

**First BESTUFS Workshop,
“Identification of thematic network priority themes”
16th and 17th May 2000,
at POLIS/Scotland House, Brussels**

Participants

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|----------------------|----------------------------|----------------------------|------------------------|
| Antonio Abreu, | City of Lisbon | Sergio Mannino, | Provincia di Treviso |
| Julian Allen, | University of Westminster | Patrick Mercier-Handisyde, | EC, DG TREN |
| Johan Arnts, | Centraal Boekhuis | Guillermo Montero, | PROINCA |
| Roeland van Bockel, | PSD | Marco Monticelli, | FIAT-IVECO |
| Laetitia Dablanc, | GART | Mark van de Perre, | CLECAT |
| Willi Dietrich, | City of Zurich | Cristina Piai, | City of Torino |
| Reinhard Dorner, | ECONSULT | Martin Quispel, | NEA |
| Hughes Duchâteau, | STRATEC | Mark Robinson, | ARRC |
| Silvia Gaggi, | Car Free Cities | Ludger Rogge, | Rupprecht Consult |
| George Giannopoulos, | University of Thessaloniki | Giovanni Ruberti, | CSST |
| Anne Grünkorn, | POLIS | Martin Ruesch, | RAPP |
| Simon Hayes, | Barcelona Technologies | Peter Sonnabend, | Deutsche Post |
| Mike Hollingsworth, | ACEA | Cristina Sozzi, | City of Florence |
| Marcel Huschebeck, | PTV | Bryan Stead, | Independent consultant |
| Chris Kutesko, | Norfolk County Council | Hans Visser, | NEA |
| Bart Lammers, | EVO | Dieter Wild, | PTV |
| Anders Lindkvist, | TFK | | |

Agenda

Chairman: Roeland van Bockel (Platform Stedelijke Distributie, The Netherlands)

1. Introduction and overview session

- Welcome and introduction by Dieter Wild (PTV AG, Germany)
- Thematic networks within the Sustainable Growth Programme by Patrick Mercier-Handisyde (DG TREN, European Commission)
- BESTUFS overview, structure and participants by Mark Robinson (ARRC, United Kingdom)

1. Session A: Scenarios and experiences of administrations while balancing commercial and citizens interests (I)

- Presentation by Simon Hayes (Barcelona Tecnologia S.A., Spain)
- Presentation by Bryan Stead (former at Norfolk County Council, United Kingdom)
- Presentation by Cristina Sozzi (City of Florence)
- Discussion

2. Session B: Expectations and experiences of companies with offering or supporting urban goods transport

- Presentation by Peter Sonnabend (Deutsche Post, Germany)
- Presentation by Bart Lammers (EVO, The Netherlands)
- Presentation of the results of a study on "Long term forecasts of urban freight distribution in Europe" and FIAT developments by Marco Monticelli (Fiat, Italy)
- Presentation by Johan Arnts (Centraal Boekhuis, The Netherlands)
- Discussion

1. Session C: Scenarios and experiences of Administrations while balancing commercial and citizens interests (II)

- Presentation of the main results of COST 321 by Willi Dietrich (City of Zurich, Switzerland)
- Presentation by Julian Allen (University of Westminster, United Kingdom)
- Presentation by Laetitia Dablanc (GART, France)
- Discussion

1. Final Discussion “Where to find the promising solutions in urban goods transport?”

Ad 1 “Introduction and overview session”

The chairman, Roeland van Bockel, opens the workshop. After the welcome all participants are invited to introduce themselves and their company and to explain the interest in Thematic Network “BESTUFS”.

After the welcome Dieter Wild explains the overall goal of BESTUFS and the way to achieve the goal. In this TN (Thematic Network) already existing solutions and best practices for problems regarding the transport of goods in urban areas will be identified. Platforms for the exchange of information are build up. Also bottlenecks in solving the problems will be identified and disseminated. By means of workshops with experts the most important and promising themes will be discussed in order to find promising solutions and best practices.

