

London Borough of Kingston

Market Square



Site Survey Analysis

Prepared by



on behalf of



Version 1.0 May 2007

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“It is recognised that the economic viability of many businesses are dependent on the ability to deliver and receive goods. The Council will provide specially designated goods vehicle loading bays to facilitate deliveries to business premises in both Kingston town and the district centres. These will be provided in locations where there is strong competition for use of the available on-street space”

LIP of the Royal London Borough of Kingston, 2006



1 METHODOLOGY

The research was carried out in the following way:

- *Initial site visit to gain awareness of issues and discussion with the Merton Transport planner (Wednesday 8th November 2006).*
- *Photographs taken on site visits.*
- *Business profile (Thursday 14th December 2006).*
- *Morning delivery observations (7.30am - 10.30am, Thursday 14th December 2006).*
- *Afternoon delivery observations (4.00pm - 5.30pm, Tuesday 19th December 2006).*
- *Retail Surveys (Tuesday 19th December 2006 and January 2007).*
- *No forum has been organised due to changes for the future of the site.*

The Legal Loading Initiative work is an offshoot of the South London Freight Quality Partnership (SLFQP) project.

Throughout the project, close links have been established with different Borough officers. Indeed, in order to try and tackle the problems and issues arising from loading and unloading, business and industry groups came together to try and address some of the problems relating to deliveries, loading/unloading and to promote best practice.

As a result, Borough officers were consulted as to their views and opinions concerning the provision of loading and unloading within the Borough. Representatives in Parking Services, Transport Planning, the Town Centre Manager and the local Chamber of Commerce were all invited to comment on hot-spots within the Borough that they deemed to have sufficient problems with loading and unloading that warranted funding to investigate possible solutions.

Following site identification, the study then sought to understand the nature of the problem specific to each site, in terms of the provision of loading and unloading facilities, inconsistent delivery practices, problems with parking enforcement and the excessive issuing of PCNs (Penalty Charge Notices). This was then followed up by an extensive phase of consultation and an on-street survey of loading and unloading facilities, delivery restrictions and their justification, delivery practices and parking operations to confirm the actual situation.

The main objective of the Legal Loading Initiative work is to find out how to reduce problems that are currently associated with loading and unloading in the sites identified.

2 THE LOCATION

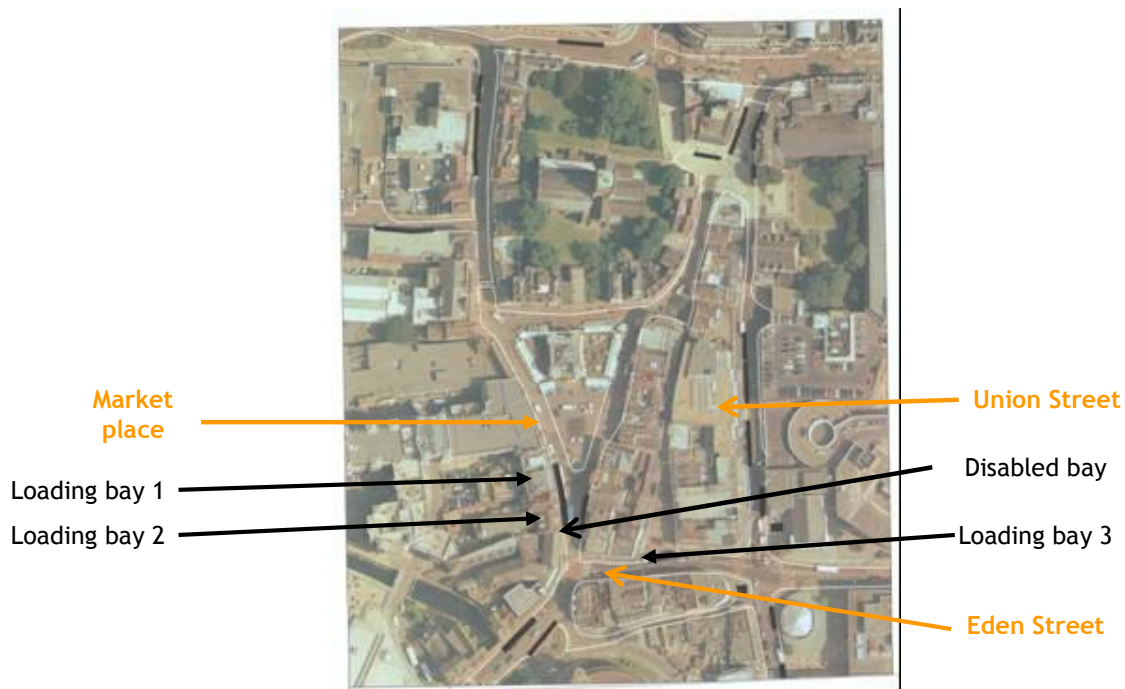
2.1 General presentation

Market square is one of the central points in Kingston-upon-Thames town centre. This part of the town centre is lively, with chain stores. There is a market that takes place from Monday to Saturday (10 am – 5pm) which causes increase in vehicle and pedestrian movements.

