রণের বাইরে ছিল। তারপরও শাস্তি পেলাম আমি। আমি এমন এক কারণে কাজ হারালাম যেটা আমার হাতে ছিল না।

এই ডিঅ্যাক্টিভেশন আমার জীবনে ভয়াবহ প্রভাব ফেলেছে। এক রাতের মধ্যে আমি আমার একমাত্র কাজ হারিয়েছি—আপিল করার কোনো সুযোগ নেই, আমার দিকটা বোঝানোরও সুযোগ নেই। আমাকে অপরাধীর মতো দেখা হয়েছে, অথচ আমি শুধু আমার কাজটাই করছিলাম।

আমি একজন ডেলিভারি কর্মী হতে গর্ববোধ করি। আমি আমার সম্প্রদায়কে সেবা দিতে চাই এবং মর্যাদার সঙ্গে আমার পরিবারকে সমর্থন করতে চাই। কিন্তু আমরা এটা পারব না যদি কোম্পানিগুলো অন্যায়ভাবে আমাদের ডিঅ্যাক্টিভেট করতে থাকে, আমাদের কথা না শুনেই।

তাই আমি আজ এখানে এসেছি: নিউ ইয়র্ক সিটি কাউন্সিলকে অনুরোধ করতে যাতে তারা Intro 1332 পাশ করে। আমি শুধু ন্যায্যতা চাই—একটি প্রকৃত প্রক্রিয়া যেখানে আমরা আপিল করতে পারব, যেখানে একজন মানুষ, কোনো অ্যালগরিদম নয়, আমাদের কেসটি বিচার করবে।

আমরা মেশিন নই। আমরা মানুষ। অন্যায় ডিঅ্যাক্টিভেশনের বিরুদ্ধে সুরক্ষা এবং মর্যাদার সঙ্গে কাজ চালিয়ে যাওয়ার একটি সুযোগ আমরা প্রাপ্য।

এই কারণেই আমি আজ সাফ্য দিচ্ছি। আমাদের এই আইন পাশ করা দরকার। আমাদের ডিঅ্যাক্টিভেশন প্রোটেকশন দরকার।



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Mohammad Tanvir

My name is Mohammad Tanvir, and I've worked as a delivery driver with Grubhub for over four years.

On August 6, 2025, my account was suddenly deactivated after a customer claimed they did not receive their order. That claim was false. Without any proper investigation, without hearing my side of the story, Grubhub immediately deactivated my account.

After years of loyal work, this decision came without warning and without a valid reason. It has caused my family and me deep pain and serious hardship.

I now struggle to pay rent, buy groceries, and provide for my children. This was my only job, and losing it has left me completely without income.

When I reached out to Grubhub, they simply replied with an email saying my contract had been canceled—no explanation, no process to appeal, no chance to speak up.

This is why we urgently need **deactivation protections**. No worker should lose their livelihood overnight without evidence, without a fair process, and without a voice.

Please stand with us—delivery workers deserve fairness, job security, and respect.

Thank you.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -

Consumer and Worker Protection Committee

Sept 12, 2025

Prepared By: Mosarrof Hussain

Good afternoon, Chair and Members of the Committee. My name is Mosarrof Hussain, and I have been working as a delivery worker for the past 4 years.

A few weeks ago, my account was suddenly deactivated without warning, without evidence, and without a clear explanation. The company claimed that I had committed violations — but that is simply not true. Over the course of my long career, I have always worked with honesty, professionalism, and a deep commitment to providing excellent service to customers.

This sudden and unfair deactivation has left me without work. I am now struggling to pay rent, afford food, and meet basic expenses for myself and my family. After decades of dedicated service, being cut off from my only source of income like this has been devastating.

No worker should lose their livelihood without due process — without evidence, transparency, or the chance to defend themselves. We are not asking for special treatment. We are simply asking for fairness, respect, and the opportunity to continue working with dignity.

Thank you for your time and attention.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -

Consumer and Worker Protection Committee

Sept 12, 2025

Prepared By: Nazmul Hasan

Testimony of Nazmul Hasan

Good afternoon, Chair and Members of the Committee. My name is Nazmul Hasan. I have been living in the Bronx for the past three years and working with Grubhub for the past two.

On August 21, I was deactivated by Grubhub for “taking too long” to complete deliveries—without being given the chance to appeal or explain. That day, I got into an accident during heavy rain. I waited for the rain to slow down so I could safely finish my delivery. I even called customer service to explain, and I spoke with the customer directly, who understood what I was going through. But instead of understanding, the company punished me by taking away my job, without giving me any opportunity to defend myself.

I am a *Premier Delivery Worker*—the highest rating you can have—and I have completed over 5,000 deliveries. I have worked through rain, snow, and all kinds of weather. I’ve had two bikes stolen while working, and every time I invested in getting another bike so I could keep providing for my family and continue delivering for Grubhub.

Instead of recognizing the sacrifices we make on the streets, Grubhub punished me. They deactivated me without warning, without reason, and without any way to appeal.

Grubhub was my only job. Now I am unemployed, struggling to pay rent, and my landlord is threatening to evict me because I have fallen behind on payments. I don’t know how I will survive if things continue this way.

That is why I am here today—to ask for your support in passing Intro 1332. This law would protect us from unfair deactivations and give delivery workers the job security we need to survive, to live with dignity, and to provide for our families.

Thank you.



নাজুল হাসানের সাক্ষ্য

শুভ অপরাহ্ন, চেয়ার এবং কমিটির সদস্যবৃন্দ। আমার নাম নাজুল হাসান। আমি গত তিন বছর ব্রঙ্কসে বসবাস করছি এবং গত দুই বছর ধরে গ্রাবহাবে কাজ করছি।

২১ আগস্ট, গ্রাবহাব আমাকে “ডেলিভারি সম্পন্ন করতে বেশি সময় নেওয়া” বলে চাকরি থেকে বরখাস্ত করেছে—কোনো আপিলের সুযোগ বা আমার পরিস্থিতি বোঝানোর সুযোগ না দিয়ে। সেই দিন, আমি ভারী বৃষ্টিতে একটি দুর্ঘটনায় পড়ি। নিরাপদভাবে ডেলিভারি শেষ করার জন্য বৃষ্টি কমা পর্যন্ত অপেক্ষা করি। আমি কাস্টমার সার্ভিসেও ফোন করে পরিস্থিতি বোঝানোর চেষ্টা করি, এবং কাস্টমারের সাথেও কথা বলি, যিনি আমার পরিস্থিতি বুঝেছিলেন। কিন্তু কোম্পানি আমাকে কোনো সুযোগ না দিয়ে আমার চাকরি কেটে দেয়।

আমি প্রিমিয়ার ডেলিভারি কর্মী—যা সবচেয়ে উচ্চ রেটিং—এবং ৫,০০০ এর বেশি ডেলিভারি সম্পন্ন করেছি। আমি বৃষ্টি, তুষারপাত, এবং কঠিন যেকোনো আবহাওয়ায় কাজ করেছি। আমার দুইটি সাইকেলও চুরি হয়েছে ডেলিভারির সময়, এবং প্রতিবার নতুন সাইকেল কিনে আমি আবারও কাজ চালিয়েছি যাতে আমার পরিবারকে সহায়তা করতে পারি।

