NYC DOT Off-Hour Deliveries Incentive Program

Notice of Incentive Opportunity

1. Key Dates

8/19/2024	Phase I Notice of Incentive Opportunity and Q&A are released
9/21/2026	Updated Notice of Incentive Opportunity and Q&A are released

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2. Incentive Program Description

2.1. Background

NYC is heavily reliant on truck deliveries. In fact, 90% of everything in our city-- our food and drink, our clothing and paper towels-- comes in by truck. All these trucks contribute to congestion on roads, particularly during daytime. NYC DOT is promoting Off-Hour Deliveries (OHD) as a solution that shifts truck deliveries into off-peak hours between 7 PM - 6AM, relieving congestion while making deliveries faster and more efficient.

NYC DOT made its OHD pilot program permanent in 2010 and has used it to provide technical assistance to freight receivers and shippers, helping them shift deliveries to off-peak hours. To date, the agency has enrolled 27 businesses with close to 1,120 locations receiving OHD. As outlined within the *Delivering Green* plan, NYC DOT aims to reach 5,000 OHD locations by 2040, shifting an estimated 62,000 trucks away from peak hours.

The OHD program has included businesses that transport and receive large amounts of goods into the five boroughs, like Just Salad, ABI (Anheuser Busch-Inbev), Wegmans, Odeko, and Whole Foods Market. It also supports small businesses, since the benefits of OHD can be valuable to businesses of all sizes.

Increasing freight efficiency with an expanded OHD program promotes sustainable business practices with multiple benefits – from the reduction of daytime roadway congestion and double parking in bus lanes to advancing the City's Vision Zero goals with fewer truck-pedestrian conflicts.

The Off-Hour Deliveries Incentive Program is part of NYC DOT's efforts to reimagine freight delivery in New York City, restructure freight distribution, and create a sustainable last-mile delivery system for getting goods where they need to go safely and efficiently. In 2024, NYC DOT launched LockerNYC to combat package theft and reduce the negative environmental and safety impacts of truck deliveries. The agency has authorized the use of e-cargo bikes on city streets to make deliveries safer and more sustainable. The agency is also working to install delivery "microhubs," where trucks can safely offload to smaller, greener delivery modes like cargo bikes, handcarts, and electric vans. Additionally, through the Blue Highways program in coordination with NYC EDC, the city is working to reactivate marine infrastructure helping to shift deliveries from larger trucks to our waterways.

To learn more about the benefits of Off Hour Deliveries as well as best practices for implementation, visit the website at ohdnyc.com

2.2. Program Goals and Objectives

NYC DOT aims to further OHD adoption through this incentive program, funded by a $5 million allocation from MTA Central Business District Tolling Program (CBDTP) funds. The incentive program is focused on encouraging businesses to adopt and sustain OHD. Doing so will help to mitigate congestion, improve roadway safety, and reduce truck vehicle miles travelled (VMTs.) The incentive program will reimburse businesses for a range of eligible investments in equipment and systems that enable OHD. Examples include smart access systems, secure delivery lockers, low-noise freight handling equipment, and green delivery methods (e.g., cargo bikes). The program will also collect OHD-related data from participants. NYC DOT will use this information to monitor OHD activity and refine the OHD program and policies.

The incentive program specifically aims to help smaller businesses that face financial barriers transitioning to OHD, although the program will be open to businesses of all sizes. In addition to incentives, NYC DOT will provide other forms of support to help participants succeed with OHD, including technical assistance and guidance on best practices.

2.3. Program Structure

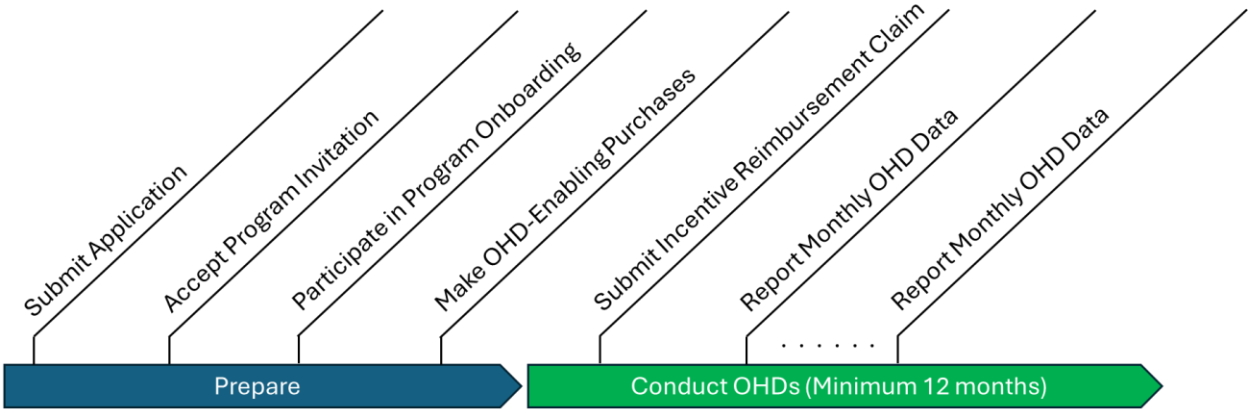
The design of the NYC DOT Incentive Program reflects experience gathered through the NYC DOT OHD pilot, international best practices, feedback from public information sessions, and discussions with local business groups. The program will be deployed in phases. The initial Phase I launched in 2024, covering multiple participants and hundreds of thousands of dollars incentives. The following Phase II launched in September 2026 and will be accepting applications on a rolling basis.

