

DELIVERY MANAGEMENT PLAN

PROPOSED McDONALD'S RESTAURANT
HORTON ROAD, DEVIZES
WILTSHIRE, SN10 2JG

Client: McDonald's Restaurants Ltd

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REPORT CONTROL

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1.0 INTRODUCTION

1.1 Purpose of Report

1.1.1 ADL Traffic and Highways Engineering Ltd have prepared this Delivery Management Plan in support of the planning application for the redevelopment of land at Horton Road, Devizes to provide a McDonald's restaurant with drive thru facilities.

1.1.2 This report sets out McDonald's extensive servicing experience and demonstrates that suitable arrangements would be implemented to manage deliveries during open hours. These measures are considered to be sufficient and reasonable to ensure efficient and safe operation of the car park during servicing periods.

1.2 Site Location and Road Network

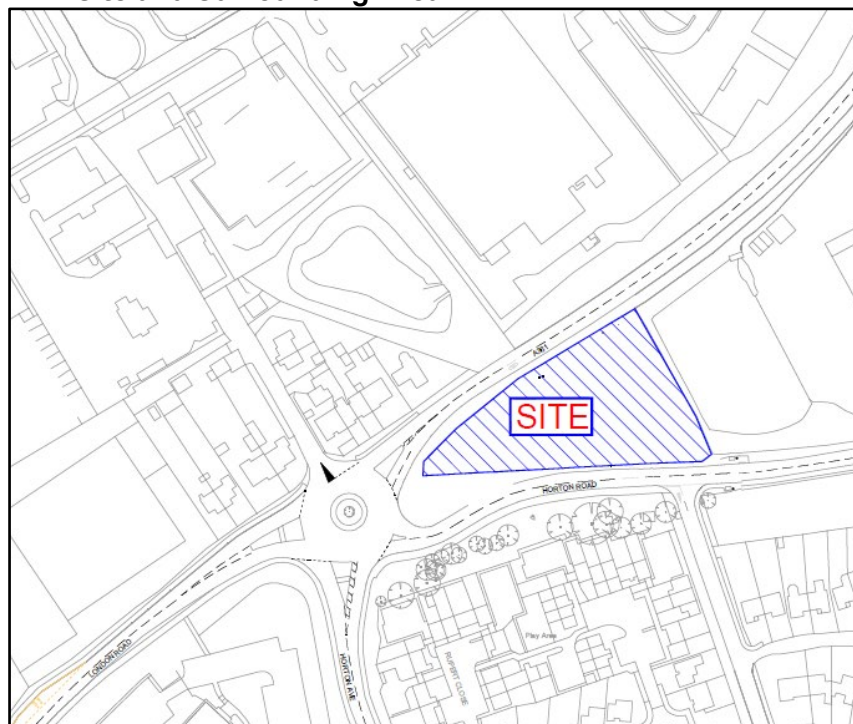
1.2.1 The site is located adjacent to the A361/Horton Road Roundabout, Horton Road Devizes. The site is located 2.1km to the east of Devizes town centre. A plan showing the site location is included as Figure 1A below.

Figure 1A Site Location



- 1.2.2 The area in the immediate vicinity of the site is largely made up of residential, industrial and commercial units. There are also Lidl foodstore and agricultural land in the site's wider vicinity. The site is therefore considered to be situated in an edge of town/suburban location.
- 1.2.3 The site is roughly triangular in shape. The A361 forms the northern border. A section of landscaping and vacant land forms the site's eastern border. Horton Road forms the southern border. The A361/Horton Road Roundabout forms the western border of the site. A plan showing the site and surrounding area is provided as Figure 1B below.

Figure 1B Site and Surrounding Area



- 1.2.4 The A361 runs northeast to southwest from the junction with the A4, 9.0km north of the site to Devizes town centre. The A361/Horton Road Roundabout is a 5-arm roundabout made up of the A361 as the western and eastern arms, Horton Road as the southeast arm and Horton Avenue as the southwest arm. An unnamed, private residential road forms the northern arm of the roundabout. The A361/Horton Road Roundabout is subject to a 40mph speed limit and there is street lighting present

- 1.2.5 Horton Road runs west to east from the A361 towards Horton. Horton Road is subject to a 50mph speed limit and there is street lighting present. The speed limit on Horton Avenue changes to 30mph immediately after the roundabout. The speed limit changes to a national speed 86 metres east of the roundabout on the A361 for motorists traveling northbound.
- 1.2.6 Ferozeshah Road forms a priority junction with Horton Road and is located 40 metres east of the site. Ferozeshah Road provides access to the residential dwellings located to the south of Horton Road and is subject to 30mph speed limit with streetlights present.
- 1.2.7 There is a 4-arm roundabout located 400metres west of the site. The A361 forms west and eastern arms of the roundabout, Hambleton Ave forms the southern arm and Hopton Road forms the northern arm of the roundabout.

