

Do You Deliver?

Cargo Bike Training Guide

Training Materials
& Fleet Manager
Resources



NYC
Delivering for you.
Every day. Everywhere.

NEW YORK CITY
DOT

Ydanis Rodriguez
Commissioner



225

225



Crate & Barrel





Table of Contents

	Required Chapter
Overview	1
Introduction	1
What is a commercial cargo bike?	2
	Commercial Cargo Bike Rules in NYC
Parking/Transloading	5
Riding	6
Bike Laws	8
Commercial Cyclist Fleet Laws	9
	Parking/ Transloading Guidance
How to Park	11
	Riding Guidance
Safe Riding Basics	13
 Pre-Trip Safety Check	14
Safe Riding Basics	20
 Choosing Lanes	21
Know Your Route	22
Special Conditions	24
	Safe Fleet Management Guidance & Resources
Safety Training and Testing	28
Safe Battery Charging	31
Multiple Battery Charging Facilities	32
Battery Disposal	33
Equipment Safety	35
Prioritize commercial cargo cyclist needs	36
Route Planning	37
Workforce Development Tips for Fleet Managers	38
Appendix	40
	44
	Hand-out Ready



Overview

Introduction

New York City has the largest Commercial Cargo Bike Program in the United States, with over 750 cargo bikes delivering goods to individuals and businesses.

In 2024, the New York City Department of Transportation (NYC DOT) enacted rules allowing use of commercial cargo bikes on NYC streets. The rules set forth regulations on operating and parking commercial cargo bikes on city streets.

This guide offers clear shared safety standards, guidance on safe fleet management, and material for commercial cargo bike fleet managers to train their fleet of commercial cargo bike cyclists.

Commercial cargo bike fleet management companies can use the required sections of this guide as a training document or can develop their own guides that include all the required material at a minimum.

The suggested material includes safe fleet management guidelines and tips for training, hiring, and workforce development, along with links to additional resources.

What is a commercial cargo bike?

In this guide, the term “commercial cargo bike” is used interchangeably with the legal term “pedal-assist commercial bicycle” defined in the NYC Traffic Rules.



noun [C] (also cargobike) /kar.goʊ baɪk/

**(Legal Definition/
Fine Print Below)**



What is the legal definition of pedal-assist commercial bicycle?

Pursuant to Section 4-01 of the “Traffic Rules,” a pedal-assist commercial bicycle is defined as:

A device upon which a person may ride equipped with a belt, a chain or gears, fully operable pedals and an electric motor of less than seven hundred fifty watts (one horsepower) whereby such electric motor engages only when the operator is pedaling and the rate of speed of the bicycle is less than fifteen miles per hour, and disengages or ceases to function when (i) the operator applies the brakes, (ii) the operator stops pedaling, or (iii) the bicycle achieves a speed of fifteen miles per hour and which is (A) more than 36 inches but no more than 48 inches wide and equipped with 2, 3, or 4 wheels or (B) no more than 36 inches wide and equipped with 4 wheels. A pedal-assist commercial bicycle shall not be equipped with any throttle capacity or have any additional motorized equipment affixed to it. A pedal-assist commercial bicycle shall not be more than eighty-four (84) inches in height or more than one hundred and ninety-two (192) inches in length, including any attached trailer. A pedal-assist commercial bicycle shall only be used to transport property in commerce. For the purposes of this definition, the term “trailer” means a device not propelled by its own power and towed by a pedal-assist commercial bicycle.



Two-wheel
cargo bike
with trailer



E-quad



Cargo
Trike

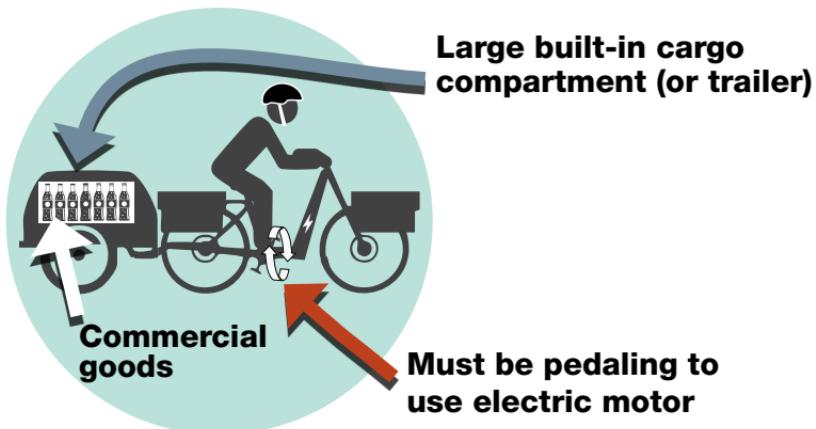


0-36 in.
wide

NOT A
COMMER-
CIAL
CARGO
BIKE!

Put simply, 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



Commercial cargo bikes may be used for:



Example: Bulk item delivery to retail stores, food distributor to restaurant



Example: Laundry, groceries or compost pick-up



Example: Packages from an online retailer

What are the types of commercial cargo bikes?

Several types of cargo bikes are currently operating in NYC.



Long John

Long Johns are front-loaded cargo e-bikes.



Cargo Tricycle
(3 wheels)

Cargo tricycles or “trikes” are three-wheel rear-loaded cargo e-bikes.

