

## FACTSHEET

## Communal service boxes for sustainable deliveries

PART OF SMART SOLUTION 9: SUSTAINABLE DELIVERY



SUSTAINABLE  
URBAN  
MOBILITY



- Service boxes for home deliveries will be installed in communal areas within residential buildings, providing 24h accessibility to all tenants.
- Increased service and comfort for tenants, including flexibility in time for deliveries.
- Reduced environmental impact due to reduction in vehicles and low emission/zero emission vehicles.

Stockholm

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## What is the solution?



A series of communal service boxes will be installed in or close to entrance halls of residential buildings in Valla Torg, Stockholm. When receiving goods, a service box will be allocated to the receiver along with a special code that will open the service box for the right person.

This solution will increase service and comfort for tenants, including flexibility in terms of timing for home deliveries. This 24 hour access to service boxes close to home will have a positive impact on service and comfort.

The consolidation of all home deliveries for one area and the use of electric powered cargo bicycles for the “last mile” of the delivery will reduce the environmental impact of the transport significantly.

## How does it work?

Service boxes are installed centrally in the main foyer of the building, making them accessible to tenants 24 hours a day. Access to the boxes is controlled with a unique temporary identification code, which is issued to the tenant when a package addressed to them is stored in one of the boxes.

The service provider of the cargo bicycle deliveries will make consolidated

deliveries to all tenants in the area and replace a majority of the existing ones done by fossil fueled vehicles. The service provider delivering with the cargo bicycles will be integrated with the different general service provider of parcel deliveries either at one separate service point or will pick up parcels at several different service points.

## Expected impact

The solution with service boxes and cargo bicycle deliveries are expected to meet the terms of the key GrowSmarter objectives:

### Improving quality of life

Less vehicles overall in living areas and increased use of nonpolluting vehicles.

### Reduced environmental and noise impact

Thanks to the replacement of fossil fuelled delivery trucks by electric cargo bicycles.

## Potential for replication

Once service boxes have been installed this measure in many buildings. It has a high potential for replication, but would need some discussion with delivery companies in order to understand how logistics work as this varies from country to country (and city to city).



*A communal hallway where service boxes will be installed*