1.3 Proposed Restaurant Details

- 1.3.1 The proposed site layout is shown on the plan in Appendix 1.1.
- 1.3.2 It is proposed to redevelop the site to provide a single-storey 310 sqm (GEA), 288sqm (GIA) McDonald's restaurant with side-by-side drive thru facilities. The dining area would be approximately 72sqm with 60 covers. It is not proposed to operate McDelivery courier services from this restaurant.
- 1.3.3 It is proposed to provide 37 parking spaces, including 2 accessible bays, 3 EV charging bays (including one accessible EV bay), and 2 grill bays for drive thru customers. There would also be 4 motorcycle parking bays provided. There would be 7 cycle spaces provided comprising of 3 Sheffield stands and 1 cycle locker.
- 1.3.4 Vehicle access to the restaurant would be provided via a modified priority junction on Horton Road. The access would be situated in roughly the same location as the existing access on the western side of the site. The access would be formalised as a bellmouth. The eastern access to the site would be closed

- 1.3.5 A new footway would be proposed along the site frontage to connect to the restaurant patio and the bus stop on Horton Road to the east. There would also be new pedestrian crossings provided on Horton Road and at the A361/Horton Road Roundabout. It is also proposed to widen the Horton Road exit of the A361/Horton Road Roundabout to better accommodate HGVs. The proposed works are shown on the plan provided as Appendix 1.2.
- 1.3.6 The delivery vehicle will access via the main customer access and use the hatched delivery area to unload.

2.0 McDONALD'S SERVICING PROCEDURE

2.1 McDonald's/Martin Brower Servicing Experience

- 2.1.1 McDonald's has been trading in the UK since 1974. The company operates 1,348 restaurants of which around 1,204 are restaurants with drive thru facilities.
- 2.1.2 Servicing McDonald's restaurants while they are open is normal practice and does not present any operational difficulties.
- 2.1.3 With regard to the 1,204 restaurants with drive thru facilities, much like the proposed restaurant, each restaurant is expected to be serviced 3-5 times per week. This is equivalent to 3,612 (assuming 3 deliveries per store) deliveries per week or 516 per day (7-day week).
- 2.1.4 Martin Brower are McDonald's sole distributor for all of its products in the U.K. and has a delivery fleet of over 150 vehicles. In addition to McDonald's own policy and risk assessment, Martin Brower also continuously reviews each site in line with their own Health & Safety policies.
- 2.1.5 The goods are delivered by articulated lorry, typically 16.62m in length. This is typically parked for between 15 minutes – 75 minutes. The duration of the stay depends upon the range and quantity of products to be delivered.
- 2.1.6 Multi temperature vehicles are used which allows all of the restaurant's requirements of frozen, chilled and ambient products to be delivered in one visit, reducing the overall number of deliveries each restaurant receives and further reducing carbon emissions. Goods are stored within wheeled cages to minimise the number of shuttles between the delivery lorry and the restaurant, as opposed to individual boxes being carried.

- 2.1.7 Cooking oil from restaurants is recycled into bio diesel. The bio diesel is used as fuel by all McDonald's delivery vehicles. The new cooking oil is delivered by the delivery lorry along with all other McDonald's products. The used oil is stored by the restaurant and collected by the same vehicle along with all other crates and materials to be recycled.

2.2 Servicing Frequency, Timing and Duration

- 2.2.1 As noted in Section 2.1, deliveries would be expected to occur 3-5 times per week.
- 2.2.2 The vehicle is expected to be parked for between 15 - 75 minutes within an allocated 4-hour delivery slot (environmental or planning restrictions can mean shorter windows). The duration parked depends on the range and quantity of products being delivered.
- 2.2.3 Deliveries during peak trading periods are avoided to minimise any delays in delivery. Delivery times can, where necessary, be adopted to suit any site and are closely controlled in sensitive locations.

2.3 Paragon

- 2.3.1 Martin Brower uses a sophisticated computerised planning tool (Paragon) which enables the requirements for an individual delivery destination to be set and ensures that they are compiled on every occasion the delivery is planned.
- 2.3.2 Notification of the delivery time is emailed to the restaurant the day before the delivery. The restaurant will be allocated a 4-hour delivery planning window (environmental or planning restrictions can mean shorter windows) and the delivery will be planned within this slot. In practice however, typically restaurants receive their deliveries at the same time on the same days each week.
- 2.3.3 On the day of the delivery the GPS system linked to Paragon will enable the restaurant manager to track the arrival time of the delivery vehicle.

