Do You Deliver?

A Business Owner’s Guide to Commercial Bicyclist Law

nyc.gov/bikes

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About this Guide

More and more businesses are finding that you can’t run a viable delivery service without bikes. They are inexpensive, fast, and efficient. But did you know that there are laws pertaining to commercial bicyclists and that as a business owner, you can be fined for non-compliance?

This booklet contains the information that you need to know in order to comply with the Administrative Code of the City of New York Sections § 10-157 and § 10-157.1, which pertain to businesses that employ commercial bicyclists.

How will the commercial bicyclist law be enforced?

The NYC DOT Commercial Bicycle Unit will enforce § 10-157 and § 10-157.1 at the point of business and will respond to 311 calls. (summons to business)

NYPD will continue to enforce both Commercial Bicyclist moving violations in the traffic environment (summons to cyclists) and § 10-157 and § 10-157.1 at the point of business (summons to business)

What’s Inside

- I am a Business Owner. What am I Required to Do?
- What are My Commercial Bicyclists Required to Do?
- Tips for Success

Supplemental Materials:

- Commercial Bicyclist Safety poster
- Do You Deliver? brochure
- ID card template
- Vest ID template
- Roster template
- Bike sign template

For more information and replacement materials, go to nyc.gov/bikes
I am a Business Owner. What am I Required To Do?

See inside for a step-by-step guide.
Businesses must maintain a log book, which must be available for inspection during regular and usual business hours.

- Numbered business ID card with the operator's photo,
- Upper body apparel with the business' name and phone number.
- A bicycle helmet in good condition, which fits properly.

Provide their bicycle operators with the following:

**Business Owners Who Employ Commercial Bicyclists Must:**

- Wear a helmet
- Carry a fully charged mobile phone with the operator's identification number, name, home address and the business' name, address and phone number.
- Keep at least one hand on the steering wheel at all times.
- Yield to pedestrians.
- Do not wear more than one earphone attached to a radio, tape player or other audio device.
- Do not attach bicycle to another vehicle.
- Be Visible: Stay visible at night with light-colored clothing and reflective materials. Use a white headlight and red taillight. From dusk to dawn, use a white headlight.
- Be Prepared: Be safe while working, bicycle operators must wear upper body apparel with the business' name and the operator's identification number. Business operators must carry and also carry a second form of photo ID. It is recommended that the operator produce, on demand, a numbered business ID card with the operator's photo.
- Be Visible: Stay visible at night with light-colored clothing and reflective materials. Use a white headlight and red taillight. From dusk to dawn, use a white headlight.

**Commercial Bicyclists Must:**

- Obey traffic signs and signals.
- Never ride against the flow of traffic. Ride with traffic to avoid accidents.
- Be Safe: Do not wear more than one earphone attached to a radio, tape player or other audio device.
- Be Prepared: Wear a helmet or other audible signal (not whistle).
- Be Visible: Use a white headlight and red taillight. Be visible at night with light-colored clothing and reflective materials. Use a white headlight from dusk to dawn.
- Be Prepared: While working, bicycle operators must wear upper body apparel and reflective materials. Carry and also carry a second form of photo ID. It is recommended that the operator produce, on demand, a numbered business ID card with the operator's photo.

Business Owners Who Employ Commercial Bicyclists Must:

- Provide their bicycle operators with the following:
- Reflective tires and/or other reflective devices on new bicycles.
- Working brakes.
- A bell or other audible signal.
- From dusk to dawn, use a white headlight.
- Bicyclists are subject to all applicable regulations, including NYC Traffic Rules.
- Bicyclists can ride in bicycle lanes.
- Be Safe: Do not ride against the flow of traffic.
- Be Prepared: Do not attach bicycle to another vehicle. Keep at least one hand on the steering wheel at all times.
- Be Visible: From dusk to dawn, use a white headlight. Be visible at night with light-colored clothing and reflective materials. Use a white headlight from dusk to dawn.
- Be Prepared: While working, bicycle operators must wear upper body apparel and reflective materials. Carry and also carry a second form of photo ID. It is recommended that the operator produce, on demand, a numbered business ID card with the operator's photo.

For more, please visit nyc.gov/bikes.
1 Make available at the site:

The Commercial Bicyclist Safety poster, displayed where delivery cyclists will easily see it and in languages that they understand.

You can access the poster in English, Spanish, Chinese, Russian, Haitian Creole, Italian, and Korean through our website: www.nyc.gov/bikes.

A roster to include each delivery cyclist’s:

Name, residence address, date of employment and discharge from employment

Unique 3-digit ID number

Confirmation of delivery cyclist’s review of DOT Commercial Cyclist Safety course

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1 IMPORTANT: Failure to comply with these laws may result in a fine.
2 Provide delivery cyclists with the following:

**A unique 3-digit ID number for each bicyclist**
Assign each bicyclist with a unique 3-digit employee ID number, for your internal use.

JOE’S 001
JOE’S 002
JOE’S 003

**Retroreflective upper body apparel with the business’ name and bicyclist’s 3-digit ID number on the back**
The ID still needs to be visible when your commercial bicyclist is wearing a coat or a rain jacket.

**A bicycle helmet in good condition**
Replace helmets that have been repeatedly dropped or have been involved in any type of crash– they are no longer safe.

**Business ID card including the information pictured:**

* Carry this ID card at all times.

**IMPORTANT:** Failure to comply with these laws may result in a fine.
3 Equip commercial bicycles with the following:

**A bell or other audible device**
A whistle or siren are not allowed by law.

**White front light and red taillight**
must be used from dusk to dawn.

**Reflectors**
must be on each wheel on the front and back of bicycle.

**Brakes**

**A metal or plastic sign at least 3 inches by 5 inches with the business’ name:**
Affixed to the rear of each bicycle or bicycle seat or both sides of the delivery basket.

