

# 9th BESTUFS Workshop,

23<sup>rd</sup> – 24<sup>th</sup> January 2003,  
Budapest, Hungary

*Thematic focus:*  
**“Night Delivery: a further option in urban distribution“**

### *Participants list:*

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## Final minutes ninth workshop

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## AGENDA

**Day 1**  
**23rd January 2003**

Chairman: Dieter Wild, PTV AG

### **First Day: 23<sup>rd</sup> January 2003**

#### **1. Welcome and introduction**

- 1a. Welcome by Dr Janos Monigl, Transman.
- 1b. *"State – of – art of the logistics in Hungary"*,  
by Prof. Imre Knoll, the President of the Hungarian Logistic Association.
- 1c. Welcome and introduction by Dr Dieter Wild, PTV AG,  
-Structure and aims of the workshop.
- 1d. Short self-introduction by each participant.

#### **2. Different European examples on night delivery**

- 2a. Presentation by Mrs Anna Marchisio, IVECO SPA,  
*"24 hours Economy, 24 hours Transport: nightmare or solution?"*.
- 2b. Presentation by Mrs Laetitia Dablanc, GART,  
*"French initiatives on night deliveries"*.

#### **3. Night delivery from operator and retailer view (I)**

- 3a. Presentation by Mr Kenneth Costello, Freight Transport Association,  
*"UK Delivery Curfew Initiative"*.
- 3b. Presentation by Mr Colin Brown, Marks and Spencers,  
*"Night Distribution - Illusion or Reality"*.

#### **4. Night delivery from operator and retailer view (II)**

- 4a. Presentation by Mr Bjørn Larsen, Arla Foods,  
*"Example from Denmark"*.
- 4b. Presentation by Mr Ab Fabius, TNT Innight,  
*"Night Express services in the Benelux"*.

#### **5. End of the first day of the workshop**

<b>AGENDA</b> <b>Day 2</b> <b>24th January 2003</b>
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Chairman: Dieter Wild, PTV AG

**Second Day: 24<sup>th</sup> January 2003**

**6. Local presentation**

- 6a. Presentation by Mrs E. Cartwright, representative of BILK  
*"The Budapest International Logistics Centre (BILK)".*

**7. Policy measures related to urban night delivery (II)**

- 7a. Presentation by Mrs. Elly Y. de Gooijer (EMLog), Policy Advisor Road Haulage Division,  
*"PEAK: Places - People – Products, solutions for evening and night distribution".*

**8. Policy measures related to urban night delivery (I)**

- 8a. Presentation by Mrs Michele Lepelletier, EC DG TREN,  
*"EU noise policy in Transport favouring or limiting night delivery in urban transport?".*

**9. Group discussion / round along the table**

All workshop participants (including also participants without presentation) are asked to actively participate and to prepare a very short statement on their view and expectations regarding night and out of hour delivery. E.g. to express the occurrence of special solutions, to highlight additional special problems, to recommend supporting or regulating policies or to address open questions which need to be answered, etc.

**10. End of the workshop**

### DAY 1

#### 1. Welcome and introduction

##### 1a. Welcome by Mr Janos Monigl, Transman

This ninth workshop is taking place in Budapest, Hungary. There are in total 40 people participating to this workshop. Mr Monigl welcomes the participants and expresses the hope to have a very fruitful workshop. Furthermore he shortly explains the transport characteristics of Hungary. With regard to urban freight transport, there is less attention paid to this topic in Budapest, but attention for this issue is growing. Mr Monigl especially introduced the Hungarian Logistics Association that hosts the workshop.

##### 1b. “State – of – art of the logistics in Hungary”, by Prof. Imre Knoll, the President of the Hungarian Logistic Association.

A representative of the Hungarian Logistic Association, Mr Duma gives a short welcome to the participants and provides an overview on logistics activities in Hungary.

##### 1c. Welcome and introduction by Dr Dieter Wild, PTV AG, -Structure and aims of the workshop.

The chairman, Mr Wild, welcomes the participants to the 9th BESTUFS workshop. He thanks Mr Monigl and the Hungarian Logistics Association for their hospitality. Mr Wild describes the goals, the approach and the current status of Thematic Network BESTUFS. Furthermore he explains the focus of BESTUFS and goes into the topic of the current workshop. He announces that the minutes and presentations, of this workshop as well as all information on upcoming workshops and conferences is provided on the BESTUFS web site ([www.bestufs.net](http://www.bestufs.net)).

