

COMMITTEE ON CONSUMER AND WORKER PROTECTION

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CITY COUNCIL  
CITY OF NEW YORK

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TRANSCRIPT OF THE MINUTES  
OF THE

COMMITTEE ON CONSUMER AND  
WORKER PROTECTION

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Friday, September 12, 2025

Start: 1:04 p.m.

Recess: 3:37 p.m.

HELD AT: Council Chambers - City Hall

B E F O R E: Hon. Julie Menin, Chair

COUNCIL MEMBERS:

Shaun Abreu  
Gale A. Brewer  
Amanda Farias  
Shekar Krishnan  
Chi A. Ossé  
Julie Won

## COMMITTEE ON CONSUMER AND WORKER PROTECTION

## A P P E A R A N C E S (CONTINUED)

Carlos Ortiz,  
Deputy Commissioner of External Affairs at the  
Department of Consumer and Worker  
Protection (DCWP)

Elizabeth Wagoner,  
Deputy Commissioner for the Office of Labor  
Policy and Standards at the Department of  
Consumer and Worker Protection (DCWP)

Andrew Schwenk,  
Associate General Counsel at the Department of  
Consumer and Worker Protection (DCWP)

Lacey Tauber,  
Representing Brooklyn Borough President Antonio  
Reynoso

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

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

Ligia Guallpa,  
Executive Director for Workers' Justice Project  
Los Deliveristas Unidos

Antonio Solis—via translator  
Leader of Los Deliveristas Unidos  
and a Member of the Workers' Justice Project

William Medina,  
Los Deliveristas Unidos Workers' Justice Project

COMMITTEE ON CONSUMER AND WORKER PROTECTION  
A P P E A R A N C E S (CONTINUED)

Balde Cellou,  
Organizer and Leader of Los Deliveristas Unidos  
and a Member of the Workers' Justice Project

Alejandro Grajales,  
Organizer of Los Deliveristas Unidos  
and a Member of the Workers' Justice Project

Freddi Goldstein,  
Senior Communications Manager Uber Technologies,  
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Hope Ledford,  
Director of Civic Innovation Policy at Chamber of  
Progress

Daniel Ocampo,  
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Nadia Marin-Molin,  
National Day Laborer Organizing Network (NDLON)

Bhairavi Desai,  
Executive Director at New York Taxi Workers  
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Sherif Traore,  
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Nazmul Hasan,  
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COMMITTEE ON CONSUMER AND WORKER PROTECTION  
A P P E A R A N C E S (CONTINUED)

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Rakibul Hasan,  
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MD Kazal Hossain,  
Los Deliveristas Unidos Worker's Justice Project

COMMITTEE ON CONSUMER AND WORKER PROTECTION  
A P P E A R A N C E S (CONTINUED)

Adama Bah,  
Founder and Executive Director of Afrikana

2 SERGEANT AT ARMS: Testing one, two, three.

3 (PAUSE)

4 SERGEANT AT ARMS: Good afternoon, and welcome  
5 to the New York City Council hearing of the Committee  
6 on Consumer and Worker Protection. At this time, can  
7 everybody please silence their cell phones?

8 If you wish to testify, please go to the back  
9 of the room to fill out a testimony slip.

10 No one is to approach the dais. I repeat, no  
11 one is to approach the dais.

12 Chair, we are ready to begin.

13 CHAIRPERSON MENIN: [GAVEL] Good afternoon.  
14 I'm Julie Menin, Chair of the Committee on Consumer  
15 and Worker Protection. I want to welcome everyone to  
16 today's hearing on Introduction Numbers 428, 494,  
17 877, 1193, 1294, and 1332, as well as Resolution  
18 Number 499.

19 First of all, I want to recognize my  
20 colleague, Council Member Abreu, who is here with us,  
21 and I'll recognize additional colleagues as they come  
22 in.

23 Today's hearing covers a number of bills:

24 Introduction 428, sponsored by Council Member  
25 Sanchez, would require construction sites to post

2 information regarding how workers can file a wage  
3 theft complaint, as well as other information about  
4 wage theft.

5 Introduction 494, sponsored by Council Member  
6 Brannan, would prohibit the imposition of late fees  
7 for self-storage units.

8 Introduction 877, sponsored by Council Member  
9 Holden, would clarify that the Department of Consumer  
10 and Worker Protection shall enforce the Consumer  
11 Election Law against plumbers, electricians, and  
12 other home improvement professionals, even though  
13 these professionals are not required to obtain a DCWP  
14 home improvement contractor license. Introduction 877  
15 would also establish better communication between  
16 agencies that regulate home repair businesses by  
17 requiring DCWP to notify the Department of Buildings  
18 whenever someone licensed by DOB is found guilty of  
19 violating consumer protection laws.

20 Introduction 1193, sponsored by Council  
21 Member Salaam, would require home improvement  
22 contractors to disclose to owners in writing whether  
23 there are any permits foreseeably required to perform  
24 the work specified in the contract. If permits are  
25 potentially required, they would have to specify

2 which permits may be needed, what actions need to be  
3 taken to obtain them, and how owners can verify their  
4 status. The bill would also require DOB to conduct an  
5 outreach and education campaign on the watch list of  
6 contractors who have performed work without the  
7 required permits.

8 Introduction 1294, sponsored by Council  
9 Member Nurse, would require DCWP to create a website  
10 containing publicly available identifying information  
11 of all individuals who have been convicted of  
12 committing larceny by deed theft in New York City.

13 Introduction 1332, sponsored by Council  
14 Member Brannan, would prohibit app-based delivery  
15 services from deactivating app-based delivery workers  
16 unless the deactivation is due to just cause or bona  
17 fide economic reasons.

18 Resolution 499, sponsored by Council Member  
19 Joseph, calls on the United States Congress to pass  
20 and the president to sign the Protecting Consumers  
21 from Deceptive AI Act.

22 And now I'm going to read statements by a  
23 number of the bill sponsors, so bear with me.

24 This is a statement by Council Member Yusef  
25 Salaam on his bill, Introduction 1193-2025:



2 "I want to extend my sincere gratitude to the  
3 37 co-sponsors and to the chair, including the Public  
4 Advocate. The fact that this bill has earned a  
5 supermajority of support demonstrates just how  
6 important it is to protect homeowners, tenants, and  
7 workers alike. This bill is about transparency,  
8 accountability, and safety. Too often, New Yorkers  
9 enter into home improvement contracts without full  
10 knowledge of what permits are required or how to  
11 verify them; this leaves homeowners exposed to fines  
12 and delays, undermines the structural safety and  
13 long-term durability of the work, and puts tenants at  
14 risk when construction is done without oversight. At  
15 the same time, too often landlords cut corners,  
16 chasing higher profit margins or reducing renovation  
17 costs by circumventing the permit process and hiring  
18 unlicensed workers, which undermines City regulations  
19 and can force families and tenants to live in  
20 hazardous and dangerous conditions.

21 We don't have to look too far for real world  
22 examples. In Central Harlem at 162 W 132nd Street,  
23 the landlord illegally carved out a basement  
24 apartment without permits or a C of O (Certificate of  
25 Occupancy). At 66 Saint Nicholas Place, landlords

2 installed gas-powered dryers and a cellar laundry  
3 facility without permits or safety approvals.

4 Inspectors found dangerous, untested gas lines and  
5 hoses, hazards that could have caused a fire and  
6 explosion. In both cases, DOB (Department of  
7 Buildings) stepped in, levying penalties and issuing  
8 stop work orders, and issuing a corrective action.

9 These stories are not outliers. They are  
10 warnings about what happens when the permitting  
11 system is bypassed. And tragically, we know the  
12 consequences can be even worse, such as in Brooklyn,  
13 where a worker was killed when the floor of a  
14 building collapsed. In another case, a five-year-old  
15 girl was crushed to death by an illegally built  
16 granite fence constructed without permits,  
17 engineering review, or safety oversight. Courts later  
18 found that project to be imminently perilous to life,  
19 and the contractor was convicted of criminally  
20 negligent homicide.

21 These heartbreaking cases are stark reminders  
22 that failing to comply with the permitting is not  
23 just a paperwork issue. It's literally a matter of  
24 life and death. The legislation addresses a problem  
25 from both directions. On the one hand, it holds

2 contractors accountable by requiring them to provide  
3 homeowners with clear written information on what  
4 permits are needed, that empowers consumers, uplifts  
5 contractors who are licensed, and especially supports  
6 unionized labor who follow the rules. On the other  
7 hand, it holds landlords accountable by curbing the  
8 incentive to cut corners.

9 Intro 1193 is a common sense measure. It  
10 empowers consumers, strengthens compliance,  
11 safeguards the structural integrity of our building,  
12 and reinforces a value of skilled unionized work in  
13 our city's construction industry.

14 I look forward to today's hearing, and I  
15 thank the Chair and all my colleagues for their  
16 partnership."

17 Okay, now I'm going to read the statement  
18 from Council Member Sanchez on her bill:

19 "While wage theft is illegal in our city,  
20 workers across the five boroughs still face  
21 exploitation when City protections are not clearly  
22 communicated on the ground.

23 Intro 428 aims to close that gap with a focus  
24 on construction workers who are acutely vulnerable to  
25 this practice. By requiring that wage theft notices

2 be posted on site at construction sites, we can equip  
3 workers with the knowledge needed to prevent wage  
4 theft and file complaints.

5 I'm committed to collaborating with our  
6 partners at DCWP and all stakeholders to ensure that  
7 workers are protected and agencies have the tools  
8 they need to prevent wage theft."

9 A statement from Council Member Joseph:

10 "Thank you, Chair. Today, I reaffirm my  
11 support of Reso 499, calling on Congress to pass the  
12 Protecting Consumers from Deceptive AI Act. As  
13 artificial intelligence becomes increasingly  
14 prevalent in our daily lives, New Yorkers deserve  
15 robust protections against deceptive AI practices  
16 that can harm consumers and undermine trust in  
17 technology. Our constituents are already encountering  
18 AI in countless ways, from customer service chatbots  
19 to personalized advertisements to financial services.

20 Without proper safeguards, bad actors can  
21 exploit AI to deceive consumers, manipulate  
22 purchasing decisions, or spread misinformation. We  
23 have a responsibility to anticipate emergent threats  
24 to consumer welfare. Today's resolution positions New  
25 York City as a leader and innovator, advocating for

2 this critical federal legislation. By urging Congress  
3 to act, we amplify the voices of millions of New  
4 Yorkers who deserve transparent and honest  
5 interactions with AI technology.”

6 And any other statements? That's it. Okay,  
7 wonderful. So that is it for the statements.

8 Okay. So I'm now going to call on  
9 representatives of the Administration to testify.  
10 We'll be hearing testimony from Carlos Ortiz, Deputy  
11 Commissioner for External Affairs at DCWP, Elizabeth  
12 Wagoner, Deputy Commissioner of the Office of Labor  
13 and Policy Standards, and Andrew Schwenk, DCWP  
14 Associate General Counsel.

15 I'll turn it over to committee counsel to  
16 administer the affirmation.

17 COMMITTEE COUNSEL: Do you affirm to tell the  
18 truth, the whole truth, and nothing but the truth,  
19 before this committee, and to respond honestly to  
20 council member questions?

21 (PANEL AFFIRMS)

22 DEPUTY COMMISSIONER ORTIZ: Good afternoon,  
23 Chair Menin, Council Member Abreu, and members of the  
24 Committee on Consumer and Worker Protection. My name  
25 is Carlos Ortiz, I am the Deputy Commissioner of

2 External Affairs at the Department of Consumer and  
3 Worker Protection (DCWP). Today, I am joined by  
4 Deputy Commissioner for the Office of Labor Policy  
5 and Standards, Elizabeth Wagoner, and Associate  
6 General Counsel, Andrew Schwenk. Thank you for the  
7 opportunity to testify before the committee today on  
8 these bills related to our consumer and worker  
9 protection efforts.

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

23 Since our landmark Consumer Protection Law  
24 was enacted in 1969, we have been the nation's  
25 leading municipal consumer protection agency. For

2 nearly sixty years, we have consistently leveraged  
3 our authority to protect New Yorkers from deceptive  
4 business practices and secure financial restitution  
5 for consumers whose rights have been violated in the  
6 marketplace. In the last few years, our efforts have  
7 played a role in securing more than \$28 million in  
8 financial restitution and debt relief for consumers.

9 DCWP's licensing laws and rules, paired with  
10 robust education and outreach, play a critical role  
11 in safeguarding our city's consumers and maintaining  
12 industry standards across more than 45,000 businesses  
13 in 40 license categories. Recently, we implemented a  
14 new licensing category for the hotel industry, we  
15 testified in support of strengthening consumer  
16 protection laws in the storage warehouse industry,  
17 and we adopted new rules to improve the consumer  
18 restitution process in the home improvement industry.  
19 Under these rules, we simplified the process for  
20 consumers to receive compensation from the Home  
21 Improvement Contractor Business Trust Fund. Since  
22 adopting these rules in 2023, we have approved more  
23 than 180 claims, distributing nearly \$1.7 million to  
24 consumers. And, with the more recent expansion of our  
25

2 rules, more consumers will now be able to receive  
3 compensation and in greater amounts.

4 Alongside our work in the consumer protection  
5 space, we are also a national leader in the  
6 enforcement of worker protections, serving as the  
7 City's central resource for workers in New York City.  
8 DCWP enforces key municipal workplace laws that  
9 provide workers with greater stability in their  
10 schedules, income, and jobs. We ensure compliance  
11 with these essential workplace laws and secure  
12 restitution for workers who have faced violations in  
13 the workplace. And in fact, in the past three years,  
14 we have been able to--or nearly four years, we have  
15 been able to secure \$50 million in restitution for  
16 workers.

17 Our Fair Workweek-Just Cause law is an  
18 integral protection prohibiting the firing or  
19 reduction of the hours of a worker by more than 15%  
20 without just cause. This law has provided the agency  
21 with a deep understanding of the ramifications of  
22 unjust firings and the importance of stable  
23 employment. Our enforcement of protections for food  
24 delivery workers also contributes to our depth of  
25 knowledge about the app delivery industry and the job



2 insecurity these workers face. Recently, we updated  
3 our Worker Bill of Rights, a comprehensive guide for  
4 workers on their rights in the workplace, spanning  
5 city, state, and federal labor laws.

