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City of Toronto Public Works and Infrastructure Committee re Congestion Management

I am David Turnbull, President & CEO of the Canadian Courier & Logistics Association (CCLA). CCLA is the trade association representing time sensitive delivery service company operations of all types and sizes across Canada. Our members include; large firms with global logistics delivery networks, such as DHL, FedEx, Purolator, TNT, UPS and the TransForce group of companies as well as mid size and smaller local firms such as same day and local messenger companies.

Traffic, congestion and gridlock are nothing new to residents and businesses operating in the Greater Toronto Area. Rush hours are getting longer, commutes are taking more time and public frustration grows as nothing seems to change. We understand the problem. At any given point during the day, 2.5 per cent of the world's gross domestic product is somewhere in our members network of delivery vehicles, sorting facilities, airplanes, warehouses or ships. The vast majority of the volume is commercial, moving from producers to consumers.

CCLA members have implemented, or are in the process of investigating measures to address announced congestion measures:

- 1) Expanding the number of our couriers in the downtown core who walk from location to location to make pickups and deliveries
- 2) Utilizing the PATH network for walkers, this takes vehicles off the road.
- 3) Implemented two person delivery teams for trucks
- 4) Exploring possibility of purchasing smaller vehicles to give us the opportunity to use more underground parking lots
- 5) Instructed drivers to use designated parking areas where available
- 6) Added extra vehicles to offset longer distances from parking locations and time involved
- 7) Reviewing opportunities to change some of our delivery windows and expand pickup times in areas outside of our foot-courier network. This may impact competitiveness of Toronto
- 8) Advising customers that earl morning deliveries and one hour pick up times may no longer be available

CCLA is monitoring the situation closely and continuing to cooperate with Transportation Services

Gridlock is one of our greatest impediments to keeping the system moving effectively and we wish nothing more than to help fix it. However with the City implementing a zero tolerance initiative to penalize courier companies and drivers who stop during rush-hour traffic as of today January 5th, businesses in the GTA will be the unintended casualties, as will the city's economy. It's time we look at alternative solutions that have proven powerfully effective rather than fall prey to punitive measures that hurt everyone.

Couriers make a significant contribution to the Toronto and indeed the Canadian economy, delivering vital supplies such as important documents needed to close a major real estate deal, a component to specialized technology vital to a company's production line or a life-saving medication. Every shipment that is locked in gridlock, unable to make it to an airport on time is a major concern for us, the producer and ultimately the consumer.

CCLA has been working cooperatively with Toronto Transportation Services for several years. Approximately five years ago we proposed the creation of Courier Delivery Zones (CSZs), at that time we submitted a list of 60 most ticketed locations in Toronto.

Toronto has made an important first step by creating 13 courier delivery zones in the downtown core. The growth of Toronto's role in the global economy, however, has created much more demand than the current initiative can supply. Transportation Services have indicated that it will be adding approximately 20 additional CTZs this year however these will not be available when the zero tolerance initiative is implemented. Of concern is the fact that these additional CTZs do not address the most problematic area for deliveries – the financial district.

By way of illustrating this, both First Canadian Place and Scotia Plaza have a single elevator to take delivery vehicles to the receiving areas. Vehicles must queue up on south side Adelaide Street to gain access to these office towers. No thought has been given to making allowance for these queuing vehicles. Indeed when pointed this out to a city official the response was that was the responsibility of the building management to address. I pointed out that it was the city planning department that had authorized the issuance of the building permits, received with no response!

Solutions that require city action:

- **Accelerate the creation of additional dedicated Courier Delivery Zones (CDZs) off main streets from the list of the 60 most frequently ticketed locations.**
- **Instruct Police that no tickets be issued at the 20 additional CDZ locations where the signs that are still to be installed.**
- **Pass By-Law to enforce CDZs instead of the current advisory status**
- **Enforcement against private vehicles parking in CTZ spots.**
- **Address problem of delivery vehicle wait to access First Canadian Place and Scotia Plaza on the south side of Adelaide Street currently scheduled to become a bike lane**
- **Encourage bulk deliveries out of business hours – soft drinks, beer, food supplies etc. as implemented in New York**

- **Require dedicated delivery parking in all new offices, retail and residential buildings.**
- **Create a special committee of City Transportation, Planning, Enforcement and Economic Development plus major office owners/managers and courier companies to study experience and best practices of other major world cities.**
- **Require city planners and all departments of the city to consider goods movement as a priority.**

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Urban centers such as New York and London and Hamburg have worked collaboratively with service providers to develop pragmatic solutions that effectively curb congestion. This includes the implementation of courier loading and parking zones, introduction of alternative vehicles by the industry and strategically located locker boxes for consumer pick up of packages. In our experience, these measures have helped to mitigate the impact of urban centre population growth, combating increased congestion and improving traffic flow.