- 2.3.4 Through this process of prior assessment and notification, Martin Brower and McDonald's are able to notify the restaurant of an accurate arrival time and ensure that measures required to accommodate the delivery vehicles are employed in good time prior to the delivery arrival.

2.4 Refuse Collection and Recycling

- 2.4.1 Waste minimisation and recycling are promoted.
- 2.4.2 Waste minimisation has been achieved through the redesign of tray liners and specifying the use of light-weight bin liners. Food wastage is minimised through the use of a computer system which monitors the amount of food served at given times of day, resulting in more accurate preparation and ordering of stock. This, therefore reduces the quantum of waste and frequency of collection required.
- 2.4.3 Delivery vehicles also collect all waste cardboard, food waste, cups, oil and empty delivery trays/crates which are returned to suppliers for re-use. This reduces the volume of refuse collected for land fill.
- 2.4.4 Refuse is collected by a private contractor using a 9.6m refuse vehicle, 3 times per week and collect landfill waste only.

2.5 Vehicle Delivery Procedures

- 2.5.1 When the vehicle arrives on site the engine is switched off, but the chiller and freezer still operate. If it is a requirement then the chiller and freezer can be switched off upon arrival at site.
- 2.5.2 During the unloading of the cages from the vehicles, chiller and freezers are switched off.
- 2.5.2 During any reversing the vehicles emit a reversing beep-beep sound. The reversing warning fitted to MBUK vehicles, is a 'white noise' warning, which allows everybody in

the immediate area of the vehicle to hear the warning, but the noise does not travel, which reduces the noise pollution.

2.6 Driver Responsibility

- 2.6.1 The drivers are responsible for checking and ensuring that the vehicle movements do not come into conflict with any other vehicles or staff.

2.7 McDonald's Staff

- 2.7.1 McDonald's allocate a minimum of two staff to be on site and available to assist with deliveries. These staff have completed a McDonald's Health and Safety Training.
- 2.7.2 Restaurant staff are on site to ensure the space required for delivery vehicle manoeuvring is clear. Once on the tarmac, they wheel the cages to the restaurant.
- 2.7.3 McDonald's staff are on hand to manage customer vehicles and pedestrians during delivery.

2.8 Summary

- 2.8.1 The above forms a 'tried and tested' methodology which is successfully implemented throughout the Country and this system would be successfully implemented at Devizes.

3.0 SERVICING PLAN: McDONALD'S RESTAURANT DEVIZES

3.1 Servicing Plan: McDonald's Devizes

- 3.1.1 The McDonald's Devizes restaurant is expected to be serviced 3-5 times per week by a 16.62m articulated delivery vehicle.
- 3.1.2 The restaurant would be assigned its 4 hour delivery slot by Martin Brower. These would generally be the same slots week in, week out so the restaurant will have regular delivery pattern which they will be well experienced with.
- 3.1.3 Deliveries to the restaurant will during quiet trading hours to avoid peak trading periods for the McDonald's. Deliveries will be scheduled to occur between 07:00-23:00 hours only to avoid any impact on residential amenity.
- 3.1.4 It is proposed that servicing will be undertaken from the customer car park using the hatched loading area in the car park. The goods would then be wheeled to the Corral at the side of the building.
- 3.1.5 Two staff (minimum) will be allocated to manage the delivery. They will have received Health and Safety training.
- 3.1.6 TRACK analysis of the Martin Brower delivery vehicle accessing, unloading and exiting the site is included as Appendix 2.1.
- 3.1.7 There are 37 car parking spaces within the McDonald's car park. It is proposed that staff would cone off 10 car parking spaces in the car park required for unloading and manoeuvring. This would leave 27 car parking spaces available for staff and customers at the restaurant. The 4 motorcycle bays would also be coned off. It is considered that there would be more than sufficient parking within McDonald's demise to accommodate the parking demand and delivery vehicle during quiet periods.

3.2 Refuse Collection: McDonald's Devizes

- 3.2.1 Bins would be stored in the corral at the rear of the restaurant. Bins would be wheeled to the vehicle by refuse operatives.
- 3.2.2 Refuse would be collected by a private contractor, although increasingly a large amount of recyclable waste is backhauled by Martin Brower for central recycling and processing.
- 3.2.3 Refuse collections would occur at McDonald's Devizes three times per week. Refuse collections would also be scheduled to avoid coinciding with deliveries. Refuse collection will be scheduled to occur between 07:00-23:00 hours to avoid any impact on residential amenity.
- 3.2.4 The refuse vehicle would also use the restaurant car park to collect the refuse. The refuse vehicle would only be on site for a short period of time.
- 3.2.5 Appendix 2.2 shows the TRACK analysis for the 9.6m refuse vehicle (standard for Veolia fleet) entering the site, loading adjacent to the McDonald's, and exit in a forward gear.