Next Patrick Mercier-Handisyde outlines the policy background of TN BESTUFS. EC actions on urban goods transport are within a policy and regulatory framework (common transport policy, development of the TEN-T and green paper on urban transport) and in a framework for research, technological development and demonstrations (4th and 5th framework programme for RTD). The key action is “sustainable mobility and intermodality”. In this key action the Thematic Network BESTUFS has been started (1st call). BESTUFS is about the movement of goods in metropolitan areas. Also demonstration and RTD projects will take place in this key action (3rd call-task 2.1.3/7 “Designing local transport policy to integrate freight transport” and 4th call-task 2.3.2/X “Demonstration of the distribution of goods in metropolitan areas (and between freight centres and metropolitan areas)”). Participants in a thematic network are the commission services, member state representatives, participants in RTD programmes, international organisations, industry representatives, standardisation bodies, transport operators and users. Aims of thematic networks in the FP 5 “GROWTH” programme are (1) the exchange of information between member states and the commission, (2) achieve consensus with setting-up of best practices that can be used by policy makers and/or market parties, (3) cluster RTD projects and (4) dissemination and exploitation of the results of RTD projects at national and European level. More information about future calls is available on www.cordis.lu/growth/calls/calls.htm.

After the presentation by Patrick Mercier-Handisyde, Mark Robinson presents an overview on Thematic Network “BESTUFS” and presents the network structure and the BESTUFS participants. BESTUFS will also be focussed on success criteria regarding urban freight transport. By means of presentations in workshops and three conferences the interaction with participants will be enabled. The plan is to form a database with problems in cities. The first BESTUFS conference is planned to be in March 2001.

Ad 2 “Session A: Scenarios and experiences of administrations while balancing commercial and citizens interests (I)”

Simon Hayes of Barcelona Tecnologia S.A. starts with a presentation about urban freight management in Barcelona on behalf of Julio Garcia Ramon of the Barcelona Municipality. Some actions on urban

goods transport are already taken in Barcelona (surveys, logistic transshipment centres, regulatory measures at junctions, combined use-lane, infrastructure plan and telematics integration).

Observations in Barcelona show that without adequate enforcement there is a big problem of managing the kerbside activity (parking and loading/unloading). By doing surveys and doing analysis good measures can be applied (i.e. zone access control). In the future there is a need for more enforcement and new measures. The focus is on new automated enforcement techniques like 'Digidock'. More information about projects in Barcelona can be found at www.eltis.org.

Bryan Stead, independent transport consultant, formerly working at the Norfolk County Council gives the second presentation within session A. He presents the view of UK local authorities. Several UK policy documents exist on urban freight transport. In UK the most relevant themes are:

- Enhanced use of infrastructure through control and access measures (access to pedestrian areas, use of bus lanes, access times versus the concept of the 24 hour city)
- Enhanced signage and information systems (improved traffic and roadworks information, better road signing, use of variable message signs)
- Inter-modal transfer facilities (need for IT compatibility, reluctance to delegate responsibility to third parties, operation of special delivery vehicles and home delivery; delivery to public transport hubs)
- Improved enforcement (of traffic control and access measures, availability of space to make deliveries and the role of the police)

A possible scenario is combining priority routing with privileged access, guaranteed pre-booked delivery slot and use of electronic tagging control. The road pricing issue depends heavily on politics. Johan Arnnts of Centraal Boekhuis stresses the problem of the lack of an IT-standard, which is necessary for the co-operation with other transport companies.

Cristina Sozzi of the city of Florence gives the final presentation of session A. Her presentation deals with the policy of the Municipality of Florence. In order to reduce inefficiencies and to stimulate environmental friendly transport an agreement has been made between the Municipality of Florence and the operators. Eight major transport companies that are operating in the city area signed the agreement in April 2000. The agreement deals with the reorganisation of the flows of goods in the historical centre (restricted traffic area) by means of creating a logistic base (transit-point) where to collect, sort, assemble and distribute the goods. First stage is the analysis of the characteristics of the current flows of goods (origin, destination, and frequency). Next at stage two an area will be determined for the location of the logistic base. At stage three a new society will be created to manage the logistic base. In stage four a suitable campaign will be launched to inform and awaken the public opinion. In the final stage there will be searched for new ways to finance the whole project in all its stages.

