

Urban Freight, City Servicing, Waste Transport and Deliveries Discussion Paper Summary

Urban freight and deliveries are vital to the City of Adelaide (CoA) functioning effectively:

- They support the daily influx of goods that residents and visitors rely on, from essential groceries to retail products and dining experiences
- Efficient logistics systems enable businesses to operate smoothly and meet consumer demands
- This supply chain sustains the local economy and enhances the city's attractiveness as a vibrant urban centre.

Efficient urban freight and city servicing access supports economic activities in the CoA while minimising environmental impacts. Opportunities exist to improve these service operations in Adelaide to deliver significant benefits.

There are a range of stakeholders and roles in urban freight and city servicing:



Waste Transport

City operated and Private Operators



Business and Consumers

Create demand and set expectations for service delivery



City Servicing

Trades, Maintenance, Emergency Services, Construction and Operations



Independent Delivery

Small companies or gig economy workers



Local and State Government

Has some powers and can play a leadership and coordination role



Large Providers

Multinational or National freight haulage companies

Benefits

Better planning for urban freight, city servicing, waste removal, and deliveries offers significant benefits to the CoA. Improvements in kerbside management practices and use of technology can optimise logistics operations, and reduce congestion, emissions, and other environmental impacts.

These advancements can enhance the efficiency of goods and services transportation to support Adelaide's economic goals and realise the following benefits:



Reduced congestion

Fewer large delivery trucks in city centres optimise traffic flow, reducing congestion and improving access.



Lower emissions

Promoting low-emission vehicles and sustainable waste practices improves air quality and lowers greenhouse gas emissions.



Enhanced efficiency

Implementing kerbside management strategies makes logistics more efficient, benefiting businesses and residents.



Resilient logistics network

Collecting data, fostering collaboration, and using evidence-based strategies create a more adaptable and responsive logistics system.



Economic support

Improved logistics efficiency and infrastructure make goods and service transportation more timely and reliable, supporting local businesses and the economy.



Improved waste management

Enhanced waste systems and innovative solutions reduce collection frequency and kerbside clutter, leading to better waste management and a tidier urban environment.

Challenges

Urban freight, city servicing, waste transport, and deliveries are vital to Adelaide's logistics network, but they face significant challenges:

- **Growing delivery activity.** The rise in parcel and food deliveries, driven by e-commerce, has overloaded logistics networks, causing congestion in loading zones and inefficiencies in delivery trips. Australia Post delivered a record 52 million parcels across Australia in December 2023 alone, the busiest period in its history¹. Parcel volumes have increased each year, with South Australia experiencing a 7% rise in parcel deliveries as of September 2024².



Food Delivery

32% of South Australians use food delivery regularly in 2023



Australia

40 parcels per person in 2023



Australia

1 billion parcels delivered in 2023

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- **Congestion and traffic management.** Freight traffic contributes to congestion, especially in key corridors, complicating traffic management and increasing environmental impacts from diesel-heavy vehicles.
- **Competing demands for the kerbside.** Balancing the demands for kerbside space among parking, deliveries, public transport, and pedestrian access is complex, necessitating dynamic management strategies.
- **Data availability and knowledge gaps.** A lack of comprehensive data on urban logistics, especially last-kilometre deliveries, hampers efforts to identify inefficiencies and optimise operations.
- **Environmental sustainability.** Reducing greenhouse gas emissions from freight and waste transport is challenging, requiring the adoption of cleaner technologies like electric vehicles and low-emission zones.
- **Integration with city planning.** Effective logistics requires integrating service management into broader urban planning to ensure infrastructure supports efficient operations while minimising disruptions.



What is being done in other cities?

1. **Copenhagen** has implemented a green logistics program that includes incentives for businesses to adopt environmentally friendly delivery practices such as the use of cargo bikes and route optimisation software.
2. **London** is trialling a Virtual Loading Bay which allows registered delivery drivers to book specific time slots for loading and unloading in pedestrian areas; reducing conflict, optimising space and reducing idle time.
3. **Paris** has established a network of urban logistics spaces for last-mile deliveries. These micro-distribution hubs facilitate the use of cargo bikes and electric vehicles (EV) for deliveries within the city centre.
4. The **City of Melbourne** has provided safe spaces for gig delivery workers (micromobility delivery drivers and riders), particularly through initiatives like the Gig Workers Hub. This hub, located at the Melbourne Multicultural Hub, offers essential amenities such as food, drinks, phone charging stations, and rest areas for micromobility delivery riders and drivers. The space was developed to address the challenges gig workers face, including exposure to harsh weather, lack of access to safe resting spaces, and isolation, supporting worker well-being and improving safety.

¹ National Tribune. (2024,). *Australia Post opens new \$30m Adelaide Parcel Facility.*

² Information Age. (2021). *Australians ordered 1 billion packages last year.*

³ Roy Morgan Research. (2022). *Meal delivery services now used by over 7 million Australians after strong growth during the pandemic*


Opportunities


Improved urban freight, city servicing, waste transport, and deliveries offers opportunities to enhance Adelaide's urban logistics network.


Innovations such as adopting flexible kerbside management practices, using real-time movement data, establishing freight consolidation hubs, and using low-emission vehicles, can reduce congestion and improve air quality.


These approaches will support economic activity, reduce environmental impacts, and contribute to a more liveable and sustainable city.

Four **key strategic moves** have been identified to realise this opportunity:

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Promote low-emission vehicles
Encourage the adoption of electric and hybrid vehicles and active transport (such as cargo cycle freight) within the urban logistics network through incentives and the creation of low-emission zones.
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Foster collaborative delivery systems and hubs
Establish partnerships among local businesses to create shared logistics platforms and cargo hubs, improving resource utilisation and reducing the number of delivery vehicles on the road.
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Traffic circulation plan
Develop a traffic circulation plan to maintain access to properties while discouraging through traffic so essential deliveries and servicing are not impacted by vehicle congestion.
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Flexible kerbside management
Develop and apply flexible kerbside management systems that adjust loading zones and parking based on real-time demand to optimise space usage and reduce congestion.