Quad Bike (4 wheels)



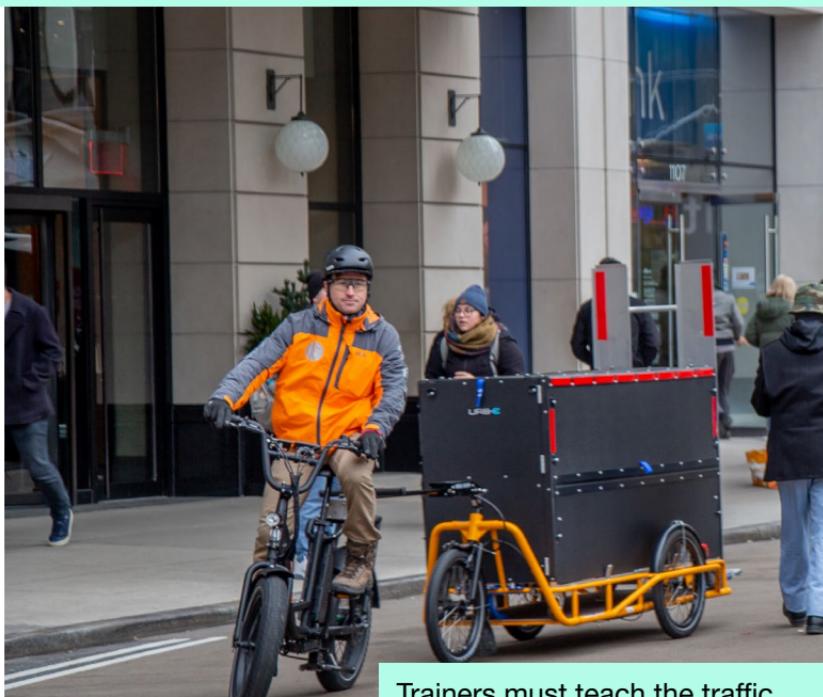
Quad bikes or **four-wheelers** are four-wheel rear-loaded e-bikes.

E-Bike with
Trailer



E-bikes with Trailers include a trailer attached to a commercial cargo bike to expand their carrying capacity, allowing cargo to be towed behind.

Commercial Cargo Bike Rules in NYC



Trainers must teach the traffic laws that apply to commercial cargo cyclists. Provide the following required guidance for cyclists when training your fleet.

Parking/Transloading

- Commercial cargo bikes may not park or stand on the sidewalk or in the bike lane under any circumstances. This includes both the bike and the trailer portion.
- Commercial cargo bikes may park perpendicular to the curb only if there is space for a vehicle to pass between the bicycle and the center of the street.



Commercial cargo bikes parked on the street **cannot block**:



Driveways



Carshare
Parking



Pedestrian
Ramps



Crosswalks



Curb
Cuts



Fire
Hydrants



Bus Stops

/BUS\



Bike
Lanes



Electric
Vehicle
Charging
Space



Bike Racks
or Bike
Sleds

- Commercial cargo bikes cannot be parked on the street overnight.
- Commercial cargo bikes may stand in Commercial Bicycle Loading Only Zones, and in the parking lane wherever commercial vehicles may stand (including No Standing Commercial Vehicles Only, Loading Only, and Truck Loading Only), when actively engaged in loading or unloading property and for the duration of the posted sign.
- Commercial cargo bikes may park in Commercial Vehicles Only metered parking zones and are exempt from paying parking meter fees.

Listed parking/transloading laws are later visualized in “Where to Park” section.

Riding

- Commercial cargo bikes may only be used to transport commercial goods.
- Cargo must be properly secured so that goods do not spill out during travel.
- Commercial cargo cyclists must adhere to a 15 mile per hour speed limit.

Commercial cargo cyclists are not permitted to ride on:

- Highways
- Hudson River Greenway south of 59th Street

Bike Laws



Exercise caution and yield to pedestrians.



Stop at all red lights and stop signs.



Ride in the direction of traffic.



Stay off the sidewalk.

View **Bike Laws here:** bit.ly/NYCDOTbikelaws

Commercial cargo cyclists who do not follow traffic laws may be issued moving violations by the New York City Police Department (NYPD).



Commercial Cyclist Fleet Laws

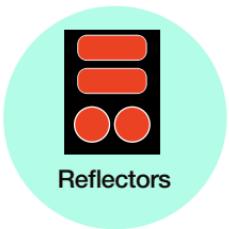
The following commercial bike laws apply to commercial cargo fleet cyclists. Employers must provide the following to commercial cargo cyclists:



Must be in good condition



Business name & cyclist's ID# must be on the back in lettering at least 1-inch high



Reflectors



Must be displayed on BOTH sides of bike



Brakes



White headlight & red/amber taillight

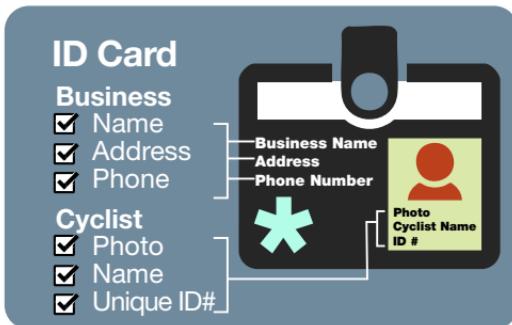


A business ID card to carry whenever you are riding on behalf of the business



Bell or other audible (not a siren or whistle)

Details of What Information Must Appear on the Identification Card



Businesses are not permitted to require any of their commercial cargo bike cyclists to provide helmets and required bicycle equipment at their own expense.