In the discussion after the presentations Laetitia Dablanc of GART has the questions 'How to get involvement and co-operation of industrial parties with (local) governments?'. Simon Hayes of BTSA answers the last question by saying the local authorities arrange this. Bryan Stead answers the question for the situation in UK. In the UK contact is quite hard because of many different parties and many small operators that have hardly any time for contact with the authorities. Mark Robinson of

ARRC did this work in the UK. Using the independent position of ARRC there was and is an opportunity for contact and surveys.

Ad 3 “Session B: Expectations and experiences of companies with offering or supporting urban goods transport”

Session B starts with a presentation by Peter Sonnabend of Deutsche Post AG. He sketches the corporate profile and the strategy and presents some key figures for the company. Problems signalled by Deutsche Post are:

- Increasing road congestion (delays become more critical for logistic chains, customer demand for later pick-up and early delivery is counteracted, UMTS dedicated to private and public but not to commercial transport)
- Increasing lack of parking spaces (delays and reduced accessibility of customers and subsequently 2nd lane parking further obstructs free flow of traffic)
- Access restrictions and narrow roadways in many inner cities

Trip reduction through improved logistic concepts is already largely implemented due to economic constraints. Joint operation of different service providers (“City logistics”) is limited as delivery vehicles are usually filled to capacity and time windows often differ between operators and products. Internal logistics of individual logistics providers are already largely optimised out of economic considerations. There is already a system of pick-up and delivery operations in vehicle round trips. An increased use of walkers and bikers is an option but it is already the majority mode in letter and mail delivery. There are size and weights constraints in parcel and mail delivery. Studies are done on new vehicles. Local distribution points facilitate the use of walkers and bikers, but this demands a more efficient loading zone management and is suited for business customers. An increase in the use of clean fuels in motorised vehicles has constraints because of the additional costs without economic return, limited product diversity, limited fuel infrastructure and uncertainty on future prospects of drive train options. Deutsche Post expects from BESTUFS to address problems as a lack of usable road and parking spaces. Integration is expected of commercial transport planning with wider mobility issues and urban development plans. Both operational as technological aspects have to be addressed.

Bart Lammers of EVO gives the second presentation in session B. EVO is a Dutch organisation that deals with the interests of shippers who have another core business than transport and logistics. EVO works together with other organisations in the Netherlands. According to EVO citizens and politicians are not sufficiently aware of logistic barriers and efforts to overcome these. Therefore EVO invests in awareness and education. There are conflicting interests in city centres. At one side there is the social function, hotel and catering industry, shopping malls and recreation but at the other side the accessibility of city centres for the distribution of goods is also important. Both aspects are needed to create vital cities. In the Netherlands every city has its own regulation and time windows. To give insight in all these different regulations EVO and PSD (platform for urban distribution) made an exhaustive inventory of all access regulations of Dutch cities. These regulations can be found at www.psd-online.nl (in Dutch). Time windows result in major problems for transport companies. More vehicles are needed to do the same number of drops resulting in less efficient transport and subsequently in more fuel consumption and emission. Time windows are often at peak hour times and

the congestion results in more delays and lowers the productivity further. Therefore, the opinion of EVO is that time windows should only be used if there is a real need. Attention should be paid to education and awareness of the need for transport. Different stakeholders should sit together in project teams. Shippers and transport companies should take responsibility and find creative solutions.

The third presentation gives Marco Monticelli of IVECO, which is part of the FIAT group. He presents the results of the study "Long term Forecasts for Urban Freight Transport in Europe". It deals with the urban freight transport in cities in France, Italy, Germany and UK. The European urban population will grow from 73% in 1994 to 84% in 2025. The GDP and the average age will also increase. Also more people will be living alone. The city will become a network city instead of a polar city. The number of small-specialised shops will decrease but the number of large specialised shops and mail ordering will rise. The rising number of required deliveries and improvement of efficiency will result in increased professionalism in the line of business. 3,5 ton vehicles will be commonly used instead of larger vehicles. The study distinguishes four main fields of issues on urban freight:

- Complexity and shared responsibility
- E-commerce and distribution
- Vehicle technologies and functionalities
- Infrastructure, regulations and planning

Size and weight of vehicles should be a theme and experiences in Japan and USA should be involved. IVECO expects that the pollution problem will be solved by technical innovation in the nearby future.

