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Dear Sir/Madam,

Subject: European Survey on Transport and Delivery of Goods in Urban Areas (Urban Freight)

Urban goods transport and delivery is attracting increasing attention for a number of reasons: firstly, because of the negative impact of current urban freight practices on the quality of life in cities; secondly, because changes in urban infrastructure and policy (e.g. pedestrian and parking zones) and commercial activities (e.g. shopping centres, new consumer modes) make it necessary to re-examine the way in which urban freight is planned and managed; and thirdly, because technological innovations (low-emission vehicles, ITS applications, less expensive transshipment) are also bringing about new possibilities and challenging established practices.

To help local transport planners address these issues, the European Commission has set up a thematic network on Best Urban Freight Solutions (BESTUFS). This network is aimed at establishing an open debate between urban freight transport experts and researchers, user groups/associations, local authorities, relevant European organisations as well representatives from national transport administrations. It will identify the main common problems and requirements, conduct specific research and exchanges of ideas, and collect information and expertise on local experiences in order to ensure the transfer of best practices and establish recommendations and policy scenarios.

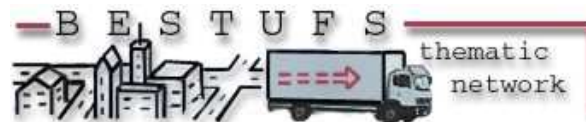
More information is available on our web site www.bestufs.net. Please do not hesitate to contact us for any further questions.

The enclosed 'European Survey on Transport and Delivery of Goods in Urban Areas' has been sent to the most important and active European cities in order to identify major problems, requirements and initiatives concerning urban freight transport. To concentrate our focus on major aspects of urban freight transport your contribution will support the work of the participants in the thematic network to a large extent.

We kindly ask you to pass on this questionnaire to the persons/departments in charge of urban freight issues within your local administration and ask them to devote some short time to complete this questionnaire. In return we will provide you with an analysis of the final results. We are confident these results will help master existing problems and develop better solutions for urban freight transport.

We thank you for your co-operation and are looking forward to receive your contribution (committed to paper, please no electronic version) for 2 October 2000.

BESTUFS consortium



COMPETITIVE AND SUSTAINABLE GROWTH PROGRAMME

**EUROPEAN SURVEY
ON ISSUES, REQUIREMENTS AND INNOVATIVE MEASURES FOR
TRANSPORT AND DELIVERY OF GOODS IN URBAN AREAS (URBAN FREIGHT)**

NOTE

THIS SURVEY IS DESIGNED TO BE COMPLETED BY THE OFFICIALS DIRECTLY INVOLVED IN URBAN FREIGHT PLANNING AND MANAGEMENT. WE WOULD BE VERY GRATEFUL IF YOU COULD PASS ON THIS QUESTIONNAIRE TO THE PERSONS/DEPARTMENTS IN CHARGE OF URBAN FREIGHT ISSUES WITHIN YOUR LOCAL ADMINISTRATION OR TO OTHER SERVICES OR ORGANISATIONS EFFECTIVELY DEALING WITH URBAN FREIGHT ISSUES WITHIN YOUR CITY OR REGION.

Please respond by 2 October 2000 and return this completed questionnaire (committed to paper, please no electronic version) to:

Name
Address

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Population of city or agglomeration Employment (number of jobs)
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Structure of economy					
<i>Scale from 1 (= very important) to 5 (= less important)</i>					
1.1 Manufacturing, industries, utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
1.2 Construction and equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
1.3 Distribution, storage, communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
1.4 Hotels and catering, tourism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
1.5 High-technology, media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
1.6 Banking, finance, insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
1.7 Government, public administration, health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
1.8 Other services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5

2. What are the main problems concerning urban goods transport and delivery that your authority is currently facing?

<i>Scale from 1 (= very important) to 5 (= less important)</i>					
2.1 Traffic disruption in inner city due to goods transport vehicles to/from the city	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.2 Traffic disruption on main roads to/from the city due to goods transport vehicles to/from the city	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.3 Traffic disruption in inner city and/or on main roads to/from the city due to goods transport vehicles in transit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.4 Noise emissions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.5 Environmental pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.6 Damage to road surface and infrastructure due to heavy goods vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.7 Access of goods vehicles to pedestrian zones or historic centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.8 Lack of suitable infrastructure for deliveries (ramps, areas for loading/unloading, reserved parking spaces)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.9 Inappropriate/insufficient legislation and regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.10 Enforcement of regulations (traffic, road use, parking, deliveries)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.11 Location of business and producer/consumer activities (industrial zones, warehouses, shopping centres situated in the city periphery)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.12 Migration of companies (lack of capacity on highway network)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.13 Too many heavy goods vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.14 Too many small delivery vans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.15 Intimidation of road users (especially vulnerable users: cyclists, pedestrians) by large delivery vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.16 Conflicts with other road users during delivery operations (loading and unloading)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.17 Lack of co-operation and co-ordination between transport companies (shippers, transporters, forwarders)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
2.18 Others:.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	1	2	3	4	5
.....					