ALL REQUIRED EQUIPMENT MUST BE SUPPLIED AT THE EMPLOYER'S EXPENSE.¹

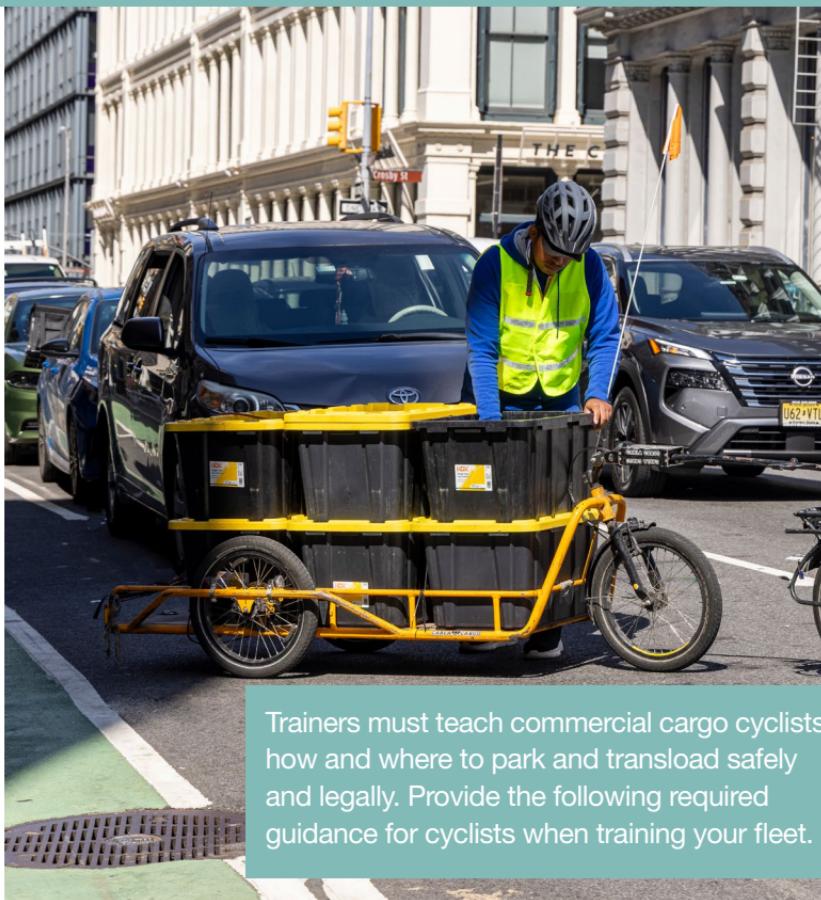
NYC DOT is empowered to issue fines to businesses that do not properly equip their bicycles or their delivery cyclists with proper safety equipment. Call 311 to inform NYC DOT if proper safety equipment is not provided.

Each commercial cargo cyclist must complete a bicycle safety course prior to using a cargo bike for commercial purposes.

NYC DOT provides a safety course that fulfills this requirement. This course is available on NYC DOT's Commercial Cyclists page (nyc.gov/html/dot/html/bicyclists/commercial-cyclists.shtml).

¹ For further information on requirements and violations associated with bicycles used for commercial purposes, see Section 10-157 and Section 10-157.1 of the New York City Administrative Code code.library.amlegal.com/codes/newyorkcity/latest/NYCadmin/0-0-0-6478.

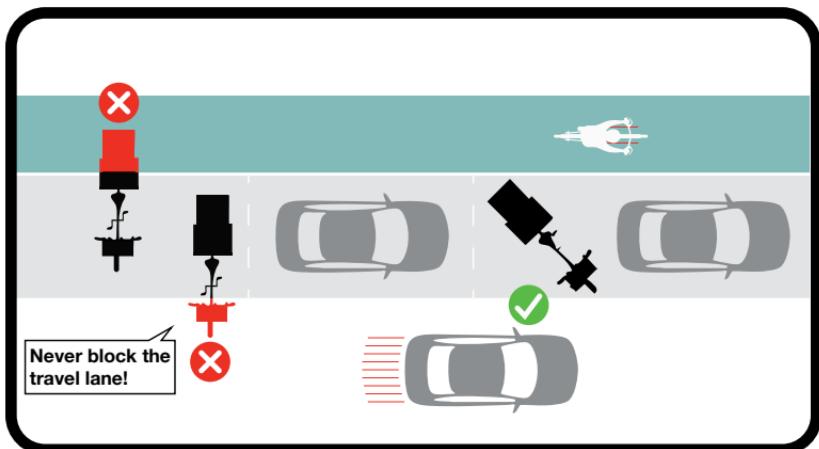
Parking/ Transloading Guidance



Trainers must teach commercial cargo cyclists how and where to park and transload safely and legally. Provide the following required guidance for cyclists when training your fleet.

How to Park

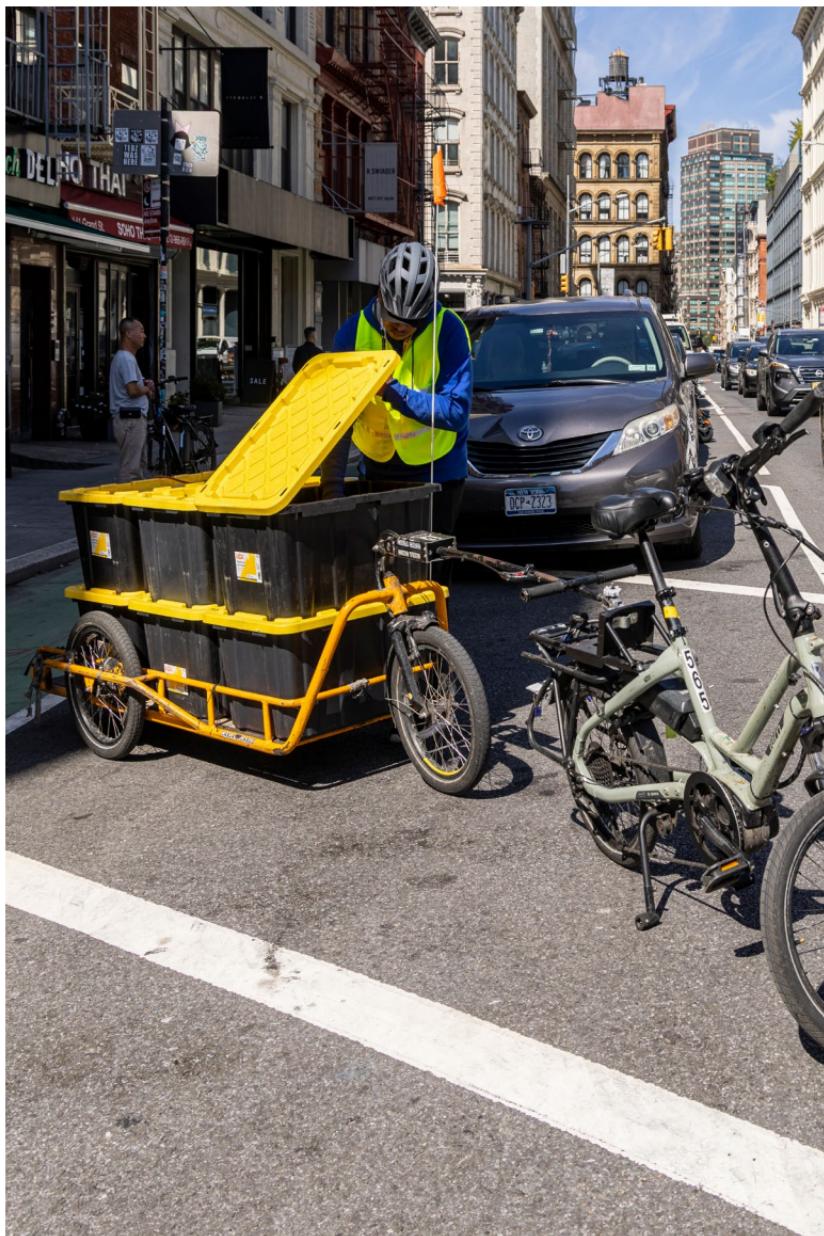
Commercial cargo bikes must be parked perpendicular to the curb to save space for other vehicles but should never block the travel lane.



