



Forward  
Thinking



**Off-Hour  
Deliveries**

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



# OHD HOW-TO GUIDE FOR RECEIVERS

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## 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 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 can help you improve and increase OHD participation.

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Determine OHD Feasibility

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# DETERMINE IF OHD IS FEASIBLE FOR YOU

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

- Ideal locations for OHD implementation include:
  - Businesses located in commercial areas.
  - Businesses with hours of operation in the off hour time period.
  - Trusted vendors who may be able to offer unattended deliveries.
- Challenging locations for OHD implementation include:
  - Dense residential neighborhoods, would not be a good fit 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

# 2

# STRATEGIZE – GETTING STARTED WITH OHD

## How Will You 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.





# STRATEGIZE – GETTING STARTED WITH OHD

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## Identify Vendors

- Are you receiving deliveries at times where it is difficult for the delivery company to have easy access to your location? If yes, these could be vendors who would benefit by shifting deliveries to the off hour.
- Assess your scheduled delivery companies to make a list of potential carriers that may be interested in participating in OHD.
- 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

- 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





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## Transporters (Shippers & Carriers) Participation

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# TRANSPORTERS PARTICIPATION: CORPORATE CHAINS

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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 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.

# RECEIVERS PARTICIPATION: SMALL BUSINESSES

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

- Small businesses may typically receive goods delivery from multiple transporters.
- You would need to reach out to your transporters to determine whether they are already doing OHD for other customers, or willing to do OHD for your business.
- 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.

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## 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.



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## Additional Recommendations

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# ADDITIONAL RECOMMENDATIONS

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

## 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

- If your business has a consolidation center you can explore shifting deliveries from your retail locations to the consolidation center, thereby reducing the number of truck trips to your 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. A well thought out DMP can help improve overall delivery and business efficiencies. Revisit your existing delivery management plan or develop a new one to make adjustments.

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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# CONTACT NYC DOT

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## 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

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

**Phone:** (212) 839-6670

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

# OHD HOW-TO GUIDE – THANK YOU!

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