আমরা যে ত্যাগ করি, সেটি স্বীকার করার বদলে গ্রাবহাব আমাকে শাস্তি দিয়েছে। আমাকে কোনো নোটিশ ছাড়াই, কোনো কারণ ছাড়াই, এবং কোনো আপিলের সুযোগ না দিয়ে চাকরিচ্যুত করেছে।

গ্রাবহাব ছিল আমার একমাত্র চাকরি। এখন আমি বেকার, ভাড়া দিতে পারছি না, এবং আমার বাড়িওয়ালা আমাকে তাড়ানোর হুমকি দিচ্ছে। আমি জানি না এই পরিস্থিতিতে কিভাবে বেঁচে থাকব।

এই কারণেই আমি আজ এখানে এসেছি—আপনাদের কাছে অনুরোধ করতে, **Intro 1332** পাশ করার জন্য। এই আইন আমাদের অন্যায়ভাবে চাকরিচ্যুত হওয়া থেকে রক্ষা করবে এবং আমাদের প্রয়োজনীয় কর্মসংস্থানের নিরাপত্তা দেবে, যাতে আমরা মর্যাদার সাথে বাঁচতে এবং আমাদের পরিবারকে চলে রাখতে পারি।

ধন্যবাদ।





INCIDENT INFORMATION SLIP
PD 301-194 (Rev. 02-20)

Date: 10/20/24

Welcome to 049 2121 EASTCHESTER RD 718)918-2000
(Command) (Address) (Telephone No.)

We hope that your business with us was handled satisfactorily. Your particular matter has been assigned the following number(s):

Complaint Report No.: _____ Accident Report No.: _____

Reported to: PO LEONARD (Shield No.)
(Rank) (Name)

Date of Occurrence: 860 10/19/24 Time: 2020

Location of Occurrence: ALLETON WICKLE

Crime: _____

Please keep this report should you have to refer to this matter in the future. If you need any further assistance feel free to contact us at telephone number 718)918-2000. Please let us know if you have any suggestions on how we can better serve you. As you may already know, we will provide you with a crime prevention survey of your residence or business. Please ask for more information on this and other crime prevention initiatives. Our goal is to make you and your property safe.

COURTESY — PROFESSIONALISM — RESPECT

REMEMBER: CALL "911" FOR EMERGENCIES ONLY!!!!



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -

Consumer and Worker Protection Committee

Sept 12, 2025

Prepared By: Nizam Joney

Testimony of Nizam Joney

My name is Nizam Joney. I have been living in New York City for 11 years, and I've been working for delivery apps for the past six years, mainly with Uber and Grubhub. I work in Williamsburg, Brooklyn.

I worked throughout the pandemic, serving the people of Brooklyn. While working for Uber and delivering for New Yorkers, I was accused of logging into my account on two devices and was treated as if I committed fraud. What these apps don't understand is that in this industry, many of us must use two phones in order to do the job. The reality is that we are connected for long hours, and having two phones is the only way we can keep working and stay safe on the streets.

Losing my Uber account has reduced my income, which I need to survive and keep up with the high cost of living in this city.

I love being a delivery worker and want to continue serving New Yorkers. That is why I am here today: to advocate and ask the NYC Council to pass deactivation protections. All I am asking for is a fair process—a chance to appeal—and for these companies to understand that we are human beings, not machines. We deserve protections against unjust deactivation and a real appeals process where a person—not an algorithm—reviews our case.

That is why I am testifying today. We need this law to pass—Intro 1332. We need deactivation protections.



নিজাম জনির সাক্ষ্য

আমার নাম নিজাম জনি। আমি ১১ বছর ধরে নিউ ইয়র্ক সিটিতে বসবাস করছি এবং গত ছয় বছর ধরে আমি ডেলিভারি অ্যাপে কাজ করছি, মূলত উবার এবং গ্রাবহাবের সঙ্গে। আমি ব্রুকলিনের উইলিয়ামসবার্গে কাজ করি।

আমি পুরো মহামারীর সময় কাজ করেছি, ব্রুকলিনের মানুষের সেবা করেছি। উবারে কাজ করার সময় এবং নিউ ইয়র্কারদের কাছে ডেলিভারি করার সময় আমাকে অভিযুক্ত করা হয়েছিল যে আমি আমার একাউন্টে দুইটি ডিভাইস থেকে লগ ইন করেছি, এবং এটিকে প্রতারণা হিসেবে গণ্য করা হয়েছিল। কিন্তু এই অ্যাপগুলো বোঝে না যে এই পেশায় আমাদের অনেকেরই কাজ চালিয়ে যেতে দুইটি ফোন ব্যবহার করতে হয়। বাস্তবতা হলো আমরা দীর্ঘ সময় সংযুক্ত থাকি, এবং দুইটি ফোন থাকা মানে আমরা কাজ চালিয়ে যেতে পারি এবং রাস্তায় নিরাপদ থাকতে পারি।

আমার উবার একাউন্ট হারানো আমার আয় কমিয়ে দিয়েছে, যা আমার এই শহরের উচ্চ জীবনযাত্রার খরচ চালিয়ে যাওয়ার জন্য প্রয়োজন।

আমি ডেলিভারি কর্মী হতে ভালোবাসি এবং নিউ ইয়র্কারদের সেবা চালিয়ে যেতে চাই। তাই আজ আমি এখানে এসেছি: সমর্থন জানাতে এবং নিউ ইয়র্ক সিটি কাউন্সিলকে অনুরোধ করতে যাতে তারা ডিঅ্যাক্টিভেশন প্রোটেকশন পাশ করে। আমি শুধু চাই একটি ন্যায্য প্রক্রিয়া—আপিল করার সুযোগ—এবং এই কোম্পানিগুলো যেন বোঝে যে আমরা মানুষ, মেশিন নই। আমাদের অন্যায় ডিঅ্যাক্টিভেশন থেকে সুরক্ষা এবং একটি প্রকৃত আপিল প্রক্রিয়া প্রয়োজন যেখানে একজন মানুষ—অ্যালগরিদম নয়—আমাদের কেসটি পর্যালোচনা করবে।

এই কারণেই আমি আজ সাক্ষ্য দিচ্ছি। আমাদের এই আইন পাশ করা দরকার—Intro 1332। আমাদের ডিঅ্যাক্টিভেশন প্রোটেকশন দরকার।



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -

Consumer and Worker Protection Committee

Sept 12, 2025

Prepared By: Oscar Antonio Landeros Montes

My name is Oscar Antonio Landeros Montes. I have been living in Corona, Queens for the past 15 years, and since the pandemic, I have been working with Grubhub and Relay. I have delivered for New Yorkers rain or shine, always putting in my best effort to do this job. Most of my work has been in Midtown. I am a proud member of the Workers Justice Project and Los Deliveristas Unidos.

I work hard doing deliveries despite all the challenges we face—traveling long distances, working in harsh weather, dealing with a broken bike in the middle of a delivery, losing signal while on the road, or struggling to reach customers who don't answer their phones. We are left to navigate all of these challenges alone—without support and without protections.