Please note:

Never park on the sidewalk for any amount of time.

Commercial cargo bikes may stand in All Vehicles parking spaces and in some commercial loading zones, with special rules.



You MAY Park or Stand Here

On the street (only while loading or staging and never overnight)

All Vehicles parking spaces

Commercial loading zones where trucks can park or stand, including:

No Standing: Commercial Vehicles Only (Park or Stand)



No Parking (Only Stand)



Loading Only (Only Stand)



Truck Loading Only (Only Stand)



Commercial cargo bikes are **exempt** from paying parking meters in Commercial Loading Zones.

In loading zones:



Follow all parking or standing restrictions that apply to trucks.

Use NYC DOT Signs (nycdotsigns.net) for reference.





DO NOT Park or Stand Here



Sidewalks

Painted
Pedestrian

Bike Lanes

Travel Lanes
(No double
parking)

Also, DO NOT park or stand in zones where standing is prohibited for commercial vehicles, including:

- No Standing
- No Stopping



DO NOT park or stand anywhere that blocks:

<input type="checkbox"/> Driveways	<input type="checkbox"/> Bike lanes
<input type="checkbox"/> Pedestrian ramps	<input type="checkbox"/> Fire hydrants
<input type="checkbox"/> Curb cuts	<input type="checkbox"/> Bike lanes
<input type="checkbox"/> Bus stops	<input type="checkbox"/> Bike racks or sleds
<input type="checkbox"/> Electric vehicle charging spaces	<input type="checkbox"/> In the designated on-street area of Roadway Cafes
<input type="checkbox"/> Car share parking	
<input type="checkbox"/> Crosswalks	



Unattended commercial cargo bikes left on the street overnight or left on the sidewalk at any time may be **subject to removal** by NYPD.

Cargo Bike Corral Parking

Cargo Bike Corrals are designated spaces for commercial cargo bikes to safely stand during transloading.

- Transload in Cargo Bike Corrals where available.
- Only use corrals while actively loading and unloading.
- Never park in Cargo Bike Corrals overnight.



Microhubs

Businesses that participate in NYC DOT's Microhubs Pilot program receive permits to use specially assigned microhub spaces for transloading.



Microhubs are designated areas for transloading goods from large commercial vehicles onto commercial cargo bikes or other low or no-emission devices for last-mile deliveries.

Riding Guidance



Trainers must teach commercial cargo cyclists how to ride safely with cargo and a battery. Provide the following required guidance for cyclists when training your fleet.

Safe Riding Basics

Cyclists should:

- **Perform a pre-trip safety check.** →
Proper gear and a secure bike help ensure safe riding.
- **Ride in the direction of traffic.**
On one-way streets with no bike lane, keep right.
- **Use either the bike lane or the travel lane.**
Make an informed decision.
- **Know the bike facilities and follow a planned route.**
Knowing a safe route helps avoid illegal and unsafe riding.
- **Leave extra room to brake and turn.**
Commercial cargo bikes take longer to brake and have more difficulty negotiating turns than standard bikes.
- **Use defensive driving techniques.**
Enter intersections with caution and leave extra space for pedestrians, cyclists, trucks, and other road users.
- **Keep an eye on the batteries.**
Call 911 immediately if battery catches fire.
See *Safe Battery Charging* section for more information on safe battery charging and handling.

Trainers can provide the materials on the following pages to trainees.

- Pre-Trip Safety Check 21
- Choosing Lanes 22-23
- Know Your Route 24
- Interacting with Other Road Users 26-27

Reference NYC DOT's **Bike Smart** page,
bit.ly/NYCDOTsaferiding, for more guidance on safe cycling in NYC.



Pre-Trip Safety Check

Do you have?



Helmet



Business ID



A bell



Bike
Identification
Label



Headlight
& Taillight

Before you ride, check the following:



Air in
Tires



Quick releases
(holds seat &
tires to frame)



Brakes



Secure
Load



Chain/
Crank

Choosing Lanes

Consider the following questions when choosing between the travel lane or the bike lane.

- Is this bike lane wide enough for the commercial cargo bike and trailer?**



A bike lane with ample room for a cargo bike and trailer



A bike lane wide enough for a cyclist to pass an e-quad

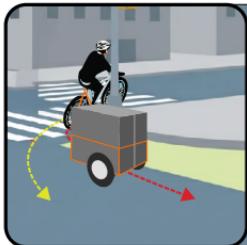
- Is this bike lane wide enough for me to pass other bikes and for them to pass me?**
- Is this bike lane protected?**
- Are there other bicyclists in the lane and do they seem comfortable riding near larger bicycles?**
- Can I turn safely while staying in the bike lane?**
- Is the traffic in the travel lane moving at a similar speed to the commercial cargo bike?**
- Is this area a highly used recreational space with children and/or pedestrians?**



You may want to consider the travel lane if...

You are riding with a trailer

Be mindful of the trailer when considering whether you can turn safely from the bike lane.