The site focused on in this study, is on Market Place and more specifically the entrance of the Market, on the corner with Eden Street. Attention has been paid to three loading bays (two on Market Square, one on Eden Street).

Although the market is a pedestrian zone, traffic is authorised at different times of the day (from 7am- 10am and from 4pm -6pm), with a specific access for market traders in operation (from 6am- 7am for market traders, Monday to Saturday). The majority of market traders come to the market with their own commercial vehicle filled with the goods that they sell. The market mainly has stalls selling foods and flowers and is an attractive place to shop.

Figure 2.1: Map of Market square



What the LIP says about urban freight?

(Loading on Waiting Restrictions and Parking Bays):

7.65 The Borough's traffic regulations provide **an exemption allowing vehicles to park on waiting restrictions during operational hours for the purposes of loading, unloading and completing deliveries at premises adjacent to the street.** There is a

maximum limit of stay of 20 minutes that applies after 11am except in the case of furniture removals from adjacent premises.

7.67 Case law indicates that for the **exemption to apply the items being loaded/unloaded should be bulky or heavy or the delivery** should be of a nature that requires the presence of the vehicle. This provides for multiple deliveries of packages, regardless of weight.

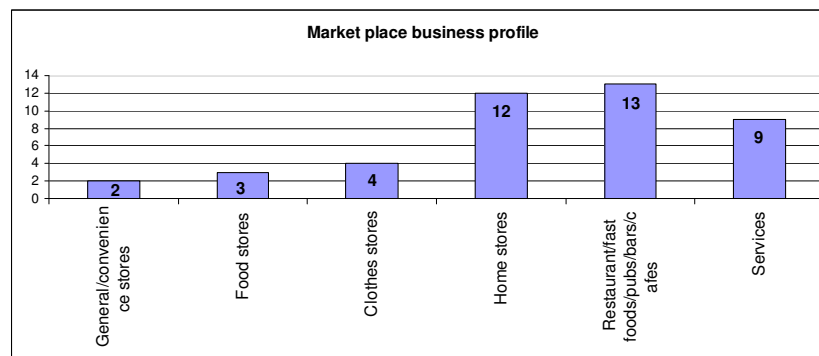
7.68 Continuity of unloading/loading or absence of it is often quoted in Adjudicator reports as evidence that the exemption is applicable. However, the **Council accepts that the activity should include the time taken to complete the connected paperwork** or store hazardous materials but does not include secondary handling.

- Special **designated bays will be provided** for Disabled Persons, **goods vehicle loading**, and Doctors subject to needs, **local conditions and the outcome of consultations**.

2.2 Business profile

In order to have a better understanding of the freight movements at the site, a business profile has been drawn up with 6 different business categories: general/convenience stores, food stores, clothes stores, home stores, restaurants (including fast foods, pubs, etc.) and services¹. The site is mainly made up of restaurants (including cafes, pubs and take-aways) and home stores (including book sellers). The shops are quite small and specialised, except Borders and The Ryman. The figure 2.2 below shows the business classifications:

Figure 2.2: Market square



January 2007

A large number of the shops are chain stores (Borders, The New Cornwall Pastry, etc.). Indeed, in this area, more than **52% of the shops are chains**. In general, they receive goods regularly and the supply chain is organised by the company Head Office. In this way, a significant proportion of the goods they receive from a specific warehouse that can be located far from London (e.g. for The Cornwall Pastries this is located in Cornwall). According to the results of the face-to-face questionnaires, most of the chains explained that they receive

¹ Services include all businesses which the main activity is not dedicated to the goods selling (such as solicitors, hairdressers, etc.).

goods from only one supplier², at regular times which tended to be early morning deliveries (between 6am and 7.30am) or throughout the day for shops like Borders.

- In figure 2.2, it is shown that nearly 50% of the shops in that part of Market Place are made up of “**food business**” (including pubs, restaurants and take-aways). These businesses receive fresh food everyday and they often have various suppliers and shippers: they have on average 20-40 suppliers, but only two or three freight transporters operate for them. Deliveries are made throughout the day.

In addition, it can be observed that freight operators use different types of vehicles, depending on the type of goods being delivered (from vans up to 7.5T vehicles). For example, soft drinks, beer and food are delivered by a temperature controlled vehicle. Beer is a relatively difficult good to deliver (no pallets or parcels, but kegs which can only be transported and unloaded one by one).

However some take-aways operate deliveries by themselves because they go to a central supermarket or wholesaler to buy their goods.