6 In June 2023, the City announced the nation's  
7 first of its kind minimum pay rate for food delivery  
8 workers that apps classify as independent  
9 contractors, a significant advancement of workers'  
10 rights in New York City in the 21st Century. To  
11 implement this groundbreaking protection, DCWP  
12 conducted a comprehensive study of the industry and  
13 considered thousands of comments from delivery  
14 workers, apps, restaurants, researchers, elected  
15 officials, and other members of the public. Before  
16 the minimum pay rate was implemented, these workers  
17 received poverty-level compensation for their work,  
18 averaging approximately \$5.00 per hour before tips.  
19 After the apps began paying the minimum pay rate,  
20 tens of thousands of workers saw their pay increase  
21 dramatically. Since then, the minimum pay rate has  
22 increased to a rate of \$21.44 per hour. As a result,  
23 apps have paid workers over \$1 billion more than they  
24 would have without the minimum pay rate. This money  
25 not only supports some of the lowest wage families in

2 New York City, but also goes directly back into our  
3 local economy. The agency will continue to stand  
4 shoulder to shoulder with delivery workers and ensure  
5 their rights to fair and dignified pay are protected.

6 Turning to today's legislation, Introduction  
7 428 would require those who are required to post  
8 construction permits to post information developed by  
9 DCWP on how workers can file a wage theft complaint,  
10 as well as other information on worker rights related  
11 to wage theft under state law. We support this  
12 legislation. However, rather than create another  
13 distinct notice for businesses to post at the  
14 worksite, we recommend utilizing DCWP's new Workers'  
15 Bill of Rights poster by requiring the permit holder  
16 to post this document. As always, we remain eager to  
17 partner with the Council on ways to educate New  
18 Yorkers on their rights in the workplace.

19 Introduction 877 would clarify that DCWP  
20 shall enforce applicable consumer protection  
21 provisions against plumbers, electricians, and other  
22 such professionals. We support the Council's intent  
23 to protect consumers from deceptive practices in New  
24 York City. However, the Consumer Protection Law,  
25 DCWP's signature law prohibiting deceptive business

2 practices, already applies to all businesses,  
3 including those not required to be licensed as a Home  
4 Improvement Contractor. Therefore, this amendment is  
5 unnecessary for DCWP to investigate claims against  
6 non-licensed businesses. We are supportive of the  
7 reporting outlined outline in the bill and would like  
8 to provide clarifying language to streamline that  
9 tool. We look forward to working with the Council and  
10 our colleagues at DOB on ensuring that information on  
11 violating businesses is shared collaboratively.

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

24 Introduction 1294 would require DCWP to  
25 create a website containing publicly available

2 identifying information of all individuals who have  
3 been convicted of committing larceny by deed theft in  
4 New York City. While we understand that this is an  
5 important issue impacting communities across the  
6 city, we do not have any authority related to deed  
7 theft enforcement or to the conviction of individuals  
8 engaging in deed theft. As we have previously  
9 testified, there are better equipped agencies in the  
10 city that are able to provide assistance to victims  
11 of deed theft. For example, the City's District  
12 Attorneys' offices have access to the information  
13 required by the bill.

14 Introduction 494 would prohibit the  
15 imposition of late fees for self-storage units. We  
16 support this legislation. As we previously testified,  
17 further regulation in the storage warehouse industry  
18 is beneficial to consumers. However, we do have  
19 certain amendments, such as a longer implementation  
20 period, particularly as the Council considers other  
21 legislative changes in this industry. For example, we  
22 recently testified in support of legislation  
23 sponsored by Chair Menin, Introduction 1290, that  
24 would include self-storage businesses in our storage  
25 warehouse license category. Such a protection should

2 apply to the entire category. We look forward to  
3 working with the Council to further protect consumers  
4 utilizing self-storage warehouses.

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

2 sample of worker narratives about deactivations as an  
3 appendix to this testimony.

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

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

23 CHAIRPERSON MENIN: Great, thank you so much.  
24  
25

2 I have a number of questions, a lot of  
3 questions, but I am going to turn it over first to my  
4 colleague, Council Member Abreu.

5 COUNCIL MEMBER ABREU: Hello, nice to see  
6 everybody here today. I want to thank our chair for  
7 the flexibility of letting me ask questions before I  
8 have to go.

9 I wanted first to ask, Commissioner, can you  
10 ask me how many--Can you tell me how many resources  
11 you have for implementing Intro 1332, and how many  
12 resources you need to implement the veto bills that  
13 were overridden?

14 DEPUTY COMMISSIONER ORTIZ: Thank you for the  
15 question, Council Member. Currently, in the Division  
16 of the Office of Labor Policy and Standards, we have  
17 about 45 individuals. In our financial impact  
18 statement for Intro 1332, we are anticipating 34 new  
19 lines to implement the deactivation protections. And  
20 with respect to the bills, 1135, 1133, we have  
21 previously testified on the record that we require 20  
22 additional lines to implement those bills.

23 And I would like to pass it over to my  
24 colleague, Deputy Commissioner Wagoner, to describe  
25

2 how we implement these protections and the processes  
3 behind those.

4 DEPUTY COMMISSIONER WAGONER: Sure, for the  
5 bills that were vetoed, which I believe was one of  
6 your--which was part of your question, you know, we  
7 urgently need new resources both to implement a  
8 minimum pay rate, write a minimum pay rate and the  
9 rules around that for the broader industry of apps  
10 that are going to be covered by the law. Once that's  
11 in place, we will need attorneys, investigators, and  
12 data scientists to be able to enforce the law.

13 Obviously, these are very data-heavy cases,  
14 you know. Pulling the apps' data to be able to  
15 evaluate whether they're in fact paying the minimum  
16 pay rate and then calculating underpayments when  
17 they're not, which requires the expertise of labor  
18 economists and data scientists, investigators to  
19 interview workers, and attorneys to bring those cases  
20 in court if necessary and negotiate resolutions. It  
21 is very important to actually realize a minimum pay  
22 rate to be appropriately staffed for it.

23 COUNCIL MEMBER ABREU: Going to pivot to 1332,  
24 what are the current protections available to the  
25



2 delivery workers who are deactivated from an app-  
3 based delivery service?

4 DEPUTY COMMISSIONER ORTIZ: Well, currently,  
5 there are no protections available, and it's why I  
6 think this legislation is so important. I also think  
7 it's why we have a full house today of workers and  
8 other stakeholders that are incredibly invested in  
9 this legislation. It is, again, to reiterate an  
10 incredibly important protection. Deactivations, and  
11 especially an arbitrary and unfair deactivation, are  
12 financially devastating for workers, and this is a  
13 key protection.

14 COUNCIL MEMBER ABREU: Does DCWP receive  
15 complaints from app-based delivery workers related to  
16 the activation? If so, how many has it received so  
17 far?

18 DEPUTY COMMISSIONER ORTIZ: So we don't  
19 necessarily have a complaint code that is able to  
20 distinguish specifically deactivation complaints.  
21 That said, we did do a manual review, and over the  
22 past couple of years, we've received upwards of 180  
23 complaints, which is significant. So yes, we do have  
24 some fact-based finding.

2 COUNCIL MEMBER ABREU: Do you find that the  
3 volume of complaints changed after minimum pay was  
4 implemented?

5 DEPUTY COMMISSIONER ORTIZ: Let me throw it  
6 over to my colleague, Deputy Commissioner Wagoner.

7 DEPUTY COMMISSIONER WAGONER: You know, not  
8 necessarily. I think some of the reasons that apps  
9 were giving workers have changed. But we've been  
10 seeing this practice both before and after apps began  
11 paying the minimum pay rate to workers coming to us,  
12 saying that they were deactivated for no reason or  
13 after a single delivery was late.

14 COUNCIL MEMBER ABREU: Yeah, I kind of want to  
15 ask, based on the complaints that you received, what  
16 was the more likely reason for why the workers were  
17 deactivated? Was it timely--whether or not deliveries  
18 were done on time? Whatever other reasons you may  
19 have, please add on.

20 DEPUTY COMMISSIONER ORTIZ: Thank you, Council  
21 Member.

22 I think, you know, in some of the narratives  
23 that we have in our appendix, often it is for issues  
24 that are outside the workers' control, delays that  
25 are--perhaps a delay in delivery that is due to

2 traffic issues, other workplace safety issues. And so  
3 I think that's really the crux of what we're seeing:  
4 things that are outside the workers' control, and  
5 they're punished for it.

6 And additionally, I would note, you know, I  
7 was reviewing testimony from labor economists, such  
8 as James Parrott, and he, for example, noted in his  
9 testimony that from his perspective, he doesn't see a  
10 reason why apps necessarily have to deactivate  
11 workers. It seems to be more apps engaging in an  
12 effort to punish workers and to disincentivize them  
13 or to push them away from important protections that  
14 the City Council has been enacting. So I think I  
15 would probably add those two pieces to your question.

16 COUNCIL MEMBER ABREU: Are the delivery  
17 workers deactivated temporarily or permanently?

18 (TIMER)

19 DEPUTY COMMISSIONER WAGONER: It tends to  
20 happen permanently. What we hear from workers is that  
21 they're deactivated with very little explanation. You  
22 know, many people have reported to us that they tried  
23 to go through the app procedure to appeal the  
24 deactivation, but got nowhere with that and haven't  
25 been able to get back on.

2 COUNCIL MEMBER ABREU: In your testimony, you  
3 are strongly in support of this bill. What changes,  
4 if any, would you make to it?

5 DEPUTY COMMISSIONER ORTIZ: Thank you for that  
6 question, Council Member.

7 I think ultimately we want to make sure that  
8 we're reducing deactivations as much as possible in  
9 the front-end building processes, which gives workers  
10 more power as well. So one key component of that is a  
11 severance pay addition we'd like to add to the bill,  
12 and I can throw it over to Liz to see if there are  
13 other pieces she wants to add to that.

14 DEPUTY COMMISSIONER WAGONER: Just reiterating  
15 that we feel that severance pay is important not only  
16 to give a lifeline to workers who are deactivated  
17 without cause, but also to disincentivize this from  
18 happening in the first place. What we really want to  
19 see is fewer deactivations, and we see severance as  
20 something that may actually incentivize apps to have  
21 better processes internally, not to be deactivating  
22 people when there's really no reason at all to do it.

23 We also have some thoughts that we can  
24 elaborate on and red line the redlining process for  
25 improving enforcement processes—improving the

2 progressive discipline policy requirement, adding  
3 reinstatement in situations where there's a layoff.  
4 So there are a number of things to improve it, but  
5 the core bill, you know, where we're strongly  
6 supportive of it (INAUDIBLE)...

7 COUNCIL MEMBER ABREU: Do you... (CROSS-TALK)

8 DEPUTY COMMISSIONER ORTIZ: Council Member, I  
9 would just like to add one point. I apologize.

10 COUNCIL MEMBER ABREU: You're good.

11 DEPUTY COMMISSIONER ORTIZ: About a year ago,  
12 we testified in support of Introduction 276, which is  
13 deactivation protections for for-hire vehicle  
14 drivers. And in that instance as well, we also noted  
15 the importance of aspects of severance pay, as well  
16 as the additional streamlining of some of these  
17 procedures. So I just wanted to make sure that that  
18 was also elevated, too.

19 COUNCIL MEMBER ABREU: Do you foresee the City  
20 or the apps building a system for appealing  
21 deactivations?

22 DEPUTY COMMISSIONER WAGONER: Yes, you know, I  
23 think internal appeals and the apps reviewing their  
24 decisions would be an important part of the process.

2 COUNCIL MEMBER ABREU: And if the apps were  
3 the ones to lead this, right, what are the ways the  
4 agency plans to conduct oversight over that process  
5 and hold the apps accountable, or vice versa, of the  
6 agency leads?

7 What kind of resources does the DCWP need to  
8 help workers file appeal complaints and hold the apps  
9 accountable?

10 DEPUTY COMMISSIONER WAGONER: I think the  
11 answer depends on where the bill lands with respect  
12 to how enforcement happens. If the bill--if the final  
13 version has DCWP doing investigations and  
14 enforcement, we are looking at over 30 new lines that  
15 we would need to be able to achieve that. You know,  
16 we do have some ideas to place the cost of  
17 enforcement on the apps through outside arbitration  
18 processes, where outside arbitrators, you know, who  
19 are funded by the apps, are the ones who are hearing  
20 these cases.

21 I think we have ideas about how to make that  
22 work in a way that ensures that, you know, due  
23 process actually results. You know, we can't have an  
24 arbitration situation that's hard for workers to  
25 access. It needs to be easy. It needs to be

2 accessible. Workers' attorneys need to be paid  
3 through that process. And then obviously, as is  
4 currently in the bill, there need to be objective,  
5 transparent standards that arbitrators are applying  
6 so that workers are able to get put back to work when  
7 there wasn't just cause.

8 COUNCIL MEMBER ABREU: All right, I just want  
9 to say thank you so much to the panel for your hard  
10 work every single day. And also want to thank our  
11 chair, Chair Menin. And I have to, I've said this  
12 before, and I'll say it again, she was my boss when  
13 she was a DCWP Commissioner more than 10 years ago,  
14 and here we are. So I'm glad that we're doing some  
15 big, important things here today. Thank you all.

16 CHAIRPERSON MENIN: Thank you, Council Member  
17 Abreu. I really appreciate it, and I appreciate your  
18 laser-like focus on these questions about the  
19 deactivation bill. I have some additional questions  
20 as well.

21 So 30 new lines is what you're estimating you  
22 would need. I know, obviously, we're hearing the  
23 bills, so the bill has not gone into effect yet. So I  
24 get that. But have you done a sort of new needs  
25

2 assessment and submitted that to the admin in  
3 anticipation of that, just to get ready for that?

4 DEPUTY COMMISSIONER ORTIZ: We have submitted  
5 this Fiscal Impact Statement as a part of this  
6 hearing process that goes to our colleagues at OMB. I  
7 think ultimately, depending on when the bills land,  
8 we will be able to assess again what new needs will  
9 make a discrete ask for if the bill passes.

10 CHAIRPERSON MENIN: Okay, terrific. Thank you.  
11 And I know we've got a lot of speakers who are here  
12 to speak on this. So we're excited to hear your  
13 testimony.

14 So, considering my colleague asked a lot of  
15 our questions on the deactivation, I'm going to go to  
16 some of the other pieces of legislation we're hearing  
17 today.