The trailer is often wider than the bike. The trailer will track inside the bicycle's turn radius.

You are riding an e-quad

If the dimensions of the e-quad cause a wide turning radius, consider riding in the travel lane, where wider turns can be made more easily.



Turning right from the bike lane in an e-quad may pose a challenge in clearing the corner.

The protected bike lane is narrow



DON'T GET STUCK!

Before entering a protected bike lane, make sure the lane has space for multiple bikes to pass through and gaps in the lane barrier to exit if necessary.

Know Your Route

Routes should be planned in advance to avoid illegal and unsafe riding.

If you are planning a route, know the types of bike facilities and use the resources below.



Protected Bike Lane

On-street protected bike lanes are protected from traffic by parked cars or physical barriers.

Bike Lane

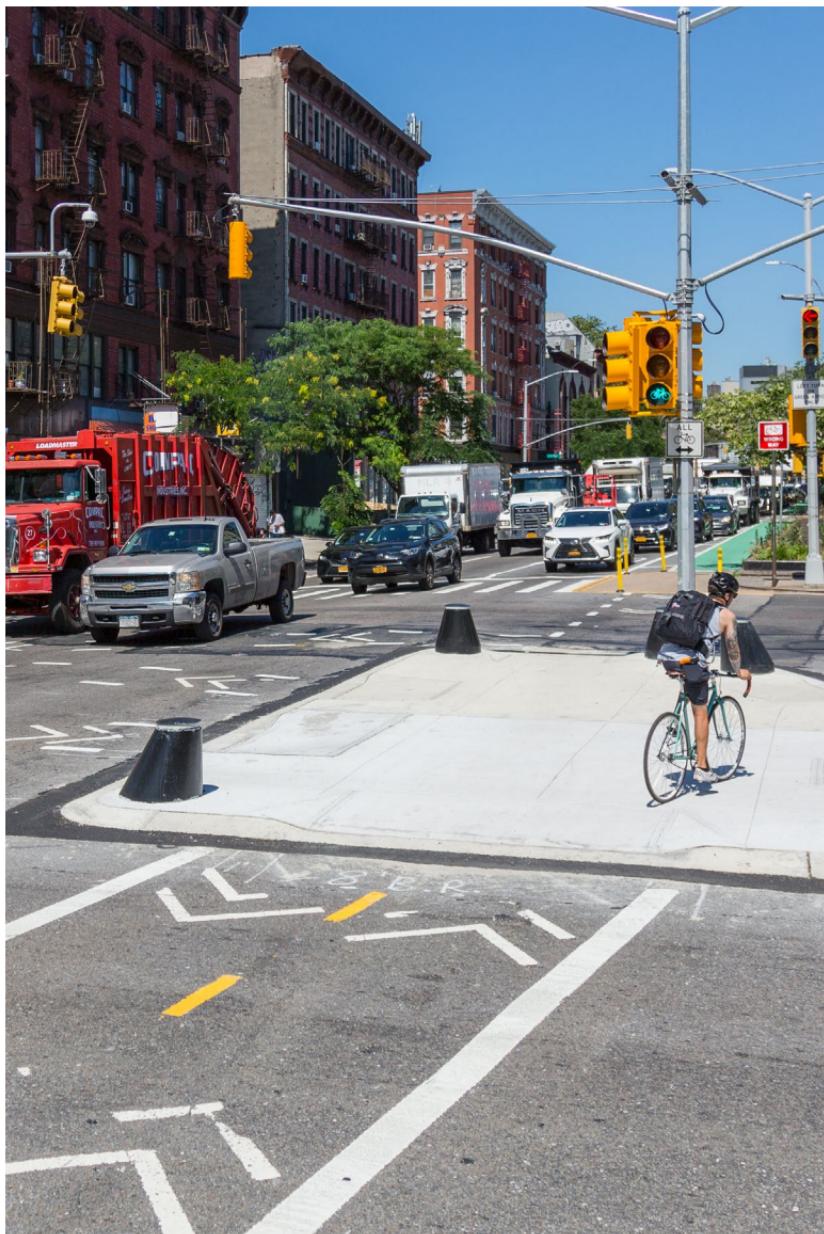
Bike lanes are painted onto the road, often next to a parking lane, and are marked with bike symbols.

Shared Lane

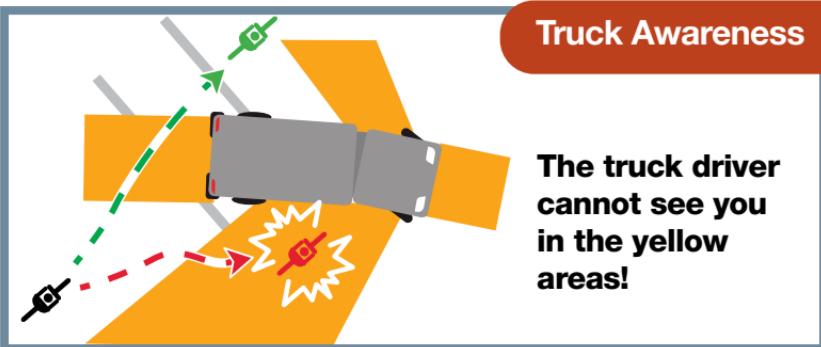
Shared lanes are used by cyclists and motorists. They are marked by “sharrows” and signs.

Route Planning Resources

- NYC DOT's 2025 Bike Lane Map ([Bit.ly/BikeLaneMaps](https://bit.ly/BikeLaneMaps)) is a helpful resource for planning your route.
- NYC DOT's Bike Infrastructure Conditions Map (On.nyc.gov/4pxQNhs) shows bike lanes that may be impacted due to construction permits, planned street resurfacing, and the location of temporary bike lanes.
- Many consumer navigation systems have accurate information about the types of bike lanes along a route.



Interacting with Other Road Users



**■ Always stop for pedestrians.**

Pedestrians are vulnerable to injury in a collision.

■ Always enter intersections with caution.

Expect that pedestrians WILL walk into the bike lane.

■ Be aware of speed in areas with many pedestrians.