2.19 Others:.....	<table><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr></table>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
1	2	3	4	5							

3. Which issues concerning urban freight transport are important for your city?

Scale from 1 (= very important) to 5 (= less important)

3.1 Statistical data, data acquisition and data analysis on urban freight transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
3.2 Modelling tools and methods for urban freight transport planning and management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
3.3 Co-ordinated urban freight policy: better co-operation among various city departments and local organisations (police, development agencies, chambers of commerce, etc.) and better co-operation between cities within the metropolitan area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
3.4 Practical experimental measures: surveys, forums and information sessions, pilot projects, brochures, awareness-raising campaigns, PPPs, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
3.5 Co-operation among all local actors: public authorities/police, retailers and business sector associations, shippers, forwarders, transport companies, etc.; framework agreements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
3.6 Information to goods transport professionals, drivers, retailers on existing rules and regulations, available pickup/delivery areas parking spaces for goods vehicles, transit itineraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
3.7 Consistency and harmonisation of local/regional, national regulations and legislation (highway code, local traffic and parking regulations, technical norms and standards, commercial/carrier consignment contracts)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
3.8 Adjust local traffic and parking/delivery regulations, delivery times and access/weight restrictions, according to economic activity and actual pickup/delivery patterns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
3.9 Enforcement support (video control, automatic detection systems, complaints hotline)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
3.10 Improved management of urban road space and kerbside access, infrastructural solutions (loading/unloading bays)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
3.11 Traffic management for goods transport: access restriction, signage and information systems (VMS), variable lane use, automatic tolling (EFC), vehicle recognition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
3.12 Use of ITS for goods transport (integrated fleet management, vehicle location, driver information, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5
3.13 Use of vehicle technology for goods transport (low-emission standards, vehicle size and loading gauge, loading apparatus, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5

<p>3.14 Widened use of city distribution centres intermodal transfer facilities and integration with traffic management operation</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5</p>
<p>3.15 Goods transport efficiency, assessment and pricing (identification of costs)</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5</p>
<p>3.16 Integration of urban freight in transport policy and mobility planning (mobility management)</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5</p>
<p>3.17 Integration of urban freight in road planning and infrastructure design (tunnels/bridges, roundabouts, junctions, etc.)</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5</p>
<p>3.18 Integration of urban freight in town planning and land-use/infrastructure planning (construction and development regulations, access to installations, etc.)</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5</p>
<p>3.19 Integration of urban freight in economic development strategies and business/shopping activities location policy and land-use/infrastructure planning</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5</p>
<p>3.20 Link to neighbouring areas' policy/regional plans (through-traffic, externalities from nearby industrial/portuary activities, etc.)</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5</p>
<p>3.21 Use of railway and/or waterborne freight transport and better integration of freight terminals/ports with road networks (inter-modal transfer facilities)</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5</p>
<p>3.22 New consumer modes: home deliveries, encouraging retailers to group deliveries, e-commerce (home shopping), etc.</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5</p>
<p>3.23 Innovative urban freight transport ideas (e.g. using underground systems, pipelines, etc.)</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5</p>
<p>3.24 Others:.....</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5</p>
<p>3.25 Others:.....</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5</p>
<p>3.26 Others:.....</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5</p>

<p>.....</p> <p>.....</p> <p>.....</p>	
<p>3.27</p> <p>Others:.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>1 2 3 4 5</p>

4. On which themes described in section 3 would you like to receive further information or share experiences from other cities?

4.1. Theme:

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4.2. Theme:

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4.3. Theme:

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4.4. Theme:

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4.5. Theme:

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5.3. Projects, strategies, initiatives or measures developed on a private basis (transport companies, business and retail sector, associations, local action groups, etc.) SHEET 6

Name/identifier

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Partners involved:

(please identify their function: shippers, transport company, forwarders, associations, etc.)

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Current status finished ongoing planned
Success indicator fully successful partially successful not successful
Information available yes no

Short description

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6. Is data on urban freight transport available for your city?

yes no
If yes, please describe them in the following boxes.

Permanent statistical data on a yearly basis
What kind of main data?
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Periodical inquiries (general data)
What kind of main data?
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Special inquiries (e.g. concerning a specific project)
What kind of main data?
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Others (please state).....
What kind of main data?
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7. How is urban freight transport planning handled within your administration?

- 7.1 Up to now we have no urban freight transport planning tasks within our administration.
- 7.2 We do all urban freight transport planning within our administration.
- 7.3 We do part of the work within our administration and the other part is done at another level of administration. *Please specify:*
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..
- 7.4 We do part of the work within our administration and the other part is done by another service or organisation (e.g. mobility agency, chamber of commerce, etc.).
Please specify:
.....
.....
..
- 7.5 We do part of the work within our administration and give the other parts to consultants.
- 7.6 We give most of the work to consultants.
- 7.7 The whole work is done by consultants.

Do you meet representatives of the transport companies in your city?

- yes
- no

If yes, how often do you meet them?

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Do you find it easy identifying and working with transport companies operating in your city?

- yes
- no

Why?

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8. Do you use planning tools for urban freight transport planning?

- yes no
 on city level
 on a higher level (e.g. regional level)

If yes, what kind of tool do you use?

Static Models

- Classical four-step transport model**

Name of software

- The model is operated and maintained by the city
 an external consultant

- Classical four-step transport model incl. modelling of tours/delivery chains**

Name of software

- The model is operated and maintained by the city
 an external consultant

- Other (please state)**

Name of software

- The model is operated and maintained by the city
 an external consultant

Dynamic Models

- Dynamic transport model**

Name of software

- The model is operated and maintained by the city
 an external consultant

- Simulation tools**

Name of software

- The model is operated and maintained by the city
 an external consultant

- Other (please state)**

Name of software

- The model is operated and maintained by the city
 an external consultant

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Name:

Date:

Signature:

Thank you for participating!