While working for Relay, I was suddenly deactivated without any explanation and without an opportunity to appeal or get my job back. This left me unemployed and without income.

This unjust deactivation has been devastating. I love the work I do, but without protections, delivery workers like me have no way to defend ourselves against unfair punishment from the apps.

That is why I am here today: to urge the New York City Council to pass Intro 1332. All we are asking for is fairness—a real process where we can appeal, where a human being, not an algorithm, decides our case.

We need this law to pass. We need deactivation protections.



Testimonio de Oscar Antonio Landeros Montes

Mi nombre es Oscar Antonio Landeros Montes. He vivido en Corona, Queens durante los últimos 15 años y, desde la pandemia, he estado trabajando con Grubhub y Relay. He hecho entregas para los neoyorquinos, llueva o truene, siempre dando mi mayor esfuerzo en este trabajo. La mayor parte de mi trabajo ha sido en Midtown. Soy un orgulloso miembro de Workers Justice Project y Los Deliveristas Unidos.

Trabajo duro haciendo entregas a pesar de todos los desafíos que enfrentamos: recorrer largas distancias, trabajar en climas extremos, lidiar con una bicicleta dañada en medio de una entrega, perder la señal mientras estamos en la calle o tener dificultades para comunicarnos con clientes que no contestan el teléfono. Nos dejan enfrentar todos estos retos solos—sin apoyo y sin protecciones.

Mientras trabajaba para Relay, de repente fui desactivado sin ninguna explicación y sin la oportunidad de apelar o recuperar mi trabajo. Esto me dejó desempleado y sin ingresos.

Esta desactivación injusta ha sido devastadora. Me gusta el trabajo que hago, pero sin protecciones, los repartidores como yo no tenemos manera de defendernos contra los castigos injustos de las aplicaciones.

Por eso estoy aquí hoy: para pedir al Concejo Municipal de Nueva York que apruebe la Intro 1332. Todo lo que pedimos es justicia—un proceso real donde podamos apelar, donde un ser humano, y no un algoritmo, decida nuestro caso.

Necesitamos que esta ley se apruebe. Necesitamos protecciones contra la desactivación.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Pedro isaias Rojas Tem

Buenas tardes a todos.

Mi nombre es Pedro Isaías. Llevo trabajando con DoorDash aproximadamente cinco años, soy parte de Deliveristas Unidos y miembro del Proyecto de Justicia Laboral.

Hoy estoy aquí para alzar la voz contra las desactivaciones injustas que compañías como DoorDash están realizando. En mi caso personal, me han desactivado ya cuatro veces. Cada vez que me piden mi información, yo la entrego de inmediato, cumpliendo con todo lo que solicitan para poder seguir trabajando. Sin embargo, cada vez que DoorDash hace una actualización, vuelven a desactivarse de manera injusta.

Por eso hoy levanto mi voz: necesitamos una protección real contra las desactivaciones y que, por fin, la compañía nos valore como lo que somos: personas trabajadoras, no robots.

Este trabajo es mi sustento, de él depende mi familia, el pago de la renta, los billes y todo lo necesario para salir adelante. Siempre he sido responsable con mi labor, siguiendo las reglas y lineamientos de la compañía para dar un buen servicio y cumplir con lo que el cliente necesita.

He trabajado bajo la lluvia, en la nieve y en el calor extremo, siempre dando mi máximo esfuerzo para hacer bien mi trabajo.

Gracias por el apoyo, y esperamos que la compañía nos escuche y nos reconozca como trabajadores esenciales.



Good morning, everyone.

My name is Pedro Isaías. I've been working with DoorDash for about five years. I am a proud member of Deliveristas Unidos and the Workers Justice Project.

I'm here today to raise my voice against the unfair deactivations that companies like DoorDash are carrying out. In my personal case, my account has been deactivated four times. Every time they ask me for information, I respond immediately and provide everything they request in order to continue working. But each time DoorDash rolls out an update, my account is deactivated again—without justification.

That's why I'm speaking up today: we need real protections against unjust deactivations and for the company to finally recognize us for who we are—hardworking people, not robots.

This job is my livelihood. It's how I support my family, pay rent, cover bills, and survive in this city. I've always been responsible, followed the company's rules, and worked hard to provide good service and meet customer needs.

I've worked through rain, snow, and extreme heat—always giving my best to do my job well.

Thank you for your support. We hope the company will finally listen and recognize us as the essential workers that we are.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -

Consumer and Worker Protection Committee

Sept 12, 2025

Prepared By: Rabiul Hossain

Testimony of Rabiul Hossain

Good afternoon, Chair and Members of the Committee. My name is **Rabiul Hossain**. I have been living in the Lower East Side for the past year and working with Uber Eats for the past five months. I am here today to ask for your support in passing this law that will give workers like me a fair chance to appeal and protect us from being unfairly fired by delivery apps like Uber.

I was deactivated by Uber without any notice, without any reason, and without being given a fair opportunity to appeal. I am a hard worker. I worked from **9 a.m. to midnight, seven days a week**, through rain and snow, facing many challenges—including even having my bike stolen.

Now that I have no job, I am struggling just to survive. I cannot pay the **\$750 rent** for a bed in a room that I share with a friend. I am afraid of becoming homeless because finding another job has been very difficult.

We are devoted to this work, and we are loyal to these companies. But being fired without notice, without reason, and without the right to appeal is not fair. We are asking simply for the opportunity to defend ourselves.

That is why I am here today, urging you to support and pass **Intro 1332**—a law that will protect us from unfair deactivations and give us the job security we need to live and provide for ourselves and our families.

Thank you.



রবিউল হোসেনের সাক্ষ্য

শুভ অপরাহ্ন, চেয়ার এবং কমিটির সদস্যবৃন্দ। আমার নাম রবিউল হোসেন। আমি গত এক বছর ধরে লোয়ার ইস্ট সাইডে বসবাস করছি এবং গত পাঁচ মাস ধরে উবার ইটস-এ কাজ করছি। আমি আজ এখানে এসেছি আপনাদের কাছে সমর্থন চাইতে, যাতে আপনারা এই আইনটি পাশ করেন যা আমার মতো শ্রমিকদের ন্যায্যভাবে আপিল করার সুযোগ দেবে এবং উবারের মতো ডেলিভারি অ্যাপ থেকে অন্যায্যভাবে চাকরিচ্যুত হওয়া থেকে আমাদের রক্ষা করবে।

উবার আমাকে কোনো নোটিশ ছাড়াই, কোনো কারণ ছাড়াই, এবং ন্যায্যভাবে আপিলের সুযোগ না দিয়েই চাকরিচ্যুত করেছে। আমি একজন পরিশ্রমী কর্মী। আমি সকাল ৯টা থেকে রাত ১২টা পর্যন্ত, সপ্তাহে সাত দিন, বৃষ্টি-তুষার সবকিছু মোকাবিলা করে কাজ করেছি—even আমার সাইকেল চুরি হয়ে যাওয়ার মতো সমস্যার মধ্যেও কাজ চালিয়ে গেছি।