3.3 Monitoring Procedures

- 3.3.1 Drivers are debriefed at the end of any shift and any issues are logged by MB Control.
- 3.3.2 Restaurants can also rate the MB driver so any issues can be identified by MB Control.

4.0 SUMMARY AND CONCLUSIONS

4.1 Summary

- 4.1.1 McDonald's have extensive experience of undertaking deliveries at their stores whilst they are open, and this presents no operational difficulties.
- 4.1.2 Health and Safety is an important aspect of McDonald's delivery management and is subject to a regular review process.
- 4.1.3 The implementation of this Delivery Management Plan is seen as a contribution to the successful operation of the new restaurant. This demonstrates the planning and management, to provide safe and efficient servicing.
- 4.1.4 The arrangements described in this Delivery Management Plan follow 'tried and tested' methodology used successfully across the UK by McDonald's.

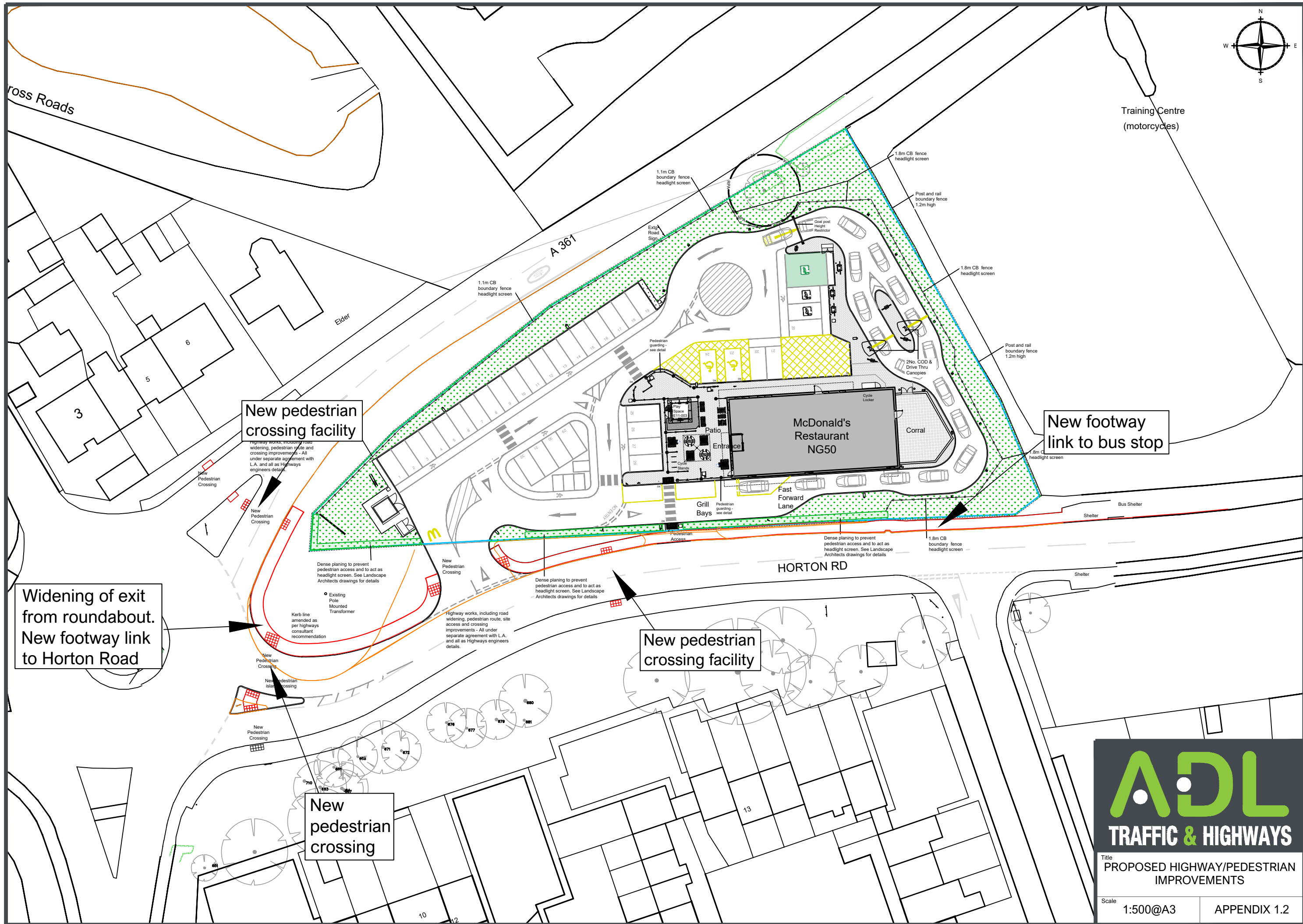
4.2 Conclusions

- 4.2.1 Staff for the store are trained in receiving deliveries and managing customers and their vehicles before and during deliveries.
- 4.2.2 Deliveries for the McDonald's will be scheduled to occur within 4-hour delivery slots, 3-5 times per week during quiet trading periods between 07:00-23:00 hours, using a 16.62m artic delivery. Measures are proposed to manage the car park and cone off the spaces in the car park prior to the arrival of the delivery vehicle. There would be sufficient parking available to accommodate staff and customers during deliveries, especially during off-peak periods.
- 4.2.3 Refuse collection would be collected by a private contractor using a 9.6m refuse vehicle, 3 times per week and would occur outside of peak hours between 07:00-23:00 hours.