He explains that the network has been extended since 1<sup>st</sup> January 2003 with new contractors and members in NAS countries. This extension aims at opening and enriching this thematic network also to Eastern Europe. It is expected that new contacts are established between the already wide BESTUFS community and new urban freight transport experts, new user groups/ associations, further ongoing projects, many more interested cities and also representatives of national, regional and local transport administrations – all located within or close to the NAS.

The subject of this 9th workshop is “Night delivery: a further option in urban distribution”. Within the agenda enough room is given for discussions in order to get a clear vision on those aspects and issues where more attention should be paid. Mr Wild expresses the hope that the workshop will be interesting for each participant and invites the participants to bring forward issues that are considered useful for this workshop.

Mr Wild: With regard to night delivery, we know that many cities face the congestion problem. We hope to find solutions or alternatives in this workshop to cope with congestion in cities and we will find out what kind of experiences the operators have on this topic

Next the participants introduce themselves and explain their role/interest in BESTUFS.

*You can download the handouts of the presentations which were held on this workshop and other annexes belonging to this minutes from [www.bestufs.net](http://www.bestufs.net) under page "workshops", then click on "23<sup>d</sup> & 24<sup>th</sup> January 2003" and on "downloads".*

*In case you have problems with downloading, you can also contact the BESTUFS administration centre at [bestufs@nea.nl](mailto:bestufs@nea.nl) or call +31 70 3988 356 / +31 70 3988 357.*

### 2. Different European examples on Night delivery

- 2a. Presentation by Mrs Anna Marchisio, IVECO SPA,  
*"24 hours Economy, 24 hours Transport: nightmare or solution?"*.

Mrs Marchisio presents a study carried out by CSST showing the results, in terms of traffic decongestion, environmental and economical benefits, obtained by simulating a hypothetical shift - 8% and a 13%, respectively low and high scenario - of the traffic demand from day to night-time.

The simulation has been applied both for European routes and urban traffic: to obtain a reliable estimate of how traffic would be in 2005 in a "Business as usual" scenario, the 2005 freight demand was calculated considering the demand in the "current situation" (1998) and applying annual growth rates for each different category of freight. Taking these parameters into account, in 2005 the vehicle/km density during day would grow considerably and be comprised between 2,9% and 28% depending on the different "freight category" (the study analyses 24) while the average vehicle/speed of travel would diminish between 5,7% and 6,4% consequently, as a result of a worsened traffic congestion. In the reference scenario (2005 situation "Business as usual") fuel consumption increases by 18,5% compared to 1998. However emissions of PM and NO<sub>x</sub> decrease significantly respectively by 62,9% and 31,2%. Due to the introduction of the new regulations introduced between 1998 and 2005 (Euro 3 legislation). The simulations for the European routes show that the shift of transport into the night results in an increase of average speed of 5.0% (low scenario) and 5.8% (high scenario). During daytime the amount of vehicle/hours drops by 12.7% (low scenario) and 17.4% (high scenario).

Concerning fuel consumption, a reduction is calculated of respectively 0.38% for the low scenario and 0.57% for the high scenario referring to European routes. The savings vary between 3 to 3.5 billion Euros for the freight transport industry. Total savings (including benefits for passenger cars) sum up to 6-7 billion Euros.

Regarding urban traffic, Mrs Marchisio shows that in various European cities time can be saved by means of shifting transport demand (10%) to the night. The traffic flows of different relevant European cities have been analysed and a reduction over 2 minutes per km can be reached (during the night) and of half a minute during daytime. In urban transport a reduction has been calculated of 4 billion passenger hours and 500,000 less vehicle hours for light commercial vehicles. The benefits sum up to € 50 billion. Fuel consumption drops by 2.1% (low scenario) and 4.2% (high scenario) for freight transport during the day, 10.3% for freight transport during the night and 2.9% (low scenario) and 5.8% (high scenario) for passenger cars. There is an increase possible of 20% for the average speed of light commercial vehicles and cars, a 6-7% reduction on emissions and 4-5% reduction of CO<sub>2</sub> emissions.