- “**Home stores**”: this category is similar to general stores. Indeed, if we do not take into account the home-deliveries carried out by big chains such as Laura Ashley etc., they receive on average 3 deliveries per week.

- “**Services**” make up a significant number of the businesses located on Market place. Although, they do not receive lots of deliveries (except hairdressers) they frequently receive parcels or stationery etc. This represents one of the major problems of the street. During peak hours it is very difficult for couriers to find an area to park for a short period of time. Contrary to other goods deliveries, parcel deliveries are made in very short times (between 3 and 5 minutes per loading / unloading) and couriers cannot waste time finding an area to park far from the delivery point. The time spent finding a stopping place must not be more than the delivery time. However, restrictions applied on that area raise lots of problems for that kind of deliveries.

“Services” have on average 2 or 3 deliveries a week, depending on the number of employees³. Moreover, the greater the number of employees, the greater the number of parcels/goods they receive, but there are significant differences between different types of services (up to 6 deliveries a day for some hairdressers and 1 delivery a week for some solicitors).

There is also freight transportation for the **market traders** but these vehicles arrive early in the morning and do not seem to have any problems loading and unloading.

2.3 Freight movements

By looking at the business profile, it is possible to estimate the number of movements of freight vehicles, with the aim of obtaining a view of the logistical activities generated by the type of business.

²Face-to-face questionnaire carried out with retailers.

³ According to the on-street survey.

As far as chain shops are concerned, trucks come from dedicated platforms that receive goods from many suppliers around UK or continental Europe. In general, in such circumstances, the retailers receive goods 2 or 3 times a week or every day.

However, some chains also receive goods from different suppliers, depending on the type of goods (soft drinks, food, etc.) and some retailers receive goods directly from their suppliers. This is the case for restaurants because they receive different type of goods at different times in the day. For example, drinks are not delivered at the same time as fresh or frozen food. At least 3 trucks deliver items to one restaurant at different times. However, it has also been observed that some trucks have been developed to transport fresh and frozen food (different compartments) at the same time.

The London Lorry Ban does not prevent retailers from receiving deliveries at night. Indeed, some of the retailers receive night-time deliveries, particularly chain restaurants such as Greggs which receives goods at 4am, Costa between 10pm and midnight and The Cornwall Pastries at 4am. In those cases, delivery staff has a key to the shop.

There is a significant number of premises in the service sector which receive small letters, stationery, parcels at different time of the day. Indeed, this category mainly generates loading and unloading of parcels (small size) and couriers operate deliveries daily and throughout the working day. Occasionally heavier deliveries are made.

According to retailers, there are on average 2 deliveries a day per shop and the average delivery time is nearly **25 minutes**. On-street observations showed that the time to load and unload was nearly **17 minutes**. Between 8am and 11am on a Thursday, 25 deliveries in total had used the 3 loading bays and 6 had delivered from the road side. Incidentally, observations revealed that when delivery staff was illegally parked they spent less time loading than when they were legally parked. (**9 minutes** compared to **17 minutes**).

Observations also reveal that average time spent delivering when stopped on the two loading bays located on Market Square was **15 minutes**, compared to **22 minutes** on the loading bay in Eden Street.

In general, loading and unloading takes place on Monday, Tuesday and Friday, in the morning and for lunch.

2.4 Types of vehicles

The table below shows that it is mainly small vehicles that use the loading bays. The presence of refrigerated vehicles can be explained by the high number of restaurants on the site.

Table 2.1: Types of vehicles in Market square

| | Number of vehicles |
|--------------------|---------------------------|
| Vans + transit van | 9 |
| >3.5t | 3 |
| 7.5t | 2 |
| 3.5t frozen | 4 |
| 5t frozen | 2 |
| 7.5t frozen | 0 |
| Sum | 20 |

In summary:

- A significant number of the shops are typical high-street shops (part of a chain)
- Food businesses make up nearly 50% of the shops. Different kinds of trucks are used to deliver goods.
- There are, on average 2 deliveries a day per shop and the average time to load / unload is nearly **25 minutes** (according to the retailers).
- The time spent to deliver on the two loading bays located on Market Square is **15 minutes** and **22 minutes** on the loading bay in Eden Street.
- Market place is a busy place where conflict develops between cars and freight vehicles in circulation.
- There are lots of services so there are lots of couriers who use Market place for a short period of time.

