

“On-Demand Instant Deliveries”

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This proposed paper contributes to a new body of research that investigates the potential of digital market places to disrupt city logistics. “Instant delivery” services provide deliveries within one or two hours after order, operated by self-contracted couriers on bicycles connected to freight demand via smartphone apps. Large companies (Amazon Prime Now) are involved together with start-ups, some of which grew into medium size companies (Deliveroo). These services disrupt the urban freight routine in many ways (business models, labour conditions, environmental performance, vehicle choice, delivery routes) (Dablanc et al., 2017, Dablanc & Saidi, 2017).

In this proposal, we present a comparative analysis of the results of two original surveys, one made in Oct-Dec 2016 among 96 instant delivery couriers operating in Paris (Dablanc & Saidi, 2017), another one which will be carried out in Dec 2017-Jan 2018 (Saidi, Louvet). The data is collected through face-to-face interviews based on a detailed questionnaire.

These surveys and their comparison provide a unique (to our knowledge) set of information regarding:

- the socio-economic and educational background of these new urban bicycle couriers;
- the operational features of their deliveries;
- the spatial patterns of their deliveries: how do they commute to work, what are their delivery routes.

As an introduction of the paper, an updated (from Dablanc et al., 2017) presentation of a typology of the main digital platforms involved in instant delivery services will be made.

References

Dablanc, L., Morganti, E., Arvidsson, N., Woxenius, J., Browne, M., Saidi, N. (2017) The Rise of Instant Delivery Services in European Cities, *Supply Chain Forum, an international Journal*.

Dablanc, L. & Saidi, N. (2017) Instant Deliveries: New Jobs and New Questions for Cities. Royal Geographical Society, *RGS-IBS Annual Conference*, August 30, London, United Kingdom.