However, there are some social points of interests with respect to social aspects and working conditions. Mrs Marchisio points out the need for a well-structured policy package. Harmonisation (and control) of working conditions is needed as well as a social dialogue to reorganise the entire supply chain. Furthermore, intermodal transport can be used as well as green technologies (e.g. CNG) and protection measures can be implemented against noise. Moreover land-use planning and time-use planning are important.

Overall there are benefits by shifting transport demand to the night such as: better use of infrastructure, improved quality of logistic services, reduction in traffic volumes, increase in reliability and increase in efficiency. Potential problems are in fields of working conditions, traffic safety and noise. The grand total is that there is a potential saving of € 55-60 billion (= 0,5% of EU's GDP) and there is a substantial reduction of emissions and thus a clear environmental benefit as well.

### Questions/discussion

- Mr Wild: It is a quite interesting presentation. Especially it is very interesting to see the theoretical approach and to see the figures.
- Mr Dorner: Is it currently not allowed in several countries to drive during the night with trucks in order to prevent noise hindrance. Is it possible to solve the noise problems by means of technological innovation?
- Mrs Marchisio: Yes, different solutions are available on the market. CNG and also the electric vehicles are already quite silent compared to conventional vehicles. We can surely find and elaborate more technical solutions.
- Mr Fabius: Not only should be looked at technical solutions, one should also look at the cargo carriers and loading-unloading processes that can make much noise. TNT Innight has been working on these problems and has found solutions.
- Mrs Marchisio: The different parties should tackle these problems together, there is no just one solution for everything: for instance, urban freight distribution centres may play an important role talking about night deliveries.
- Mr Wild: Urban freight distribution centres play a crucial role in the transportation within the cities. We have seen this in our 7<sup>th</sup> BESTUFS workshop "Land use planning and business models for urban distribution centres". It is perhaps possible to have night deliveries via cross-docking using at urban freight centres and doing the final distribution by means of silent vehicles.
- Mr Brunink: Now private businesses have to pay for investments in clean and silent vehicles. Don't you think this has to be paid or subsidised by the government?
- Mr Wild: Traditionally no money is given for freight transport by the municipality or government.
- Mrs Marchisio: Shifting transports to the night offers new solutions, which can be worked out and implemented. We have to find and elaborate solutions to problems with regard to night distribution (e.g. key delivery in special boxes).
- Mr Worrall: Has the elasticity in traffic demand been taken into account in the modelling?
- Mrs Marchisio: Yes, this has been considered. More information is available in the report.
- Mrs Dablanc: Do you have general information about regulations in the big cities in Italy concerning night delivery?
- Mrs Marchisio: That is an extremely fragmented situation; and it differs a lot city by city.
- Mr Brown: There is a clear interest to develop and implement silent solutions, but there is a lack of funds available.
- Mr Stussi: There is also a lack of supply of electric vehicles on the market. There are only small electric goods vehicles on the market, no big trucks with electric propulsion.
- Mrs De Gooijer: There are technological solutions available, but a big push is needed on European scale.
- Mr Wild: The technical industry is developing new equipment such as electric vehicles. From the technical point I am very optimistic, the willingness to develop and implement is there. But the question is who is going to pay for these developments, this is a problem.
- Mr Sonnabend: At Deutsche Post there is a large experience and expertise with electric vehicles. It is a task for the public side to establish the right framework supporting electric vehicles. A better co-ordination between the manufacturers, operators and policy makers is needed.
- Mrs Marchisio: Market demand is essential. It is however a complex process to create a market.

- Mr Huschebeck: Regarding the question who should pay, we have to consider who benefits the most from these innovations. This can be an idea for financing.
- Mrs Marchisio: There are benefits for all actors involved, logistic companies save time and money, private car users have substantial benefits too, and there is less burden on the environment.
- Mr Wild: Perhaps road pricing would be a good instrument to balance the interests and to provide the right framework conditions, e.g. by means of price differentiation according to time of the day (reduction during the night).
- Mr Hollingsworth: A big part of the solution can be offered by means of technology, another part is the infrastructure and another part the people (communication network). It's no use to focus on one of these aspects. All aspects together are needed to be able to offer a good and sustainable solution.
- Mrs Marchisio: Yes, all actors need to be involved in the process. This means: technology, people, transport and policy measures.