এখন কাজ না থাকায় আমি বেঁচে থাকতেই লড়াই করছি। আমি ৭৫০ ডলার ভাড়া দিতে পারছি না, যে ঘরে আমি আমার এক বন্ধুর সাথে একটি বিছানা ভাগাভাগি করে থাকি। আমি গৃহহীন হয়ে পড়ার ভয়ে আছি, কারণ অন্য কোনো কাজ খুঁজে পাওয়া অত্যন্ত কঠিন হয়ে পড়েছে।

আমরা এই কাজের প্রতি নিবেদিত, এবং এই কোম্পানিগুলোর প্রতি বিশ্বস্ত। কিন্তু কোনো নোটিশ ছাড়াই, কোনো কারণ ছাড়াই, এবং আপিলের অধিকার ছাড়াই চাকরিচ্যুত হওয়া ন্যায্য নয়। আমরা শুধু নিজেদের রক্ষা করার ন্যায্য সুযোগ চাইছি।

এই কারণেই আমি আজ এখানে এসেছি, আপনাদের কাছে অনুরোধ জানাতে যে আপনারা Intro 1332 পাশ করুন—একটি আইন যা আমাদের অন্যায্য চাকরিচ্যুত হওয়া থেকে রক্ষা করবে এবং আমাদের প্রয়োজনীয় কর্মসংস্থানের নিরাপত্তা দেবে যাতে আমরা বাঁচতে পারি এবং নিজেদের ও আমাদের পরিবারকে চালাতে পারি।

ধন্যবাদ।



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Raju Ahmed

My name is Raju Ahmed. I have worked as a delivery worker with Grubhub for almost five years. I take pride in my work and have always tried to follow the rules and provide good service.

Two months ago, my Grubhub account was suddenly deactivated. The reason they gave me was that a customer claimed they did not receive their order. But I want to share what really happened.

That day, I had to deliver food to a customer on the 14th floor of a building. The elevator was broken, and when I tried calling the customer multiple times, they did not answer. I contacted Grubhub support and asked what to do. They instructed me to leave the food downstairs and upload a photo in the app as proof of delivery — and that's exactly what I did.

Later, the customer claimed they never got the food. Even though I followed all the instructions from Grubhub and did everything I could, they still deactivated my account without a proper investigation or chance to explain.

Since then, I've been out of work. It's been extremely hard to pay rent and support my family. This job was my only source of income.

I'm here today to ask Grubhub to review my case and give me my job back. I also urge this Committee to push for fair policies that protect delivery workers from unfair deactivations. We deserve to be treated with respect and to have a voice when something goes wrong.

Thank you for listening.



শুভ অপরাহ্ন, আমার নাম রাজু আহমেদ। আমি প্রায় পাঁচ বছর ধরে গ্রাবহাবে একজন ডেলিভারি কর্মী হিসেবে কাজ করছি। আমি আমার কাজ নিয়ে গর্ব করি এবং সবসময় নিয়ম মেনে চলার ও ভালো পরিষেবা দেওয়ার চেষ্টা করেছি।

দুই মাস আগে, হঠাৎ করে আমার গ্রাবহাব অ্যাকাউন্ট নিষ্ক্রিয় (ডিঅ্যাক্টিভেট) করে দেওয়া হয়। কারণ হিসেবে জানানো হয় যে একজন গ্রাহক অভিযোগ করেছেন তারা নাকি খাবার পাননি। কিন্তু আমি আজ এখানে এসেছি বাস্তব ঘটনাটা জানাতে।

সেদিন আমাকে একটি ভবনের ১৪তম তলায় খাবার পৌঁছে দিতে হয়েছিল। ভবনের এলিভেটরটি কাজ করছিল না, এবং আমি একাধিকবার গ্রাহককে ফোন করেও কোনো সাড়া পাইনি। এরপর আমি গ্রাবহাব সাপোর্টে যোগাযোগ করি এবং জানতে চাই কী করবো। তারা আমাকে নির্দেশ দেন যেন আমি নিচে খাবার রেখে অ্যাপে একটি ছবি আপলোড করি—আমি ঠিক সেটাই করেছি।

তবুও, পরে সেই গ্রাহক দাবি করেন যে তারা নাকি খাবার পাননি। আমি গ্রাবহাবের সব নির্দেশনা অনুসরণ করেছি এবং যথাসাধ্য চেষ্টা করেছি, তবুও কোনো সঠিক তদন্ত ছাড়াই তারা আমার অ্যাকাউন্ট নিষ্ক্রিয় করে দেয়। আমাকে নিজের অবস্থান ব্যাখ্যা করার সুযোগও দেওয়া হয়নি।

এই ঘটনায় আমি সম্পূর্ণভাবে কাজ হারিয়ে ফেলেছি। এখন আমার পক্ষে ভাড়া দেয়া ও পরিবার চালানো অত্যন্ত কষ্টকর হয়ে পড়েছে। এই কাজই ছিল আমার একমাত্র আয়ের উৎস।

আমি আজ এখানে এসেছি গ্রাবহাবকে অনুরোধ করতে যেন তারা আমার মামলাটি পুনরায় পর্যালোচনা করে এবং আমাকে পুনরায় কাজ করার সুযোগ দেয়। একই সঙ্গে, আমি এই কমিটিকে অনুরোধ করছি যেন তারা এমন নীতিমালা প্রণয়নে সহায়তা করেন, যা ডেলিভারি কর্মীদের অন্যান্য ডিঅ্যাক্টিভেশন থেকে রক্ষা করে। আমাদের সম্মানের সঙ্গে বিবেচনা করা উচিত, এবং কোনো সমস্যা হলে আমাদেরও কথা বলার সুযোগ থাকা উচিত।

আপনাদের শ্রবণের জন্য ধন্যবাদ।



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Rakibul Hasan

Good afternoon, Chair and Members of the Committee. My name is Rakibul Hasan, and I have been working with Grubhub for the past six months.

Last Friday, my account was deactivated without any prior warning, explanation, or notice of a violation. I received no communication from the platform to explain why this happened or what steps I could take to resolve it.

Since the deactivation, I have been under immense pressure. Delivery work is my only source of income, and without it, I am struggling to pay for basic expenses like rent, food, and transportation. This situation has caused me significant stress and has disrupted my ability to support myself.

I respectfully urge Grubhub to review and reinstate my account, and more importantly, to establish fair and transparent procedures for deactivation. Workers deserve to know why their accounts are being deactivated and to be given a fair chance to respond.

We work hard to serve this city. We deserve basic fairness and the ability to keep earning a living.

Thank you for your time and attention.