18 So Intro 428, which is in relation to the  
19 posting of information related to wage theft at  
20 construction sites. How many complaints is the agency  
21 receiving on that topic?

22 DEPUTY COMMISSIONER WAGONER: So we don't act-  
23 -we do not have authority currently to enforce  
24 anything related to wage theft for employees. That is  
25 something that solely falls under state law or



2 federal law. So it's not something that we track. We  
3 do get those complaints in our capacity as a sort of  
4 central resource for workers, and we do give people  
5 referrals and explain what their rights are. And we  
6 also screen those complaints to make sure there's not  
7 something in there that we do enforce, such as the  
8 right to Paid Safe and Sick Leave.

9 CHAIRPERSON MENIN: Are you passing those  
10 complaints directly to the state Department of Labor?

11 DEPUTY COMMISSIONER WAGONER: What we do is  
12 give workers information about the different agencies  
13 that might be able to help them. So that's going to  
14 include the state Department of Labor, federal  
15 Department of Labor, local DA's offices when it's a  
16 situation involving non-payment, and then also the  
17 state AG's office and the Labor Bureau.

18 CHAIRPERSON MENIN: I think that's incredibly  
19 important, because I think that, for many people,  
20 when there is an issue regarding wage theft, they're  
21 not sure who to turn to. Do you turn to the City? Do  
22 you turn to the State? And so I think that that's,  
23 you know, the utmost importance is that we are doing  
24 that education piece.

2 On Intro 494, in relation to prohibiting late  
3 fees for self-storage units, how many complaints has  
4 the agency received this year, and what is the nature  
5 of those complaints? And lastly, are consumers  
6 reporting issues related to late fees?

7 DEPUTY COMMISSIONER ORTIZ: In general, we  
8 have received about 409 complaints since 2022  
9 regarding storage warehouses. The complaints range  
10 from topics such as an increase in rates to deceptive  
11 practices.

12 Give me one moment, please. Let me pass it  
13 over to my colleague Andrew Schrank, who can provide  
14 more details about it.

15 CHAIRPERSON MENIN: Sure.

16 GENERAL COUNSEL ANDREW SCHWENK: I would just  
17 add to that, Council Member, our current license  
18 category does not include self-storage. And so it's  
19 sometimes difficult to discern whether a complaint is  
20 about self-storage versus more traditional storage  
21 warehouses.

22 CHAIRPERSON MENIN: Right.

23 GENERAL COUNSEL ANDREW SCHWENK: We do find  
24 when we review complaints that we do receive many  
25 about self-storage. That is, of course, why we have

2 testified in favor of Intro 1290 to expand the  
3 license category to include those self-storage units.  
4 But I can say that we have seen some complaints about  
5 rates, late charges, or just deceptive pricing  
6 overall in the industry.

7 CHAIRPERSON MENIN: Okay, on Intro 1193, which  
8 is regarding requiring home improvement contracts,  
9 which I know is one of the top complaints the  
10 agencies, always year in and year out, are receiving.  
11 That bill would require providing information,  
12 require permits for owners, and require public  
13 outreach and education on the watchlist of  
14 contractors.

15 Should home improvement contractors be aware  
16 of the permits potentially required to conduct work  
17 at the time of engagement?

18 DEPUTY COMMISSIONER ORTIZ: Yes, we believe  
19 that we are supportive of this legislation. We  
20 believe home improvement contractors should be aware  
21 of and they should be disclosing that information to  
22 the consumer as well.

23 CHAIRPERSON MENIN: And how many complaints  
24 does the agency currently receive about home  
25 improvement contractors related to unpermitted work

2 or a lack of disclosure of permits prior to the work  
3 commencing?

4 DEPUTY COMMISSIONER ORTIZ: I don't know if we  
5 have specifics on those particular issues, but I  
6 would say in the home improvement contractor  
7 category, we've received close to 3,700 complaints  
8 since 2022.

9 CHAIRPERSON MENIN: Right, so it's a lot.

10 DEPUTY COMMISSIONER ORTIZ: And those range  
11 from failure to provide a contract to failure to  
12 perform adequate services, and other deceptive  
13 practices, such as overbilling.

14 CHAIRPERSON MENIN: And how is the agency  
15 collaborating with DOB on the watchlist of  
16 contractors?

17 DEPUTY COMMISSIONER ORTIZ: Currently, we  
18 haven't had a consistent stream of communication with  
19 DOB on that current list of contractors, but I think  
20 our goal with the reporting mechanism in Council  
21 Member Holden's bill is to establish a consistent  
22 reporting requirement that would give DOB all the  
23 information they would need on our home improvement  
24 contractor licenses and any violations they've been  
25 issued.

2 CHAIRPERSON MENIN: Okay, moving to Intro  
3 1294, in relation to creating a website with  
4 information identifying individuals convicted of deed  
5 theft, could you talk about any concerns you have on  
6 that with maintaining this deed theft conviction  
7 database, as that bill is proposing?

8 DEPUTY COMMISSIONER ORTIZ: Thank you, Chair.  
9 I would think I'd like to start by saying that deed  
10 theft is obviously an important issue that is  
11 impacting homeowners and New Yorkers across the city.  
12 And we've certainly been to a number of hearings  
13 ourselves where we've gotten to see that testimony up  
14 front. I think ultimately for us, the issue here is  
15 that deed theft falls outside the purview of DCWP.  
16 And with respect to this legislation, I think things  
17 like the conviction of individuals for deed theft and  
18 larceny really fall more into the camp of the  
19 district attorneys. So I think ideally we would be  
20 able to identify the appropriate agencies to work in  
21 this space.

22 CHAIRPERSON MENIN: Okay, thank you.

23 And then finally, Intro 1332, which my  
24 colleague asked a number of questions about. So  
25 clearly, as your testimony states, you strongly

2 support this bill. You mentioned some of the  
3 amendments. So you are prepared, then, to work, I  
4 assume, directly with the bill sponsor to get those  
5 amendments into the bill?

6 DEPUTY COMMISSIONER ORTIZ: Yes, Chair, we  
7 look forward to working with the bill sponsor and  
8 central staff to effectuate this bill.

9 CHAIRPERSON MENIN: And on the severance  
10 provision that you mentioned, what type of severance  
11 are you anticipating pushing for?

12 DEPUTY COMMISSIONER WAGONER: We're still  
13 going to be looking at that. There would be a few  
14 different factors involved in calculating it, most  
15 likely a sort of lump sum amount, and then an amount  
16 based on time worked.

17 CHAIRPERSON MENIN: Okay, great.

18 What I'm going to ask is, because we have so  
19 many speakers who are here for that bill, if one of  
20 you could stay to hear the testimony, I think it  
21 would be incredibly helpful.

22 Okay, no other colleagues have questions?  
23 Okay, it's a quiet Friday here, I guess. All right,  
24 you're stuck with me. (LAUGHS)

2 So that concludes the agency testimony, and  
3 now we're going to move to the public hearing.

4 DEPUTY COMMISSIONER ORTIZ: Thank you very  
5 much, Chair... (CROSS-TALK)

6 CHAIRPERSON MENIN: Absolutely, thank you so  
7 much.

8 DEPUTY COMMISSIONER ORTIZ: Chair, if I could  
9 mention one more thing?

10 CHAIRPERSON MENIN: Yes, please.

11 DEPUTY COMMISSIONER ORTIZ: Related to home  
12 improvement contractors, Andy, could mention our  
13 National Floors case that we've worked on?

14 GENERAL COUNSEL ANDREW SCHWENK: Yes, thank  
15 you so much, Carlos.

16 We did just want to give a plug for a recent  
17 case that created a restitution fund. It was the case  
18 against National Floors Direct, and we did just want  
19 to make sure that any homeowners or anybody who's  
20 contracted with National Floors Direct, please visit  
21 our website. You may be eligible for restitution if  
22 you've done work with National Florist Direct and it  
23 was substandard or deceptive in any way. And that's  
24 currently open until February of 2026. So please come  
25 on by and see if you can...

2 CHAIRPERSON MENIN: That's really helpful to  
3 mention. We'll make sure then that we're getting  
4 that-- disseminating that information as well. So  
5 thank you. If you want to send something over  
6 specifically that we can help to push out, we'd  
7 appreciate that.

8 GENERAL COUNSEL ANDREW SCHWENK: Yes,  
9 absolutely. Thank you so much.

10 CHAIRPERSON MENIN: Great. Thank you so much.  
11 We appreciate it.

12 Okay, now we are going to move on to public  
13 comment. I now open the hearing [GAVEL] for public  
14 testimony. I remind members of the public that this  
15 is a formal government proceeding and that decorum  
16 shall be observed at all times. As such, members of  
17 the public shall remain silent at all times.

18 The witness table is reserved for people who  
19 wish to testify. No video recording or photography is  
20 allowed from the witness table. Further, members of  
21 the public may not present audio or video recordings  
22 as testimony, but may submit transcripts of such  
23 recordings to the Sergeant at Arms for inclusion in  
24 the hearing record.



2 If you wish to speak at today's hearing,  
3 please fill out an appearance card with the Sergeant  
4 at Arms and wait to be recognized. When recognized,  
5 you will have two minutes to speak on today's hearing  
6 topic.

7 If you require translation services, you will  
8 have a total of four minutes to speak on today's  
9 hearing topic, and for the interpreter to interpret  
10 your testimony. We ask that you pause frequently to  
11 give the interpreter enough time to interpret your  
12 testimony as you go.

13 Today's hearing topic is: Introductions 428,  
14 4394, 877, 1193, 1294, 1332, and Resolution 499.

15 If you have a written statement or additional  
16 testimony you wish to submit for the record, please  
17 provide a copy of that testimony to the Sergeant at  
18 Arms.

19 You may also email written testimony to  
20 [testimony@council.nyc.gov](mailto:testimony@council.nyc.gov) within 72 hours after the  
21 close of this hearing. Audio and video recordings  
22 will not be accepted.

23 I am now going to call the first panel: Lacy  
24 Tauber and Rebecca Lynch. Okay, welcome.

2 I just want to mention before we start that  
3 we have been joined by my colleague, Council Member  
4 Krishnan.

5 MS. LACEY TAUBER: All right. Good afternoon,  
6 Chair Menin, and thank you for holding this hearing  
7 today. I'm here representing Brooklyn Borough  
8 President Antonio Reynoso to provide testimony on two  
9 of the bills being heard today, 1294 and 1332.

10 Regarding 1294, deed theft is a pressing  
11 issue in Brooklyn, especially for older adult  
12 homeowners in the Central and Eastern parts of the  
13 borough. According to Brooklyn Legal Services, they  
14 can face scams such as refinancing scams, equity  
15 stripping, and foreclosure bailout loans. I'm trying  
16 to go quickly—Homeownership is one of the most  
17 important pathways to building and sustaining wealth.  
18 When scammers target these communities, they are  
19 trying to displace our neighbors and lock families  
20 out of homes that they've had for generations. As was  
21 mentioned, deed theft enforcement is primarily a  
22 state issue, but there is more that we can do  
23 locally. This bill would create a deed theft  
24 conviction database, and the point of this is really  
25 to compile information about convicted offenders in a

2 way that's publicly accessible so that people who  
3 think they might be the target of a scam can access  
4 this resource. It could go a long way to informing  
5 the public about risk.

6 There are three other pieces of legislation  
7 that the Borough President would love to see the  
8 Council hear or pass related to deed theft. One is  
9 Intro 67, which would require DOF to conduct outreach  
10 and education about deed fraud.

11 And Intro 782, which would require DOF to  
12 send information with property tax bills. Obviously,  
13 that's for another hearing, but we always want to  
14 mention it.

15 We're also working on legislation to create a  
16 Tangled Title Fund, which would supplement the City  
17 Council's estate planning initiative and give  
18 homeowners legal assistance.

19 Regarding 1332 delivery apps' practice of  
20 locking out or deactivating their workers without  
21 cause undermines the Council's efforts to protect  
22 them. Borough President Reynoso thanks the Council  
23 for expanding minimum pay and worker protections,  
24 overriding the Mayor's veto, and requiring new safety  
25

2 trainings. This bill is the next step in these  
3 efforts. (TIMER)

4 I just have a really quick— Delivery  
5 workers deserve predictability in their wages and  
6 schedules, just like anyone would receive at a nine-  
7 to-five job. It can also incentivize workers to buy  
8 and service legal and safe e-bike options.

9 Additionally, these algorithms that  
10 prioritize workers who make multiple deliveries and  
11 or complete them quickly incentivize practices that  
12 endanger the workers and everyone who uses our  
13 streets. We must continue to hold the corporations  
14 accountable that own these apps for treating their  
15 workers with dignity and keeping them and the public  
16 safe. Thank you.

17 DEPUTY DIRECTOR LYNCH: Good afternoon. My  
18 name is Rebecca Lynch. I serve as Deputy Director of  
19 Workers' Rights for Comptroller Brad Lander. Thank  
20 you to the Committee on Consumer and Worker  
21 Protection and to Chair Julie Menin for the  
22 opportunity to testify today.

23 I'm here to speak in support of Intro 1332,  
24 introduced by Council Member Justin Brannan, which  
25 prohibits the wrongful deactivation of app-based

2 delivery workers. Today, tens of thousands of  
3 deliveristas, who work in grueling conditions and  
4 whom we cheered during the height of the pandemic,  
5 are subjected to unjust termination without legal  
6 requirements around warning, cause, or a fair appeals  
7 process. These deactivations cause chaos and economic  
8 hardship in the lives of delivery workers and their  
9 families, many of whom rely on these earnings as  
10 their sole source of income.

11 The Council has made tremendous strides in  
12 regulating the app-based delivery industry, but there  
13 are two reasons why enacting deactivation protections  
14 would be essential—the missing piece to shore up the  
15 Council's previous delivery worker legislation.

16 First, regarding the Minimum Pay, which  
17 Comptroller Lander sponsored when he was in the  
18 Council, deactivation protections are needed to  
19 protect deliveristas from algorithmic exploitation.  
20 New algorithmic systems for on-time delivery are  
21 being used to rate and deactivate workers with little  
22 or no chance of appeal. Workers are expected to make  
23 more trips more quickly while on the clock. When  
24 these workers are then delayed by conditions beyond  
25

2 their control, such as dangerous weather, injury,  
3 etc., they are deactivated.