Commercial cargo bikes will need more time to break depending on load.

■ Never assume other cyclists on the road are experienced riders.

Bike commuters, recreational bikers, and even bike couriers are not necessarily trained in safe riding.

■ Use defensive driving techniques.

Leave extra space around bicyclists and other road users.

■ Never stop or stand in the bike lane except at a stop sign or traffic signal, or in an emergency.

Commercial cargo bikes are wider than other vehicles and stopping in the bike lane may block other cyclists from passing.

■ Use extra caution and leave extra space around trucks.

Trucks have blind spots of 10 feet or more on all sides, and crashes with trucks are more likely to be fatal.

■ Never assume drivers can predict your movements.

Drivers will not always be familiar with commercial cargo bikes' speed restrictions or operating rules.

■ Let trucks turn in front of you and leave extra space behind trucks as they turn.

Trucks make wide turns and may have trailers that track inside.

Special Conditions

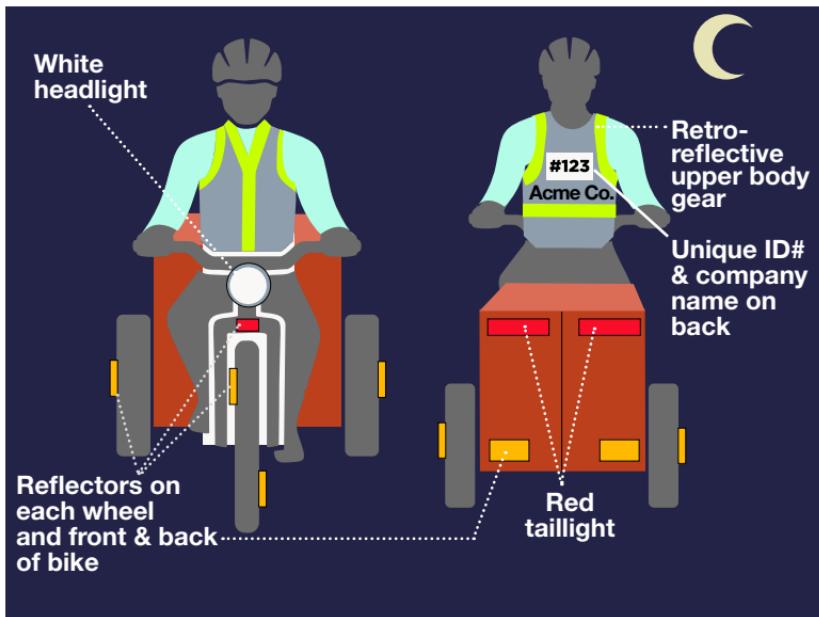
Riding at Night

Road users will have decreased visibility at night.

Commercial cargo cyclists should ride carefully and always use the required visibility apparel and equipment, which **the employer is required to supply at employer's expense**:

- Retroreflective upper body apparel
- White headlight and red taillight (use from dusk to dawn)
- Reflectors on each wheel and the front and back of the bicycle

Cyclists can also wear additional bright clothing to maximize visibility.



Riding in Inclement Weather

Commercial cargo cyclists will need to take greater precautions to ride safely in rain, snow, and ice.

Streets in NYC can become slippery, and biking may be especially difficult with a trailer and with heavy cargo. Snow and ice can also obstruct other drivers' windows and worsen their visibility.

Cyclists should be allowed more travel time during inclement weather.

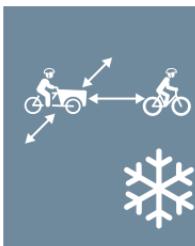
To ride safely in rain or snow or on icy roads, cyclists should:



Brake slowly



Slow down on turns



Maintain extra distance on all sides when possible



Be cautious of manhole and other on-road covers

Open Streets

- Commercial cargo cyclists may ride on Open Streets to make deliveries to residents, businesses, and institutions located on the Open Street.
- Commercial cargo cyclists should ride no more than 5 mph on Open Streets.
- Learn more about Open Streets here: bit.ly/3MqJV7e

E 90 St

387
DUTCHX

E 90 St



Safe Fleet Management Guidance & Resources



Safe Fleet Management is the practice of keeping the fleet of commercial cargo cyclists safe while they transport goods. Safety Trainers, please consider the following recommendations when training a fleet of commercial cargo cyclists.

Safety Training and Testing

Beyond NYC DOT's required safety training, trainers are recommended to use written safety materials and guidance as part of a comprehensive training and testing protocol for new hires. The process should also include specialized on-road safety training and commercial cargo-bike specific road tests.



General competence on the road is important but not sufficient.

- Before they begin working, verify that commercial cargo cyclists are able to ride safely in the travel lane when necessary.
- A driver's license alone doesn't mean a new hire can safely operate a commercial cargo bike. Operating a commercial cargo bike is different from driving a car or riding a bicycle or e-bike.

Conduct extensive cargo bike-specific training and testing.

- Offer specialized safety training for new hires that involves operating the commercial cargo bike with supervision and guidance from an instructor.
- Conduct a road test before hiring and/or prior to new hires' first dispatch.

Safe Battery Charging

General Guidelines

- **Use approved batteries and chargers.** Only use commercial cargo bikes and batteries that are safety tested by a nationally accredited testing laboratory.
- **Follow the device manufacturer's instructions for charging and storage.** Always use the manufacturer's cord and power adapter made specifically for the device.



- **Keep away from heat.** Keep batteries and bikes at room temperature. Keep away from direct sunlight and any heat sources such as a radiator.
- **No overnight charging.** Do not leave devices or batteries unattended while charging or charge them overnight.
- **Use the wall outlet.** Always plug directly into a wall electrical outlet for charging.
- **Store batteries in open spaces.** Batteries should be stored away from anything flammable (ex. cardboard, wooden pallets, cargo blankets).
- **Make sure you can get out.** Never store your bike so it blocks your primary way in or out of a room or building.
- **Call 911 for battery fires.** Water and fire extinguishers do not extinguish lithium-ion battery fires. If a battery overheats or you notice an odor, change in shape, color, leaking, or odd noises, stop using immediately. If safe to do so, move the device away from anything that can catch fire and call 911.