শুভ অপরাহ্ন, সভাপতি এবং কমিটির সদস্যগণ। আমার নাম রাকিবুল হাসান, এবং আমি গত ছয় মাস ধরে গ্রাবহাবে কাজ করছি।

গত শুক্রবার, কোনো পূর্ব সতর্কতা, ব্যাখ্যা, বা নিয়ম ভঙ্গের নোটিশ ছাড়াই আমার অ্যাকাউন্ট নিষ্ক্রিয় (ডিঅ্যাক্টিভেট) করে দেওয়া হয়। প্ল্যাটফর্মের পক্ষ থেকে কেন এটি ঘটেছে বা কীভাবে আমি এটি সমাধান করতে পারি সে সম্পর্কে আমাকে কিছুই জানানো হয়নি।

অ্যাকাউন্ট নিষ্ক্রিয় হওয়ার পর থেকে আমি প্রচণ্ড মানসিক চাপে আছি। ডেলিভারি কাজই আমার একমাত্র আয়ের উৎস, এবং এটি হারিয়ে আমি বাড়ি ভাড়া, খাবার, ও যাতায়াতের মতো মৌলিক খরচ মেটাতে হিমশিম খাচ্ছি। এই পরিস্থিতি আমাকে ভীষণ মানসিক কষ্টে ফেলেছে এবং নিজের জীবিকা চালিয়ে নেওয়াটাই কঠিন হয়ে পড়েছে।

আমি শ্রদ্ধার সাথে অনুরোধ করছি গ্রাবহাব যেন আমার অ্যাকাউন্টটি পুনরায় পর্যালোচনা করে এবং তা পুনঃসক্রিয় করে। তার চেয়েও গুরুত্বপূর্ণ হলো, যেন তারা একটি ন্যায্য ও স্বচ্ছ প্রক্রিয়া তৈরি করে, যাতে কোনো কর্মীকে হঠাৎ করে ব্যাখ্যা ছাড়াই কাজ হারাতে না হয়। কর্মীদের অধিকার আছে জানার কেন তাদের অ্যাকাউন্ট নিষ্ক্রিয় করা হয়েছে এবং আত্মপক্ষ সমর্থনের সুযোগ পাওয়ার।

আমরা কঠোর পরিশ্রম করি এই শহরকে সেবা দেওয়ার জন্য। আমরা ন্যায্যতা ও আমাদের জীবিকা নির্বাহের সুযোগ পাওয়ার যোগ্য।

আপনাদের সময় ও মনোযোগের জন্য ধন্যবাদ।



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Shake Aziz Risan

Good afternoon, Chair and Members of the Committee. My name is Shake Aziz Risan, and I am a full-time delivery worker here in New York City.

I'm here today to speak about the deactivation of my account, which happened approximately two months ago without any clear explanation from the platform. Since then, I have been unable to work, and I have received no meaningful communication about why this happened or how to resolve it.

This account was my only source of income. I relied on it entirely to support myself and my family—covering rent, food, transportation, and other basic needs. Since the deactivation, I have faced serious financial hardship. The stress of not knowing when—or if—I'll be able to work again has been overwhelming.

I have contacted the company multiple times by email and phone, but I've received no real answers. I was not told why I was deactivated, and I was never given an opportunity to appeal or share my side of the story. I have always followed the platform's rules, and I have only ever used one account. I believe I deserve a fair process and the chance to continue earning a living.

I respectfully ask this Committee to look into my case and to advocate for stronger protections for workers like me—so that we are not left in the dark, unable to work, and without recourse. No one should lose their livelihood without explanation or the opportunity to respond.

Thank you for your time and attention.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Shaoliang

Hello everyone, my name is Shaoliang. I am a delivery worker with Grubhub. I've been living in New York for 14 years, doing many service jobs and contributing a lot of labor to this city. Since 2021, I have been working as a platform delivery worker, mainly delivering in South Brooklyn.

On August 17, my Grubhub account was suspended. The platform claimed that I violated the rules and permanently deactivated my account. But in fact, I did not break any rules. Normally, during peak hours, we often have to wait a long time for orders to be prepared. That day, the restaurant had many orders, and I waited half an hour before I could pick up the food.

I tried to appeal to the platform, but they ignored my appeal and directly shut down my account. Delivery work is now my main source of income, the primary way I support my family. By unfairly deactivating my account, the platform suddenly cut off my livelihood, making it impossible for me to survive in New York.

This kind of overbearing behavior by the platform has a huge impact on working people like us. I hope the law can protect our right to make a living and allow us to live here with peace of mind.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Sherif Traore

Good afternoon, everyone. My name is Sherif Traore, and I've been a delivery driver in New York City for almost eight years.

I want to say something important about what just happened with the representatives from Uber. They came, spoke, and then walked out without listening to us. That shows a complete lack of care and respect. They said what they wanted to say and left, without hearing the voices of the workers who keep this city running. That is not fair.

I speak not just for myself but for all of my colleagues. Our work is essential to this city. Imagine just one day without delivery workers—New York would be in chaos. Office workers and people across the city would be stuck waiting in long lines at restaurants, losing hours, unable to get back to their jobs on time.

We deserve respect. During COVID-19, we were called heroes. While most people stayed home safe, we were outside, risking our health, making sure families had food and essential goods. We carried this city on our backs in one of its darkest times.

But now, it feels like we are treated as if we don't matter—like our work and sacrifices mean nothing. Yet we are still out there, rain or snow, every single day, providing for our families and serving this community with dedication.

All we ask for is fairness and respect for the hard work we do.

Thank you.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Syem Hasan

Good afternoon. My name is Syem Hasan, and I've been working on the Uber platform for almost two years. During that time, I've worked hard. I've delivered in the rain, in the snow, and in all conditions. I always give my best effort—every delivery, every customer, I treat carefully and respectfully.

But suddenly, my account was deactivated. Uber accused me of account sharing, but that is completely false. This allegation is not true, and yet I lost my job because of it.

On top of that, just two weeks ago, I was in a hit-and-run accident while working. A car struck me, and I had to go to the emergency room. I have the police report, photos, and hospital documentation. I submitted all of this to Uber, but they still refused to believe me.

I even went to the IDZ, and they told me they sent an email to Uber, but Uber never replied. Despite all my efforts, my account has been deactivated since May 21.

For the last few months, I've been struggling deeply—financially, emotionally, and with my family responsibilities. I cannot pay my rent, I cannot support my loved ones, and every single day has been a struggle.

I am very disappointed and heartbroken. All I want is the chance to work again, to support my family with dignity.

Thank you.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Thieno Mdjou Barry

Good afternoon, Chair and Members of the Committee. My name is Thieno Mdjou Barry. I have been living in the Bronx for the past two years, and for the last six months, I have been working with Uber and Gopuff.

I recently lost my Uber account because they accused me of sharing it—a claim that is false. What these companies don't understand is that to work long hours, we sometimes need to use two phones. This allows us to stay on the streets from morning until evening, making deliveries and earning enough to support our families. Instead of recognizing the reality of our work and supporting us, they simply deactivate us—punishing us by firing us without notice, without justification, and without any opportunity to appeal.

This is my main job, and my family depends on it. Now I am unemployed, struggling to pay rent and put food on the table.

I am here today to ask for your support. I want my job back, and I want Uber and other delivery apps to give me—and workers like me—a fair opportunity. I have always been loyal, and I am not asking for special treatment—just fairness and dignity.

We need protections from unfair deactivation. That is why I urge the City Council to pass **Intro 1332**. This law is about protecting our jobs, our families, and our lives.

Thank you.



Témoignage de Thieno Mdjou Barry

Bonjour, Président et membres du Comité. Je m'appelle Thieno Mdjou Barry. Je vis dans le Bronx depuis deux ans et je travaille depuis six mois avec Uber et Gopuff.