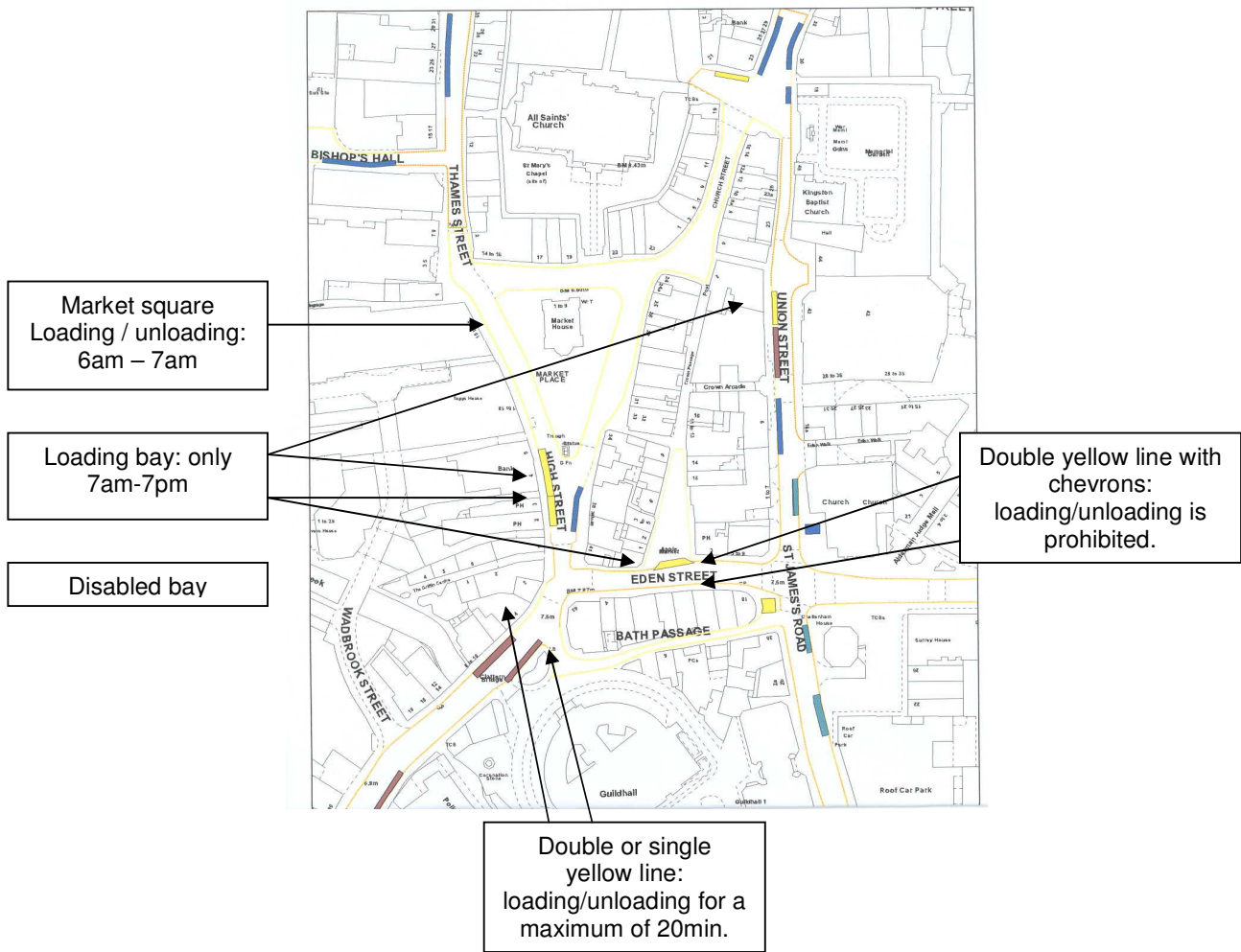
3 LOADING / UNLOADING RESTRICTIONS

3.1 Restrictions

On Market place and on Church Street (one parts of the pedestrian precinct), vehicles are prohibited except for access, Monday to Saturday (7 am-10am & 4pm-6pm). Market traders can deliver between Monday to Saturday from 6 am to 7am.

The two loading bays are available between the hours of 7:00am and 7:00pm, maximum stay 30 minutes. They are reserved for vehicles that are actively engaged in loading or unloading. The days and hours that restrictions apply are shown on the adjacent signs.

Figure 3.1: Loading restriction on Market Square



The loading bay on Eden Street allows loading and unloading from 7:00am to 7:00pm. Beyond the loading bay, double-yellow lines with chevrons prohibit loading and unloading. As a result delivery operations can be carried out on the South High Street, where there are only single and double yellow lines.

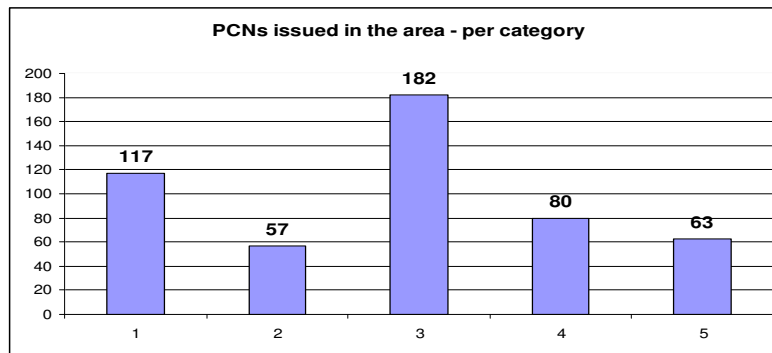
Using the bay reserved for disabled people is prohibited except for delivery staff who have a Blue badge.