Businesses wishing to join the OHD Incentive Program must apply to participate. Each application will include information about the business and the OHD-enabling expenses it would like to have reimbursed. Applications will also include commitments to be onboarded into the OHD program, undertake OHD for at least a year, and share OHD data with NYC DOT. Details of application contents and requirements are explained in Section 4.

NYC DOT will review eligible proposals on a rolling basis (see Section 4.3.1 for further details) and score them according to criteria described in Section 4.3.2. This scoring will be used to select applicants for participation. Successful applicants will then be notified and invited to join the program. Each invitation will include details about which expenses have been approved for incentive reimbursement and the commitments for undertaking OHD and sharing data. Each invited business will then be able to decide whether to proceed with joining the program.

Participating businesses will go through a simple onboarding process. They can then purchase approved OHD-enabling equipment and systems. Businesses will submit documentation (e.g., receipts, invoices, etc.) to the program administrators to validate expenses and trigger reimbursement payments. Participating businesses will need to undertake OHD for at least 12-months and share data with NYC DOT monthly. The program administrators will be available to provide support, including best practices and lessons learned.

The incentive program will be managed by Arcadis, a consulting firm hired by NYC DOT to administer and monitor program implementation.



OHD Incentive Program Participation Overview

3. Incentive Opportunity

NYC DOT is making one-time incentive payments available to businesses participating in the program. These payments will reimburse businesses for eligible OHD-enabling expenses. The following sections provide more detail about which expenses are eligible or ineligible for this program. Further details are also provided about program onboarding and commitments to undertaking OHD and sharing data.

3.1. Expense Eligibility

The following sections detail expense eligibility. Businesses applying to participate in the program should only include eligible expenses in their proposals.

3.1.1. Eligible Expenses

Eligible expenses generally cover the purchase and installation of systems and equipment that enable OHD, such as:

- Access enhancements (e.g., smart access systems)
- Security equipment (e.g., camera systems, delivery lockers)
- Low-noise cargo handling equipment (e.g., pallet jacks)
- Green delivery modes (e.g., cargo bikes, handcarts, electric vans)

3.1.2. Ineligible Expenses

Other types of expenses are generally ineligible, such as:

- Staffing (e.g., incremental overnight staffing to receive deliveries)
- Studies or consulting projects (e.g., to develop OHD implementation plans)
- Equipment lease payments
- Expenses that are not directly tied to enabling OHD deliveries
- Expenses incurred prior to program participation (i.e., before business signs program participation agreement)

3.2. Program Onboarding

All businesses that accept an invitation to participate in the program will need to undertake the following onboarding activities:

- Signing OHD Code of Conduct
- Participating in OHD onboarding and implementation training webinar
- Completing onboarding survey

3.3. OHD Activity Commitments

This program is designed to support businesses transitioning to OHD. All participating businesses will commit to undertaking OHD for at least 12 months after enabling tools and systems have been purchased. These commitments will address:

- Timing to launch OHD
- # OHD per week
- # Locations receiving OHD

3.4. Data Sharing Commitments

All businesses participating in the program will be required to share data about their OHD activity. This will help NYC DOT and program participants to track the benefits and opportunities associated with OHD. It will also enable NYC DOT to validate whether program participants are meeting their OHD activity commitments. The data sharing requirements are outlined below and vary depending upon whether businesses transport or receive OHD:

3.4.1. Transporter Data

- # OHD completed monthly
- # Locations receiving OHD
- Type(s) of businesses receiving OHD
- Types of vehicles/equipment conducting OHD
- Delivery route origins/destinations
- Incidents (e.g., noise complaints, safety events, thefts)

3.4.2. Receiver Data

- # OHD completed monthly
- # Locations receiving OHD
- Type(s) of goods received
- Incidents (e.g., noise complaints, safety events, thefts)

Some data will be collected on a one-time basis as part of the onboarding survey (e.g., number of business locations.) This can be updated as / when needed (e.g., if a business opens a new location.) Other data will be collected monthly (e.g., # OHD completed.)

NYC DOT is also interested in partnering with businesses that can share additional information. For example, transporter businesses with telematics-equipped fleets may be able to share GPS data files with information about truck routing and timing.

4. Applications

4.1. Applicant Eligibility

To be eligible for program participation, applicants must be businesses that transport or receive deliveries of commercial goods within NYC. These typically include deliveries of food, retail goods, linens, etc. Applicants need to have a relationship with their transporting or receiving partners that will enable them to collaborate to retime deliveries into the off-hours 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.