J'ai récemment perdu mon compte Uber parce qu'ils m'ont accusé de le partager—ce qui est faux. Ce que ces entreprises ne comprennent pas, c'est que pour travailler de longues heures, nous avons parfois besoin d'utiliser deux téléphones. Cela nous permet de rester sur les rues du matin au soir, de faire des livraisons et de continuer à gagner de quoi soutenir nos familles. Au lieu de reconnaître la réalité de notre travail et de nous soutenir, ils nous désactivent simplement—nous punissant en nous licenciant sans préavis, sans justification et sans aucune possibilité de recours.

C'est mon emploi principal, et ma famille en dépend. Maintenant, je suis au chômage, j'ai du mal à payer mon loyer et à mettre de la nourriture sur la table.

Je suis ici aujourd'hui pour demander votre soutien. Je veux récupérer mon emploi, et je veux qu'Uber et les autres applications de livraison offrent à moi—et aux travailleurs comme moi—une véritable chance. J'ai toujours été loyal, et je ne demande pas de traitement spécial—juste de l'équité et de la dignité.

Nous avons besoin de protections contre les désactivations injustes. C'est pourquoi j'exhorte le Conseil municipal à adopter l'**Intro 1332**. Cette loi vise à protéger nos emplois, nos familles et nos vies.

Merci.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -
Consumer and Worker Protection Committee
Sept 12, 2025
Prepared By: Wend Sawadogo

Good afternoon, my name is Wend Sawadogo. I work with Uber Eat, and my account was deactivated about two months ago. Since then, I have tried many times to explain my situation to the company and request that my account be reactivated.

Right now, I am unable to work and I am struggling to pay my bills. Every time I contact the company, they tell me they will reactivate my account within ten business days, but nothing has happened. I have done everything I can to recover my account, but I still have no resolution.

This issue affects not just me, but many delivery workers who rely on Uber Eats for their livelihood. We need protections to ensure that workers are not unfairly deactivated without explanation and that we can continue to earn a living.

I respectfully ask that companies provide fair processes for reactivation and that steps be taken to protect delivery workers from losing their income unfairly.

Thank you.



Los Deliveristas Unidos

Worker's Justice Project

Presented to: Hearing -

Consumer and Worker Protection Committee

Sept 12, 2025

Prepared By: William Medina

My name is William Medina. I have been living in New York for the past year, and I have been working as a delivery worker for the past six years with DoorDash, Relay, Uber, and even Panda. I worked through the pandemic in the Lower East Side and East Village. While many people could stay home, I had no choice but to be out there, serving New Yorkers and risking my own safety and health for this city.

In 2021, I joined Los Deliveristas Unidos and the Workers' Justice Project because I was fed up with the injustice I experienced on the job. It made me angry to see apps paying less than minimum wage and treating us as less than human. My only way to fight back was to join these organizations and take the courage to challenge multibillion-dollar app companies.

We organized and won minimum pay—a major victory that ensured we are compensated fairly. But since then, deactivation has been used to retaliate against us, punish us, and pressure us to work faster. The apps push us to make more deliveries and take unnecessary risks on the streets, just to avoid being fired.

I am not just a delivery worker—I am also an organizer on the frontlines, helping workers appeal unjust deactivations and lockouts. I have witnessed how algorithms decide our futures and our ability to stay in this industry. The current appeal process is not fair. It is not designed to support workers dealing with the real challenges of the streets—bike thefts, restaurant delays, accidents, or weather conditions that slow down deliveries.

The companies don't care about creating a fair appeal process. To them, we are just replaceable numbers. Deactivation has become a crisis in this industry, putting our communities at the edge of poverty and unemployment.

That is why I am here today to support Intro 1332. We need protections from unjust deactivation. This law must guarantee:

- A 15-day notice before deactivation,
- A real human review process for appeals,
- Protection from being deactivated for things beyond our control,
- A requirement for apps to respond within 24 hours so workers aren't left waiting months without a job,
- Full transparency from apps, sharing all information and evidence behind a deactivation.

We want fairness. We want safety. We want the right to defend ourselves and continue working without fear. Intro 1332 is a critical step toward justice for all delivery workers.



Mi nombre es William Medina. He vivido en Nueva York durante el último año y he trabajado como repartidor durante los últimos seis años para DoorDash, Relay, Uber e incluso Panda. Trabajé durante la pandemia en el Lower East Side y East Village. Mientras muchas personas podían quedarse en casa, yo no tenía otra opción que salir a las calles, sirviendo a los neoyorquinos y arriesgando mi propia seguridad y salud por esta ciudad.

En 2021, me uní a Los Deliveristas Unidos y al Workers' Justice Project porque estaba cansado de la injusticia que experimentaba en el trabajo. Me enojaba ver que las apps pagaban menos que el salario mínimo y nos trataban como menos que humanos. Mi única manera de luchar era unirme a estas organizaciones y tener el valor de desafiar a las empresas multimillonarias de apps.

Nos organizamos y ganamos el salario mínimo, una victoria importante que asegura que se nos pague de manera justa. Pero desde entonces, la desactivación se ha usado para retaliarnos, castigarnos y presionarnos a trabajar más rápido. Las apps nos empujan a hacer más entregas y a tomar riesgos innecesarios en las calles, solo para evitar ser despedidos.

No soy solo un repartidor, también soy organizador en la primera línea, ayudando a los trabajadores a apelar desactivaciones y bloqueos injustos. He visto cómo los algoritmos deciden nuestro futuro y nuestra capacidad de permanecer en esta industria. El proceso de apelación actual no es justo. No está diseñado para apoyar a los trabajadores que enfrentamos los desafíos reales de las calles: robos de bicicletas, retrasos en los restaurantes, accidentes o condiciones climáticas que retrasan las entregas.

A las empresas no les importa crear un proceso de apelación justo. Para ellas, somos solo números reemplazables. La desactivación se ha convertido en una crisis en esta industria, poniendo a nuestras comunidades al borde de la pobreza y el desempleo.

Por eso estoy aquí hoy para apoyar la Intro 1332. Necesitamos protecciones contra las desactivaciones injustas. Esta ley debe garantizar:

- Notificación de 15 días antes de la desactivación,
- Un proceso de apelación real con revisión humana,
- Protección para que no nos desactiven por cosas fuera de nuestro control,
- Que las apps respondan en 24 horas para que los trabajadores no tengan que esperar meses sin empleo,
- Transparencia completa de las apps, compartiendo toda la información y evidencia detrás de la desactivación.

Queremos justicia. Queremos seguridad. Queremos el derecho de defendernos y continuar trabajando sin miedo. La Intro 1332 es un paso fundamental hacia la justicia para todos los repartidores.

My name is Jeff Elmer, and I'm writing in support of NYC Council Intro. 1332, legislation that would stop app-based restaurant delivery companies from deactivating or terminating app-based restaurant delivery workers without "just cause".

