



## Off-Hour Deliveries (OHD) How-To Guide for Receivers

Forward  
Thinking.



**Off-Hour  
Deliveries**

# OHD How-to Guide For Receivers

## Overview

- Shifting deliveries to the off hours (7 pm – 6 am) results in a wide range of benefits, not only for your business or organization, but for the community and City as a whole.
- **This How-To Guide for Receivers 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 adoption of these practices.

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## Determine OHD Feasibility

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# OHD Feasibility

## Determine if OHD is feasible for you

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

- Ideal locations may be:
  - Businesses located in commercial areas.
  - Businesses with hours of operation that fall within the off-hour time frame.
- Challenging locations:
  - Dense residential neighborhoods due to potential noise concerns from residents.
  - Building leases that prevent doing deliveries during the off-hours. You can discuss the possibility to allow deliveries during the off hours with building management when it's time for lease renewal.

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## Strategize – Getting Started

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# Getting Started With OHD

## How to Accept Deliveries in the Off-Hours

- Are your premises open and have staff available to accept deliveries between 7 pm – 6 am?
- If not, consider aligning staff attendance, and delivery times with appropriate training. Options 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.





# Getting Started With OHD

## Identify Vendors

- Are you receiving deliveries at times where it is difficult for the delivery company to have easy access to your location? These could be vendors who may benefit by shifting deliveries to the off hour.
- Assess your scheduled delivery companies to make a list of potential carriers.
- Plan to reach out to the list of potential vendors after reviewing this How-To Guide for Receivers and work them to implement OHD.



# Strategize – getting started with ohd

## Noise Mitigation

- Residents can live near 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://ohdnyc.com/noise-management> for more information





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## Transporters Participation

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# Corporate Chains

## Working Together

- 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 transporters 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 Transporters, etc.) with your transporters as a frame of reference during these discussions. NYC DOT can provide assistance with coordinating this effort, if needed.

# Small Businesses

## Working Together

- Small businesses likely receive delivery of goods from multiple transporters.
- You may need to confirm with transporters to determine whether they are already doing OHD for other customers, or willing to change.
- You may share the OHD Program Guide (website, How-To Guide for Transporters, etc.) with transporters. NYC DOT can aid with coordinating this effort, if needed.

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## Curbside Access for OHD

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# Curbside access for OHD

## Facilitating Access

- NYC DOT can facilitate curbside access for truck loading and unloading in areas where it is feasible
- 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.



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## Additional Recommendations

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# Additional Recommendations

## Delivery Windows

- NYC DOT can make curb space available for delivery trucks during the daytime (where feasible).

## Delivery Consolidation

- If your business has a consolidation center, shifting deliveries from your retail locations to the consolidation center may help reduce the number of truck trips to individual retail locations.

## Delivery Management Plan (DMP)

- A DMP allows your business to ensure that goods delivery is achieved safely with minimal disturbance to the roadway network and neighborhood.

**Contact NYC DOT for more information on Delivery Windows, Delivery Consolidation and Delivery Management Plan implementation.**

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Contact NYC DOT

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# Thank You!

## Questions?

E-Mail: [ohdnyc@dot.nyc.gov](mailto:ohdnyc@dot.nyc.gov)

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

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