



Cargo Bike Delivery

Occupational Drivers Panel
Research on the Road
November 19, 2025



Freight in the City

Movement is driven by consumer demand

- Over 80% of New Yorkers received a package at home in the last 7 days, 18% received packages on 4 or more days
- Pre-COVID-19, 60% of the deliveries were made to commercial customers and 40% to residential customers.
- Approximately 80% of deliveries are now going directly to residential customers
- **Trucks conduct 90% of freight deliveries in NYC,** leading to impacts on air quality, traffic, quality of life, and safety; disproportionately impacting environmental justice communities



DOT aims to improve infrastructure for safe, efficient, and responsible movement of goods.

Commercial Cargo Bike Delivery



What are Cargo Bikes?

In NYC, a **commercial cargo bike** is a pedal-assist electric bicycle that:

- Has a large **built-in cargo compartment**, or a method to attach a cargo trailer
- Is used to transport **commercial goods**
- Only **engages in the electric motor** when the commercial cargo cyclist is **pedaling**



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Freight Program Overview



Pilot launched in December 2019, now largest program in the US. Overall the program aims to expand commercial cargo bike usage and promote safe use of cargo bikes.

Current Status: ~800 cargo bikes with 1000s of workers delivering packages, groceries, ect in NYC

Freight Program Goal: Determine how City can provide support for safe expansion of cargo bike fleets in NYC

Methods: Conduct qualitative research on business and workers needs using:

- **An iterative research process**
- **case studies**
- **stakeholder interviews**
- **survey feedback**

Product: Publication of training materials for businesses & riding guidance for bikers

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Case Study Research

Focus:

Interviews and Publications

Municipalities

Paris

Vancouver

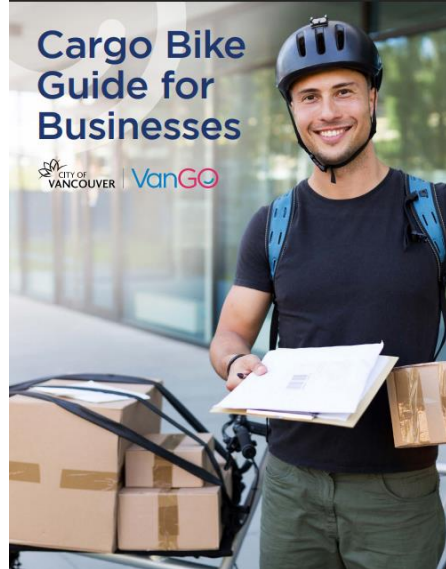
Amsterdam

Copenhagen

London

Topline Findings:

- Incentives
- Curb Management
- Education
- Policy
- Integration with Regional System



Biking the Goods

How North American Cities Can Prepare for and Promote Large-Scale Adoption of Cargo e-Bikes

Giuseppe Della Chiara
Robi Verma
Kelly Rula
Aene Goodchild



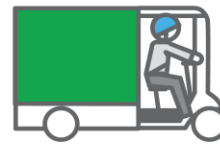
URBAN FREIGHT LAB
UNIVERSITY OF WASHINGTON

October 2023



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Business Surveys



Businesses are most concerned about...



Businesses are looking for help in the form of...



Survey Responses: 11 businesses

Survey Themes:

Infrastructure

Safety

Policy

Economics

General Feedback

Findings:

- Most companies (over 50%) have W-2 cargo bike employees
- 75% of businesses say all or most of their deliveries are preplanned
- 75% of businesses said that electric bike charging is done at the business facility, warehouse or dispatch location.

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Cyclist Surveys

Survey Responses: 52 cyclists

Survey Themes:

Safety

Operations

Infrastructure

Job Satisfaction

General Feedback

Findings:

- 75% of cyclists deliver over 30 packages a day (40% said over 60 packages)
- 87% of cyclists say that drop offs take less than 15 mins.
- Close to all cyclists rank protected bike lanes as their preferred method of travel.
- Majority of cyclists would like to see more protected bike lanes.
- Majority of cyclists would like wider bike lanes and more car free space.



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Industry Day



Industry Day Attendees: 12 businesses

Format:

Survey results reviewed

Discussion questions based on key themes:

- Infrastructure
- Policy
- Education

Findings:

- Economic barriers for new fleets
- Licensing requirements
- Designated parking and bike lane connections
- Unified training guidance



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Stakeholder Interviews



Interviews: 5 key industry partners

Format: Industry representative interview about key topics

Findings:
Guidance on Workforce Development
Cargo Bike Riding Tips
Safe Battery Charging at Scale
How to Train Cyclists

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Final Product: Guidance for Trainers and Cyclists



Table of Contents

- Overview of Commercial Cargo Bikes
- New York City Context
- Parking Rules and Guidelines
- Riding Rules and Guidelines
- Transloading Rules and Guidelines
- Safe Fleet Management
 - Safe Battery Charging
 - Workforce Development



Safety Course



Safety Poster & Cyclist Roster

Cyclist Roster	
Name: J. Delivery	<input checked="" type="checkbox"/> Safety course
3-digit ID Number: 123	
Home Address: 23-19 Main Street	
Date of Employment: 08/5/12	
Date of Discharge:	
Name:	<input type="checkbox"/> Safety course
3-digit ID Number:	
Home Address:	
Date of Employment:	
Date of Discharge:	
Name:	<input type="checkbox"/> Safety course
3-digit ID Number:	
Home Address:	
Date of Employment:	
Date of Discharge:	

Publication

- Nov./Dec. 2025 publication
- Follow-up with Riding Guidance Brochure for Cyclists

Thank You!



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