I'm retired now but in a prior life, I ran the Bureau of Labor Law under two NY City Comptrollers and later helped manage the team that monitored wage standards compliance at the School Construction Authority. In both jobs, we came up against bad contractors who ripped off workers and deprived them of their rightful legal prevailing wages. But I have never seen the levels of exploitation that exist in the world of app-based delivery services. I have spoken with delivery workers and their advocates and reviewed the often-minimal payments these couriers receive for their hard-earned labor. At times, they take on a job and are simply not paid. What a racket these multi-million dollar corporations are engaged in. Talk about an unfair business model built on the backs of tens of thousands of exploited deliveristas in NYC alone. But worst of all is when a delivery worker is seemingly randomly locked-out by some mysterious app algorithm and has no recourse. This is the only job for most of these people. They depend on it to feed and house their families in a very expensive city. That is why this legislation is so important.

There is no question that delivery couriers must ride safely. They must not harass vendors, use the app fraudulently or make numerous errors when completing orders. If a delivery worker does too many things wrong or can't do the job, they may not be suitable for this industry. If he or she is videotaped harassing a customer for example, that is just cause for termination. But when companies deactivate workers, they do not always specify why or provide an easy means to make an appeal. Often lockouts take place because of minor document issues, some of which could be rectified by speaking to a live company representative. This is almost always impossible. Many couriers report being deactivated for vague reasons or minor mistakes and fighting these deactivations can be challenging at best. Little language assistance is provided by the companies after a lock-out even when they offer the app in multiple languages. The apps lack transparency: delivery workers deserve due process, a mechanism for workers to understand why they were disciplined or terminated and a human appeals procedure.

The proposed legislation could change all this.

It should be noted that in other cities, states and even continents, app-platform workers have protections against seemingly arbitrary deactivations. I have done the research.

- In Seattle, the 2023 App-Based Worker Deactivation Rights Ordinance requires companies to provide 14-day notice before deactivating workers, base deactivations on "reasonable" policies, and supply records justifying the decision.

- With respect to rideshare (a similar industry), a relatively new Colorado state law specifies how a company can deactivate a driver from its digital platform, requires that the company disclose information about its deactivation policy and mandates that app companies create internal account procedures by which a driver may challenge the deactivation and take steps to remedy a violation.
- Earlier this year, our own NYC Taxi and Limousine Commission approved new rules that aim to keep ride-sharing apps from arbitrarily locking rideshare drivers out on short notice.
- Finally, the European Council passed legislation at the end of last year essentially banning automatic “robo-firing” of platform workers via algorithm among many other measures. This is being rolled out to different EU countries right now and nations have until December 2026 to put this into effect.

So, we can certainly do something similar in the app-based food delivery industry right here in the five boroughs.

I would like to thank Council member Brannon for introducing this bill, and my wonderful Council Member Gale Brewer, for sponsoring it along with others like Sandy Nurse who have fought so passionately for legislation to protect deliveristas. I also applaud the efforts of the Workers Justice Project for bringing this issue to the forefront as part of their organizing efforts. I urge the Council to pass this measure immediately.

Christopher Leon Johnson

[REDACTED] Brooklyn NY 11213
[REDACTED]

9/12/25

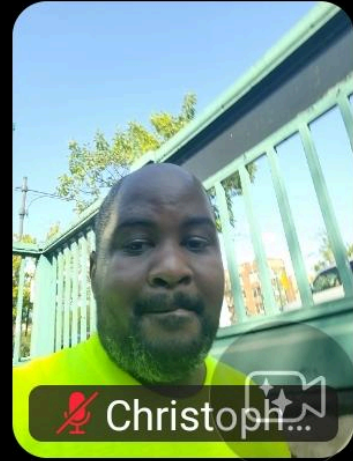
To the Committee of Consumer and Workers Protection Chair, Julie Menin and the nyc council.

Good afternoon my name is Christopher Leon Johnson and i am submitting this testimony written to show my support for Justin Brannans Bill Intro 1332 to Stop Unjust Deactivations by the Deliveristas. I was at the rally this morning to show my support for the Deliveristas and I wasn't able to attend to testify in person. I tired to Testify Virtually but I was never called.

3:40

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I support this bill because I believe that the apps shouldn't have that much power in Stopping people and Deliveristas from making a living over petty reasons and false allegations. I believe that the apps have too much power in the city. They need to be regulated to where the apps should be removed from the city business list if they have many Labor violations. I believe that the Deliveristas needs the proper protections without being retaliated by the apps including the nypd. I believe that the mandated minimums to deliver food in order to get paid needs to be eliminated. I believe that the apps needs to tell The next mayor to fire Jessica Tisch ad the commish. I think she's anti Immigrants and a racist. I think she has to go. I believe that the apps should give the Deliveristas the chance to defend themselves in the kangaroo court such as OathNYC and then a ALJ Judge should make the decision to get rid or keep the Deliveristas. I think that the Deliveristas needs to get the same protections as the Construction workers in nyc. Shout out to the workers justice project and all the other organizations for supporting and pushing this cause. I believe that the Deliveristas needs a union like 32BJ and the Teamsters to support their cause. I support this bill into 1332 and I hope it passes. Thank you

Sincerely

Christopher Leon Johnson

9/12/25

<https://youtu.be/rB6snLbKvOA>

<https://youtu.be/F-D4ilyUvXQ>

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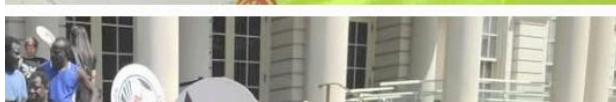
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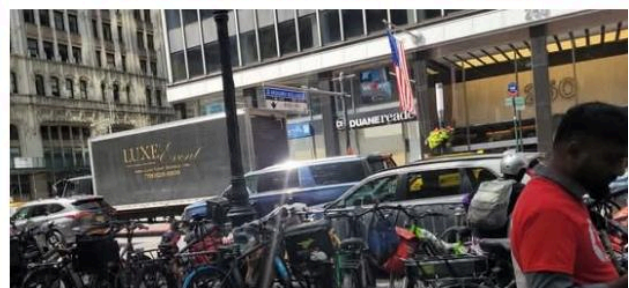
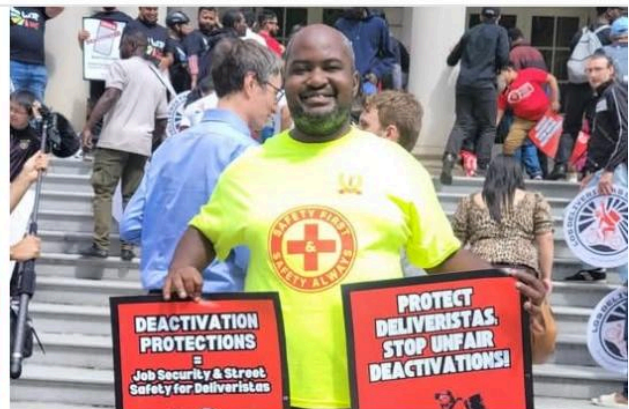


Christopher Leon Johnson



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A

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☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: Carlos Ortiz

Address: _____

I represent: DCWP

Address: _____

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Name: Andrew Schweak

Address: _____

I represent: DCWP

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Name: Elizabeth Wagoner

Address: _____

I represent: DCWP

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Date: _____

(PLEASE PRINT)

Name: Bhairavi Desai

Address: [REDACTED] Bronx 10475

I represent: New York Taxi Workers Alliance

Address: 3-10 37 Ave #300, LIC, NY 11101

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Date: 9/12/2025

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Name: Freda Goldstein

Address: [REDACTED] Brooklyn 11238

I represent: Urban Technologies, Inc.