4 The second reason is to protect workers from  
5 retaliation for asserting their rights or refusing  
6 unsafe trips. In 2023, when DCWP began enforcement of  
7 on-time payment, many workers who filed complaints  
8 were soon found to be deactivated by the apps with no  
9 process for appeal. The integrity of the Council's  
10 thoughtful workers' rights legislation should not be  
11 so easily undermined by app companies' ability to  
12 deactivate workers who speak up for their rights.  
13 Thank you.

14 CHAIRPERSON MENIN: Great, thank you very  
15 much.

16 Our next panel is actually just one person  
17 who is here on the self-storage bill, so we are going  
18 to call him now—James Coakley, and then we will go  
19 to deactivation.

20 MR. JAMES COAKLEY: Thank you, Chair Menin,  
21 and the rest of the panel. My name is James Coakley,  
22 and I am here on behalf of the New York State Self  
23 Storage Association.

24 New York State Self Storage is opposed to  
25 this proposed bill that would amend the

2 Administrative Code of the City of New York. Section  
3 182 of the New York State Lien Law Statute provides  
4 very specific language that needs to be included in  
5 the contract, known as an Occupancy Agreement,  
6 relative to late and or other fees.

7 A portion taken from the state statute, "An  
8 Occupancy Agreement must contain an itemization of  
9 other charges imposed or which may be imposed in  
10 connection with the occupancy, a description of each  
11 such charge, whether the charge is mandatory or  
12 optional, and the amount of each charge expressed in  
13 dollars."

14 Anyone renting a self-storage unit is  
15 provided with an Occupancy Agreement from the storage  
16 operator. The agreement lists charges, including late  
17 fees, the amount of the fees, and when the fees  
18 would be imposed. The consumer knows far in advance  
19 what these particular conditions are. Furthermore,  
20 the Occupancy Agreement is a month-to-month agreement  
21 between the operator and the occupant. The occupant  
22 may cancel the agreement at any time. There is no  
23 long-term obligation. Consumers and small businesses  
24 can leave hassle-free. It is our belief that this is  
25 the ultimate in consumer choice and flexibility.

2 It is the belief of the Association that this  
3 proposed amendment is discriminatory in nature and in  
4 conflict with the state statute; there are countless  
5 private businesses that charge late or excuse me,  
6 similar fees for non-payment or late payment for  
7 goods and services that have been provided.

8 In addition, the vast majority of New York  
9 State agencies also charge such fees—excerpt from my  
10 recent water board—“Billed amounts unpaid by the due  
11 date are charged a late interest rate until paid.” So  
12 it's not just a late fee, it's actual interest that  
13 continues to compound.

14 Reiterating the state association's  
15 opposition to this proposal, we certainly appreciate  
16 your time today. We have worked with the DCWP on the  
17 language of your bill, Intro 1290, for one, (TIMER),  
18 uh, we have no issue with a licensure... (CROSS-TALK)

19 CHAIRPERSON MENIN: Okay, I'm just going to  
20 ask you to wrap it up, please.

21 MR. JAMES COAKLEY: Okay. So we're just here  
22 to keep a dialogue.

23 CHAIRPERSON MENIN: Got it.

24 MR. JAMES COAKLEY: There seems to be a lot  
25 (INAUDIBLE) of storage (INAUDIBLE)... (CROSS-TALK)



2 CHAIRPERSON MENIN: I'm sorry, we have a lot  
3 of speakers. I'm going to stick to the two minutes,  
4 but thank you very much, and... (CROSS-TALK)

5 MR. JAMES COAKLEY: No problem.

6 CHAIRPERSON MENIN: Please submit your written  
7 testimony... (CROSS-TALK)

8 MR. JAMES COAKLEY: Thank you, Chair. We have,  
9 and we've submitted electronically.

10 CHAIRPERSON MENIN: Great. Thank you very  
11 much.

12 Okay, I'm just going to tell everybody that I  
13 am going to be very tight on time, so do not take it  
14 personally.

15 Our next panel includes Antonio Solis,  
16 Alejandro Grajales, William Medina, and Ligia  
17 Guallpa. Okay, please begin while we wait for the  
18 other speakers, just in the interest of time.

19 EXECUTIVE DIRECTOR GUALLPA: All right, so I'm  
20 going to get started.

21 First of all, thank you so much for the  
22 opportunity to speak and for holding a hearing on  
23 this important legislation.

24

25

2 My name is Ligia Gualpa, and I represent the  
3 Worker's Justice Project Los Deliveristas Unidos, and  
4 we're here to testify in support of Intro 1332.

5 This bill is one of the most important pieces  
6 of legislation at the moment that exists for delivery  
7 workers. The people you see behind me, many of them  
8 have been deactivated. They've been fired.

9 So deactivation is a form of firing workers  
10 without notice, without cause, and without a appeal  
11 process. One click from Uber, Grubhub, or DoorDash  
12 can mean losing the only job you rely on as a  
13 delivery worker. Most of the time, there's no just  
14 cause, no reason for deactivation. And there is no  
15 real due process. These companies use algorithm  
16 systems to track every delivery, measure speed,  
17 calculate acceptance rate, and push delivery workers  
18 to complete as many deliveries as possible without  
19 regard to safety. The apps penalize by creating  
20 multiple ways of deactivation. What this has meant  
21 for many workers is losing the only jobs that they  
22 have.

23 And the reason we're advocating for this  
24 piece of legislation is not just about job safety,  
25 it's about job security. It's also about job safety.

2 What we would love to see, especially in 1332, is not  
3 just having a just appeal process, but we want the  
4 companies not to be able to fire workers without 15-  
5 day notice, (TIMER) provide evidence of any  
6 wrongdoing, and most importantly, being able to give  
7 their jobs back whenever they file an appeal process.

8 This piece of legislation is about street  
9 safety. It's the deliveristas who are dealing with  
10 the pressure in our streets, and we're hoping to  
11 count on your support to pass this important  
12 legislation.

13 CHAIRPERSON MENIN: Great, thank you.

14 TRANSLATOR: And I am going to be translating  
15 for him.

16 CHAIRPERSON MENIN: Great, thank you.

17 Mr. ANTONIO SOLIS: (SPEAKING FOREIGN  
18 LANGUAGE)

19 TRANSLATOR: My name is Antonio Solis. I am a  
20 proud member of Los Deliveristas Unidos. I am a  
21 deliverista from Astoria, and I'm here specifically  
22 to support Intro 1332.

23 I joined Los Deliveristas Unidos not only  
24 because I faced exploitation, but because I want this  
25

2 job to be treated as a true profession, with justice  
3 and dignity, and protections against retaliation.

4 Since we won minimum pay, the apps have  
5 retaliated against us, using deactivation and  
6 lockouts as tools to make this job unsafe. For  
7 example, DoorDash punishes workers with low ratings  
8 for circumstances beyond our control: arriving at a  
9 restaurant when an order is late, delays caused by  
10 accidents, not accepting every order, or situations  
11 that are simply out of our hands. These penalties can  
12 lead to deactivation.

13 Even when we try to appeal, the process is  
14 often automated. An algorithm sends a generic message  
15 denying us the opportunity to explain our situation.  
16 Our lives on the streets are being decided by a  
17 computer, not by a human being.

18 We are workers. That is why I am asking the  
19 New York City Council to guarantee deactivation  
20 protections and prioritize Intro 1332. Our safety,  
21 and the safety of every New Yorker, depends on  
22 passing this legislation. We deserve rights. We  
23 deserve job security. We deserve safety in the  
24 streets.

25 (APPLAUSE)

2 CHAIRPERSON MENIN: Sorry, we can't--in the  
3 Chambers, you can do this (silent hand gesture),  
4 that's it. Thank you.

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

14 In 2021, I joined Los Deliveristas Unidos and  
15 the Workers' Justice Project because I was fed up  
16 with the injustice I experienced on the job. It made  
17 me angry to see apps paying less than minimum wage  
18 and treating us as less than human. My only way to  
19 fight back was to join these organizations and take  
20 the courage to challenge multibillion-dollar app  
21 companies.

22 We organized and won minimum pay—a major  
23 victory that ensured we are compensated fairly. But  
24 since then, deactivation has been used to retaliate  
25 against us, punish us, and pressure us to work

2 faster. The apps push us to make more deliveries and  
3 take unnecessary risks on the streets, just to avoid  
4 being fired. I am not just a delivery worker—I am  
5 also an organizer on the frontlines, helping workers  
6 appeal unjust deactivations and lockouts. I have  
7 witnessed how algorithms decide our futures and our  
8 ability to stay in this industry.

9 The current appeal process is not fair. It is  
10 not designed to support workers dealing with the real  
11 challenges of the streets—bike thefts, restaurant  
12 delays, accidents, or weather conditions that slow  
13 down deliveries. The companies don't care about  
14 creating a fair appeal process. To them, we are just  
15 replaceable numbers. Deactivation has become a crisis  
16 in this industry, putting our communities on the edge  
17 of poverty and unemployment.

18 That is why I am here today to support Intro  
19 1332. We need protection from unjust deactivation.  
20 This law must guarantee a 15-day notice before  
21 deactivation; a real human review process for  
22 appeals; protection from being deactivated for things  
23 beyond our control; (TIMER), and a requirement for  
24 apps to respond within 24 hours for workers...

25 (CROSS-TALK)

2 CHAIRPERSON MENIN: Okay, I am just going to  
3 ask you to wrap up, please.

4 MR. WILLIAM MEDINA: All right.

5 CHAIRPERSON MENIN: And then you can submit  
6 your testimony.

7 MR. WILLIAM MEDINA: All right, all right,  
8 thank you... (CROSS-TALK)

9 CHAIRPERSON MENIN: to the Sergeant at Arms.

10 MR. WILLIAM MEDINA: Thank you so much.

11 CHAIRPERSON MENIN: Thank you so much.

12 MR. WILLIAM MEDINA: Thank you.

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

24 Entering this industry for the first time is  
25 very expensive. I could not afford to buy my own

2 bike, so I started by renting my bike from JOCO at a  
3 rate of \$344 per month. Every day, I navigate the  
4 crowded streets of New York City, facing real risks  
5 on the job—slippery winter streets, restaurants that  
6 kick us out, and often waiting outside in the cold—  
7 all to make ends meet and pay rent and buy food.

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

17 People in New York often complain about  
18 delivery workers traveling fast. We understand the  
19 concern, but too often we have no choice. We must  
20 take risks to deliver quickly, often under impossible  
21 timeframes, to avoid losing the only job we have.

22 Deactivation is a huge problem for our  
23 community because this work is how we survive. That  
24 is why I am here today, representing my community and  
25 as a leader, to advocate for Intro 1332. All we are



2 asking for is fairness, a real process where we can  
3 appeal, to interact with a human being, not an  
4 algorithm, (TIMER) decide on our case, and where app  
5 deliveries can not be deactivated... (CROSS-TALK)

6 CHAIRPERSON MENIN: Okay, I am going to ask  
7 you to wrap up.

8 MR. CELLOU BALDE: Okay... without any  
9 investigation.

10 CHAIRPERSON MENIN: Okay.

11 MR. CELLOU BALDE: Thank you.

12 CHAIRPERSON MENIN: Thank you very much.

13 MR. ALEJANDRO GRAJALES: Good afternoon, Chair  
14 and Members of the Committee. My name is Alejandro  
15 Grajales. I've been an app delivery worker for 10  
16 years, and I'm an organizer with the Workers Justice  
17 Project.

18 For the past decade, I have worked for  
19 Grubhub, DoorDash, and Relay. I have delivered  
20 through rain and snow, facing all kinds of dangers—  
21 bike robberies, accidents on slippery roads, traffic,  
22 crimes, and more. Let's not forget that delivery  
23 workers die at higher rates than almost any other  
24 industry. Yet we continue to take these risks because  
25

2 of our families, because this job pays our rent, our  
3 bills, and puts food on the table.

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

11 I was also deactivated by DoorDash for taking  
12 longer to make a delivery from Astoria to Roosevelt  
13 Island. The bridge connecting the island with Queens  
14 had just opened, and I had to wait about 15 minutes.  
15 Even though I called customer service and the  
16 customer to explain the delay, the company still  
17 punished me and deactivated my account. I was fired  
18 without notice, without the opportunity to appeal,  
19 and punished for something beyond my control. This is  
20 the reality for 80,000 delivery workers in New York.  
21 I lost my job even though I tried to log in hundreds  
22 of times, even for just a few hours. This is not just  
23 about me; it is about thousands of delivery workers  
24 who face this unfair system every day.

2 As a leader of Los Deliveristas Unidos and an  
3 organizer with the Workers Justice Project, I urge  
4 the City Council to pass Intro 1332 as soon as  
5 possible. (TIMER) We need protection from unfair  
6 deactivation. Thank you so much.

7 CHAIRPERSON MENIN: Okay, thank you.

8 I have a couple of questions. So, in general,  
9 what type of information, if any, is being given to  
10 workers prior to deactivation?

11 EXECUTIVE DIRECTOR GUALLPA: None.

12 CHAIRPERSON MENIN: And what... (CROSS-TALK)

13 EXECUTIVE DIRECTOR GUALLPA: (INAUDIBLE) in  
14 terms of the rules of their contract?

15 CHAIRPERSON MENIN: Yes, yeah...

16 EXECUTIVE DIRECTOR GUALLPA: Yeah...

17 CHAIRPERSON MENIN: They're just deactivated  
18 without any prior notice?

19 EXECUTIVE DIRECTOR GUALLPA: Yes, they simply  
20 do not give any prior notice. They just simply lock  
21 you out of the app and send you an email that you're  
22 being fired for violating any section in their  
23 contract, which is about 40 pages. And many often  
24 don't even get a copy of the contract. One of the  
25 most common reasons that we have seen is called "trip

2 fraud length", which means that they're deactivating  
3 or firing you for taking, according to the app, too  
4 long to make that delivery. And like they were  
5 saying, sometimes deliveries are delayed because of  
6 delays in a restaurant, it's raining, there's  
7 traffic, all these issues that are beyond workers'  
8 control, and even if they make that attempt to call  
9 customer service, they communicate to the customer,  
10 the apps still fire them. Most of the people behind  
11 me have been fired in the last three months. They  
12 lost their only job without prior notice, often in  
13 the middle of a shift, and without the opportunity to  
14 appeal.

15 DoorDash they do have an appeal process, for  
16 instance, but they don't really have it because when  
17 you submit the complaint, they only send you an  
18 automated message saying, "Sorry, we will not  
19 consider reopening your account."