3.2 Enforcement

Throughout the Borough, 21 officers are responsible for the enforcement. The penalty for illegal parking is a fine of £80 (in the form of a PCN) is charged and for vehicles parked on a bus lane it increases to £100.

There is no CCTV enforcement.

Figure 3.2: PCNs issued on Market Square

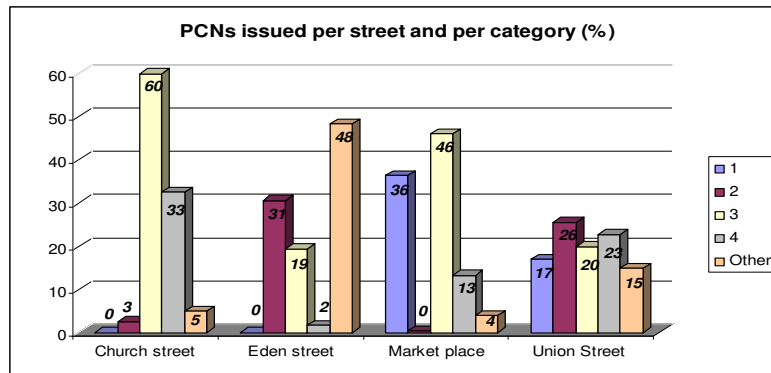


1. *Parked in a restricted street during prescribed hours*
2. *Parked or loading/unloading in restricted street where waiting and loading/unloading restrictions are in force*
3. *Parked in a loading place during restricted hours without loading.*
4. *Parked in a designated disabled person's parking without clearly displaying a valid disabled person's badge.*

On the diagram above (figure 3.2), the loading bay on Eden Street allows loading and unloading from 7:00am to 7:00pm.

This diagram shows that the **PCNs issued for loading and unloading account for nearly 50%** (47.4%) of the total issued (number 2 and 3). It highlights three important points:

- Whenever they can, delivery staff uses the loading bays.
- Generally car drivers prefer to park in a loading bay rather than a bay reserved for a disabled person.
- Loading bays are often considered like a good place to park for a short period of time and people think that there is not much enforcement of this.

Figure 3.3: Split of PCNs issued per street and per category

1.2.3.4.5: same meaning as in the previous diagram.

The three loading bays are located on Market place and Eden Street which explains why there are a significant number of PCNs issued on those streets due to loading / unloading. Indeed, on Market place and Eden Street nearly 50% of the PCNs are linked to a problem of loading / unloading, explained by the presence of the loading bay (it is the same for Church Street). These figures highlight the significant problem of loading / unloading in that area.

In summary:

- There are 3 main loading bays on the site: 2 on Market Square and 1 on Eden Street.
- Eden Street is a busy transit road with a lot of traffic - cars, buses and trucks.
- Nearly 50% of PCNs issued on the site are due to loading and unloading.
- Loading and unloading can also be done on the single yellow line on High Street. However, it is not possible to load / unload on Eden Street (double yellow lines with chevrons).
- Some deliveries can take more than 20 minutes.

4 OBSERVATIONS / HOTSPOTS

Three kinds of road conflict are observed in that area:

1. There is a conflict in the use of the three loading bays
2. The entrance of the Market place: it can be unsafe
3. The impact of the above situations on the delivery of goods.

4.1 Conflicts in the use of the three loading bays

This problem arises when a lorry or a truck is parked in the loading bay. Indeed, from the moment the vehicle is parked, it becomes difficult for the others to use the road. When the loading bay is illegally used by car drivers, delivery vehicles have to park illegally which can create congestion at the top of the street.

There is not much space at the entrance of Market Place, especially on market days when it is difficult for delivery staff to use the road.

For delivery drivers, there is a “non official rule”, called “50 metres radius”, which is accepted by a large majority of freight operators. It means that loading and unloading has to be done in a maximum of 50 metres from where the vehicle is stopped.

4.2 Use of the loading bays

Congestion due to goods deliveries essentially takes place at peak hours. On-street observations (for 1hour 45) revealed that more than 50% of those using the bay, were doing so illegally, i.e. it was used by private drivers, even for a short time. Most of the time, it was commercial vehicles or transit vans.

After two on-street observations at different times of the day, it was observed that the loading bays are mainly used by trucks which deliver to one company. Many couriers were also observed.