Address: 175 Greenman St 4th floor 10007

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(PLEASE PRINT)

Name: Rebecca Lynch, NYC Comptroller

Address: One Centre St, NYC

I represent: Office of the NYC Comptroller

Address: One Centre St, NYC

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Name: YOUNG [MENGA LI]

Address: _____

I represent: _____

Address: _____

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Date: 09/12/2025

(PLEASE PRINT)

Name: James Cookley

Address: 134 W 29th Street, 4th Fl New York, NY

I represent: New York Self Storage Assoc

Address: Albany, NY

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Date: _____

(PLEASE PRINT)

Name: Ligia Gualle

Address: Workers Justice Project

I represent: Los Delinquent Unidos

Address: Intra 1332

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Date: _____

(PLEASE PRINT)

Name: MD KAZAL HOSSAIN

Address: _____

I represent: _____

Address: _____

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Date: _____

(PLEASE PRINT)

Name: CHRISTOPHER LEE JOHNSON

Address: [REDACTED]

I represent: SELF

Address: _____

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☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: MD MAHIN UDDIN

Address: _____

I represent: _____

Address: _____

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Date: _____

(PLEASE PRINT)

Name: MILTON CHOWDHURY

Address: [REDACTED] RD

I represent: _____

Address: _____

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☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: MD. FARVEZ AHMED

Address: [REDACTED]

I represent: _____

Address: _____

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Appearance Card

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☐ in favor ☐ in opposition

Date: 12-09-2025

(PLEASE PRINT)

Name: Mohammad Tajat Islam

Address: [REDACTED] BROOKLYN

I represent: _____

Address: _____

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Appearance Card

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☐ in favor ☐ in opposition

Date: 09/12/25

(PLEASE PRINT)

Name: SHERIF TRAORE

Address: [REDACTED] Bronx NY

I represent: GRUBHUB Drivers

Address: _____

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THE CITY OF NEW YORK**

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☐ in favor ☐ in opposition

Date: _____

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Name: MOAL FAYSAL

Address: 4

I represent: _____

Address: _____

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☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: Belal Hammad

Address: [REDACTED] SL 11207

I represent: _____

Address: _____

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☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: W. NARMUL HASPI

Address: 5 METROPOLITAN ORNL

I represent: _____

Address: _____

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☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: Fajle Alahi

Address: brooklyn ny 11218

I represent: _____

Address: _____

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Appearance Card

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☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: Mohammad Anwar Hussain

Address: Brooklyn, NY 11230

I represent: _____

Address: _____

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Date: 07/12/2025

(PLEASE PRINT)

Name: WINGBO LI

Address: [REDACTED] Flushing Queens NYC

I represent: 21204611335

Address: _____

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☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: ADWAGE HUSSAIN

Address: MOHAMMAD ALAM

I represent: _____

Address: _____

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Appearance Card

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☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: SANJOY

Address: [REDACTED]

I represent: _____

Address: _____

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Appearance Card

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☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: NAZRUL ISLAM

Address: [REDACTED] OZONE PARK NY 11917

I represent: _____

Address: _____

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THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: DELWAR HOSSAIN

Address: [REDACTED] NY - 10960

I represent: _____

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☒ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: William Meding

Address: 456 Grand St

I represent: Workers Justice Project

Address: [REDACTED]

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: MD EMOR HOSSAIN

Address: _____

I represent: _____

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: RABIUL HOSSAIN

Address: _____

I represent: _____

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: HOSSAIN SHUK

Address: BROOKLYN

I represent: _____

Address: _____

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 1337 Res. No. 1220

☒ in favor ☐ in opposition

Date: 9/12

(PLEASE PRINT)

Name: Connor Spence

Address: [REDACTED] S.I. 10308

I represent: _____

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: Shirajul Islam Sharif

Address: [REDACTED] NY 11208

I represent: _____

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: Jose Vos

Address: _____

I represent: Workers Justice Project

Address: Williamsburg

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: Alejandro Grijales

Address: 456 Grand St

I represent: Workers Justice Project

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: MD HOSSAIN

Address: 456 Grand St

I represent: Workers Justice Project

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: 4/2/85

(PLEASE PRINT)

Name: Rebecca R. Rios

Address: Brooklyn Business Bldg

I represent: _____

Address: _____

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: Antonio Solis

Address: _____

I represent: Workers Justice Project

Address: Williamsburg

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 1294 + 1337 Res. No. _____

☒ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: Lacey Tauber

Address: _____

I represent: Brooklyn Borough President Antonio Reynoso

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 1332 Res. No. _____

☒ in favor ☐ in opposition

Date: 9/10/2025

(PLEASE PRINT)

Name: Nadia Marin-Molina

Address: _____

I represent: National Day Laborer Organizing Network

Address: Pasadena CA 91105

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 1332 Res. No. _____

☐ in favor ☒ in opposition

Date: 9/12/2025

(PLEASE PRINT)

Name: Hope Ledford

Address: _____

I represent: Chamber of Progress

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 1332 Res. No. _____

☒ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: JEFF ELMER

Address: [REDACTED] NY NY

I represent: _____

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: 09/12/2025

(PLEASE PRINT)

Name: Cellon Namadon Balde

Address: [REDACTED] 141st street

I represent: _____

Address: _____

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: ARAFAT HOSSAIN ARIF

Address: _____

I represent: _____

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: JAHANGIR D2007

Address: _____

I represent: _____

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: MD MORSHID ALAM

Address: _____

I represent: _____

Address: _____

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: 9/12

(PLEASE PRINT)

Name: Chao Liang

Address: [REDACTED] Brooklyn, NY 11228

I represent: _____

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: Ely Morning Bta

Address: [REDACTED]

I represent: _____

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: Abdoul KOFFE

Address: [REDACTED]

I represent: _____

Address: _____

◆ Please complete this card and return to the Sergeant-at-Arms ◆

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: MD JAHIDUL ISLAM NAIM

Address: [REDACTED] BROOKLYN 11219

I represent: _____

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: 09-12-2025

(PLEASE PRINT)

Name: Rakibul Hasan

Address: [REDACTED] Queens, N.Y.

I represent: _____

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: MD FERDUS THIN VER

Address: [REDACTED] Brooklyn, N.Y.

I represent: _____

Address: _____

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 1332 Res. No. _____

☒ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: Daniel Ocampo

Address: _____

I represent: National Employment Law Project

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: MAYORALTY BOARD

Address: _____

I represent: _____

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: YOUSSEF SAHLOLO

Address: _____

I represent: _____

Address: _____

◆ Please complete this card and return to the Sergeant-at-Arms ◆

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: SYEM HASAN

Address: _____

I represent: _____

Address: _____

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: 09/12/2026

(PLEASE PRINT)

Name: Shake Aziz Rison

Address: _____

I represent: _____

Address: _____

Please complete this card and return to the Sergeant-at-Arms