George Giannopoulos of the University of Thessaloniki likes to see dynamic fleet management as a theme combined with tracking and tracing. Peter Sonnabend of Deutsche Post reacts by telling that it is often not feasible or possible to use dynamic fleet planning because of the hardness to change the routes and delivery addresses during driving. Patrick Mercier-Handisyde tells that in project IDIOMA the company 'NOVATRANS' is already demonstrating dynamic fleet planning at the road transport of containers.

Johan Arnts of Centraal Boekhuis from the Netherlands gives the final presentation of session B. Centraal Boekhuis is a service organisation, leading in information supply concerning distribution storage and transport of books and logistic-related articles. Centraal Boekhuis has a very high market share in the distribution of books in the Netherlands and Belgium. This is possible by means of the unique ownership construction of Centraal Boekhuis. Both publishers as bookshops are the shareholders of the company. Centraal Boekhuis works with a logistic concept of consolidating cargo and regional transshipment. They outsource transport at unrewarding regions. General aspects related to urban transport are the position of the retailer and booksellers in general in the future. Will there be an increase of home shopping? The development of Internet makes printing at home possible. E-commerce results in delivery direct to customer within 24 hours and small consignments / drop shipments. Also the opening hours of shops are changing which doesn't work through in time windows. The practical time windows for deliveries are therefore getting even smaller. The dependency on IT is also a problem because the lack of a standard for IT (on-board computers, barcodes, EDI). Also there is an awareness problem at the customer. 24-hour delivery means only 12 effective hours of

time for planning, consolidation, loading and transport. Solutions to keep profitable transport are specialising in a line of business, using the one stop delivery concept, working with a transparent cost structure and creative thinking in closed circles (integrated concepts, co-operation between parties in the whole chain). Specific problems in urban transport are the different regulations (time-windows and weight constraints) in each city and the accessibility of the city (congestion). Night distribution is hardly feasible because of the need of an extra driver for safety reasons and too much noise by loading and unloading activities.

Ad 4 “Session C: Scenarios and experiences of Administrations while balancing commercial and citizens interests (II)”

Willi Dietrich of the city of Zurich starts with a presentation about the results of COST 321 (1994-1998). Heavy goods vehicles are responsible for major pollution in cities. COST 321 deals with the possible measures by administrations on urban goods transport. The task was to investigate the effectiveness of 57 different measures. The measures were split up into seven themes (logistical organisation, modal choice, price of transport, physical and infrastructural planning and investment, traffic planning and management, vehicle technology and alternative fuels and driving behaviour). Measures have been evaluated in cities in 12 European countries. By means of simulation models the effects on ecology, traffic, economy and safety have been calculated. Because of different situations there have been quite different outcomes per city. The final COST 321 report (ISBN 92-828-4572-9) is available at the office for official publications of the European Communities in Luxembourg.

Julian Allen of the University of Westminster gives the second presentation. The University of Westminster has recently done the following four research projects on urban freight. (1) Exploratory study on goods and service flows in Norwich and parts of London. (2) Using existing traffic data to investigate the impact of measures and initiatives on urban freight activity. (3) Urban Regeneration Form – investigation of urban consolidation through a multiple retailer approach to integration. (4) Home delivery operations and impacts problems arising from deliveries in residential areas. Urban freight survey instruments are (1) current operating patterns (study of premises, interviews and goods flow mapping) and (2) company initiatives and policy measures (e.g. supply chain discussion groups and an urban freight forum).