Some trucks stop for longer time than 30 minutes on the loading bay while they are not in operation.

Even though the two loading bays occupy a large surface area and they are very useful, it is still the case that lots of individual cars use these areas to go to the bank (NatWest is close to the loading bay). Illegally parked vehicles cause problems as they create congestion. When delivery staff wants to use a loading bay but cannot, they park next to the pavement and car drivers have to manoeuvre around them.

This situation is unsafe, creates congestion and gives negative impression of “deliveries”, even though the problem does not stem from them. Sometimes, rear servicing is used to deliver goods are delivered via the back of the shops.

Figure 4.1: The sizes of the loading bay



On the loading bay located on Eden Street, there are bollards that prevent two vehicles parked there at the same time to both open their rear doors. For example, in the photograph above, it is impossible for the *Delice de France* delivery staff to open the back doors of his vehicle.

Moreover, the bollards make it very difficult to manoeuvre the vehicle when another one is still parked (figure 4.1). As a result, some trucks have to put some of their vehicle onto the road.

On the figure 4.2, a refrigerated truck is using an electrical forklift. The size of the loading bay does not allow the delivery staff to park his truck in the dedicated area because of the other parked vehicle.

There are two consequences of this action: Firstly, it creates an unsafe situation for vehicles which are in transit on the road. Indeed, for the cars going from West to East, a truck parked in this way means that they do not have a good view of vehicles coming from the opposite direction. This situation becomes more dangerous when other vehicles park illegally before or after the loading bay because they block part of the street as well.

Figure 4.2: Illegally parked vehicles



On figure 4.3, the DHL truck cannot park on the loading bay so parks just in front of it. The DHL driver has no other parking option available to him.

That place is essentially very busy early in the morning and at lunchtime.

Figure 4.3: Trucks illegally parked on Eden Street 1



In addition, illegal parking often causes other people to park illegally. In the figure 4.4, the two plumbers' vehicles are illegally parked and have gone into a shop, seven minutes walk away. As they have parked here, the transit van with goods cannot use the loading bay and could receive a PCN.

Figure 4.4: Trucks illegally parked on Eden Street 2



In figure 4.5, (loading bay on Market Square), a motorcycle was initially parked between two vehicles. After the vehicles leave the loading bay, the motorcycle is still there in the middle and preventing the TNT lorry from using the loading bays.

Figure 4.5: Impacts of a motorbike illegally parked



Regarding the potential for conflict-different situations at different periods of the day were observed. No specific problem is observed early morning or in the afternoon because lots of delivery staff can deliver in the front shop from 7:00am -10:00am.

Conflicts can however, take place either between different freight operators or between delivery staff and drivers of private cars. Indeed, due to the proximity of a NatWest Bank to the loading bay, many car drivers stop in the loading bay for a short time (nearly 5 minutes or less) which can sometimes prevent delivery staff from using the loading bay. Consequently they use another area which can be illegal and they risk receiving a PCN, although they had no other parking option. This is one the main problems and it is necessary to find a solution to this.

Moreover some lorry drivers use the loading bay to have their lunch for 30 minutes thereby blocking access to the loading bay. There is a direct impact: the other deliverymen who want to use the bay cannot and have to park illegally on the road.

4.3 Conflicts at the entrance of Market Place

Figure 4.6: The entrance of Market Place from Union Street



During peak hours, the access to Market Place to/from Union Street is a bit difficult due to the narrowness of the entrance. Indeed, all vehicles have to travel past this area from Union Street to Market Place (or the opposite) which can become very difficult for drivers when vehicles are parked on the loading bays and on the bay reserved for disabled persons.

In figure 4.6, the illegally parked truck on the left makes it difficult for the chilled and frozen goods vehicle truck to access Market Place. This creates an unsafe situation and makes the delivery staff works more difficult and he will be ultimately responsible if there is an accident. However, due to the many activities in the early morning, some delivery drivers have no choice but to find a place from where they can deliver goods easily. The time pressure imposed by their clients' constraints forces them to find a solution to deliver quickly, even if it means using an illegal area. Indeed, if the two loading bays are being used, there is no other solution for them than to park here, even if they know the problems this could cause.

4.4 Impacts on delivering goods

4.4.1 Difficulties for the deliveryman to use the side-road

Figure 4.7: A delivery staff with a pallet on Market Square



The fact that the two loading bays are located on the same side of the road obliges some delivery staff to use the road from where they deliver their goods. This can make their job dangerous. Take the example in the figure 4.7, the delivery staff has to zigzag in between vehicles to deliver goods to his clients.

4.4.2 Problems delivering to the Zizzi restaurant

Figure 4.8: In front of Zizzi Restaurant



The Zizzi restaurant can only receive goods via the front of the restaurant. However, there is a double-yellow line which allows loading and unloading with no restriction before 11am and 20 minutes thereafter. In figure 4.8, the delivery staff must unload promptly if he wants to avoid receiving a PCN. Actually he needs more than 20 minutes to load and unload and he thinks that this type of restrictions makes the task very difficult.