- 4.2.4 In conclusion therefore, this document confirms the good practice already employed widely at McDonald's restaurants which will also be utilised at the Devizes restaurant.

PROPOSED DEVELOPMENT

- 1.1 Architect's Site Layout
- 1.2 Proposed Highway/Pedestrian Improvements

[illegible]

cross Roads

Elder

A 361

McDonald's Restaurant NG50

Corral

Fast Forward Lane

Grill Bays

Entrance

Patio

Cycle Locker

Goal post Height Restrictor

Exit Road Sign

Pedestrian guarding - see detail

1.1m CB boundary fence headlight screen

1.8m CB fence headlight screen

Post and rail boundary fence 1.2m high

2No. COD & Drive Thru Canopies

Shelter

Bus Shelter

HORTON RD

New pedestrian crossing facility

New pedestrian crossing

New footway link to bus stop

Widening of exit from roundabout. New footway link to Horton Road

Dense planting to prevent pedestrian access and to act as headlight screen. See Landscape Architects drawings for details

Existing Pole Mounted Transformer

Kerb line amended as per highways consultant recommendation

New Pedestrian Crossing

New Pedestrian Crossing

New Pedestrian Crossing

New Pedestrian Crossing

Highway works, including road widening, pedestrian route and crossing improvements - All under separate agreement with L.A. and all as Highways engineers details.

Highway works, including road widening, pedestrian route, site access and crossing improvements - All under separate agreement with L.A. and all as Highways engineers details.

Dense planting to prevent pedestrian access and to act as headlight screen. See Landscape Architects drawings for details

Dense planting to prevent pedestrian access and to act as headlight screen. See Landscape Architects drawings for details

