



Off-Hour Deliveries Overview

What is the Off Hour Deliveries (OHD) program?

The OHD program focuses on shifting truck deliveries from peak period to off hours (7pm to 6am).

What are the types of OHD?

- An attended delivery is when a delivery is made to a location and is received by one or more on-site staff.
- An unattended delivery is when a delivery is made to a location where the driver is provided with a key to the storage (or walk-in refrigerator) area of the business location. Double doors, delivery lockers, or container/storage pods are also used for unattended deliveries.

What are the benefits of OHD?

OHD can result in a wide range of benefits, not only for businesses, but also suppliers and the City as a whole.

By receiving deliveries during off-peak hours, some of the benefits to a business could experience are:

- Having more certainty on truck arrival times, thereby more certainty on product arrival;
- Having goods arrive outside the times customers are in the store, thereby providing a better shopping environment and having staff focus on customers rather than the delivery;
- Allowing businesses to prepare goods before the store opens and having stock on the shelves when the business opens;
- Store front not blocked by a truck;
- Reduced delivery costs; research shows that trucking companies delivering in the off hours received fewer parking tickets, but more importantly were more efficient in the evening hours.

The community and the City benefit through:

- Less congestion as trucks not travelling at the same time as commuters and bus riders;
- Less double parking and traffic congestion in the neighborhood;
- Improved safety as trucks not making journeys in peak pedestrian and bicyclist travel time;
- Reduced emissions as trucks not sitting in traffic;

Nearly 97,000 trucks cross into NYC every day and nearly 25,000 trucks cross into Manhattan each day, 80% travel between 6am and 7pm. Even moving a fraction of those trucks to the off hour period would contribute to achieving the benefits described above.



What is NYCDOT doing to help promote Off Hour Deliveries?

The City would like to see more truck activity moved to the off hour period. NYCDOT is assisting businesses/goods receivers and transport companies move deliveries to the off hours. Examples of assistance to date has been identifying quiet equipment, conducting noise surveys and giving guidance and support to companies in mitigating noise concerns. The City is also currently establishing a recognition program to acknowledge businesses that adopt OHD. The recognition program is expected to launch in 2017.

Learn:

If you'd like to learn more about the program, please contact the Office of Freight Mobility via email at: ohdnyc@dot.nyc.gov or by phone (212) 839-6670.