

## CASE STUDY

# Delivery and Servicing Plans



## Summary

TRL has extensive experience and knowledge of the freight industry. We can support organisations to improve the efficiency and environmental impact of their transport operations by implementing new technologies and business models and through improving management practices.



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## Examples of previous work

### City of London

The Low Emissions Neighbourhood (LEN) Project was established in 2016 to improve local air quality by introducing air quality improvement initiatives, reducing the amount of traffic and encouraging low and zero emission vehicles in the locality.

The LEN project employed TRL to work with key organisations in the City of London to develop DSP case studies. We worked to understand their existing delivery and servicing activities by surveying all incoming and outgoing freight activity and then recommended pathways to reduce freight related trips.

The studies found opportunities to:

- Reduce the relatively high proportion of catering deliveries to multi-tenanted offices through co-ordinated procurement
- Reduce the frequency of delivery of goods
- Work with suppliers to encourage use of low emission vehicles
- Reduce the number of personal deliveries to work
- Move deliveries outside of peak hours



### European Union

The TRAILBLAZER project (Transport and Innovation Logistics by Local Authorities with a Zest for Efficiency and Realisation) has achieved a reduction in energy used in urban freight transport through public sector policy interventions across Europe by showcasing good practices and promoting DSPs.

The key objectives of the project was to implement the actions container in the DSPs produced by PATHFINDER cities/towns (Liverpool, Sutton, Croydon and Lambeth); evidence reduced energy use as a result of DSPs; transfer knowledge to less experienced organisations and promote best practice in freight energy efficiency amongst local and regional authorities and the private sector in Europe.

TRL conducted the DSP scoping studies for the PATHFINDER towns and created the DSP toolkit.

The studies found opportunities to:

- Reduce the impact of deliveries of office consumables – move to central ordering and minimum delivery quantities
- Reduce the number of suppliers they do business with
- Reduce the number of deliveries made by vehicles
- Implement an electronic purchasing system
- Place orders on specific days of the week to enable orders to be consolidated.