Nine key research findings are presented; (1) The study on all types of goods vehicle movements is essential. (2) Taking a supply chain approach has benefits. (3) Including large and small businesses is important. (4) Premises that appear similar can have very different freight patterns. (5) Unloading times vary significantly. (6) Policy makers need to identify which goods trips are inefficient and then need to develop policies to target them. (7) Ensure policies in different urban areas do not conflict. (8) Policy makers working in town planning architecture and urban regeneration need to incorporate freight considerations. (9) Many company initiatives require action at point of delivery.

Regarding the study on privately operated urban consolidation centres there is no clear environmental or operational justification. The urban consolidation centre concept is better suited to smaller consignments destined for smaller companies. Regarding home-shopping there is an underestimated effect on vehicle trips and vehicle kilometres. Insufficient attention is paid to several aspects (e.g. customer behaviour, order frequencies, returned goods, point of delivery problems, etc.). Potential

approaches to reduce the impacts of home deliveries are mentioned (e.g. cleaner vehicles, consolidation, delivery boxes outside home, collection points, etc.). The following unresolved issues are discriminated; (1) Conflicts may exist between efficiency and environmental goals. (2) There is a traditional lack of dialogue an identifiable forum for discussion between policy makers and industry. (3) How much can be achieved simply by improving existing operations? (4) What is the best way to encourage company initiatives? (5) Lack of agreements on traffic priority in urban areas. (6) Existing gaps in understanding. Exhaustive information (including reports) on the projects can be found at www.westminster.ac.uk/transport/projects/u-d-summ.htm.

Laetitia Dablanc of GART (Groupement of Authorities Responsible for Transport) from France gives the final presentation. A national research program on urban freight exists since 1993. Many partners are involved. A common survey methodology has been developed and applied. Many results are surprisingly equal for cities. A few results depend on the type of city. The costs of the common survey methodology are less than 100,000 Euro per agglomeration. A common urban transport planning process also exists, the PDU process. The PDU is not restricted to cities only but involves complete metropolitan areas. The big areas including cities in France are covered (except for Paris and Perpignan). In the PDU process master plans for urban transport and mobility are made. 30 of 60 plans already have been made and three have actually been adopted. All deal with urban freight but the plans don't integrate freight with other urban mobility issues (parking, urban planning, etc.). There is an emphasis on high tech measures and experiments. Root measures are (1) to look at traditional traffic and parking local ordinances: simplified, harmonised adapted to business needs and street sharing, (2) to identify business partners and promote partnerships and (3) to promote better accommodation of deliveries within commercial and industrial buildings. Innovative experiments are urban distribution centres, ITS, use of clean vehicles and the promotion of water and rail transport. Many PDUs expect an increase in the need for new logistic services from city users. Retailers want mini local storage spaces and home delivery for their customers. Customers are in e-commerce and direct delivery at home or in new small depot. Carriers want small local depots in commercial and residential areas to facilitate deliveries. These future needs for new logistic services should be taken in mind. Best practices seem to be (1) to know the basics and (2) to do a survey using a common methodology to use also at other cities. Permanent working groups should be organised with business representatives. Simple measures should be implemented first.

Ad 5 “Final Discussion “Where to find the promising solutions in urban goods transport?””

Dieter Wild opens the final discussion. He explains the possibilities and constraints of the thematic network. The main goal of BESTUFS is to create an exchange platform for useful information. No new research shall be done in BESTUFS. Existing best practices will be consolidated and there will be a focus on several themes by means of workshops with small groups of experts. The workshops will in definition be “open”. Participation will however restricted to persons who can add relevant knowledge and experience to the theme and consideration.

Based on the presentations and discussions a list of possible themes is composed. The chairman then invites every participant to add his remarks or themes and/or state the high priority themes.

