

CITY SERVICES

City Services is an innovation in service delivery, promoting employment for at-risk young people, as well as smart, sustainable cities. We use cargo bikes and e-cargo bikes to consolidate a number of services that are hard to reach for fleets of trucks and vans, while providing employment pathways and tackling disadvantage.

Smart and sustainable cities

City Services uses cargo and e-cargo bikes as congestion busters within cities to provide a number of services and promote efficient, sustainable cities. Good Services is agile where traditional fleets of vans and trucks struggle, and has a record of reliable provision across a number of contracts. This flexibility allows us to either consolidate multiple odd jobs that are difficult to maintain within larger contracts, or to provide entire services directly.

Partners benefit from increased utilisation of labour and equipment and reduced need to make trips in congested space with large equipment. By partnering with a social enterprise, they also reduce employment risk in the supply chain and meet social procurement targets.

City Services helps create public spaces that are more liveable and supportive of wellbeing. We do this by reducing emissions and congestion from vans and trucks, normalizing cycling and maintaining public spaces through our service contracts.

Social impact

City Services is part of Good Cycles, a social enterprise working to reduce disadvantage through bike-based services.

Good Cycles' mission is to give a helping hand to those with genuine and often serious barriers to getting ahead in life. We do this by providing pre-employment training programs for at-risk young people in bike mechanics, alongside services that provide direct work experience, as well as commercial revenue.

Full-time staff mentor the participants to support skill development, and ensure service levels are met, while our Transitional Employment Manager facilitates external employment pathways through coaching and relationship brokering.

Since our establishment in 2013, we have had over 1,200 program participants, and provided over 50 transitional employment positions.

Existing services

- Bike share operations: system maintenance, logistics and safety checks
- Car share fleets: cleaning and maintenance
- Waste collection and consolidation in city centres
- Laneway compactors and laneway recycle hubs: inspection, maintenance and cleaning
- Open spaces and parks: management and inspection

Services in development

- Parking meter maintenance
- Servicing of air-conditioning, refrigeration and heating units
- Just-in-time stock deliveries



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