1.1m CB boundary fence headlight screen

1.8m CB fence headlight screen

Post and rail boundary fence 1.2m high

1.8m CB boundary fence headlight screen

Shelter

Shelter

ADL TRAFFIC & HIGHWAYS

Title PROPOSED HIGHWAY/PEDESTRIAN IMPROVEMENTS

Scale 1:500@A3

APPENDIX 1.2

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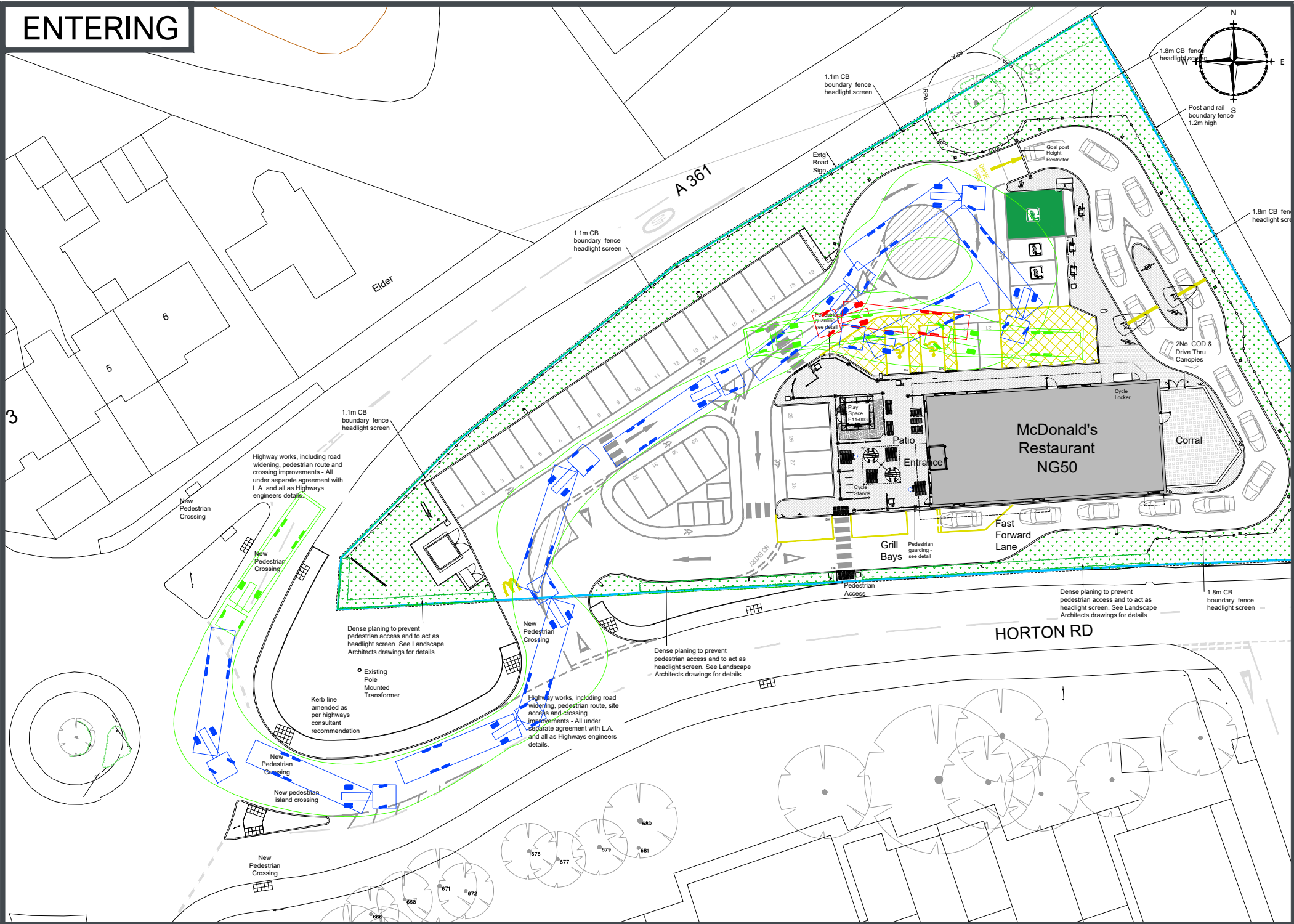
Title
PROPOSED HIGHWAY/PEDESTRIAN
IMPROVEMENTS

