



Forward
Thinking



**Off-Hour
Deliveries**

Off-Hour Deliveries (OHD)
How-To Guide for Transporters



OHD HOW-TO GUIDE FOR TRANSPORTERS

Overview

- Thank you for considering participating in the Off-Hour Deliveries (OHD) program.
- Shifting deliveries to the off hours (7 pm – 6 am) results in a wide range of benefits, not only for transporters and receivers but for the community and City as a whole.
- **This How-To Guide for Transporters provides steps that should be taken to successfully implement OHD.**
- Even if you are already doing OHD, this guide is still relevant for improving and increasing OHD participation.

Determine OHD Feasibility

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DETERMINE IF OHD IS FEASIBLE FOR YOU

Several key factors should be considered to determine feasibility of OHD implementation.

- Ideal locations for OHD implementation include:
 - Clients located in commercial areas.
 - Clients with hours of operation in the off hour time period.
 - You are registered as a trusted vendor
- Challenging locations for OHD implementation include:
 - Dense residential neighborhoods, would not be a good fit due to potential noise concerns from residents.
 - Labor hour restrictions may prevent you from having workers work during the off hours as well as giving work to non-unionized employees.
 - Clients with building leases that prevent OHD.

Strategize – Getting Started

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STRATEGIZE – GETTING STARTED WITH OHD

First Steps

- Are you making deliveries in areas that have a lot of congestion or where it is difficult to reach the curb? These could be areas where you could benefit the most by shifting deliveries to off hours.
- Assess your daily scheduled delivery routes to make a list of potential clients that may be interested in participating in OHD.
- Plan to reach out to the list of potential clients after reviewing this How-To Guide for Transporters.



STRATEGIZE – GETTING STARTED WITH OHD

How Will You Make Deliveries in the Off-Hours?

- Are your delivery locations open and have staff available to accept deliveries between 7 pm – 6 am?
- If not, work with the goods receiver to investigate options for staff attendance. This could include aligning a delivery near the beginning of an early morning staff shift or end of an evening staff shift.
- If this is not possible, consider an **unattended** delivery solution. This is where a delivery person is provided with a key or other form of access to an area where goods can be left safely.



STRATEGIZE – GETTING STARTED WITH OHD

Noise Mitigation

- There may be residents in close proximity to your delivery location, so it is important to consider noise mitigation in your plans.
- The OHD Noise Mitigation Strategies Guide provides practical actions that could be applied when implementing OHD. These strategies include:
 - ✓ Training/Education
 - ✓ Noise Absorbing Materials
 - ✓ Low Noise Equipment
 - ✓ Truck Noise Mitigation



- Visit <https://www.ohdnyc.com/home/noise-management> for more information

Receivers Participation

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RECEIVERS PARTICIPATION: CORPORATE CHAINS

Both transporters (shippers & carriers) and receivers must work together for successful OHD implementation.

- Corporate chains (two or more locations) are typically set up as a vertically integrated supply chain. This allows flexibility for businesses to shift deliveries to the off hours.
- Coordinate with your clients management team in charge of delivery logistics to determine best route options and delivery schedule for OHD.
- You are recommended to share the OHD Program Guide (website, How-To Guide for Receivers, etc.) with your clients as a frame of reference during these discussions. NYC DOT can provide assistance with coordinating this effort, if needed.

RECEIVERS PARTICIPATION: SMALL BUSINESSES

Both transporters (shippers & carriers) and receivers must work together for successful OHD implementation.

- Small businesses (single location) typically receive goods delivery from multiple transporters.
- You would need to reach out to your clients to determine whether they are already doing OHD with other transporters or willing to do OHD with your business.
- You are recommended to share the OHD Program Guide (website, How-To Guide for Receivers, etc.) with your clients as a frame of reference during these discussions. NYC DOT can provide assistance with coordinating this effort, if needed.

Curbside Access for OHD

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CURBSIDE ACCESS FOR OHD

NYC DOT can facilitate curbside access for truck loading and unloading in areas that have a high volume of OHD.

- If your delivery trucks currently do not have the necessary legal curbside access when making deliveries between 7 pm and 6 am, contact NYC DOT to schedule a site visit for field assessment, recommendation and potential curbside access for OHD.



Additional Recommendations

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ADDITIONAL RECOMMENDATIONS

If you have determined that OHD implementation is not feasible for your business, we have additional recommendations for reducing truck congestion and increasing delivery efficiencies during the day time:

- **Delivery Windows** – NYC DOT can make curb space available for delivery trucks during the day time (where feasible) and thus reduce double parking and traffic congestion.
- **Delivery Consolidation** – You may be able to reduce the total number of truck deliveries to your clients by delivering to a consolidation center. You may explore this directly with your clients.
- Contact NYC DOT for more information on Delivery Windows and Delivery Consolidation implementation.

Contact NYC DOT

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CONTACT NYC DOT

Get in Touch

- NYC DOT is keen on hearing from organizations and businesses implementing OHD.
- Some support and advice is available from the Office of Freight Mobility to assist organizations in the implementation of OHD.

Contact Us Today!

Off-Hour Deliveries (OHD) Program

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Website: <https://www.ohdnyc.com>

OHD HOW-TO GUIDE – THANK YOU!

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