

East 72nd Street

Neighborhood Association



DELIVERY BIKE REPORT CARD 2016

A project with City Council Members Ben Kallos & Dan Garodnick



2016 Delivery Bike Report Card

Dear Neighbors,

In response to your concerns about the unsafe practices of many commercial delivery cyclists, the Steering Committee of the East 72nd Street Neighborhood Association (E72NA) initiated a survey to document compliance with the Department of Transportation (DOT) rules regulating businesses that employ commercial bicyclists. To date, the most common complaints we have received from residents include: riding on the sidewalks or in the wrong direction, lack of proper identification on cyclists' vests, and the use of illegal electric bicycles (eBikes).

Having completed our survey of commercial delivery cyclists in the neighborhood, we have compiled a list of restaurants organized by rating for their relative compliance with the DOT rules and regulations for commercial cyclist safety. The ratings list appears at the end of this report.

Part One: Street Survey

In early November, six E72NA volunteers undertook a street survey of local restaurants in a 10-block area around our neighborhood to document E-bikes observed chained to posts outside of each establishment. We canvassed 68th to 78th streets between York and Third Avenues.

We documented 22 restaurants with a total of 36 E-bikes outside of their premises. We reported our detailed findings by restaurant to Officer Lombardi and Detective Helms at the 19th Precinct for follow-up enforcement action.

Part Two: Residential Building Survey

For three evenings, November 15 to 17, E72NA volunteers conducted a detailed survey of restaurant deliveries into five of our member buildings - 305, 315, 325, 360 and 422 East 72nd Street. Each building was surveyed for two nights, with the exception of 360 East 72nd Street, which was surveyed all three evenings.

We chose to survey the dinner hours of 6pm to 8pm, and over the three-day period were able to collect data on **105 deliveries**. Our volunteers were particularly focused on 2 issues: eBike usage and proper identification on the vests of delivery personnel. We also collected additional data regarding the use of helmets and DOT requirements for bicycles such as lights and bells. We identified an additional 8 restaurants using eBikes for deliveries and reported them to the NYPD.

Summary:

- **A** – 4 restaurants that used vests with identification delivering on regular bicycles.
- **B** – 8 restaurants that used vests **missing identification** delivering on regular bicycles.
- **C** – 23 restaurants **missing vests and identification** delivering on regular bicycles.
- **F** – 29 restaurants **delivering on illegal electric bicycles** (eBikes) with at least 17 of which were **missing vests and identification**.

Comments on eBikes, Vests, and Outsourced Delivery:

- **eBikes** - 24% of all deliveries arrived by personnel using eBikes. **We documented 22 restaurants with a total of 36 E-bikes outside of their premises.**
- **Vests with Identification** - 22% of all deliveries had employees wearing a vest with proper ID, citing both the name of the restaurant and the 3-digit ID number for the rider.
- **Outsourced Delivery** - 6 instances of deliveries associated with outsourced delivery services instead of in-house restaurant personnel.

In 4 cases we were able to determine that the delivery company was Relay Delivery, Inc. Cyclists working for this company do not wear vests, nor have any traditional ID displayed, making it very difficult to report their moving violations. In general, they carry a large square insulated backpack with the word "Relay" in large print. **Our building survey identified Relay as the primary delivery provider for E.J.'s Luncheonette and Chirping Chicken.** Some of the cyclists rode E-bikes, but not all. Typically these cyclists receive a text message on their phone alerting them to a pick-up at a client restaurant. Once retrieved, cyclists deliver the food order to the customer, and move on quickly in response to the next text message. We believe Relay may have a large number of UES restaurants as clients, in addition to E.J.'s and Chirping Chicken, as it is not uncommon to observe 8-10 cyclists in the neighborhood on any given evening.

Next Steps:

The E72NA Transportation Committee will send a customized letter to each restaurant above citing our survey findings, and request the specific changes necessary to comply with existing DOT rules and regulations for commercial cyclist safety. We will also collaborate with Council Members Ben Kallos and Dan Garodnick on a strategy to share the survey findings with DOT for follow-up commercial cyclist training, the distribution of free safety equipment and enforcement by NYPD.

It is our hope that E72NA residents will use these survey findings to patronize restaurants whose personnel follow the DOT rules and regulations for commercial cyclists, and whose owners are responsible partners focused on community safety.

Acknowledgements:

We'd like to thank our E72NA volunteers who conducted the Street Survey and Building Survey, providing us with the detailed data necessary to follow-up with the restaurants, DOT and the NYPD to improve compliance with existing regulations and to make our streets and sidewalks safe again for local residents. Our E72NA volunteers include: Sandy, Lee, Rita, Judy S., Lydia, Diana, Judy L., Gail, Tina and Laurel.