In summary:

- There are conflicts in the use of the loading bays between freight operators and cars which stop for a short time.
- The 3 loading bays are very useful and enable deliveries to all the shops in Market Square.
- The entrance of Market Square is very busy due to the narrow entrance and the different uses of the site (for freight, cars, access to the market square etc.). This creates an unsafe situation between the different users.
- Some delivery staff has put pallets or sack trucks on the road so they have to pay attention to traffic.
- Some deliveries can sometimes take more than 20 minutes if delivery staff is in operation.

5 LOCAL STAKEHOLDERS' FEELINGS

In order to have a better knowledge and understanding of the site, retailers and were asked a series of questions. In total 12 retailers were interviewed on different days and at different times of the day. The retailers were asked about their perception of urban freight in Kingston. The different types of retailers were questioned and there were mixed responses:

- Retail outlets belonging to a more national / multinational chain or group: they do not worry about urban freight. Most of the time, their deliveries are organised by the main office. On the whole this type of retailer has only one supplier and receives goods between 3 times and everyday (except on Sundays) a week. Some of them have delivery space at the rear of their building. Some of them receive goods at night.
- Craftsman selling on the market: they organise their logistics by themselves. They load and unload their vehicles and as they have specific times to do so and there is no problem with space and loading/unloading.
- Small retailers (except restaurants): they feel more affected by the problem of distribution in the city centre. They receive goods (parcels or pallets) irregularly. Some shopkeepers such as hairdressers have plenty of suppliers (6) which make it complex to manage their logistics.

According to delivery staff who was carrying a delivery to a restaurant with a 7.5tons vehicle, it is very difficult to unload in the area because there is no dedicated loading bay for the restaurant and it is not possible to use one of the 2 loading bays mentioned as they are too far away. They consider Kingston to be a very busy place where it is very hard to deliver under good conditions.

According to another delivery staff who was delivering to Borders via the rear of the shop, there are more difficulties dealing with congestion than in the delivery process. To travel from A to B, more time is spent stuck in traffic than delivering. He did not think it was necessary to have more loading bays. However, it should be noted that this case is quite unique as it is quite easy to carry our deliveries behind Borders.

Retailers do not always seem to take into consideration the problems that delivery staff may encounter. The only thing that concerns them is that the delivery is done and on time.

Figure 5.1: A delivery from the back of the shops



6 CURRENT SITUATION

A recent Committee agreed the principle of an extended closure of the Market place. However, a consultation has to be done and take the responses back to Committee before any final decision is made.

Indeed, the Committee's decision is to restrict access to between 0600 and 1000 and 1600 and 1800, Monday to Saturday only.

Within that framework, a focus needs to be done particularly concerning the problems caused by cars to legitimate servicing vehicles. This suggests that more directed enforcement may be very beneficial in ensuring that any objections from delivery companies can be offset.

No recommendation can be done before the final Committee's decision.

ANNEX A – STAKEHOLDER CONSULTATION

Questions to different stakeholders

| | |
|---------------------------|--|
| Health food | The manager did not mention specific problems regarding the delivery of goods as goods are received from the front of the shop where access is restricted so deliverymen encounter no problems. The manager mentioned that another loading bay would not be very useful and it would be better to enforce the rules and prevent car drivers from using loading bays if they are not delivering goods. |
| Book shop (deliveryman) | The deliveryman was questioned about his experiences. According to him, the major problems in Kingston are not in the streets but in the roads, essentially due to (about 12.30 - 1pm, it is very busy so it becomes very difficult for deliverymen to easily work because loading bays are used by other shippers (which is normal) or by car drivers for a long time. He also mentioned it is a very busy place. He does not think there are significant problems because he can deliver from the back of the shop. He does not think that Kingston Market square is the worst area to deliver to, in comparison with other South London Boroughs. |
| Chemist (on Union Street) | One of the retail managers reported that they received goods once time a week. Generally speaking, the deliveryman uses the loading bay which is at the front of the shop. As far as he knows, there are not specific problems concerning loading and unloading on the street. |
| Hair-dresser | The hairdresser mentioned that he received goods many times a week from lots of different suppliers (approximately 6). He does not think that deliverymen experience a lot of problems delivering goods to the hairdressers as the packages are not heavy and can be delivered quickly. However he recognizes that the area is very busy at different times of the day and that greater enforcement should be carried out because most of the time loading are being illegally used by car drivers. |
| Café | The employee did not give much information. He just mentioned that his company received goods at night (early morning) and that delivery men encounter any problems when delivering. He agreed that the area was sometimes busy but this did not seem to concern him. |
| Cloth shop | Interview with a manager. He mentioned that some deliverymen experience some problems when it is very busy but did not think that another loading bay would not be very useful. |
| Take-away | The seller reported that they received goods early in the morning (at 4am). As such there is no problem to delivering to the shop and was not aware of the experiences of other retailers. Lorries directly come from Cornwall. |
| Book shop | Two vendors at the market were interviewed. They reported that deliverymen have problems delivering to the market as they receive goods from 9am to 10 am and access to the market is restricted from 10am. Sometimes deliverymen have problems leaving the pedestrian precinct (see photo X). They think that there are enough loading bays but so many times occupied these are occupied illegally by car drivers. They also think that the pedestrian should be open for a longer period of time for loading vehicles. |

