

IT'S TIME TO THINK ABOUT DELIVERY ALTERNATIVES

Making deliveries outside peak periods can improve delivery efficiency and productivity. It can also enable CBD business to focus on customer service rather than managing deliveries. And then there are the benefits involved in using CBD roads when they are less busy.

Changing delivering times can present challenges but many businesses have found different ways to accommodate deliveries outside peak periods, resulting in win-win solutions.

Why don't you start a conversation with your suppliers?

Transport for NSW has a Urban Freight team on hand to provide assistance and advice. Send an email to freight@transport.nsw.gov.au for more information about opportunities to change delivery times.

Here are some points you may like to use to start making a change.

- › Does getting deliveries during peak times disrupt your business, especially if there is less certainty about the arrival time?
- › Do you have a long standing or trusted relationship with your suppliers? How, when and where could access be provided so deliveries can be made securely when your business is not staffed?
- › Could having staff available to receive deliveries outside your usual opening hours be more productive and have less impact on customer service?
- › Could deliveries be made at times when your business is less busy, e.g. late in the morning or early in the afternoon?
- › Could some of your goods be delivered to a neighbouring business that's open outside your operating hours or has secure alternative drop off location? Could your staff collect the goods after they arrive at work?

More than
190,000 vehicles
enter the CBD daily

630,000 people work,
shop, eat and drink
in the city every day

Congestion costs Sydney
\$6.1 billion a year *

Deliveries made
before
customers arrive

More traffic,
parking spots occupied,
less reliable service

Deliveries interrupt
focus on customers

Less traffic,
more parking available,
more reliable service

Time wasted by
drivers circulating
in traffic

Greater efficiency
and productivity,
less time wasted