

Trojan Mailing

Making local deliveries with an e-cargo bike, as part of the RIDES free trial

Located in Southampton, Trojan Mailing (incorporating Hampshire Press) provide design, print and mailing services for companies such as Southampton City Council, Balfour Beatty, ABP and the Royal Yachting Association. They pride themselves on being a value service, as well as flexible enough to fulfil the tight deadlines that their customers often present them with. Trojan Mailing is a social enterprise, offering free work experience to people with learning difficulties or mental health issues.

Why participate in the RIDES trial?

Trojan Mailing consider themselves to be already greener than most companies, having achieved a carbon neutral status by contributing to the United Nations carbon offsetting programme. They purchased 5 years of carbon offsetting but want to make their investment last much longer by keeping their emissions low.

Trojan Mailing were one of the first companies to apply to participate in the free RIDES e-cargo bike trial. As their director, Carlton Clements says "We are extremely proud of our green credentials and keen to be able to delivery locally in a green way." He chose to trial The Urban Arrow e-bike, which has the cargo box on the front and can carry loads of up to 100kg.



Advice for anyone considering using an e-cargo bike for local deliveries

Carlton himself is the main e-cargo bike rider at Trojan Mailing, so is well qualified to describe what it is like to ride. He has previous experience with motorcycles as well as bicycles and feels this has helped him quickly get to grips with using the cargo bike on the road. Carlton says "It's definitely a viable method of making deliveries around town. The e-cargo bike is currently my go-to mode for local deliveries, it handles very well and as you can use the cycle paths, you have fewer traffic lights to negotiate. It is often quicker than by car or van. Being able to get somewhere without sitting in traffic is amazing. You do need to be quite confident on a bicycle to ride the cargo bike, but as it doesn't handle exactly like a bike the free training is very valuable."

How much can the bike carry and what is a reasonable distance for it?

The Urban Arrow can take a load of 100kg and Carlton has taken a up to 90kg so far but averages 30-40kg.

Carlton has himself made a round trip on the e-cargo bike from Freemantle to Hamble, making a few deliveries along the way, but he says the ideal distance to travel is within a 2/3 miles radius. He says he was pleasantly surprised at how well the e-cargo bike handles in the rain.

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How do other road users react to seeing an e-cargo bike?

Carlton says he has experienced no negative reaction from other road users, but the bell has been useful to warn pedestrians. "Many people are not used to seeing this kind of vehicle and don't anticipate how fast it can go." He likes the fact that the e-cargo bike stands out and is noticed around town and says: "It would be great for companies that want their carbon neutral credentials to be seen out and about, especially when covered with their own livery."



What about after the trial is over?

Trojan have used the e-cargo bike for 3 months and Carlton will consider getting an e-cargo bike for the business, if the price is right, after the trial ends. But for now, he is keen to extend the trial as he doesn't feel it has had enough use yet due to the pandemic.

You'll find more information on the RIDES e-cargo bike trial [on our website](#). And if you are interested in a RIDES e-cargo bike trial for your organisation, please email the RIDES project manager, Stuart Williams, at stuart.williams@southampton.gov.uk