20 Grubhub doesn't have an appeal process for  
21 New York City specifically.

22 Uber has an appeal process that is automated;  
23 it is not done by a human being, it is done by a  
24 machine. And the message is the same regardless of  
25 the situation.

2 CHAIRPERSON MENIN: So, when workers are  
3 locked out of the app and they are deactivated, are  
4 they also receiving a termination notice at the same  
5 time?

6 EXECUTIVE DIRECTOR GUALLPA: They don't  
7 receive the termination notice right away, they're  
8 simply locked out of the app, and then they take like  
9 two-three days to send an email that says that you--  
10 the reason-- they never explain the reason, they just  
11 simply say, "You committed fraud", but they don't  
12 explain what kind of fraud, they don't explain the  
13 reason, they don't show documentation. And they don't  
14 even give the opportunity for the worker to say,  
15 "Listen, I was delayed because there was traffic—or  
16 one of the reasons that you will hear today is that  
17 they recently deactivated about more than a hundred  
18 deliveristas from Grubhub, mostly from the  
19 Bangladeshi community, for logging in their accounts  
20 on multiple phones. What Grubhub says is that they  
21 were using two phones to log on, but what they don't  
22 know is that deliveristas have to use two phones in  
23 order to work from 7:00 a.m. to midnight. So, they  
24 lost their job for logging on to two phones, because  
25

2 the company didn't know that deliveristas have to use  
3 two phones in order to work 12 hours a day.

4 CHAIRPERSON MENIN: The thing that-- there are  
5 many things that are concerning to me, but one thing  
6 that is really top of mind is deactivation based on  
7 what the apps are saying is a trip... (CROSS-TALK)

8 EXECUTIVE DIRECTOR GUALLPA: (INAUDIBLE)  
9 fraud.

10 CHAIRPERSON MENIN: Right. Because that is  
11 really putting the delivery workers and pedestrians  
12 in a very dangerous situation. And from a safety  
13 perspective, we can't allow that. I believe that--and  
14 I'll go back to a situation we had, in a different  
15 context, but with 15-minute delivery services like  
16 what Gopuff was doing. When there were companies like  
17 that that were proliferating all around the city, I  
18 sent a cease and desist letter to Gopuff, saying that  
19 I believe that they are violating the consumer  
20 protection law, and that they have actually violated  
21 the state's nuisance law. Why? Because by insisting  
22 and guaranteeing the delivery would be in 15 minutes,  
23 which is what they were doing at that time, it again  
24 put delivery workers and pedestrians in an unsafe  
25 situation.

2 So, what we're experiencing is the exact same  
3 thing where workers are being penalized if they're  
4 not delivering expeditiously. And delivering in an  
5 expeditious fashion in a city like New York would  
6 then put pressure upon delivery workers to speed. Not  
7 their own fault, but they are being put in a  
8 situation where they have to make this delivery as  
9 fast as possible, and they are endangering themselves  
10 and pedestrians. And we have a crisis on our streets  
11 right now on this very, very issue. So I'm incredibly  
12 concerned about this particular topic and would ask  
13 that you submit to the Committee any materials you  
14 have about workers who are being deactivated for this  
15 very reason. I'd like to see that, and so I ask that  
16 you send that to us right away.

17 EXECUTIVE DIRECTOR GUALLPA: Yes, yes. And  
18 some of the testimonies today, in their testimonies,  
19 they brought copies, and we will be submitting copies  
20 of the actual email of the company with this specific  
21 violation, which is trip fraud for Uber, and for  
22 Grubhub, they call it "fraudulently trying to  
23 increase their minimum pay." Because, as you know,  
24 every time a worker is making that delivery, the app  
25 has to pay. So to avoid paying all the hours, they

2 simply fire workers if they're taking more than what  
3 they're expecting.

4 CHAIRPERSON MENIN: Understood. I mean, we're  
5 trying to improve safety on our streets, and this is  
6 doing the exact opposite.

7 Okay, Council Member Krishnan, I know you  
8 have questions.

9 EXECUTIVE DIRECTOR GUALLPA: Thank you.

10 COUNCIL MEMBER KRISHNAN: Thank you so much,  
11 Chair Menin. I'm sure this may have come up before,  
12 and I apologize if I missed it earlier in the  
13 hearing, but, as you all know, this is very similar  
14 to the taxi-for-hire vehicle context, where I have a  
15 bill that we are moving on. And in that context,  
16 there's no notice to the drivers on the apps before  
17 they're deactivated or terminated. There's no proper  
18 procedure in place before the deactivation, and then  
19 after the fact, they have to challenge that  
20 deactivation once it's already been done. The current  
21 process that exists has the app companies as the  
22 judge and jury.

23 So my question to you all is, is that the  
24 same thing? And it sounds like it is in this context,  
25 too. Am I correct to say there is no prior notice



2 given? There is no process prior to the termination,  
3 which is, in my view, and for everyone, I think for  
4 all delivery workers, the ultimate step, that's  
5 their--that's your livelihood that is compromised  
6 without prior process, without prior notice. Once a  
7 decision is made, the burden, to the extent there is  
8 an appeals process, is on deliveristas to then  
9 challenge a decision that was already made. And on  
10 top of that, it sounds like the apps are the  
11 prosecutor, judge, and jury in these situations. Is  
12 that a correct statement?

13 EXECUTIVE DIRECTOR GUALLPA: Yeah, and that's  
14 why we want to make sure that what 1332 does is very  
15 similar to what the bill that you're sponsoring does.  
16 But specifically, we want to make sure that we--they  
17 create their own rules, right? They kind of set up  
18 their own rules on how deliveristas are supposed to  
19 do this. So one of the things we want 1332 to set up  
20 standards. For instance, the apps cannot deactivate  
21 because workers are deciding to prioritize their  
22 safety, or there are delays in the restaurants, or  
23 they decided not to accept certain deliveries,  
24 because it's too far away where they have to cross  
25 the bridges.

2 So we want to make sure that not only do we  
3 create an appeal process, but also that we actually  
4 have the agency investigating this appeal process, we  
5 are saying very similarly, we want to make sure there  
6 is a 15-day notice before the deactivation happens.  
7 If the company feels that the worker has deceived the  
8 company, they should be able to provide evidence—  
9 especially because they do collect everything. They  
10 have all this new data and new things that have been  
11 installed, even tracking systems in their apps. And  
12 then, the other one that is more important, I think,  
13 for a worker, I really appreciate what the DCWP was  
14 saying, like, they are trying to get compensation.  
15 But, to be honest, for a deliveristas, not losing  
16 their job is more important than trying to get  
17 \$2,000-\$3,000 compensation.

18 So we want to make sure that, yes,  
19 compensation is important, especially if they were  
20 deactivated for three, four, or six months, but most  
21 of all, the deliveristas community wants their jobs  
22 back. This is their lifeline. If you talk to most of  
23 them, this was the only job that they had to provide  
24 for their families. And many of them will tell you  
25 that finding a new job in this economy in New York

2 City is really hard. And most of them will tell you  
3 that they do everything the company has asked them to  
4 do, and they still get deactivated.

5 So, yes, we want to create not only a fair  
6 process, prior notice, and evidence, but also we want  
7 to create standards for the industry. (TIMER) As you  
8 said, Council Member, they should not be--we should  
9 create a policy that they cannot deactivate because a  
10 deliverista decides to take the necessary time to  
11 make that delivery safely, or because they prioritize  
12 their own livelihoods over that delivery—or because  
13 the restaurant was late.

14 COUNCIL MEMBER KRISHNAN: Sure, and just two  
15 more questions, Chair, if that's okay.

16 One question, you mentioned before that the  
17 reasons for deactivations are not typically shared  
18 with the delivery workers. So I take it that the  
19 evidence to support the deactivation—is that which  
20 was shared in the process...

21 EXECUTIVE DIRECTOR GUALLPA: Not at all, no.

22 COUNCIL MEMBER KRISHNAN: with the delivery  
23 worker?

24 EXECUTIVE DIRECTOR GUALLPA: No. No, and I  
25 have specific instances, for instance, sometimes the

2 customers accuse--say the food was stolen. And in the  
3 app, the company actually forces the deliverista or  
4 requires the deliverista to take a picture of  
5 themselves handing food to the consumer. And that  
6 picture is done on the app. And even the consumer  
7 receiving the food can say, "Oh, I didn't receive the  
8 food". So they avoid paying for the meal. Then the  
9 worker gets deactivated. And often the worker says, I  
10 sent the picture, the company has the picture showing  
11 that I handed the food over. There was a (INAUDIBLE)  
12 deliverista who took a picture when he was in an  
13 accident. He actually--one of the deliveristas who  
14 will be speaking to you, he got injured on a rainy  
15 day, and he was delayed 15-20 minutes, because he had  
16 to get better in order to make that delivery. After  
17 he made the delivery, which was 20 minutes late, he  
18 went to the hospital and called customer service to  
19 tell them he was late because he was at the hospital.  
20 He had the police report. He had pictures. They took  
21 a video. And customer service is automated, not to  
22 hear complaints, but just to make a decision, not to  
23 create an appeal process.

24 So, yes, they don't provide evidence. And  
25 this is why we want to make sure that they raise a

2 fair appeal process that (TIMER) is humane and  
3 dignified for the deliveristas.

4 COUNCIL MEMBER KRISHNAN: And, finally, what  
5 percentage of deliveristas are reinstated after they  
6 are deactivated, if there are any? Do you have a  
7 sense at all of how many are actually able to  
8 overturn these decisions?

9 EXECUTIVE DIRECTOR GUALLPA: (SPEAKING FOREIGN  
10 LANGUAGE)

11 MR. WILLIAM MEDINA: We have more than 300  
12 deactivations from the last three months from  
13 Grubhub, and they agreed to reactivate more than 50  
14 accounts right now. But it's not enough, because  
15 people are still coming into our center. So it is not  
16 enough. We request that those companies investigate  
17 every case, because they don't give us a specific  
18 explanation for deactivating all of those accounts.  
19 They just use the technology, the AI, and all those  
20 scientists from Silicon Valley, just to send the same  
21 deactivation reason for all deliveristas across the  
22 city.

23 COUNCIL MEMBER KRISHNAN: I will just close by  
24 saying that, you know, it is such a basic,  
25 fundamental principle of American law that you don't

2 take away someone's rights before proper process  
3 procedures, and you give them a chance to make their  
4 case. So, I don't understand why we don't treat our  
5 workers' rights and their livelihoods the same way.  
6 Thank you. Thank you, Chair.

7 MR. WILLIAM MEDINA: Thank you.

8 CHAIRPERSON MENIN: Great, thank you so much.  
9 And I want to mention that we have been joined by  
10 Council Member Brewer.

11 EXECUTIVE DIRECTOR GUALLPA: Thank you.

12 CHAIRPERSON MENIN: Thank you to this panel,  
13 thank you so much. Oh, Council Member Brewer, of  
14 course, yes.

15 COUNCIL MEMBER BREWER: One quick question  
16 would be, what kind of process for protesting the  
17 actions of the apps would be appropriate? Obviously,  
18 hopefully, this bill passes, and then the agency  
19 would do the rules and regulations, and it might end  
20 up being in that situation. But how would we activate  
21 such a process? What would be a good way to do it?

22 EXECUTIVE DIRECTOR GUALLPA: So, one of the  
23 things that we have been talking about with the  
24 agencies is that we need to create an appeals process  
25 that is not done by the companies themselves. I think

2 Council Member Shekar was saying, they make the rules  
3 of the game, they're the judges, and they're the  
4 decision makers on those cases. We strongly believe  
5 that there needs to be an independent review process,  
6 and it needs to be done by a human being. It can't be  
7 an automated message, especially because in the  
8 streets of New York City, there are all types of  
9 situations. There are all types of crises that are  
10 happening in our city—new policies that are being  
11 implemented to make our streets safer, or  
12 deliveristas experiencing new street designs that  
13 impact how fast the workers can travel across the  
14 city.

15 So, we want to make sure that the review  
16 process is done by a human being and that the agency  
17 is part of that investigation process. We want to  
18 make sure that the companies are the ones who are  
19 providing the evidence, if there was any wrongdoing  
20 that they have found, that they are the ones who have  
21 to provide the evidence.

22 And the most important thing is that they  
23 don't take three months to respond. There needs to be  
24 a 24-hour response notice to every appeal process.  
25 Because that has been one of the issues with the 300

2 cases we filed. We filed 300 cases with Uber,  
3 Grubhub, and DoorDash, and most of those cases have  
4 been sitting for six months to seven months, and the  
5 company has simply refused to provide a response or  
6 evidence to show that there was any wrongdoing on  
7 those deactivations.

8 COUNCIL MEMBER BREWER: Thank you.

9 CHAIRPERSON MENIN: Great, thank you very much  
10 to this panel.

11 I will now call the next panel:

12 EXECUTIVE DIRECTOR GUALLPA: I am going to be  
13 doing translations for some of them. Depending on who  
14 they are. But I just want to let you know.

15 CHAIRPERSON MENIN: Okay. The next panel is  
16 Hope Ledford and Freddi Goldstein.

17 (PAUSE)

18 CHAIRPERSON MENIN: Okay, please begin.

19 MS. GOLDSTEIN: Good morning, Chair and  
20 Members of the Committee. My name is Freddi  
21 Goldstein, and I oversee Uber's public policy here in  
22 New York City. I'll be speaking today about Intro  
23 1332.

24 While we believe our existing processes are  
25 fair, thorough, and often even encouraged by our



2 regulator, we are not opposed to reasonable industry  
3 standards for deactivations and, in fact, have worked  
4 closely with other jurisdictions to pass legislation.

5 So far in 2025, only 2% of delivery workers  
6 have faced a permanent deactivation in New York City  
7 monthly. These deactivations were largely due to  
8 fraudulent activity and theft. Many are the direct  
9 result of the Department of Consumer and Worker  
10 Protection advising platforms that deactivation was a  
11 key tool apps *should* use to reduce fraud.

12 As part of their final rule regarding the  
13 Council's Delivery Worker Minimum Pay Law, DCWP  
14 expressly told app companies that apps also have  
15 other tools to determine misconduct, for example, by  
16 deactivating the worker found to have engaged in it.  
17 Higher pay will also make the threat of deactivation  
18 more effective than it is at present, and that a  
19 worker has more to lose. DCWP effectively told the  
20 companies, like Uber, that had previously addressed  
21 evidence of fraud through docked pay and a warning,  
22 to instead pay in full and immediately deactivate  
23 that worker.

