

JEFFREY LEFRANCOIS
Chair

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District Manager

CITY OF NEW YORK
MANHATTAN COMMUNITY BOARD FOUR

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January 14, 2022

Julian Kline
DashMart Representative
146 State Street
Albany, NY 12207

Re: Dashmart Delivery Service in Chelsea

Dear Mr. Kline,

We understand from press accounts that DashMart will open an “ultra-fast” delivery service out of an as-yet-undisclosed location in Chelsea. We have questions about your business operation and its potential impacts on pedestrian and delivery worker safety in our neighborhood. We look forward to hearing back from you, and invite your representatives to attend an upcoming meeting of our committee to address these concerns and those of the residents of Chelsea. Manhattan Community Board 4 voted on this letter at its Full Board meeting on January 5, 2022 with 41 in favor, 0 opposed, 1 abstaining, and 1 present but not eligible to vote.

- How will DashMart’s anticipated operation in Chelsea, a densely populated and highly active neighborhood, square the promise of “ultra-fast” delivery with the need for your workforce to comply with all roadway and sidewalk regulations? (bike parking, numbered vests, lights).
- Will you provide delivery workers with education of the rules of the road?
- Will you apply penalties to workers who cannot comply with the 15-minute deadlines, which incentivize reckless driving practices? Increasingly, we have seen that delivery workers are so pressured to meet the promise of fast delivery that the rules are broken at the risk of pedestrian safety. There is a very busy grocery delivery operation on West 24th Street near Seventh Avenue, operated by Amazon; we have fielded a number of complaints from residents of that block.

It appears that we are in the midst of a hyper-competitive period among delivery services. Many new operators are coming online, fueled by venture capital funding, and pushing hard to

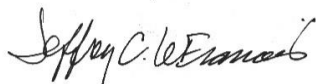
dominate the space through promotion, special offers, and the ubiquitous promise of fast delivery. With more and more services competing for the same business, we can only anticipate a free-for-all atmosphere on our streets and sidewalks.

Unlike other operators, it appears that DashMart will hire full- and part-time employees, instead of independent contractors paid by the delivery. While this is encouraging, the fact remains that the basis of DashMart's business model is the promise of "ultra-fast" delivery.

- Of the workforce to be employed at the Chelsea location, what percentage will be full-time vs. part-time?
- Are there any independent contractors to be employed?
- Will employees be provided with delivery vehicles such as e-bikes? And will DashMart's delivery workers be fully compliant with cyclist deliveries identification rules?
- Where will DashMart's fleet of delivery vehicles be stored while the employee waits for the next delivery?
- Will the employees have access to bathrooms and to a break room, to avoid waiting in the cold or extreme heat?
- We have noted the trend of delivery services operating "Dark Stores" in retail spaces. Is there any retail component of your anticipated operation in Chelsea, or will it be strictly a fulfillment center? Is the space zoned for retail? Often Dark Store windows are covered up, resulting in a negative impact on the pedestrian experience. Will the DashMart in Chelsea have covered windows?

We look forward to hearing back from you and having your representatives attend an upcoming meeting of our committee to address these concerns and those of the residents of Chelsea.

Sincerely,



Jeffrey LeFrancois

Chair

Manhattan Community Board 4



Christine Berthet
Co-Chair
Transportation Planning Committee



Dale Corvino
Co-Chair
Transportation Planning Committee

Cc: Hon. Jerrold Nadler, U.S. Congress
Hon. Brad Hoylman, New York State Senate
Hon. Linda Rosenthal, New York State Assembly
Hon. Gale A. Brewer, New York City Council
Hon. Erik Bottcher, New York City Council
Hon. Mark Levine, Manhattan Borough President