



Info-package 2

Clean logistics and last mile delivery



Mobility



Introduction

Last Mile Delivery (LMD) is a concept that encapsulates the provision of a delivery service whereby electric vehicles perform the final stage of the process. This thereby ensures that carbon-emission producing vehicles can be reduced in the most highly polluted area of a city, namely and in this example, a city centre. However, this model is a concept that offers great opportunities for replicability in many other environmental areas and therefore offers a good solution for any location seeking to reduce air pollution levels.

The LMD service is based on the principle of one designated organisation receiving customer packages from across all levels of courier provision, consolidating the packages and destinations so that a coordinated, efficient and zero CO2 emission process can provide the final door-step delivery. Such a solution not only reduces the volume of CO2 emitted within the city centre area, but also provides a more efficient service to the customer ensuring that all packages can be delivered at one time and via one contact organisation.

Description



Figure 1- WeGo Last Mile Delivery Service, Nottingham

Goals

- In Nottingham, we introduced the LMD scheme in order to begin to address the air pollution issues and CO2 reduction targets set by Central Government. Due to the layout and nature of the city centre, it was seen as a viable solution as it enabled us to provide the same provision of delivery to businesses and citizens whilst also reducing vehicles moving in the city centre, especially large lorries and vans which are often used in the provision of delivery services.





- Such a service also ensures a better, more efficient service to citizens and businesses as the delivery of their items can be coordinated through one point and delivered at one time. This can ensure that the customer receives all their deliveries at a time suitable to them.
- As Nottingham City Council are implementing more and more schemes to reduce the volume of carbon-emission producing traffic moving within the city centre, there was also a need to ensure that service levels were not reduced as a result. The LMD service provides a great solution which can meet both priorities whilst also supporting a local SME (small to medium enterprise) in their business growth, positively impacting the local economy.

Progress

Describe here the overall progress of the development of the solution.

The LMD service in Nottingham was successfully contracted to WeGo Couriers and has been running since 2015. This business has since been able to expand to include an Express London links expanding the range of service to customers in Nottingham and the surrounding region. Now established, there are further development opportunities that can be developed through the introduction of the High Speed 2 service to ensure an even greater and speedy service for customers, which should in turn, encourage customer usage of this system and further affect air pollution reduction targets.



Lessons learnt

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| 01 | A LMD service requires buy-in and support from local government to be fully supported and effective. The introduction of traffic reduction methods can be created to support the use of electric vehicles as an alternative solution to service provision. |
| 02 | There are currently a limited number of companies who can provide such a service, so ensuring best value can be difficult. Other evaluation methods can be developed, however, in order to overcome this. |
| 03 | A full LMD service requires buy-in from all the various, privately owned, courier services. Support from government is essential to support discussions with such organisations. |
| 04 | The provision of software to track, record and update customers is essential as part of this process. It is important that the software can be flexible in its usability on various hardware as well as being intuitive for a wide range of customers. |





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