NYC DOT Off-Hour Deliveries Incentive Program

Applicant Questions & Answers (Q&A)

Off-Hour Deliveries

NEW YORK CITY DOT

The following Questions & Answers (Q&A) have been compiled to assist businesses that are considering or preparing an application to the NYC DOT Off-Hour Deliveries (OHD) Incentive Program. Further details of this program and the application process are available in the *Notice of Incentive Opportunity* document.

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This document will be updated periodically to incorporate additional Q&A. Each question shows a "date posted," for ease of identifying new information.

For additional guidance or to raise questions not covered in this document, please contact: ohdnyc@dot.nyc.gov

1. General

1. **What are Off-Hour Deliveries (OHD)?**
   OHD means deliveries made between 7 PM – 6 AM. This timeframe avoids peak road congestion and traffic, helping to improve safety and efficiency.
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2. **Why is NYC DOT promoting OHD?**
   Excessive truck traffic during peak daytime hours contributes to congestion, increased carbon emissions, and greater safety risks to pedestrians, cyclists, and others when the streets are busier. OHD shift freight deliveries away from daytime hours, helping to mitigate congestion caused by trucks and other delivery vehicles.
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3. **How can I learn more about OHD?**
   NYC DOT has additional information posted on the OHD web site: nyc.gov/ohd. The site explains what OHD are, the benefits of OHD, and tips for success, including downloadable OHD toolkits. The site also has a contact form for getting in touch with NYC DOT. Parties seeking more information can also reach out to ohdnyc@dot.nyc.gov.
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4. **I am interested in trying OHD, where do I begin?**
   If you are a business exploring OHD, the NYC DOT OHD web site (nyc.gov/ohd) is a great place to start for more information and helpful tips. This includes downloadable toolkits with practical advice for OHD success. The next step is to talk with delivery partners about which shipments to shift to the off-hours and practical points such as access arrangements to securely complete OHD. Businesses should also consult with suppliers for specific information and guidance about enabling tools and systems to support OHD. For example, a commercial locksmith can provide guidance on smart access systems.
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5. **Can businesses receive OHD even if they are closed during off-hours?**
   Yes! Many businesses that are closed and un-staffed in the off-hours have found success with OHD. In most instances, this is accomplished via unattended deliveries, meaning that a secure means is provided for deliveries to be made while the receiving business is closed. One common method is installing smart keypad

door locks, so delivery workers can let themselves into secured premises to drop deliveries. In other cases, secured lockers can be placed for receiving deliveries.
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2. Participation

6. **Which businesses are eligible to participate?**
   Businesses that either 1) transport and deliver, or 2) receive deliveries of commercial goods within the five boroughs of NYC are eligible to participate. Typical examples of commercial goods include food and beverages, linens, hardware, building materials, and retail merchandise. Applicants also need to have a relationship with their transporting or receiving partners that would enable them to collaborate to retime deliveries into the OHD timeframe (7 PM – 6 AM). For this reason, businesses that only receive parcel deliveries from UPS, FedEx, Amazon, etc. are not eligible for this program.
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7. **Is this program open to businesses that already undertake OHD?**
   Yes, businesses with experience undertaking OHD are encouraged to participate. By participating in this program, these businesses would be expected to use incentives to reimburse expenses that will enable new OHD.
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8. **Are participating businesses still allowed to undertake daytime deliveries?**
   Yes, participation does not preclude businesses from also undertaking daytime deliveries. The program is designed to encourage businesses to become familiar with OHD and increase their share of OHD over time.
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9. **What if I am having trouble convincing a partner transporter/receiver to support shifting to OHD?**
   We have created a sharable one-page program fact sheet that can be found at nyc.gov/ohd. A more detailed explanation of the program and its benefits can be found in the *Notice of Incentive Opportunity* document.
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10. **Can transporters and receivers that work together BOTH apply to participate in this program?**
    Yes, transporters and receivers that have ongoing business relationships are each welcome to apply to this program. However, each should ensure that their applications request incentives for the tools or systems that they would control. For example, a transporter that delivers baked goods could apply for incentives to cover a cargo bike they would use to make OHD. A cafe that they deliver to could apply for incentives to cover a smart access system to facilitate those OHD.
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3. Expense Eligibility

11. **How do I know which expenses are approved?**
    After proposals are reviewed, each successful business will receive an invitation. This will be accompanied by a participation agreement, specifically listing out which proposed expenses have been approved. Subject to signing the participation and onboarding with the program, the business can then move forward with making purchases and subsequently filing for an incentive reimbursement payment. Only approved expenses can be reimbursed.
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12. **What happens if actual expenses come in higher or lower than approved amounts?**
    Actual expenses that exceed approved amounts will only be reimbursed up to approved amounts. For example, if a business has been approved to install a new security camera system for $1,200 and the actual expense is $1,400, the business would only receive an incentive reimbursement for the approved $1,200. The business will not be reimbursed for the additional $200.
    Expenses that are lower than approved amounts will be reimbursed up to actual amounts. For example, if a business has been approved for a security camera system for $1,200 and the actual expense is $1,000, the business would receive an incentive reimbursement for the actual $1,000.
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13. **Can I receive incentive payments for additional unforeseen OHD-related expenses that were not approved?**