Scale	1:500@A3	APPENDIX 1.2
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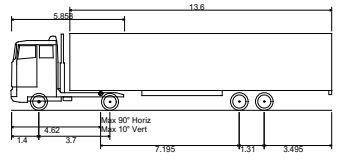
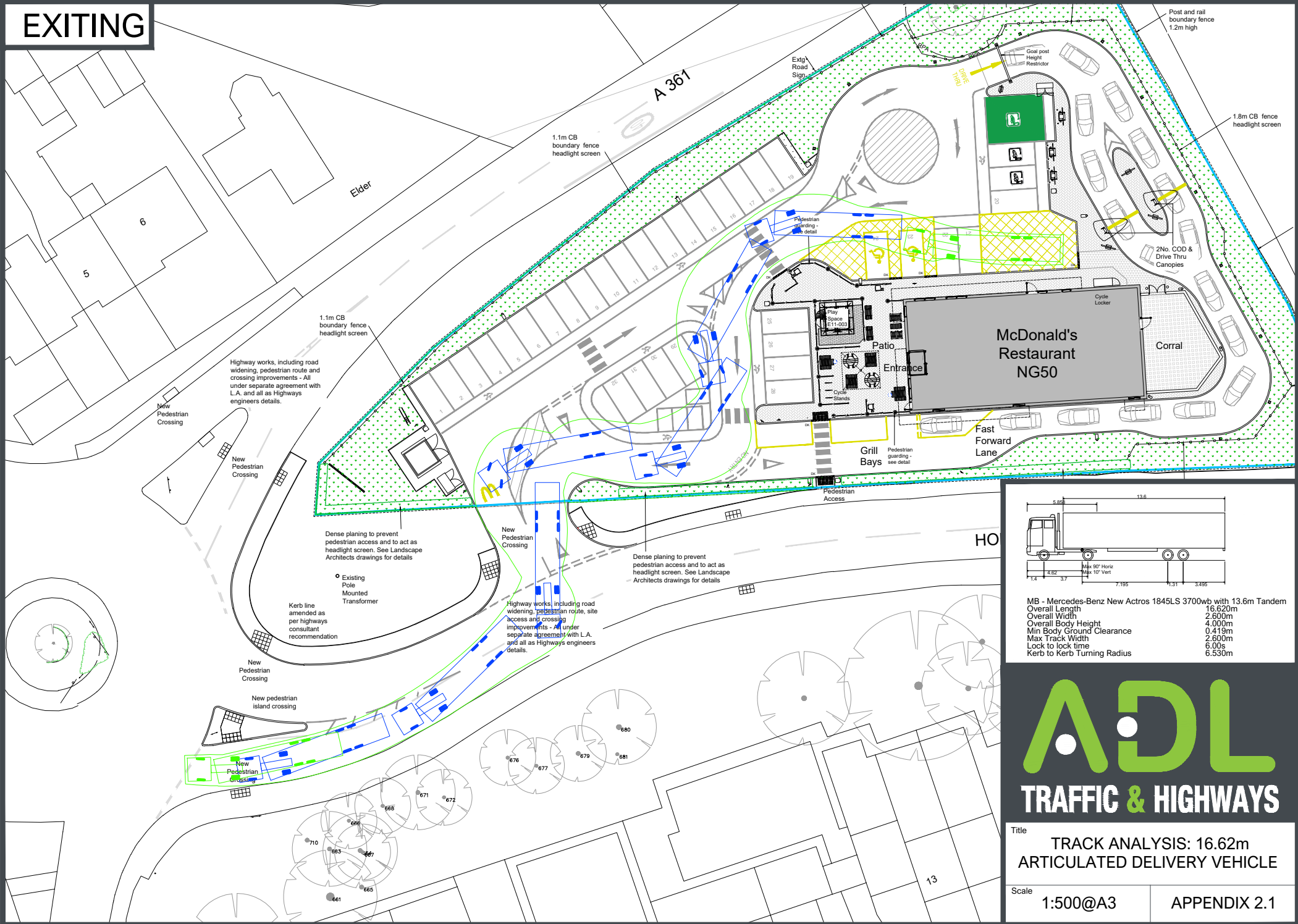
TRACK ANALYSIS

- 2.1 TRACK Analysis: 16.62m Articulated Delivery Vehicle
- 2.2 TRACK Analysis: 9.6m Refuse Vehicle

ENTERING



EXITING



MB - Mercedes-Benz New Actros 1845LS 3700wb with 13.6m Tandem	
Overall Length	16.620m
Overall Width	2.600m
Overall Body Height	4.000m
Min Body Ground Clearance	0.419m
Max Track Width	2.600m
Lock to lock time	6.00s
Kerb to Kerb Turning Radius	6.530m

ADL
TRAFFIC & HIGHWAYS

Title
TRACK ANALYSIS: 16.62m
ARTICULATED DELIVERY VEHICLE

Scale
1:500@A3
APPENDIX 2.1

[illegible]

EXITING

The site plan illustrates the layout of McDonald's Restaurant NG50 and its surrounding infrastructure. Key features include:

- Highway A361:** The main road running along the top and left side of the site.
- McDonald's Restaurant NG50:** The central building with labeled areas like the Entrance, Patio, Grill Bays, and Corral.
- Proposed Refuse Vehicle Access:** Indicated by a blue line and arrows, showing the route from the highway, through a new pedestrian crossing, and into the site.
- Pedestrian Crossings:** Several new crossings are marked, including a 'New Pedestrian Crossing' near the highway and a 'New pedestrian island crossing' near the restaurant.
- Headlight Screens:** 1.1m CB boundary fence headlight screens are proposed along the highway frontage.
- Other Features:** The plan also shows existing structures like the 'Elder' building, a 'Goal post Height Restrictor', and various parking areas.

