



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

Forward
Thinking.



**Off-Hour
Deliveries**

OHD How-to Guide For Transporters

Overview

- 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 adoption of these practices.

Determine OHD Feasibility

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OHD Feasibility

Determine if OHD is feasible for you

- Ideal locations:
 - Clients located in commercial areas.
 - Clients with hours of operation in off-hour time frames.
- Challenging locations:
 - Dense residential neighborhoods would not be a good fit due to potential noise concerns from residents.
 - Clients with building leases that prohibit OHD.

Strategize – Getting Started

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Getting Started With OHD

First Steps

- Are you making deliveries in highly-congested areas or where it is difficult to reach the curb?
- Assess your daily scheduled delivery routes to identify potential clients that could potentially benefit from OHD.
- Plan to reach out to the list of potential clients after reviewing this How-To Guide for Transporters.



Getting Started With OHD

Shifting Deliveries to the Off-Hours

- Does your delivery locations have the capacity (i.e. staff and operating hours) to accept deliveries between 7 pm – 6 am?
- If not, work with the 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.



Getting Started With OHD

Noise Mitigation

- Residents may live nearby where deliveries are made, so it is important to consider noise mitigation.
- The OHD Noise Mitigation Strategies Guide provides practical actions including:
 - ✓ 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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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 client's management team in charge of delivery logistics to determine best route options and delivery schedule for OHD.
- You may opt to share this and other OHD Program Guides (website, How-To Guide for Receivers, etc.) with your clients. NYC DOT can aid with coordinating this effort, as needed.

Small Businesses

Working Together

- Small businesses (single location) typically receive delivery of goods from multiple transporters.
- Determine if existing clients are already doing OHD with other transporters, or willing to do OHD with your business.
- Share the OHD Program Guide (website, How-To Guide for Receivers, etc.) with your clients. NYC DOT can assist with coordinating this effort, if needed.

Curbside Access for OHD

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Curbside Access for OHD

Facilitating Discussions

- NYC DOT can facilitate curbside access for truck loading and unloading in areas, where feasible.
- 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 OHD is not Feasible



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

Thank You!

Questions?

E-Mail: ohdnyc@dot.nyc.gov

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

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