



Why Last Mile Delivery Drivers Choose to Work for Small Businesses

Overview

2.5 million packages are delivered in New York City every day, creating **tens of thousands of package delivery jobs** that sustain families and communities.

Currently, New York City's **last-mile delivery drivers can choose to work for a large corporation or for one of the hundreds of small businesses** that operate in local communities. These small businesses operate under a flexible, contractor-based model, providing workers with opportunities for career growth, autonomy, and entry into the delivery industry.

Flexibility is what makes this work meaningful for so many New Yorkers. A mother of four can structure her schedule around her family. A worker can pick up extra weekend shifts to pay bills. Someone transitioning from gig-based app work can find more predictable pay, access to benefits, and the chance to advance into training or management roles.

Removing this flexible small business model would ripple across the broader economy—reducing competition, consolidating work under large corporations, and ultimately raising costs for the small businesses and families who rely on affordable, reliable delivery every day. At a moment when affordability is already a top concern for New Yorkers, dismantling this system would make it harder for local businesses to compete and more expensive for residents to access everyday essentials.

Thousands of New York delivery drivers choose to work for small businesses – but Intro 0518-2026 would eliminate that contracting model, effectively shutting down small businesses and terminating driver choice.



Dhanielle Gaudineer

Highgate Logistics

Dhanielle Gaudineer, a single mother who works at Highgate Logistics, says the flexible schedule has been life-changing: **"Four-hour shifts allow me to take my kids to and from school while still earning enough to support**

my family." After starting as a delivery associate, Gaudineer was promoted within just a few months and now helps hire new employees. Reflecting on her experience, she said: **"My team saw something in me that I didn't see in myself."**

Benefits of Driving for a Small Business

Accessible entry point into the workforce.

- Many small business jobs have a lower barrier to entry, providing a strong starting point to build skills and experience.
- These opportunities are especially important for workers who may face barriers to traditional office or industrial jobs, including those without college degrees, those in the shelter system, or those re-entering the workforce.

Flexible hours and scheduling.

- Schedules can adapt to family needs, school pick-ups, second jobs, or changing life circumstances, giving drivers more control over their time.
- Opportunities for varied routes, weekend shifts, and seasonal work allow drivers to increase income when needed without being locked into rigid, one-size-fits-all schedules.

Real pathways for advancement and entrepreneurship.

- On-the-ground delivery workers have a real opportunity to quickly grow in their careers, becoming dispatchers, trainers, safety leads, or management roles within their companies. This opportunity builds leadership skills and long-term stability, whether in their current jobs or in their budding careers.
- Many experienced drivers even go on to launch their own small businesses, creating jobs in their communities and becoming entrepreneurs themselves.

Local jobs rooted in the neighborhoods they serve.

- Many drivers work in the same boroughs and communities where they live, many drivers work in the same boroughs and communities where they live, helping keep economic opportunity and impact within their local neighborhoods.
- Because routes and facilities are based within the city, workers can access jobs close to home without needing long commutes or personal transportation to reach work.



Mark Chiusano

Net Zero Logistics

Mark Chiusano, founder of Net Zero Logistics, one of the earliest Delivery Service Partner businesses in the country, says advancement from within is common in the industry: **"Almost every dispatcher, supervisor, and**

manager in our company started as a foot or bike courier."

Vincent Satriano

Satriano Logistics LLC

For Vincent Satriano, launching his own delivery business combined his entrepreneurial goals with helping others succeed. Many of his drivers came from minimum-wage jobs, and now they have stable employment, livable

wages, and opportunities for growth. **"Seeing drivers buy their first car, rent their own apartment, or take a vacation for the first time shows the real impact this work can have."**