Safe e-bike charging starts with knowledge. Lithium-ion battery incidents are preventable when staff are trained and charging protocols are followed without exception. This is how we protect our valued employees, property, the reputation of our industry and the communities that we serve.

—Mark Chiusano,
CEO, Net Zero Logistics



Multiple Battery Charging Facilities

For larger scale operations, battery cabinets and safe charging rooms can provide charging for multiple batteries simultaneously.

- Facilities must be in compliance with both Fire Code and Building Code
 - FDNY Cabinet Guidance: nyc.gov/assets/fdny/downloads/pdf/business/e-micromobility-approval-guide.pdf
 - DOB's Bulletin: nyc.gov/assets/buildings/bldgs_bulletins/bb_2025-009.pdf
- Battery charging cabinets, enclosures, or racks must either have an FDNY issued Certificate of Approval (COA) prior to installation and have all the applicable installation reviews and approvals from the Fire Department of New York (FDNY) and/or Department of Buildings (DOB).

In an NYC DOT survey of fleet managers, 75% of businesses said that electric bike charging is done at the business facility, warehouse, or dispatch location.

Battery Disposal

Putting lithium-ion batteries from mobility devices in the regular waste or recycling stream is dangerous and illegal. These batteries store a large amount of energy and can pose serious risks if not handled and disposed of properly. Improper disposal can cause fires, property damage, injury, or even death.

To keep yourself and others safe, please follow proper battery disposal guidelines:

- Find a drop-off location at a nearby store: call2recycle.org/locator/
- Visit a Special Waste Drop-off Site: nyc.gov/site/dsny/what-we-do/programs/special-waste-drop-off.page
- Bring batteries to a SAFE Disposal Event: nyc.gov/site/dsny/what-we-do/programs/safe-disposal-events.page
- Local businesses that specialize in the proper and safe disposal of electric micromobility devices and batteries offer pickup services for larger quantities of batteries or mobility equipment.



The Special Waste drop-off center in Lower Manhattan, under the Manhattan Bridge



Equipment Safety

Regular maintenance of bicycle

- Develop and implement pre- and post-trip checklist inspection. See Riding Guidance and Resources for a sample pre-trip checklist.
- A professional bike mechanic should complete regular tune-ups.
- Follow the manufacturer's maintenance guidelines.

Equipping bicycles for inclement weather

- Invest in winter bike tires to help cyclists operate safely in snow and ice.
 - Wide snow bike tires (4-5 inches wide) help prevent bikes from sinking deeply into soft snow and losing balance.
 - Consider studded tires on front wheels. Metal studs on tires improve traction on snow and ice, helping cyclists maintain balance.
 - Use tires that are rated for the maximum weight of your cargo.
- Provide attachable canopies to protect cyclists from rain and snow.
 - When procuring cargo bikes, choose models that are compatible with canopies.

Prioritize commercial cargo cyclist needs

Fleet managers can ensure the safety and comfort of their employees by providing paid breaks and access to rest areas.

Breaks

- NY State requires a 30-minute (unpaid) meal break during any 6+ hour bike courier shift.
- Incremental paid breaks will ensure that commercial cargo cyclists have the time to tend their daily needs.

Rest Areas

Provide rest areas with the following:

- Cell phone charging
- Prayer space
- Bathrooms

- Provide a map or list of publicly accessible break amenities in the delivery area. Use the following links:
 - LinkNYC kiosks with free Wi-Fi and cell phone charging (link.nyc/find-a-link.html)
 - Bathrooms (nycgovparks.org/facilities/restrooms)
 - Water bottle filling stations (bit.ly/48gYV0I)
 - Public spaces with AC or other cooling options (bit.ly/CoolingCenterLocations)
 - Publicly owned private spaces (bit.ly/4p420Xb)



Riding in Heat

- Follow CDC recommendations on biking in heat.
- Prioritize more frequent breaks, hydration and acclimatization for cargo cyclists working in extreme heat. Recommendations for riding during specific temperatures and heat conditions can be found on the CDC's website. (bit.ly/Niosh-HeatStress)
- Exposure to extreme heat can cause batteries to overheat and enter thermal runaway, potentially leading to a fire. During heat waves and other high-temperature events, limit batteries' exposure to direct sunlight and heat.

Route Planning

Rather than leave it up to the cyclist, we encourage fleet management companies to determine safe routes for delivery.

If possible, plan routes in advance rather than delivering on demand. Predictable routes allow for careful selection of safe loading spaces and reasonable timelines set for delivery goals.

Workforce Development Tips for Fleet Managers

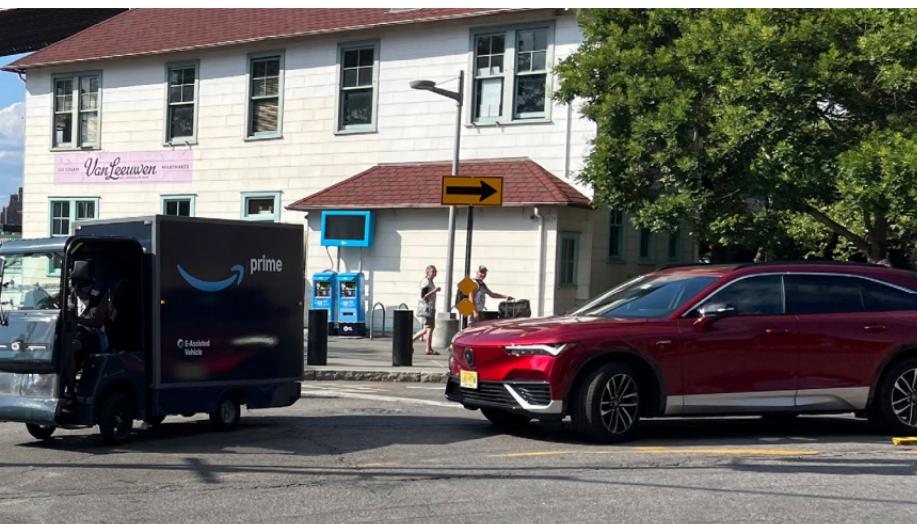
Hiring and workforce practices are also an important aspect of safe fleet management. Research from Belgium has shown that pay structures and working conditions are among the most important factors in cyclists' ability to deliver safely. Stable employment and reliable pay empower cyclists to follow safe parking, loading, and cycling rules.



