

KERBSIDE DELIVERIES GET IN THE WAY

KERBSIDE DELIVERIES HELP THE ECONOMY

The Kerbside Taskforce

A coalition of organisations led by TRL keen to stimulate a debate about the need for a fresh look at the issues surrounding use of the kerbside.

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Solving the kerbside is a behavioural question

By Sharon Kindleysides

AITA? I chose not to have a car to be environmentally friendly, and regularly ordered items online. Today, the delivery driver had to park on the pavement outside my house because all the parking spaces near my house have EV charging points and they were occupied but it meant that my neighbour couldn't get by with their buggy and they got angry with me.

AITA? I couldn't find anywhere to park my van and was going to be late making my delivery so I parked on the pavement outside the customer's house so they would receive their parcel on time. It was raining so I didn't want to get wet if I had to walk a long way to make the delivery. The neighbour shouted at me that they would call the police because I was illegally parked. I was there for like 5 minutes.

AITA? My neighbour was having something delivered and the van driver parked on the pavement outside their house and was blocking my way so I couldn't get by with the pushchair. I was really angry they were parked there for ages and I needed to get past. I try to walk everywhere because it is good for me and the environment and was in a hurry because the weather

was bad and I didn't want to get wet. I have an EV to reduce my carbon footprint too and I always park in the charging bay outside my neighbours as I know they don't have a car.

Managing towns and cities are difficult, citizens and authorities have different and conflicting needs, not just depending on their life stage or priorities but even at different times of the day. If Local Authorities want to reduce congestion and improve air quality in their towns, they often look to reduce private car use meaning in turn that residents have to have more items delivered to them at home requiring space to park delivery vehicles of all sizes.

Local Authorities might prefer instead to encourage EV usage, requiring dedicated charging bays on the roadside for those without driveways. Research has shown that EVS charging are often used as "normal" parking places for the EV and are not moved once the charging is complete, blocking the bay off for other users and requiring Local Authorities to plan additional capacity. Drivers who can park outside their own properties often run cables out to the vehicle, crossing the pavement or constructing makeshift frames to try to keep the cable out of the way.

To encourage active travel, pavements need to be wider and ideally segregated cycle paths created,



narrowing the existing road width to an extent that cars may not be able to pass delivery vehicles unless they pull onto the pavement or cycle path.

Other Local Authorities might want to reinvigorate their High Streets and Night-time economy and want to encourage people to shop and eat locally rather than having take aways or their shopping delivered, requiring plenty of safe and accessible parking and good public transport links and potentially options for discouraging home deliveries.

Rejuvenation of areas often involves largescale building or renovation projects which may suspend roadside parking or bus stops and have large amounts of equipment and materials delivered during the works.

Most Local Authorities and most delivery organisations are trying to do the very best for their customers / residents. Delivery drivers are just trying to do their job and deliver on time. They do this day in day out and know their routes, where the best places to park are, and the bigger ones have trolleys / pallet trucks so they can park further away if needed. The average household in the UK has 74 parcels delivered per year. That is 74 trips that probably weren't built into the town planning and traffic management schematics, it is no wonder that conflict occurs.



► So what can be done?

It is really a behavioural question. Home shopping was essential for many during the pandemic and the comfort factor remains. 27% of UK retail shopping was done online in January 2022. But the cost of home deliveries should reflect the cost of providing the service. Free delivery and returns are a myth they just hide the costs and lead to pressures on the delivery companies to cut costs and increase the workload on their drivers. 64% of consumers have been put off from buying something online because of the delivery cost and in e-commerce a frequent complaint is that someone could buy something for less at the supermarket, “yes, yes you can Hun, the supermarket doesn’t need to put it in a jiffy bag and post it to you, you drive there to collect it instead.” There have been moves in online retail to charging for returns which is sensible, if you chose to buy the same shoes in 5 colours that was your personal choice! But the fact it made the news headline suggests that many shoppers felt that the magical returns fairies did the work.

Authorities could introduce regulation such as no-delivery zones / times which would stop the larger vehicles, but what about grocery deliveries for example that shoppers want at a time that is convenient to them? Perhaps free delivery could be made illegal or an online shopping tax introduced and ringfenced for local area improvements?

Making delivery companies pay is unfair. They are agents, doing a job to bring something that someone ordered online to them, they have absolutely no control over when the person wants to receive it, how big the item is, or how other people use the roads they deliver too so please don’t take it out on them...(well unless they hide your parcel in the recycling bin on recycling day...)

So ESH or NAH? Probably a good dose of both.

TLDR My home deliveries are fine, yours are the problem.



(For those who may not frequent Reddit or similar platforms AITA – Am I the idiot?. ESH – Everyone is to blame, NAH – No idiots here. TRDR – Too long didn’t read for anyone who had better things to do with their time!)



The Author

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Sharon Kindleysides is the Chief Executive of the Chartered Institute Of Logistics and Transport and an Expert in Intelligent Transport Systems and Future Mobility with over 20 years’ experience in the industry including as ITS Director for Transport for New South Wales, Australia and CEO of Kapsch TrafficCom Ltd. Prior to starting her role with the CILT, Sharon worked as a consultant in the fields of ITS, Smart Cities and Future Mobility across the Globe and mentored a number of innovative international start-ups in the field of AI and approaches to achieving net-Zero. She is a passionate walker, occasional e-bike user and does shop online!

Each member of the Kerbside Taskforce will be contributing an article to set out their views from their unique perspective.