Assign each bicycle a unique 3-digit number, different from the bicyclist’s ID number.

Electric bicycles are not capable of being registered by the New York State Department of Motor Vehicles and therefore their operation is prohibited in New York City.

**TIP:** Hanging bags from handlebars can cause accidents. Providing a basket is highly recommended.
What Are My Commercial Bicyclists Required To Do?

All bicyclists riding in New York City must obey traffic laws and may receive a summons if they do not comply. It is your responsibility to make sure that all bicyclists who work for you know and follow the laws at all times.

On the following pages you will find training materials for your employees.
Discuss traffic laws and compliance with your delivery cyclists:

Distribute *Do You Deliver?* brochure to your delivery cyclists and review each section as described below.

**Traffic Laws**

As you review this brochure, emphasize the following:

- “Yield to pedestrians” means that they have to let people walking go BEFORE them at all times.
- Your delivery cyclists must not ride the wrong way on any street. Please let your delivery cyclists know that you will allow for the time it takes to travel safely - and that you expect them to go around the block in order to ride in the correct direction.
- Remember, everyone out there is a potential customer.

Please note, the front light must be WHITE and the rear must be RED, just as on a motor vehicle.

**Commercial Bicyclists must obey all traffic laws including the following:**

Los Ciclistas Comerciales deberán obedecer todas las leyes de tránsito, incluyendo las siguientes:

- **Yield to pedestrians**
  Ceda el paso a los peatones
  让路给行人

- **Ride in the direction of traffic**
  Circule en el sentido del tránsito
  順著交通方向騎乘

- **Stop at all red lights and stop signs**
  Deténgase en las luces rojas del semáforo y las señales de pare (STOP)
  在號誌轉為紅燈後和 STOP (暫停車) 標誌前停下

- **Stay off the sidewalk**
  No use las aceras
  禁止騎上人行道

- **Use a white headlight and red taillight at night**
  Use una luz delantera blanca y una luz trasera roja por la noche
  晚上使用白色頭燈和紅色尾燈
When reviewing the laws pertaining to equipment, please keep in mind that it is the business owner’s responsibility to provide a helmet, a bell and front and rear lights.

To clarify: adults are not required by law to wear helmets, however any commercial bicyclist must wear a helmet every time they ride “on the job.”

Being predictable is a big part of staying safe. Your cyclists must let drivers and pedestrians know when they are turning to avoid collisions. Practice these signals with them and insist they use these important indicators.

Commercial Bicyclists must obey all traffic laws including the following:

- Wear a helmet
  - Use un casco
  - 戴上頭盔
- Use a bell to signal presence
  - Utilice el timbre para indicar su presencia
  - 使用鈴鐺提示他人
- Do not wear more than one earphone while riding
  - Utilice únicamente un solo auricular cuando ande en bicicleta
  - 騎車時切勿雙耳佩戴耳機
- Signal when turning
  - Al dar vuelta, haga una señal
  - 轉彎時用手勢表示
- Use a white headlight and red taillight at night
  - Use una luz delantera blanca y una luz trasera roja por la noche
  - 晚上使用白色頭燈和紅色尾燈
- Yield to pedestrians
  - Ceda el paso a los peatones
  - 讓路給行人
- Stop at all red lights and stop signs
  - Deténgase en las luces rojas del semáforo y las señales de pare (STOP)
  - 在號誌轉為紅燈後和STOP（暫時停車）標誌前停下
- Stay off the sidewalk
  - No use las aceras
  - 禁止騎上人行道
- Ride in the direction of traffic
  - Circule en el sentido del tránsito
  - 顺着交通方向騎乘
Tips for Success

Encouraging safe riding habits provides for the safety of both your employees and the public. It can also save your restaurant money.

When a local bagel chain adopted a bicyclist safety program, they experienced a combined 50% reduction in crashes among their 12 locations and thousands of dollars in savings in medical costs and insurance in just the first year!
Simple Ways to Work with Your Delivery Cyclists

Train new delivery staff
Before any employee begins working as a delivery cyclist, they must understand bicycle traffic laws. Consider using the Do You Deliver? brochure and the Commercial Bicyclist Safety poster as training materials.

Hold regular meetings
Conduct weekly, biweekly, or monthly staff meetings for your delivery cyclists. Go over any unsafe behaviors that may have been reported. Use our Tip of the Month sheets from our website nyc.gov/bikes.

Make safety gear easy to find & access
Keep helmets organized and within arms’ reach so that cyclists can get to them.

Give accurate delivery times
Cyclists may engage in unsafe behavior in order to deliver meals too quickly. When you tell your customer how long a delivery order will take, build in time for your employees to stop at red lights and stop signs and ride the correct way on one-way streets.

Welcome to the team!
Safety Tips for Cyclists

Be Alert
Talking on the phone while riding is dangerous and distracting.

Bad Weather Riding
Remember that it is more difficult for bicyclists and motorists to see each other in the rain or snow. This makes having lights extra important.

Sewer grates and manholes can become slippery when it rains. Snow on the street may hide potholes, grates, or icy patches.

Report a Crash
Stay at the scene, inform a manager and call the Police. Under Executive Order 41, Police will not inquire about immigration status when asked for assistance.

SLIPPERY WHEN WET

Don’t Get Doored
Ride at least three feet away from parked cars and stay alert. Use the bike symbol on the street as a guide.

Avoid the Blind Spot
Trucks have very large blind spots. Leave extra room when riding near them.