The program cannot reimburse incentive payments towards expenses that were not approved, even if the expenses were unforeseen. For example, if a business is approved to install smart access systems at five locations, it cannot claim incentive payments for smart access systems at six locations.
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14. **Can incentives be used to reimburse equipment lease payments (e.g., for a leased electric delivery van)?**
No, incentives cannot be used to reimburse lease payments. The one-time reimbursements provided through this program do not align to the repeating series of payments that are typical of equipment leases.
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4. Expense Reimbursement and Verification

15. **Where do I claim reimbursements?**
Program participants will receive a link to quickly and easily submit reimbursement claims online.
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16. **What documentation do I need to share to be reimbursed for expenses?**
All reimbursement claims must be accompanied by 1) itemized invoice(s) clearly identifying all expenses (e.g., equipment, installation costs, taxes, etc.,) 2) payment receipt(s) showing that invoices have been paid in full, and 3) photos depicting the newly purchased items installed and operational. Program participants should bundle all expenses into a single reimbursement claim.
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17. **What will happen during a verification visit?**
During a verification visit, program administrators will visit one or more locations of a business to verify that systems and equipment that have been reimbursed through this program are present and being used to enable OHD.
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18. **When will verification visits take place and are they announced?**
Verification visits may take place at any point during program participation. The visits may be pre-arranged, or they may be unannounced.

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19. **Can I receive incentive payments up-front, so I do not need to pay expenses out of pocket?**
    No, incentive payments can only be made to reimburse expenses that have already been paid for by the participating business.
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5. OHD Activity Commitments

20. **Who decides what the OHD activity commitments are?**
    Each business will propose a reasonable commitment to new OHD activity in their application. The commitment should reflect a meaningful amount of OHD enabled by the expenses included in the application.
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21. **When does the one-year OHD commitment period begin?**
    Businesses will need to commit to undertaking OHD for at least one year. This period begins whenever the business reports its first new OHD enabled by program participation. For example, if a business purchases and installs its OHD-enabling equipment in December 2026 and launches its first OHD on January 15, 2027, the one-year period will run until January 15, 2028.
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22. **Can OHD activity commitments be adjusted in the middle of the program?**
    The OHD activity commitments made at the time of program onboarding remain throughout program participation.
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23. **What happens if a participating business is facing difficulties meeting its OHD commitments?**
    Businesses that are facing difficulties meeting commitments should contact the program administrator at the earliest opportunity: ohdnyc@dot.nyc.gov
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6. Data Sharing

24. Who decides what the data sharing commitments are?

NYC DOT has established minimum data sharing commitments that all program participants must agree to (see Notice of Incentive Opportunity, Section 3.4.) This data will help NYC DOT to monitor OHD trends and support businesses making OHD. The incentive program administrators will also use this data to validate that program participants are meeting OHD commitments.

Program participants are also encouraged to share additional OHD data with NYC DOT. This data can help NYC DOT to better analyze OHD and develop policies and programs to help businesses that make OHD. Examples of additional data include truck telematics/GPS data and delivery on-time performance data.

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25. How do I share data with NYC DOT?

Program participants will receive a link to quickly and easily submit data online.

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26. How often do I share data with NYC DOT?

Data must be shared with NYC DOT on a monthly basis. Data for each calendar month is due by the seventh day of the following month. For example, OHD data for February 2027 will be due by March 7, 2027.

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27. Will NYC DOT share my data with others?

NYC DOT understands that data shared by businesses is important and commercially sensitive. Any data shared outside of the Program Administration team will be anonymized, so that the names of participating businesses are not disclosed. If NYC DOT would like to identify a program participant by name (e.g., for program marketing purposes,) NYC DOT will first consult with the business and seek their approval. If the business declines to be identified, NYC DOT will not share its name and the participation of that business in the incentive program will not be impacted.

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28. What happens if we are facing difficulties meeting our data sharing commitments?

Businesses that are facing difficulties meeting commitments should contact the program administrator at the earliest opportunity: ohdnyc@dot.nyc.gov
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29. **Can data sharing commitments be adjusted in the middle of the program?**
The OHD data sharing commitments made at the time of program onboarding remain throughout program participation.
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7. Program Support

30. **What support does the program offer besides incentive payments?**
The program offers support and guidance to program participants. For example, program participants are encouraged to contact the program administration team if they:
    - Have questions about OHD or the incentive program;
    - Are experiencing challenges and would like to learn from experiences of other OHD program participants;
    - Are facing difficulties meeting OHD activity or data sharing commitments; or
    - Need support with loading zones near their business.

    Please contact the program administration team at: ohdnyc@dot.nyc.gov
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31. **Who can I reach out to if I need support?**
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32. **How do I get the most out of OHD?**
Pilot projects have shown that businesses that receive OHD without having to dedicate new staff are the most satisfied and see the largest operational benefits. For businesses that are closed in the off-hours, this may include unattended deliveries.
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33. **What if I am concerned about receiving my deliveries without staff present?**
Security equipment such as smart entry technology, delivery lockers, and automatic lighting, which can be purchased with your incentives, have been shown

to reduce the risk of lost, damaged, or stolen goods while preserving the benefits of unassisted deliveries.

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