Marcel Huschebeck mentions 'road pricing' as a theme. Martin Ruesch adds underground transport to the innovative ideas. Peter Sonnabend stresses the enhanced road use and optimisation of the use of infrastructure. Simon Hayes stresses the improved automated enforcement and the use of urban goods transport plans. Marco Monticelli would like to see attention paid to the definitions, i.e. 'What is congestion, what is urban freight transport?'. He stresses 'improved management' as a theme. Mike Hollingsworth adds that the theme about laws and shared responsibility is interesting. Chris Kutesko would like to have attention paid to (1) public private partnerships, (2) to the complexity (of urban) and shared responsibility of logistic integration and (3) to the definitions and statistics concerning urban freight transport. Sergio Mannino has no comments. Laetitia Dablan stresses route regulations, partnerships, the importance of statistics and the national regulations. Julian Allen stresses the structure of the work. First should be known what the actual problem is. Secondly information should be combined and aggregated. Martin Quispel mentions that the scope of BESTUFS should also include waste transport and stresses the integration between people and freight movement. Guillermo Montero gives priority to theme 'city access and restrictions'. Reinhard Dorner stresses the optimisation of tour planning in a technical and organisational way. Strategies with integration for the total chain should be made. Also the complexity of shared responsibility in logistic integration is important. Ludger Rogge is interested in best practices for establishing freight fora and in local freight transport planning. Antonio Abreu is interested in themes 'city access/parking/time restrictions' and 'Infrastructure, regulations and planning'. Giovanni Ruberti mentions that surveys and statistical analysis should first be done. Secondly quantitative procedures should be used and finally simulation models should be used. Willi Dietrich mentions that transshipment technologies are very important and investments should not only be done in innovative aspects but also in maintenance. Anders Lindkvist stresses the need for delivery spots design for quick delivery. Attention should not only be paid to restrictions but also to positive incentives. Johan Arnts has interest in themes 'city access/parking/time restrictions' and 'complexity and shared responsibility of logistic integration'. Bryan Stead stresses the need for statistical information and surveys. Basic work should be done first and less attention should be paid to innovative things to please politicians. Mark Robinson stresses that the basics and city requirements are of high priority. Also transshipment improvement is important. Hans Visser says that definitions and statistics are important. Harmonisation and standardisation of policy and regulations is also a key-point. Especially waste transport offers a great possibility to improve the efficiency. A lot of inefficiencies do exist in waste transport and this type of transport lends itself to be planned efficiently at a higher scale level. Hughes Duchâteau stresses the efficiencies of urban freight transport. Strategies for the internalisation of external costs should be made. Also clear definitions are important.

After the round of discussion the final list of themes is the following (ranked by priority):

1. Definitions/Statistics - what is the urban freight problem/allowed growth?
2. City access/parking/time restrictions
3. Improved (automated) enforcement
4. Complexity (of urban) and shared responsibility logistic integration
5. Improved management of road space and kerbside access
6. Relationship urban, regional, national and European legislation
7. Innovative ideas (Underground logistic systems, pipelines, etc.)
8. ITS
9. PPP/freight fora
10. Enhanced signage and information systems
11. E-commerce and distribution (home shopping)
12. Vehicle technology and functionalities
13. Infrastructure, regulations and planning
14. Enhanced use/maintenance of infrastructure (road catalogue)
15. Inter-modal transfer facilities
16. Integration goods traffic management/distribution centres
17. Efficiencies (how to identify -costs/prizing?)
18. Infrastructural solutions

Patrick Mercier-Handisyde explains the importance of BESTUFS for the European Commission. BESTUFS will recommend the EC for their policy. Common methodologies have to be presented to arrange platforms. Freight transport has to be integrated with other policies. Within the planned calls in December this year there will be a task open regarding the demonstration of operational systems in city environments.

The chairman mentions that the theme 'Definition/Statistics', is the most popular theme in the discussion. The other mentioned themes will be left up to the core group of BESTUFS to decide on their relevance to become a thematic focus and it being a subject for a future workshop.

Marco Monticelli would like to have more transparency of the outcome. Dieter Wild says that first aim of the platform is to exchange information and studies. The information will become publicly available by Internet. Member states will be questioned for their information and best practices. The network steering committee will decide on the themes that will be picked up and how to organise the best practice search and related workshops.

Dieter Wild thanks everybody for his or her participation. He says the goal of the workshop is achieved and the quality of the presentations and discussion was rather high. The workshop is closed.