4.2. Application Contents

An online application makes it easy for businesses to apply to this program (visit https://ohdnyc-incentiveprogram.powerappsportals.com/). The application includes step-by-step instructions. Applicants will be able to log in and out of the online form, so they

can complete their application over multiple sessions, before choosing to submit. The following sections highlight key points each business should prepare for their application.

4.2.1. Motivation

What is motivating the business to apply to the OHD program? What is its prior experience with OHD (if any) and level of past participation (if any) in the NYC DOT OHD program? Which deliveries are envisioned to shift to OHD and what benefits and/or challenges does this business foresee?

4.2.2. Expense details

Prepare itemized details of the proposed OHD-enabling expenses. Include cost estimates and relevant backup documentation. How would these investments enable the business to undertake OHD? What are the timelines for purchase and/or installation?

4.2.3. OHD commitments

What OHD can the business commit to for a 12-month period? This should include the minimum number of weekly OHD and locations where OHD would take place. When would OHD start? Are there concerns or potential risks to meeting the commitments?

Businesses are also encouraged to provide additional details about planned OHD activity, such as types of goods that will be delivered and delivery mode(s) that will be employed (e.g., trucks, vans, cargo bikes.)

4.2.4. Data sharing commitments

Businesses will need to commit to sharing the data outlined in Section 3.4. Are there concerns or potential difficulties with meeting the data sharing commitments?

4.2.5. Letters of support

Applicants that receive deliveries are encouraged to provide one or more letters from their delivery transporter(s), affirming their readiness to deliver off-hours. Applicants that transport deliveries are encouraged to provide one or more letters from their receiving customer(s), affirming their readiness to receive OHD.

4.3. Application Process

4.3.1. Submission

Applications can be completed online at the DOT OHD application web site: https://ohdnyc-incentiveprogram.powerappsportals.com/. Applications will be received and reviewed on a rolling basis.

4.3.2. Scoring

All applications received from eligible businesses (see Section 4.1) will be scored based upon the following criteria:

Criteria	Points
OHD-enabling expenses • Clear description of how tools and systems will enable OHD • Quality of cost estimates and substantiating documentation	40
OHD commitments • OHD activity that applicant commits to undertake during program	20
Cost effectiveness • Amount of OHD activity committed relative to incentive received	10
Data sharing commitments • Commitment to meeting I data sharing requirement • Additional data that business would also make available to NYC DOT (e.g., delivery fleet telematics data)	20
Letters of support • Demonstrating that partners are ready to deliver or receive OHD on behalf of the applicant	10
Total	**100**

4.3.3. Invitations

Application scores will be used to decide which businesses are invited to join the program. Each successful applicant will receive an invitation with details about:

- Expenses that have been approved for reimbursement
- OHD activity the business must commit to undertaking for a period of 12-months
- OHD data the business must commit to sharing

Note that invitations might not pre-approve every requested expense. For example, a business might propose five expenses in its application and receive an invitation indicating that three of these expenses have been approved. In this case, the business would only receive incentive reimbursements for the three approved expenses.

Applicants can choose whether to accept the invitation and its commitments. If they choose to proceed, they will sign a program participation agreement. Only businesses that sign a participation agreement will be able to receive incentive payments.

5. Program Administration

After joining the program, businesses will be able to make approved OHD-enabling expenditures and begin OHD. The following sections provide more detail about activities that are part of program participation.

5.1. Expense Reimbursement and Verification

After a participant has made its pre-approved expenditures, it can file a reimbursement claim. This will be done through a simple online form. The reimbursement claim must be accompanied by:

1. Itemized invoice(s) clearly identifying all actual expenses (e.g., equipment, installation costs, taxes, etc.)
2. Payment receipt(s) showing that invoices have been paid in full.
3. Photos depicting newly purchased items installed and operational (include wide shots showing where items are located and close shots showing the items clearly).

Program participants should bundle all Phase I expenses into a single reimbursement claim. Program administrators may visit businesses to verify use of equipment and systems included in reimbursement claims.

Businesses will be reimbursed for the actual amount of each pre-approved expense, not to exceed the pre-approved amount. Expenses not pre-approved or overages above pre-approved amounts will not be reimbursed. For example, if a business has been pre-approved to purchase and install a new security camera system for $1,200 and the actual expense is $1,000, the business would receive an incentive reimbursement for $1,000. If the actual expense is $1,400, the incentive reimbursement would be $1,200 and the business would not be reimbursed for the $200 overage.

5.2. Data Collection

Participating businesses will need to share monthly OHD data (see Section 3.4.) Participants will receive an e-mail with a link to easily submit this data online.

5.3. OHD Monitoring

OHD activity of each participating business will be tracked using monthly data. Program administrators will check whether OHD activity commitments are being met.

Businesses that do not meet OHD commitments may beo bliged to refund some or all OHD incentive payments to NYC DOT.

5.4. Ongoing Support

The program offers technical support to program participants, including:

- Answering questions about OHD and the incentive program
- Sharing good practices and lessons learned for successful OHD
- Providing guidance on difficulties or challenges encountered in the program

Please contact the program administrators for support:
ohdnyc@dot.nyc.gov

6. Contacts

Program administrators: ohdnyc@dot.nyc.gov