McD's Veolia (with Elite 2 6x2RS chassis)

Overall Length	9.620m
Overall Width	2.530m
Overall Body Height	3.550m
Min Body Ground Clearance	0.416m
Track Width	2.530m
Lock to lock time	4.00s
Wall to Wall Turning Radius	7.950m

ADL
TRAFFIC & HIGHWAYS

Title: TRACK ANALYSIS:
9.6m REFUSE VEHICLE

Scale: 1:500@A3

APPENDIX 2.2

Technical drawing of the McD's Veolia truck chassis showing dimensions. The drawing includes a side profile of the truck and a top-down view of the chassis. Dimensions are indicated with arrows and text:

- Overall Length: 9.62m
- Overall Width: 2.530m
- Overall Body Height: 3.550m
- Min Body Ground Clearance: 0.416m
- Track Width: 2.530m
- Lock to lock time: 4.00s
- Wall to Wall Turning Radius: 9.950m



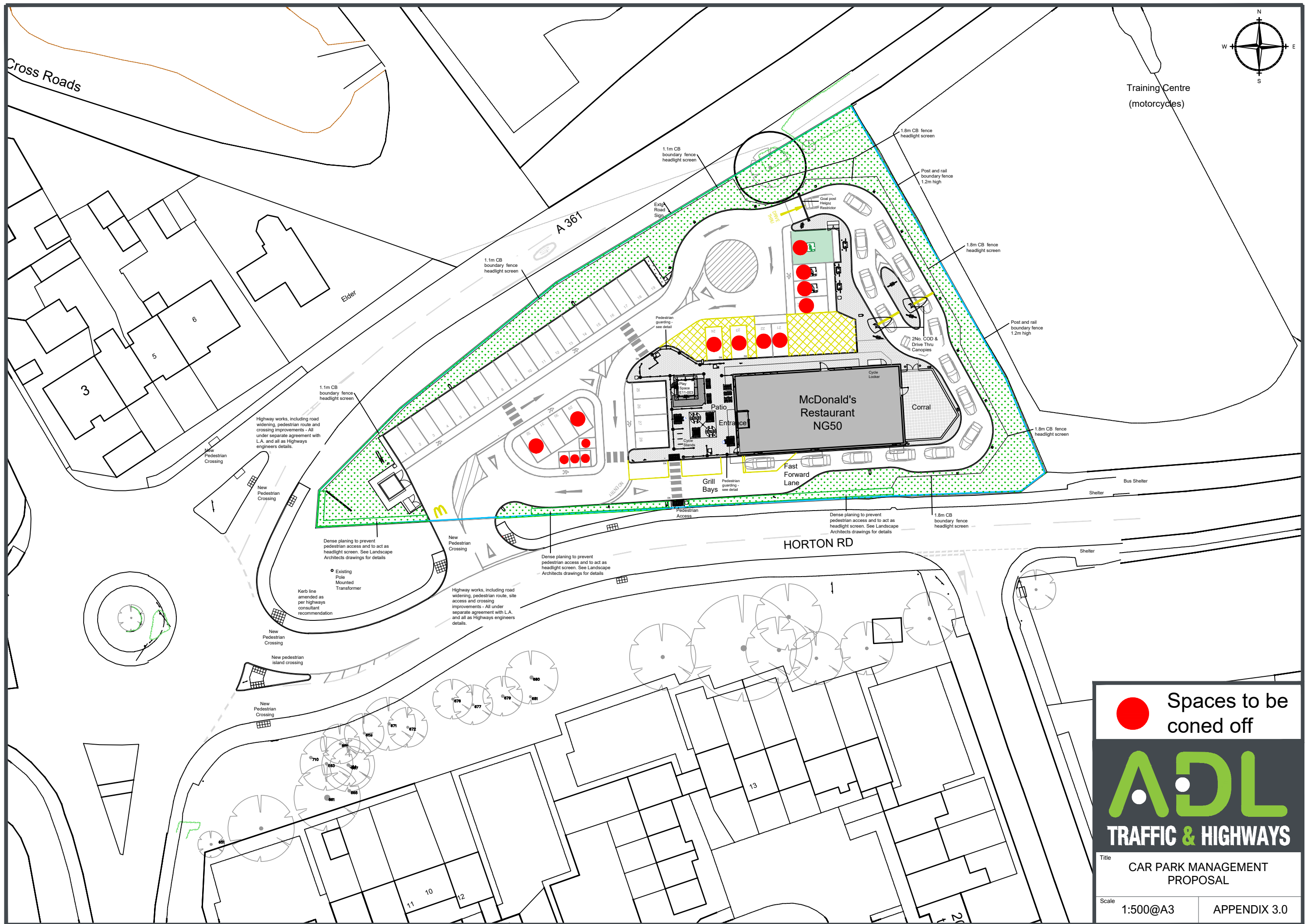
ADL
TRAFFIC & HIGHWAYS

Title

TRACK ANALYSIS:
9.6m REFUSE VEHICLE

Scale	
1:500@A3	APPENDIX 2.2

CAR PARK MANAGEMENT PROPOSALS



Spaces to be
coned off

ADL

TRAFFIC & HIGHWAYS

Title

CAR PARK MANAGEMENT
PROPOSAL

Scale

1:500@A3

APPENDIX 3.0