Hiring

Successful companies suggest hiring full-time salaried cyclists.

- Bicyclists paid a set wage can afford to prioritize safe riding rather than speeding and find safe parking spaces rather than unsafely double parking.
- Hiring permanent employees also means companies can invest in safety training to maintain a safe and efficient fleet.
- Cyclists are attracted to the commercial cargo cycling profession due to the steady salary. Some companies note their employees make at least \$30/hour.
- **Workforce1 (bit.ly/Workforce1-connect)** is a service provided by the NYC Department of Small Business Services to help small businesses connect with qualified candidates for permanent positions.



Safety-first workforce development is also good business. The following tips and resources were provided by some of NYC's most successful commercial cargo bike fleet management companies.

Many cyclists are already working as food delivery cyclists, so the workforce is there. They choose to work as commercial cargo cyclist because it has a set wage, pays well and we discourage unsafe riding.

—Marcus Hoed, Co-Founder, Dutch-X

Workforce1 has been a valuable partner for connecting with local talent, especially when focusing on equitable hiring from communities that benefit most from access to stable employment.

—Rudy Cazares, Founder, Cazar Logistics

Career Development

Successful companies create pathways for career development and advanced training opportunities to develop a fleet of safe and experienced riders and team leaders.

- Some companies promote team leads (ex. spot checkers and dispatchers) internally from the cargo cyclist fleet.

Internal promotion pathways have helped us retain talent and foster a culture of growth. It also ensures that leadership roles are filled by people with firsthand experience.

— Rudy Cazares, Founder, Cazar Logistics

- Some companies also offer CDL training and opportunities to transition between operating different types of commercial vehicles, helping riders gain diverse experience, confidence and skills to deliver safely.

Appendix



Glossary

Commercial Cargo Cyclists – The workers who operate commercial cargo bicycles.

Commercial Cargo Bike Fleet Managers – The businesses that use commercial cargo bikes in their delivery model.

Last Mile Delivery – The final leg in the supply chain, when a product is transported from a business's warehouse or store to the customer's business or home.

Green the Last Mile – Using a low or no-emissions vehicle or device for the last leg of delivery to create a more sustainable delivery system with lower emissions overall.



Resources

Bike Safety

- **NYC DOT's Bike Smart Page:** nyc.gov/html/dot/html/bicyclists/biketips.shtml#bike-smart
- **NYC DOT's Commercial Bicycling Page:** nyc.gov/html/dot/html/bicyclists/commercial-cyclists.shtml
- **NYC DOT's 2025 Bike Lane Map:** nyc.gov/html/dot/html/bicyclists/bikemaps.shtml

Safe Battery Charging, Handling and Disposal

- **Fire Code 309.3 for Safe Battery Charging:** nyc.gov/assets/fdny/downloads/pdf/codes/fire-code-local-law.pdf
- **FDNY Guide for Lithium Ion Safety:** nyc.gov/assets/fdny/downloads/pdf/codes/lithium-ion-batteries-safety.pdf
- **FDNY E-Micromobility Charging Equipment and Installation Approval:** nyc.gov/site/fdny/business/all-certifications/e-micromobility.page
- **List of Accredited Testing Laboratories for E-Micromobility Batteries:** nyc.gov/assets/dca/downloads/pdf/businesses/Accredited-Testing-Laboratory-List.pdf
- **Further Cabinet Installation Resources:**
 - **FDNY Cabinet Installation FAQs:** nyc.gov/assets/fdny/downloads/pdf/business/e-micromobility-approval-faq.pdf
 - **FDNY E-Micromobility Application Guide:** nyc.gov/assets/fdny/downloads/pdf/business/e-micromobility-application-guide.pdf

Disposal Resources:

- nyc.gov/site/dsny/collection/get-rid-of-batteries.page
- call2recycle.org/locator/
- portal.311.nyc.gov/article/?kanumber=KA-02078

Riding in the Heat

- **CDC Workplace Recommendations for Heat:** cdc.gov/niosh/heat-stress/recommendations/index.html
- **NIOSH Occupational Exposure to Heat and Hot Environments:** cdc.gov/niosh/docs/2016-106/

Workforce Development

- **Workforce1:** nyc.gov/site/sbs/careers/virtual-wf1cc.page

Case Studies on Commercial Cargo Biking

- **Urban Freight Lab's Biking the Goods:** urbanfreightlab.com/wp-content/uploads/2023/10/Biking-the-Goods-Urban-Freight-Lab-White-Paper.pdf

References

- **Traffic Rules:** codelibrary.amlegal.com/codes/newyorkcity/latest/NYCrules/0-0-0-102231
- **Pedal-Assist Commercial Bicycles Rule Update:** a856-cityrecord.nyc.gov/RequestDetail/20240315010
- **New York City Administrative Code:** codelibrary.amlegal.com/codes/newyorkcity/latest/NYCdadmin/0-0-0-6478

NYC DOT Surveys

- NYC DOT conducted two surveys in July 2024—a commercial cargo cyclist and fleet manager survey. The commercial cargo cyclist survey asked cyclists about safety, behavior, and preferences while operating a commercial cargo bike. The fleet manager survey asked a representative from companies operating a commercial cargo bike fleet about safety, daily operations, business models, and fleet details.
- Both surveys were administered with companies participating in NYC DOT's Cargo Bike Pilot Program and the NYC DOT Freight Advisory Committee. Please note, these surveys are not considered a random sampling or a comprehensive representation of the commercial cargo bike industry.









*Delivering for you.
Every day. Everywhere.*



Ydanis Rodriguez
Commissioner