24 Before I wrap up, I want to quickly summarize  
25 three key areas of concern:

2 The bill should focus on workers who face  
3 permanent deactivation. In recent years, the Council  
4 passed legislation to mandate that workers are paid  
5 for all the time they spend logged on to the app, not  
6 just for deliveries made. As a result, it's critical  
7 that app companies are able to limit how many people  
8 can work on the app at one time. Otherwise, there  
9 would be nothing preventing people from turning on  
10 the app, sitting at home, and watching television  
11 while still getting paid for that time.

12 The definition of deactivation must be  
13 drafted in a way that does not include temporary  
14 access restrictions. Intro 1332 (TIMER)...

15 CHAIRPERSON MENIN: I am just going to ask you  
16 to wrap up and submit the written testimony. And I  
17 have some questions, and I am sure other Members do  
18 as well. So, we will get into more issues. Okay.

19 DIRECTOR LEDFORD: Good afternoon, Chair and  
20 Members of the Committee, my name is Hope Leford, and  
21 I serve as Director of Civic Innovation Policy at  
22 Chamber of Progress, which is a tech coalition  
23 supporting policies that ensure that all Americans  
24 can benefit from innovation and technological  
25 progress. Our partners include platforms like Uber,

2 DoorDash, and Grubhub, but they do not sit on our  
3 board or have a vote or veto on our positions, even  
4 when we disagree.

5 We share the Council's commitment to  
6 fairness, transparency, and for delivery workers at  
7 base. Couriers are an essential part of New York's  
8 economy, and they deserve due process. But, we are  
9 concerned that Intro 1332, as drafted, risks  
10 unintended consequences that could undermine worker  
11 protections, public safety, and neighborhood  
12 businesses.

13 First, the bill applies the just cause model  
14 design for fixed shift jobs to app-based work where  
15 couriers log on and off at will, choose which jobs to  
16 accept, and work without a centralized workplace.  
17 Treating temporary pauses for things such as safety  
18 checks, account verification, fraud prevention, and  
19 normal market fluctuations as a result of the city's  
20 minimum pay standard the same as wrongful  
21 termination, would distort how these platforms  
22 operate and reduce reliable opportunities for  
23 workers. We believe that the definition of  
24 deactivation must be narrowly tailored to ensure  
25 platforms can protect safety while still providing

2 consistent service to workers, businesses, and  
3 consumers.

4 Second, the bill could delay urgent safety  
5 interventions. If a pedestrian reports dangerous  
6 riding or a restaurant flags, abuse, or harassment,  
7 platforms must be able to pause access immediately  
8 while reviewing the facts. If every brief hold is  
9 treated like a full deactivation, requiring weeks of  
10 notice, platforms may be forced to leave bad actors  
11 active, undermining the city's Vision Zero Initiative  
12 and putting both workers and the public at risk.

13 Thirdly, the disclosure requirements raise  
14 serious safety and privacy concerns. Mandating that  
15 customer complaints be shared back without strong  
16 protections risks retaliation against victims and  
17 discourages reporting, silences voices, and  
18 undermines public trust in the delivery services.

19 Finally, this bill would hurt restaurants and  
20 small businesses, many of them immigrant and minority  
21 owned, requiring to (TIMER)... Thank you.

22 CHAIRPERSON MENIN: Okay, yes, please submit  
23 your written testimony.

24 I have a number of questions. First, I really  
25 want to get this issue of safety. If you are

2 deactivating workers because they are not delivering  
3 in a fast enough fashion, how are you protecting the  
4 safety of both workers and pedestrians in the streets  
5 of New York City?

6 MS. GOLDSTEIN: Absolutely. I can obviously  
7 only speak for Uber's practices. We agree with you.  
8 We don't take into account the speed of the delivery.  
9 What we look at when there are complaints about how  
10 long a delivery has taken is the route that the  
11 worker took and whether it matches the route that we  
12 recommended. Because of the DCWP pay rule, we do have  
13 to pay special attention to ensure that workers are  
14 taking the route that is recommended and not, for  
15 example, going out of the way to make a delivery.

16 CHAIRPERSON MENIN: How are you determining  
17 that route? Are you using GPS?

18 MS. GOLDSTEIN: Yes.

19 CHAIRPERSON MENIN: What exactly...

20 MS. GOLDSTEIN: Yes.

21 CHAIRPERSON MENIN: So you're using GPS to  
22 determine what route the worker should take?

23 MS. GOLDSTEIN: Yes.

24 CHAIRPERSON MENIN: And that is in real time,  
25 so that if there is a road closure, if there is some

2 other reason why the worker needs to go a different  
3 way, how is that being factored in?

4 MS. GOLDSTEIN: Yes, so in theory, our map  
5 should guide the worker through a route that is the  
6 best route to take. But all of our decisions are made  
7 by humans. They're not automated. So in the case  
8 where we were looking at a specific--the route a  
9 specific worker took, we would be able to see,  
10 through GPS, what that route was. And the person  
11 who's reviewing that case would be able to make a  
12 analysis about whether that was justifiable given  
13 that day and time.

14 CHAIRPERSON MENIN: And how many workers have  
15 been deactivated for that? What is the name of that  
16 category?

17 MS. GOLDSTEIN: That would be considered  
18 fraud, and I don't have that data available.

19 CHAIRPERSON MENIN: No, the category where a  
20 worker is not delivering the delivery within a  
21 certain amount of time that is expected?

22 MS. GOLDSTEIN: That's not a specific  
23 category, but that complaint might filter into a  
24 larger category of fraud if it were determined that  
25

2 we believe that the worker was going out of their way  
3 to prolong that trip.

4 CHAIRPERSON MENIN: And how many are in that  
5 category?

6 MS. GOLDSTEIN: I'll have to get you that  
7 data.

8 CHAIRPERSON MENIN: Okay, that is very  
9 important. But I am still troubled by how it is that  
10 you are able to determine whether or not a worker is  
11 changing the route because they need to change the  
12 route? I mean, how do you--like real-time conditions  
13 on the road?

14 MS. GOLDSTEIN: We also alert workers when we  
15 have gotten a complaint of something like that and  
16 when they're at risk of being deactivated, and then  
17 at the point of deactivation. So, there is, in  
18 addition to our team analyzing the route, an  
19 opportunity for the worker to directly input into the  
20 process of our app if there is some sort of  
21 construction, road block, or other issues that we  
22 should take into consideration.

23 CHAIRPERSON MENIN: And what appeals process,  
24 if any, does the worker have once you have made this  
25 determination?

2 MS. GOLDSTEIN: So, we have a process in our  
3 app where a driver--sorry, a delivery worker is  
4 notified both at the point of the complaint and when  
5 they get to the point of deactivation. And at both of  
6 those moments, they can input things in the app, such  
7 as videos, photos, or their own stories. There is a  
8 place where they can write things in any other  
9 context that they think would be helpful.

10 We also have direct communication with LDU  
11 (Los Deliveristas Unidos), similar to the process  
12 that we have with IDG (The Independent Drivers  
13 Guild); although, much less formal at this point. But  
14 they are able to submit cases for additional review  
15 as well.

16 CHAIRPERSON MENIN: Can you share examples of  
17 that with the Committee?

18 MS. GOLDSTEIN: Uh...

19 CHAIRPERSON MENIN: So that we can--what I am  
20 trying to get to is, we've gotten very disparate  
21 testimony here. So I really want to see examples of  
22 how this is working in practice so that we...

23 MS. GOLDSTEIN: Yeah...

24 CHAIRPERSON MENIN: this committee can make a  
25 much more informed analysis of this. So I'm



2 interested in the communication you have with the  
3 worker when you're deactivating, particularly for  
4 this, let's call it a safety reason, that particular  
5 one is the one that's really concerning me because we  
6 just have so many complaints about road safety,  
7 street safety. These two things are on a collision  
8 course.

9 So I'm really interested, particularly in  
10 that. But we want any kind of evidence you have of  
11 how you're communicating with workers. What exactly  
12 is this appeals process?

13 MS. GOLDSTEIN: Yes, absolutely, I'll get that  
14 for you.

15 CHAIRPERSON MENIN: Okay, thank you. Do you  
16 have questions? Council Member Brewer has some  
17 questions.

18 COUNCIL MEMBER BREWER: We heard earlier about  
19 the time frame of months before people get an answer  
20 when contacting the apps. Can you respond to that?  
21 Because obviously, if it is a appeal process that you  
22 have, it should go quite quickly, yes or no. But we  
23 heard earlier that it takes months and no a answer at  
24 all sometimes.

2 MS. GOLDSTEIN: Yeah, I heard that, too, and  
3 that was surprising to me. I can say that should not  
4 be how it is, at least on Uber's platform, and I'm  
5 going to look into that. I pulled data on the driver  
6 side for Member Krishnan's bill, and in that case,  
7 70% of cases are resolved, meaning a final decision  
8 within seven days. I will be happy to pull similar  
9 data on the delivery side, but I would imagine it's  
10 around the same.

11 COUNCIL MEMBER BREWER: And you'll get back to  
12 the Committee with that information?

13 MS. GOLDSTEIN: Yes.

14 COUNCIL MEMBER BREWER: Thank you.

15 CHAIRPERSON MENIN: Okay, great, thank you  
16 very much for your testimony.

17 MS. GOLDSTEIN: Thank you.

18 CHAIRPERSON MENIN: And I am now going to call  
19 the next panel: Nadia Marin-Molin, Daniel Ocampo,  
20 Bhairavi Desai, if you could please come down.

21 COUNCIL MEMBER KRISHNAN: You may begin. I am  
22 temporarily Chair Menin.

23 MR. OCAMPO: Chair Menin and Members of the  
24 Committee, my name is Daniel Ocampo, and I am a  
25 lawyer with the National Employment Law Project

2 (NELP), here in New York. I'm here to testify in  
3 support of 1332.

4 App-based delivery workers keep New York City  
5 running every day. But the companies that rely on  
6 their labor have avoided complying with basic  
7 workplace laws by classifying them as independent  
8 contractors. Thanks, obviously, to action from the  
9 City Council and the Department of Consumer and  
10 Worker Protection, we now have some of the strongest  
11 standards for app-based workers in the country. But  
12 as we've heard extensively, delivery workers are  
13 still routinely deactivated without reason, notice,  
14 or a right to appeal.

15 Intro 1332 offers a proven solution,  
16 extending New York City's successful Just Cause Law  
17 for fast food workers to app-based delivery workers.  
18 It would require delivery companies to lay out  
19 written deactivation policies, engage in progressive  
20 discipline, and then give 14 days' notice before  
21 deactivating them, or in the case of bona fide  
22 economic layoffs, 120 days notice. The company would  
23 then bear the burden of proving that that was for  
24 cause.

2 These common sense protections would be  
3 enforced by the DCWP Office of Labor and Policy  
4 Standards, which obviously has an excellent proven  
5 record of enforcing the City's Labor Standards,  
6 especially for this workforce. And I'd urge the City  
7 Council to pass this important bill. I'd also echo  
8 the testimony from the Department about the  
9 importance of requiring severance pay as well, not  
10 just because that would make a huge difference for  
11 these workers, but also would make enforcement  
12 obviously much easier for the Agency. So with that, I  
13 will close, and thank you to the Committee.

14 COUNCIL MEMBER KRISHNAN: Thank you.

15 MS. MARIN-MOLIN: Hi, my name is Nadia  
16 Marin-Molin, and I am here on behalf of NDLO, which is  
17 the National Day Laborer Organizing Network. We are here  
18 to offer our support for Intro 1332 for deactivation  
19 protections.

20 NDLO's mission is to improve the lives of  
21 daily laborers, migrants, and low-wage workers across  
22 the country, and we build leadership and power among  
23 those facing injustice. We're here in support of the  
24 thousands of deliveristas who are the workers who are  
25 carrying the health and well-being of the city along  
with them on their bicycles. They're bringing food to

2 New Yorkers every day through heat, rain, and snow,  
3 and are part of the vast network of workers without  
4 whom the city would not run. Despite having their  
5 work recognized correctly as essential, they've still  
6 had to fight against low wages, wage theft, or no  
7 wages, hazardous working conditions, lack of  
8 benefits, assault on the streets, and criminalization  
9 over traffic issues. And now, after a successful  
10 campaign to establish minimum pay, they're facing  
11 lockouts and deactivation.

12 The app companies are changing the algorithm  
13 and arbitrarily deactivating these workers who are  
14 fighting for their rights without any process.  
15 Because the algorithm is prioritizing speed, it's  
16 encouraging workers to take risks. The proposed  
17 legislation takes a common sense approach, and we  
18 support it. We know that app companies are getting  
19 rich from the labor provided by these workers—\$4.1  
20 billion in revenue from Uber Eats, \$3.3 billion from  
21 DoorDash, and \$914 million for Instacart, all in the  
22 second quarter of 2025.

23 So we stand in solidarity with the  
24 deliveristas and urge you, as Council Members, to do  
25 the same. Thank you.

2 Executive Director Desai: Good afternoon,  
3 my name is Bhairavi Desai, and I'm the Executive  
4 Director of the 20,000-member New York Taxi Workers  
5 Alliance. We represent drivers across this industry;  
6 the majority of our members work for either Yellow  
7 Cabs, Uber, or Lyft.

8 We are in proud support of the deliveristas  
9 and for this bill, Intro 1332. If you ask any worker  
10 in this economy, whether it's drivers or delivery  
11 workers, when they talk about their economic issues,  
12 it's two sides of one coin. On one side, it's about  
13 pay, the right to earn a dignified living for every  
14 single trip or delivery, and on the other, it's about  
15 job security.

16 Deactivation is a sword that hangs on the  
17 necks of workers. And these are workers--and I heard  
18 a previous speaker from the business side saying that  
19 this law is more modeled for, you know, I guess W2  
20 workers. But the reality is, for workers like  
21 deliveristas, who pay for the capital expenses of  
22 going to work every day, they begin every day at a  
23 negative. They have paid out expenses that they need  
24 to earn back on before they take a dollar home for  
25 themselves through a very high-risk, dangerous, and

2 literally backbreaking job. If anything, this bill is  
3 just cause is even more necessary for this workforce,  
4 which has no other protections and bears all of the  
5 risks.