Valerie Mason
President

Liz Patrick
Vice President

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<i>Delivery bike personnel use vests with restaurant name, which may be missing three digit identification number, and never use eBikes.</i>				
Restaurant	Vests?	ID#?	No eBikes?	Grade
Haru <i>1329 Third Avenue</i>	✓	✓	✓	A
La Crosta <i>436 East 72nd Street</i>	✓	✓	✓	A
Numero 28 Pizzeria <i>1431 First Avenue</i>	✓	✓	✓	A
Sushi of Gari <i>402 East 78th Street</i>	✓	✓	✓	A
Barking Dog <i>1453 York Avenue</i>	✓	x	✓	B
Chef Ho's Peking Duck Grill <i>1720 Second Avenue</i>	✓	x	✓	B
Delizia <i>1374 First Avenue</i>	✓	x	✓	B
Domino's Pizza <i>1396 First Avenue</i>	✓	x	✓	B
Gracie Mews <i>1550 First Avenue</i>	✓	x	✓	B
Patsy's Pizzeria <i>1279 First Avenue</i>	✓	x	✓	B
Pio Pio <i>1746 First Avenue</i>	✓	x	✓	B
PJ Bernstein's <i>1215 Third Avenue</i>	✓	x	✓	B

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Delivery bike personnel do not wear vests or vests are missing restaurant name as well as identification number but never use eBikes.

Restaurant	Vests?	ID#?	No eBikes?	Grade
16 Handles <i>1161 First Avenue</i>	x	x	✓	C
Agora Turkish <i>1565 Second Avenue</i>	x	x	✓	C
Amura <i>1567 Second Avenue</i>	x	x	✓	C
Bareburger <i>1370 First Avenue</i>	x	x	✓	C
Bistro Le Steak <i>1309 Third Avenue</i>	x	x	✓	C
China Fun <i>1221 Second Avenue</i>	x	x	✓	C
Dallas BBQ <i>1265 Third Avenue</i>	x	x	✓	C
E.J.'s Luncheonette <i>1271 Third Avenue</i>	x	x	✓	C
Famiglia Pizza <i>1284 First Avenue</i>	x	x	✓	C
Good Health Café <i>1435 First Avenue</i>	x	x	✓	C
Gotham Pizza <i>1443 York Avenue</i>	x	x	✓	C
Green Kitchen <i>1477 First Avenue</i>	x	x	✓	C
Harvest <i>1502 First Avenue</i>	x	x	✓	C
Italian Village <i>1526 First Avenue</i>	x	x	✓	C
La Turka <i>1417 Second Avenue</i>	x	x	✓	C
Little Vincent's Pizza <i>1399 Second Avenue</i>	x	x	✓	C
Mediterraneo <i>1260 Second Avenue</i>	x	x	✓	C
Pig Heaven <i>1430 Third Avenue</i>	x	x	✓	C

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Rangoli <i>1393 Second Avenue</i>	x	x	✓	C
Ravagh Persian <i>1239 First Avenue</i>	x	x	✓	C
Shorty's <i>1678 First Avenue</i>	x	x	✓	C
Trend Diner <i>1382 Second Avenue</i>	x	x	✓	C
Up Thai <i>1411 Second Avenue</i>	x	x	✓	C

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Delivery bike personnel use eBikes some or all of the time and do not wear vests or vests are missing restaurant name as well as identification number some or all of the time.

Restaurant	Vests?	ID#?	No eBikes?	Grade
Aki Sushi <i>1531 York Avenue</i>	✓	✓	✗	F
Al Forno <i>1484 Second Avenue</i>	✓	✓	✗	F
Amber <i>1406 Third Avenue</i>	✗	✗	✗	F
Bangkok Cuisine <i>1586 Second Avenue</i>	✓	✓	✗	F
Bella Blu <i>967 Lexington</i>	✗	✗	✗	F
Cafe Evergreen <i>1367 First Avenue</i>	✗	✗	✗	F
Calexico 1 <i>491 Second Avenue</i>	✗	✗	✗	F
Chirping Chicken <i>1560 Second Avenue</i>	✗	✗	✗	F
Hanabi <i>1450 Second Avenue</i>	✓	✓	✗	F
Ko Sushi <i>1329 Second Avenue</i>	✗	✗	✗	F
Matsu II Sushi <i>411 E. 70th Street</i>	✗	✗	✗	F
Our Place China Chalet <i>242 E. 79th Street</i>	✗	✗	✗	F
Petaluma <i>1356 First Avenue</i>	✗	✗	✗	F
Shanghai Chinese <i>1388 Second Avenue</i>	✗	✗	✗	F
Six Happiness <i>1414 Second Avenue</i>	✗	✗	✗	F
Sophie's Cuban <i>401 E. 68th Street</i>	✗	✗	✗	F
Szechuan Gourmet <i>1395 Second Avenue</i>	✗	✗	✗	F

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Restaurants had eBikes secured outside during street survey.

Restaurant	Vests?	ID#?	No eBikes?	Grade
Bamboo Sushi <i>1280 First Avenue</i>	?	?	x	F
Beijing Wok <i>1324 Second Avenue</i>	?	?	x	F
Blue Burger <i>1415 Second Avenue</i>	?	?	x	F
Copper Kettle Kitchen <i>1471 Second Avenue</i>	?	?	x	F
Iron Sushi <i>355 East 78th Street</i>	?	?	x	F
Lenwich <i>1481 Second Avenue</i>	?	?	x	F
Mel's Burgers <i>1450 Second Avenue</i>	?	?	x	F
Panda Express <i>1277 First Avenue</i>	?	?	x	F
Persepoils <i>1407 Second Avenue</i>	?	?	x	F
Shanghai Gourmet <i>1395 Second Avenue</i>	?	?	x	F
Shanghai Pavillion <i>1378 Third Avenue</i>	?	?	x	F
Zuccherio E Pomodori <i>1435 Second Avenue</i>	?	?	x	F