



7 April 2026

[Addressee]  
[Person's Title]  
[Company Name]

Dear [Addressee]:

As the on-demand delivery industry has grown, delivery workers using bikes, e-bikes, and mopeds, including those who work for [COMPANY NAME], have become ever more common on New York City's streets. The exponential growth in on-demand delivery has provided economic opportunities for thousands of delivery workers and greater convenience to many New Yorkers. It has also presented new worker, street, and fire safety challenges. Too many delivery workers have been seriously injured or killed while doing their jobs, with the New York City Department of Transportation (NYC DOT) estimating that over 25 delivery workers using a bike, e-bike, or moped have been killed in traffic crashes since 2021, with many others injured.

In addition, many e-bikes and e-mopeds used by delivery workers are not certified to UL standards for fire safety. The proliferation of these substandard devices has contributed to a dramatic increase in lithium-ion battery fires in recent years. Since 2019, over 1,100 battery fires have occurred across the five boroughs, resulting in 35 deaths and 555 injuries. Many delivery workers store and charge their devices at home. A survey conducted by NYC DOT revealed that many workers are deeply concerned about the fire risks of their uncertified devices and are caught between their need to make a living and their desire to keep their families safe.

NYC DOT continues to collaborate with our agency partners, including the New York City Fire Department and the Department of Consumer and Worker Protection, to address the specific safety concerns for delivery workers who use bikes, e-bikes, and e-mopeds, but addressing these challenges requires the cooperation and input of the third-party delivery industry as well. As a third-party delivery app operating in New York City, I am reaching out to schedule time with [COMPANY NAME] to discuss these issues and how we can work together to advance the common goal of improving the safety of delivery workers and all New Yorkers. Specifically, we would like to discuss how we can jointly operationalize the following delivery worker safety initiatives:

### Worker Safety Training

Tomorrow, NYC DOT will launch the agency's first interactive online Bicycle Safety Course for workers operating bikes, e-bikes, or cargo bikes, available on our new online training portal: [nyc.gov/DeliverSafely](https://nyc.gov/DeliverSafely). The course covers traffic laws, best practices for operating on city streets, information on the safe operation of e-bikes, and fire-safe battery charging practices. It takes about 15 to 20 minutes to complete, includes knowledge checks, and is available in five languages: English, Spanish, French, Bengali, and Chinese (Simplified and Traditional). Upon completion, delivery workers will receive a digital certificate of completion.

**NYC Department of Transportation**

**Office of the Commissioner**

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Pursuant to local law, all delivery workers, including those employed by [COMPANY NAME], are required to take the course, and all delivery companies are required to verify that their workers have completed the course. We would like to discuss opportunities with you to raise awareness of the training among your delivery workers, how we can ensure delivery workers take the safety course as expeditiously as possible, and ways to enable delivery workers to seamlessly share their course completion. Our intention is to make completing the course and documenting compliance as easy as possible for both workers and companies.

#### Worker Safety Equipment

Also pursuant to local law, all third-party delivery apps must provide their delivery workers with safety equipment, including a helmet and a retroreflective vest. More information on this requirement can be found by visiting: [nyc.gov/DeliveryByBike](https://nyc.gov/DeliveryByBike). We would like to discuss [COMPANY NAME]'s plans to ensure delivery workers have the equipment they need, while streamlining company compliance and documentation requirements.

#### Safe E-Bike Charging

Finally, NYC DOT is excited to announce that based on a successful pilot, we are launching the Public E-Bike Charging (PEC) program to provide safe, convenient, and affordable e-bike charging on busy commercial corridors in Manhattan, Brooklyn, and Queens. Delivery workers will have access to battery-swap cabinets, enabling them to change batteries mid-shift and to avoid home charging. The system will include a range of fire safety features. The agency has kicked off public engagement for this effort and plans to roll out 25 e-bike battery-swapping stations starting in 2028. We would welcome the opportunity to share our plans with [COMPANY NAME] and to discuss ways to make your delivery workers aware of this new charging system.

#### Business Registration

As a reminder, businesses that dispatch delivery workers on bikes, e-bikes, or cargo bikes in New York City and whose primary site of operation is either located outside New York City or not open and accessible to the public are required to register with NYC DOT. We have created an online [Business Registration Form](#) to streamline this registration, also accessible via [nyc.gov/DeliveryByBike](https://nyc.gov/DeliveryByBike).

We look forward to establishing an open channel of communication between NYC DOT and [COMPANY NAME] as we continue to support the safety of delivery workers.

Sincerely,

A handwritten signature in blue ink, appearing to read "Will Carry".

Will Carry  
Associate Commissioner for Policy  
New York City Department of Transportation