6 During COVID, across this city, people  
7 clapped their hands and were grateful for the work of  
8 deliveristas. The dangerous conditions that they work  
9 under have continued past the pandemic. We owe the  
10 brothers and sisters who do this hard job the very  
11 basic decency of job security, and that they're not  
12 treated as second-class citizens, they have just  
13 cause, an independent (TIMER) appeal, and the right  
14 to know that they have real job security. Thank you.

15 CHAIRPERSON MENIN: Great, thank you very  
16 much. Thank you to this panel. Thank you very much.

17 I will now call the next panel: Sherif  
18 Traore, MD Kazal Hossain, Delwar Hossain, actually,  
19 there are two people listed on here, and Mohammad  
20 Alam, and Nazrul Islam.

21 Okay, please begin.

22 MR. TRAORE: Hey, good afternoon everybody, my  
23 name is Sherif Traore, I am a long-time delivery  
24 driver in New York City. I've been doing deliveries  
25 for almost eight years. And I have something

2 important to say about what these two people from  
3 Uber right now. They just show us a sign of not  
4 caring about us, like everybody just saw that they  
5 just finished talking and they just left. They don't  
6 wait to listen to us or what we have to say. They  
7 just finished what they had to say and just left.  
8 And this is not fair.

9 I'm talking on behalf of everybody, on behalf  
10 of my colleagues. Our job is very important in this  
11 city; imagine a day without a delivery person in this  
12 city, it would be a total chaos. Because I know that  
13 workers who work in the corporate world and  
14 everything, they're going to be lined up at the  
15 restaurants waiting hours and hours without having  
16 the chance to return to their jobs on time.

17 We should be respected, because I remember  
18 back during COVID-19, we were the heroes of this city  
19 who were working, and everybody was cheering, and  
20 everybody was happy, because we're doing our best to  
21 really provide a good service to this community. But  
22 now I don't know if it's just something else, because  
23 they're making us look like we're not here anymore.  
24 We're working hard, we're providing for our family  
25 under like some (INAUDIBLE) weather like snowing,



2 raining, we're always outside, you know, trying our  
3 best, you know, to (TIMER) deliver the right thing  
4 for our community. But I don't know why... (CROSS-  
5 TALK)

6 CHAIRPERSON MENIN: Okay. Thank you. I am  
7 just going to ask you to wrap up, please.

8 MR. TRAORE: Okay.

9 CHAIRPERSON MENIN: Okay, okay, thank you.

10 MR. TRAORE: Okay, thank you.

11 CHAIRPERSON MENIN: Thank you very much. Okay,  
12 who wants to speak next?

13 TRANSLATOR: Nazrul Islam is having a problem  
14 reading, so I am going to read his testimony.

15 CHAIRPERSON MENIN: Okay, great, thank you.

16 TRANSLATOR: Good afternoon, Chair and Members  
17 of the Committee, my name is Nazrul Islam, and I have  
18 been working with Grubhub for the last 10 years in  
19 downtown Brooklyn.

20 I was recently fired by Grubhub after being  
21 unfairly accused of fraudulently accessing or using a  
22 second delivery account. The reality that these  
23 companies don't understand is that we often have to  
24 use two phones to work long shifts from early morning  
25 to late at night.

2 I appealed my deactivation, but it was  
3 denied. The system reviewed my case and stood by  
4 their decision to fire me without giving me a real  
5 opportunity to appeal or prove that the accusation  
6 was false. I was deactivated without cause, without  
7 notice, and without a fair process. Many delivery  
8 workers, including myself, rely on this job to  
9 support our families. We work long hours under  
10 difficult and sometimes dangerous conditions.

11 Losing this job and unjustly is devastating  
12 for my family and our livelihood. This is why I'm  
13 asking for a fair process and strong deactivation  
14 protection. I respectfully urge every elected  
15 official who represents our communities to stand with  
16 delivery workers. Intro 1332 would ensure that no  
17 worker can be fired without cause, notice, or the  
18 ability to appeal. Please pass this law to protect  
19 delivery workers, our families, and our ability to  
20 earn a living. Thank you very much.

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

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

13 I am a "Premier Delivery Worker" by Grubhub,  
14 the highest rating you can have, and I have completed  
15 over 5,000 deliveries. I have worked through rain,  
16 snow, and all kinds of weather. I've had two bikes  
17 stolen while working, and every time I invested in  
18 getting another bike so I could keep providing for my  
19 family and continue delivering for Grubhub. Instead  
20 of recognizing the sacrifices we make on the streets,  
21 Grubhub punished me. They deactivated me without  
22 warning, without reason, and without any way to  
23 appeal. When I appealed, they answered me [automated]  
24 and the answer was, "Unfortunately, we have  
25 deactivated your account."

2 Grubhub was my only job. Now I am unemployed,  
3 struggling to pay rent, and my landlord is  
4 threatening to evict me because I have fallen behind  
5 on payments. (TIMER) I don't know how I will survive  
6 if things continue this way... (CROSS-TALK)

7 CHAIRPERSON MENIN: Okay, I am just going to  
8 ask you to wrap up, please, and submit your testimony  
9 to the sergeant, please, thank you. Great, thank you  
10 very much to this panel.

11 MR. TRAORE: Excuse me, may I add one more  
12 thing?

13 CHAIRPERSON MENIN: Oh, okay, we try to stick  
14 to the two minutes, because we respect everyone's  
15 time. So we really don't deviate from...

16 MR. TRAORE: Just really, quick, like, one  
17 second.

18 CHAIRPERSON MENIN: Okay.

19 MR. TRAORE: Okay. Could you please help us  
20 survive in this city? With your voice, you are going  
21 to make us better people, and it is going to get our  
22 job back. Because what these companies are doing to  
23 us is not fair... (CROSS-TALK)

24 CHAIRPERSON MENIN: Okay, thank you. Thank  
25 you, we really appreciate your testimony. We

2 appreciate your taking the time to be here and how  
3 strongly you feel about this. So, thank you very  
4 much.

5 MR. TRAORE: Thank you so much.

6 CHAIRPERSON MENIN: I very much appreciate it.

7 Okay, I am going to call the next panel,  
8 which is: Delwar Hossain, Sangjoy, Emon Hossain, and  
9 Rabiul Hossain.

10 MR. DELWAR HOSSAIN: Hi, my name is Delwar  
11 Hossain. (SPEAKING FOREIGN LANGUAGE)

12 TRANSLATOR: I am going to translate into  
13 English.

14 Good afternoon, Chair and Members of the  
15 Committee. My name is Delwar Hossain. I have been  
16 living in the Bronx for the past year and working  
17 with Grubhub here in the Bronx.

18 I am here today to ask for your support in  
19 passing a law that will give workers like me a fair  
20 chance to appeal and protect us from being unfairly  
21 fired.

22 I am a premium worker. I work long hours from  
23 8 a.m. until midnight through rain, snow, and while  
24 facing bike theft and street crimes. These are the  
25

2 risks we take every day because we are the ones on  
3 the streets doing this work.

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

8 Since losing my job, I have been unable to  
9 pay rent and have struggled to find new work. This  
10 was my only job, and it was the only way I could  
11 support myself. This is why I support Intro 1332. We  
12 need deactivation protections to defend our jobs, our  
13 dignity, and our families. Thank you.

14 MD HOSSAIN: Good afternoon, Chair and members  
15 of the Committee. My name is Md Hossain. I've been  
16 working with Grubhub since 2022.

17 Recently, Grubhub deactivated my account  
18 without any notice. They claimed I had a second  
19 account connected to my information, but that's not  
20 true. I've only ever had one account. Because of this  
21 sudden deactivation, I was jobless for two months. It  
22 was devastating. I had no income and struggled to pay  
23 for basic expenses for myself and my family. There  
24 was no chance to explain or appeal the decision. No  
25

2 one from the company contacted me or gave me any real  
3 way to defend myself.

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

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

10 MD EMON HOSSAIN: Good afternoon, Chair and  
11 Members of the Committee.

12 My name is MD Eman Hossain, and I am a full-  
13 time delivery worker here in New York City. I am here  
14 today to speak about the deactivation of my account,  
15 which happened two months ago without any clear  
16 explanation from the platform. Since then, I have  
17 been unable to work, and I have received no  
18 meaningful communication about why this happened or  
19 how to resolve it. This account was my only source of  
20 income. I relied on it entirely to support myself and  
21 my family, covering rent, food, transportation, and  
22 other basic needs. Since deactivation, I have faced  
23 serious financial hardship. The stress of not knowing  
24 when or if I will be able to work again has been  
25 overwhelming.

2 I have contacted the company multiple times  
3 by email and phone, but I have received no real  
4 answer. I was not told why I was deactivated, and I  
5 was a never given an opportunity to appeal or share  
6 my side of the story.

7 I have always followed the platform rules,  
8 and I have only ever used one account. I believe I  
9 deserve a fair process and the chance to continue  
10 earning a living. I ask (INAUDIBLE) of the Committee  
11 to look into my case and to advocate for stronger  
12 protections for workers like me so that we are not  
13 left in the dark, unable to work, and without  
14 recourse. No one should lose their livelihood without  
15 explanation or the opportunity to respond. Thank you  
16 for your time and attention.

17 CHAIRPERSON MENIN: Great, thank you very much  
18 to the panel.

19 I will now call the next panel: Hossain  
20 Shuvo, Connor Spence, Shirakiul Islam Sharef, and  
21 Jose Yos. If you could all please come down, thank  
22 you.

23 (PAUSE)

24 CHAIRPERSON MENIN: Okay, please begin. Thank  
25 you.



2 MR. JOSE YOS: (SPEAKING FOREIGN LANGUAGE)  
3 (TIMER)

4 CHAIRPERSON MENIN: Okay, please submit the  
5 testimony, or are you going to translate? Either way  
6 is fine. Whatever your preference is.

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

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

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

2 We face all kinds of challenges. I was  
3 injured in an accident while making deliveries, and I  
4 am still going through therapy to recover. But the  
5 apps never once asked about my health or if I was  
6 doing okay. To them, we are replaceable. If one  
7 worker gets injured or even dies, they will quickly  
8 find someone else to take their place. That is the  
9 reality we live with every day. This is why I am  
10 here: we are human beings, not machines. We are  
11 workers, and we deserve dignity. Too many delivery  
12 workers are losing their jobs without just cause,  
13 without notice, and without any way to appeal or  
14 explain the challenges we face.

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

21 I am part of Los Deliveristas Unidos because  
22 I believe we deserve rights and protections like any  
23 other workers. (TIMER) I ask you to stand with us and  
24 support us by passing this Introduction.  
25

2 MR. HOSSAIN SHUVO: (SPEAKING FOREIGN  
3 LANGUAGE)

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

8 On June 4th, my Grubhub account was  
9 deactivated without any prior warning. The company  
10 claimed that I had fraudulently increased my  
11 engagement pay during a delivery. But what actually  
12 happened was simple and out of my control: during a  
13 delivery the day before, the battery on my e-bike  
14 suddenly stopped working. I had to find a shop and  
15 get it replaced right away, which caused a brief  
16 delay in completing the order. I even have photos  
17 from the bike shop showing the replacement. Despite  
18 submitting this proof and clearly explaining what  
19 happened, my account remains deactivated. I have  
20 never had any violations before this incident. I have  
21 always done my job with honesty, professionalism, and  
22 dedication.

23 This sudden deactivation cut me off from my  
24 only source of income. Within just one week, I began  
25 falling behind on rent and utility bills. The stress

2 and uncertainty this has caused for me and my family  
3 have been overwhelming.

4 Unfortunately, my story is not unique. Across  
5 the city, many delivery workers live in constant fear  
6 that their accounts will be shut down without  
7 explanation, without evidence, and without any  
8 opportunity to respond. For immigrant workers like  
9 myself, who depend on this job to survive and support  
10 our families, this lack of protection is devastating.  
11 That is why I strongly support the Food Delivery  
12 Worker Deactivation Protection Bill. This legislation  
13 is not asking for special treatment. It is asking for  
14 fairness and due process before someone's livelihood  
15 is taken away. Workers should have the right to  
16 understand the reason for a deactivation, to present  
17 evidence, and to appeal wrongful or unjust decisions.  
18 No one should be punished for things beyond their  
19 control—like a bike breaking down during a delivery.

20 I respectfully urge the Committee to pass  
21 this bill. It would bring basic fairness and  
22 accountability to a system (TIMER) that currently  
23 leaves too many workers vulnerable and voiceless.

24 CHAIRPERSON MENIN: Okay, thank you very much  
25 for your testimony.

2 The next speakers are MD Hossain, Pedro  
3 Isaiás, and Jeff Elmer.

4 (PAUSE)

5 CHAIRPERSON MENIN: Okay, please begin.

6 MR. PEDRO ISAÍAS: (SPEAKING FOREIGN LANGUAGE)

7 TRANSLATOR: Good afternoon, everyone. My name  
8 is Pedro Isaiás. I've been working with DoorDash for  
9 about five years. I am a proud member of Deliveristas  
10 Unidos and the Workers Justice Project.

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

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

23 This job is my livelihood. It's how I support  
24 my family, pay rent, cover bills, and survive in this  
25 city. I've always been responsible, followed the

2 company's rules, and worked hard to provide good  
3 service and meet customer needs. I've worked through  
4 rain, snow, and extreme heat while always giving my  
5 best to do my job well.

6 Thank you for your support. Hopefully, these  
7 protection laws are going to be passed very soon to  
8 protect all of the delivery workers in the city of  
9 New Yorker.

10 MR. JEFF ELMER: Good afternoon. My name is  
11 Jeff Elmer. I'm a proud constituent of Council Member  
12 Gale Brewer, and I'm here in support of Council Intro  
13 1332.

14 As you might have guessed, I'm not a  
15 deliverista. I'm retired now, but in a prior life, I  
16 ran the Bureau of Labor Law under two New York City  
17 comptrollers and later managed the team that  
18 monitored labor standards and wage standards at The  
19 School Construction Authority.

20 In both jobs, we came up against bad  
21 contractors who ripped off workers and deprived them  
22 of their rightful legal prevailing wages. But I've  
23 never seen the level of exploitation that exists in  
24 the world of app-based delivery services. I've spoken  
25 to delivery workers and their advocates and reviewed

2 the often minimal pay payments that these couriers  
3 receive for their hard-earned labor. And what a  
4 racket these multi-million dollar corporations are  
5 engaged in.