| | |
|-----------------------------|---|
| Restaurant (deliverymen) | Two deliverymen were interviewed. They both reported that it was not difficult to deliver goods to the restaurant. They delivered soft and alcoholic drinks. According to them, it is not possible to easily deliver goods because they do not have a specific authorisation from the council. Indeed, there is no area to park close to the restaurant, except on the LB located on Union Street. But this loading bay is too far to transport heavy goods. So they illegally park in front of the restaurant even though it is prohibited (double yellow line + chevrons). They sometimes receive PCN. They do not understand why the council do not respect their job and constraints they have when delivering goods. The fact they might receive PCN every time they deliver goods makes their job quite stressful. They believe that the local authority should look into the problems encountered by drinks deliverymen. |
| Health food | According to one manager, it is very difficult to deliver goods by trucks. Indeed, the retailer cannot receive goods from the back of the shop. A better enforcement of the loading bays is necessary to make the job easier for the deliverymen. However, he did not think another loading bay was required. |

**South London Freight Quality Partnership
Legal Loading Initiative
Stakeholder Survey**

Retailer Questions

GOODS IN

What is the nature of your business?

Restaurants / Retail / Services (bank, estate agency, etc.) / Supermarkets /

Others

What vehicles are used to make deliveries to you?

Van up to 3.5t gvw / 2 axles rigid up to 7.5T gvw / 2 axles rigid over to 7.5T gvw /

3/4 axle rigid / artic / drawbar trailer / don't know

How often are goods delivered?

Throughout everyday / Once every day / 2 - 4times per week / Once per week / Less often

Is any particular day especially busy for receiving deliveries?

Monday / Tuesday / Wednesday / Thursday / Friday / Saturday

Not really

At what times of day are goods delivered to you?

Before 7am / 7am - 9.30am / 9.30am - 4.30pm / 4.30pm - 7pm / After 7pm / All through the day

How are the shops serviced?

Using their own vehicles

By a freight operator(s)

Various Suppliers

Prompt: (If they have answered “By a freight operator”, ask how many suppliers deliver their goods)

How long do your deliveries normally take?

Prompt for further information: (‘Delivery Time’ could include time spent in the stock / store room, moving boxes around in the van, unloading, reloading and moving between the vehicle and the store. Also check that the driver is stopping to service just the one store you are surveying.)

Less than 5 minutes / 5 – 15 minutes / 15 – 30 minutes / More than 30 minutes / Variable

How close can your delivery vehicles park to service the shop?

Less than 50m / 50m - 100m / 100m - 200m / More than 200m / Unknown

Which access point do delivery drivers use? (Roadway, side-road, etc.)?

Do delivery drivers meet some problems/conflicts when goods are delivered? Explain?

ACCESS & DELIVERY FACILITIES

Does your business have an adequate off-street collection / delivery area?

Yes No

Can heavy goods vehicles access the delivery area easily?

Yes No

Are you restricted to kerbside access for collections / deliveries?

Yes No

**Do you have problems with access restrictions or (un)loading restrictions?
What kind?**

Would you be interested in co-operative management of delivery bays with neighbouring retailers? Other solutions?

Delivery Driver Questions

PARKING ENFORCEMENT AND RESTRICTIONS

What are your views towards the loading / unloading restrictions for delivery vehicles?

Do you have a particular problem with Penalty Charge Notices (PCNs or parking fines)? How many have you been issued with for parking in this site in the last 12 months?

How, if at all, would you like to see parking restrictions altered in this area for loading / unloading?

(Prompt: Specifically for loading / unloading restrictions (otherwise they may provide a general answer about restrictions for customer parking)).

Do you consider the level of parking enforcement in this area to be adequate for delivery vehicle parking?

(Prompt: Ensure that you are targeting a question about enforcement for delivery vehicles).

Parking Attendant Questions

PARKING ENFORCEMENT AND RESTRICTIONS

Do you focus more on private parking (residents or shoppers) or on commercial vehicles that are loading or unloading?

Do you have different priorities for different times of the day with respect to the type of vehicles enforced?