6 Worst of all is when a delivery worker is  
7 seemingly randomly locked out by some mysterious app  
8 algorithm and has no recourse. That's why this  
9 legislation is so important—I'm going to skip over  
10 it in the interest of time.

11 The proposed legislation could change all of  
12 these problems. It should be noted that in other  
13 cities, states, and even continents, app platform  
14 workers have protections against seemingly arbitrary  
15 deactivations.

16 I've done some research— in Seattle, the  
17 2023 App-based Worker Deactivation Rights Ordinance  
18 requires companies to provide a 14-day notice before  
19 deactivating workers. Also, they have to base  
20 deactivations on reasonable policies and supply  
21 records justifying the decision.

22 With respect to rideshares, which is a very  
23 similar industry, a relatively new Colorado State law  
24 specifies how a company can deactivate a driver from  
25 its digital platform and mandates that app companies

2 create internal account procedures by which a driver  
3 can challenge the activation and remedy the  
4 violation.

5 As was stated before, the Taxi and Limousine  
6 Commission approved new rules recently (TIMER) that  
7 aim to keep these apps--just one last thing. The  
8 European Council passed legislation last year  
9 requiring, basically, banning the robo-firing of  
10 workers via algorithm. Thank you very much.

11 CHAIRPERSON MENIN: Thank you very much, and  
12 please submit your written testimony. Thank you very  
13 much. Thank you to this panel.

14 Our next panel is Abdoul Konfe, Arafat  
15 Hossain Arif, and Jahangir Alam. Sorry, it is very  
16 hard to read this card. I believe it's--apologies if  
17 I am not reading this correctly, Ely Mozlmy Bta.

18 Are any of those names here? No? We come  
19 back. At the end, we are going to read all of the  
20 names again of those who did not come forward to  
21 testify.

22 Okay...

23 TRANSLATOR: Chair, they just let me know that  
24 a few members of the Workers Justice Project left the  
25 room to pray.



2 CHAIRPERSON MENIN: Okay, we're going to read  
3 all of the names at the end. We always come back. At  
4 the end, we will read the names again of the people  
5 who did not come forward to testify.

6 TRANSLATOR: Thank you very much.

7 CHAIRPERSON MENIN: Okay. MD Morshid Alam,  
8 Shio Liang, MD Mohiuddin, Melon Chowdhury.

9 Okay, please begin, just hit the button.  
10 Thank you.

11 MR. MENGBA LI: (SPEAKING FOREIGN LANGUAGE)

12 TRANSLATOR: I will translate for him.

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

19 Earlier this year, my Uber Eats account was  
20 deactivated for no apparent reason, and I couldn't  
21 access it. I emailed customer service, but received  
22 no response. After communicating with colleagues, I  
23 switched to driving a car as my mode of  
24 transportation and was able to get my account back.

2 However, I needed to start from the most basic level  
3 with a new account.

4 Motorcycles are convenient for working in  
5 Manhattan. The streets are narrow, so bikes can  
6 easily navigate. They're also easy to park, allowing  
7 me to quickly deliver items to customers. The  
8 platform's unfair account deactivation has had a  
9 significant impact on my life. Deactivating my  
10 account means stopping my income, and my life has  
11 become harder. I hope that the passage of this bill  
12 will allow me to continue my wonderful life freely  
13 and without worries.

14 SHAOLIANG: (SPEAKING FOREIGN LANGUAGE)

15 TRANSLATOR: I will translate for him.

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

22 On August 17, my Grubhub account was  
23 suspended. The platform claimed that I violated the  
24 rules and permanently deactivated my account. But in  
25 fact, I did not break any rules. Normally, during

2 peak hours, we often have to wait a long time for  
3 orders to be prepared. That day, the restaurant had  
4 many orders, and I waited half an hour before I could  
5 pick up the food.

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

13 This platform's unfair behavior has a huge  
14 impact on working people like us. I hope the law can  
15 protect our right to make a living so that we, the  
16 working class, can live here with dignity. Our labor  
17 deserves much more respect.

18 CHAIRPERSON MENIN: Thank you very much to  
19 this panel.

20 I will now call on the next panel: MD Farvez  
21 Ahmed, Mohammad Tajal Islam, MD Al Faysal, and Belal  
22 Hossain.

23 MR. MELON CHOWDHURY: (SPEAKING FOREIGN LANGUAGE)  
24 (TIMER)

2 TRANSLATOR: Testimony of Milon Chowdhury:

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

10 I work long days, often from 6 a.m. to 10  
11 p.m., six or even seven days a week. Like so many  
12 delivery workers, I have faced many challenges: my e-  
13 bike has been stolen, I've been robbed, I've had to  
14 deliver in the snow, in heavy rain, and even while  
15 injured. Still, I worked hard and earned the status  
16 of a *premium delivery worker*—the highest rating you  
17 can achieve. My record shows 100% order commitment,  
18 96% on-time merchant deliveries, and 97% schedule  
19 commitment, with more than 7,000 deliveries  
20 completed. That means I accepted every order,  
21 delivered on time, and made myself available whenever  
22 the company needed me. But even with this record, my  
23 loyalty and hard work meant nothing to Grubhub.

24 In June, while delivering food in the Bronx  
25 on a rainy night around 9 p.m., I was struck by a  
car. I was taken by ambulance to the hospital and

2 hospitalized for two days. Instead of supporting me  
3 or showing Concern for my safety, Grubhub punished me  
4 by deactivating my account and firing me from the  
5 only job I had.

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

13 I am here today to ask for your support. I  
14 want my job back, and I want Grubhub to give me  
15 (TIMER) and others like me a fair opportunity.

16 CHAIRPERSON MENIN: Okay, thank you very much.  
17 Thank you.

18 I am now going to call the next panel:  
19 Youssouf Sawaologo, Syem Hasan, Shake Aziz Risan, and  
20 Mahamady Bontalga.

21 MR. SHAKE AZIZ RISAN: Good afternoon, Chair  
22 and Members of the Committee. My name is Shake Aziz  
23 Risan, and I am a full-time delivery worker here in  
24 New York City.

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

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

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

24 I respectfully ask this Committee to look  
25 into my case and to advocate for stronger protections

2 for workers like me so that we are not left in the  
3 (TIMER) dark, unable to work, and without...

4 CHAIRPERSON MENIN: Okay, I am just going to  
5 ask you to wrap up, please.

6 MR. SHAKE AZIZ RISAN: Thank you for your time  
7 and attention.

8 CHAIRPERSON MENIN: Thank you very much.

9 SYEM HASAN: Hi, ma'am.

10 I've been working on the Uber platform for  
11 almost two years. During that time, I've worked hard.  
12 I've delivered in the rain, in the snow, and in all  
13 conditions. I always give my best effort—every  
14 delivery, every customer, I treat them carefully and  
15 respectfully. I also always remember that the  
16 customer is first. I try to work my best on the road.  
17 But, unnecessarily, Uber deactivated my account. The  
18 reason is account sharing with others, but this is a  
19 totally false allegation for me. I have a lot of  
20 hours.

21 Just two weeks ago, I had an accident on the  
22 road, a one-car hit-and-run. I had to go to the  
23 emergency room, and I have a police report, photos,  
24 and hospital documentation. I shared everything with  
25 Uber, but they didn't believe me.

2 I went to the IDZ, they told me to send an  
3 email, and Uber did not reply. I tried my best, but  
4 my account has been deactivated since May 21st. I  
5 have been struggling the last few months. I am very,  
6 very stressed every moment of every second of my  
7 life—I also struggle with my family life, my rent,  
8 and my home—everything. Now my situation is very,  
9 very disappointing. Thank you.

10 CHAIRPERSON MENIN: Okay, thank you.

11 UNIDENTIFIED: (SPEAKING FOREIGN LANGUAGE)

12 Thank you.

13 CHAIRPERSON MENIN: Thank you.

14 TRANSLATOR: We're going to transcribe that  
15 and provide a PDF document.

16 CHAIRPERSON MENIN: Great. Thank you very  
17 much. Thank you for your testimony.

18 Okay, thank you. I will call the next panel:  
19 Rakibul Hasan, MD Feroug Tanver, MD Jahidul Islam  
20 Naim, and Nazmul Hasan.

21 (PAUSE)

22 CHAIRPERSON MENIN: Okay, are any of the names  
23 that I called able to testify?

24 Okay, please begin.  
25



2 MR. RAKIBUL HASAN: Good afternoon, Chair and  
3 Members of the Committee. My name is Rakibul Hasan,  
4 and I have been working with Grubhub for the past six  
5 months.

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

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

17 I respectfully urge Grubhub to review and  
18 reinstate my account, and more importantly, to  
19 establish fair and transparent procedures for  
20 deactivation. Workers deserve to know why their  
21 accounts are being deactivated and to be given a fair  
22 chance to respond. We work hard to serve this city.  
23 We deserve basic fairness and the ability to keep  
24 earning a living. Thank you for your time and  
25 attention.

2 CHAIRPERSON MENIN: Okay, I am going to call  
3 the next panel: Faile Alahi, Mohammad Anwar Hussain,  
4 Nung Bali, and Christopher Leon Johnson.

5 (NO RESPONSE)

6 CHAIRPERSON MENIN: Then I am going to go back  
7 and read the names of people I've called you  
8 didn't... Okay, so now I am going to go back and read  
9 the names, and then we will go to Zoom.

10 Ely Mozlmy Bta, Jahangir Alam, Arafat Hossain  
11 Arif, Abdoul Konfe, MD Hossain, Connor Spence,  
12 Shirakiul Islam Sharef, Sangjoy, Rabiul Hossain, MD  
13 Mahinuddin, MD Morshid Alam, Belal Hossain, MD Farvez  
14 Ahmed, Mohammad Tajal Islam, and MD Al Faysal.

15 If I have read your name, and you want to  
16 testify still, please come to the table. Thank you.

17 Okay, please begin.

18 MR. RABIUL HOSSAIN: Good afternoon. My name  
19 is Rabiul Hossain. My Uber account was deactivated.  
20 My last delivery was on April 20th. (INAUDIBLE)  
21 raining (INAUDIBLE) 6:00 p.m. So, I sit and wait for  
22 one month and go in again to do deliveries. But Uber  
23 says (INAUDIBLE) my account is deactivated. I ask  
24 them what the problem is, and they say I am sharing  
25 my account. I say my account is not shared because I

2 am the only one on this account. So I appealed on May  
3 27th, and on May 29th, my appeal was denied again. So  
4 now I don't have my account or any job. So, I ask,  
5 please give my account back. Thank you.

6 (PAUSE)

7 MD KAZAL HOSSAIN: (SPEAKING FOREIGN LANGUAGE)

8 Thank you.

9 CHAIRPERSON MENIN: Thank you.

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

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

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

2 deeply unfair and incredibly stressful. I  
3 respectfully urge Grubhub to review my case and  
4 reinstate my account. More importantly, I ask this  
5 Committee to support stronger worker protections that  
6 require platforms to conduct fair investigations  
7 before deactivating workers.

8 Delivery workers like me rely on this income  
9 to survive. We deserve transparency, the right to be  
10 heard, and protection from unjust deactivations.  
11 Thank you for your time and attention.

12 CHAIRPERSON MENIN: Great, thank you very  
13 much.

14 I am now going to Zoom for speakers who have  
15 signed up: Adama Bah

16 SERGEANT AT ARMS: You may begin.

17 EXECUTIVE DIRECTOR BAH: Can you guys hear me?

18 CHAIRPERSON MENIN: Yes, we can, thank you.

19 SERGEANT AT ARMS: Yes.

20 EXECUTIVE DIRECTOR BAH: Okay, thank you.

21 Good afternoon, my name is Adama Bah, and I  
22 am the Executive Director of Afrikana, an immigrant  
23 organization that serves thousands of Black  
24 immigrants who work across New York City.

2 Africana was founded because so many in our  
3 communities, especially newly arrived African and  
4 Caribbean migrants, face language barriers, housing  
5 insecurity, and economic exploitation.

6 For many of our members, app-based delivery  
7 work has been one of the only jobs available to  
8 support their families. It is hard, dangerous work,  
9 but it's also been a lifeline. And yet, every week we  
10 hear our delivery workers in our community who have  
11 been deactivated from apps like Uber Eats, DoorDash,  
12 and Grubhub. There's no warning, there's no  
13 explanation, and no chance to appeal.

14 One of our clients, whom I will call Client  
15 A, was in a traffic accident while delivering. He has  
16 proof of what happened, including receipts of the  
17 damaged items and a police report. Instead of  
18 understanding or support, the app deactivated him. He  
19 lost his only source of income overnight.

20 The key issue is that these appeals are not  
21 transparent, not in multiple languages, and not  
22 accessible. For Black migrant workers, who may not  
23 speak English or Spanish fluently, this creates a  
24 second barrier. Even if an appeal option exists, they  
25 cannot navigate it. That's why Intro 1332, the

2 deactivation bill, is so important. It requires real  
3 due process, fair notice, and the right to appeal in  
4 a meaningful way.

5 Workers are forced to take unsafe risks,  
6 biking through storms, rushing through traffic,  
7 because missing one delivery might mean losing their  
8 source of income. This is not just or fair, it's  
9 inhumane.

10 Africana stands proudly with Los Deliveristas  
11 Unidos and demands the passage of Intro 1332 because  
12 justice for delivery workers is justice for all  
13 immigrant workers. Thank you.

14 CHAIRPERSON MENIN: Thank you very much.

15 And, now, if we have inadvertently missed  
16 anyone who registered to testify today and has yet to  
17 be called, please speak with a Sergeant, or if you  
18 are remote, use a Zoom hand function, and you'll be  
19 called in the order that your hand has been raised.

20 And I'm just going to read two additional  
21 names who signed up for Zoom, but we haven't seen  
22 them yet. Want to make sure they're not on— Raul  
23 Rivera and Christopher Leon Johnson.

24 (NO RESPONSE)

25

2 CHAIRPERSON MENIN: Okay. I really want to  
3 thank everyone who testified today. I think we had a  
4 really fulsome and productive hearing. We very much  
5 appreciate the testimony, and I'll now close the  
6 hearing. Thank you.

7 [GAVEL]

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C E R T I F I C A T E

World Wide Dictation certifies that the foregoing transcript is a true and accurate record of the proceedings. We further certify that there is no relation to any of the parties to this action by blood or marriage and that there is no interest in the outcome of this matter.



Date September 18, 2025