2b. Presentation by Mrs Laetitia Dablanc, GART,  
*"French initiatives on night deliveries"*.

Mrs Dablanc brings forward in her presentation some elements of night delivery in French cities. In France most deliveries are made during the day. Time is crucial in delivery operations. Most carriers/receiver relations have been characterised by conflicts concerning the management of time. Another issue is the availability of the receiver. In many French cities you are not able to deliver before 10 a.m. and in some cities the shops are closed at lunchtime (12-14 p.m.). Operators have to take this all into account. Information technologies support the time management (loading and route information, tracking & tracing). Furthermore some companies in France introduce new delivery methods to regain 'normal' delivery hours by delivering in special delivery premises (other places than his/ her home or at 'relay' and 'service' points).

Local authorities notice the effects of the new rhythms of goods transport in the urban environment. They see that the use of road infrastructure by delivery vehicles is increasing. Delivery and pick-up activities are spread over the whole day and on the weekends. The noise generated by nighttime deliveries causes a problem; they received many complaints from citizens. High noise levels are mainly caused by factors independent of vehicle operations, such as goods handling, the opening and closing of store doors. Technical innovation sometimes helps to overcome this problem. Nighttime deliveries are rejected in Lille, Rennes for all vehicles over the entire municipal territory because of the vehicle noise emissions. In Paris there was a train to the centre of Paris for the delivery of drinks/bottles to restaurants etc, but this train made too much noise and this resulted in much complaints although this was overall a more environmental friendly solution. On the other hand in Dijon, Marseille, Orléans and Paris they strongly encourage nighttime deliveries. These cities see night delivery as a solution for the traffic congestion. The immediate action that cities have to take is that they can extend the time limit for morning deliveries or integrate afternoon and evening delivery windows. They can develop deliver 'relay' centres and reserve these areas in their land-use planning. Finally with the equipment technology it has to be possible to achieve a drastic reduction in noise levels.

### Questions / remarks

- Mrs Debauche: Because night delivery does not take place in many cities is it right that there are peak levels of traffic early in the morning till late in the evening? Furthermore what about the responsibility of the goods, when the receiver is not there (e.g. in case of damage)?
- Mrs Dablanc: I agree that in most of France the peak levels of traffic are early in the morning till late in the evening. And about the responsibility the parties' involved draw up an agreement with specifications, there is a contractual basis for responsibility matters.
- Mr Worrall: Is there best practice on night delivery available for the different types of stores? In the UK we provide guidelines, this can be interesting for France as well. In the UK we are currently looking for trial sites in London for nighttime deliveries e.g. for reducing noise and implement solutions.
- Mr Costello: In the UK we have the Curfew Initiative, this offers a written guideline to face the problems with night delivery.
- Mrs De Gooijer: Also in the Netherlands information on possible solutions is available ([www.piek.org](http://www.piek.org)).
- Mrs Marchisio: Noise is a big problem, but noise is not only produced by vehicles but as well by the drivers and staff working at receivers (shops, etc.). Skills are needed to reduce this noise. Furthermore, we need to consider that we are all consumers and for our own needs, distribution of goods is necessary, either during the day or during the night.
- Mr Sonnabend: Solutions on noise reduction are possible, maybe by the design of buildings. Placing activities inside of buildings instead of outside e.g. key for operators, separate storage etc.

### 3. Night delivery from operator and retailer view (I)

- 3a. Presentation by Mr Kenneth Costello, Freight Transport Association, "*UK Delivery Curfew Initiative*".

Mr Costello gives a presentation about the UK delivery Curfew Initiative. First he presents some background information. The members of the Freight Transport Association (FTA) move or consign the majority of UK freight. In the UK the freight that moved by road had increased in the past 20 years, from 84 in 1980 to 148 billion tonne kilometres in the year 2000. At the moment there is a joint project going on which is led by FTA and the Commission for Integrated Transport, chaired by Sir Trevor Chinn. This project reports to both the minister of Transport as well as the minister of Environment. The aim of the project called "UK Delivery Curfew Initiative" is to understand the processes better by which delivery restrictions are applied, to investigate the scope for relaxation of delivery restrictions in exchange for adoption of quieter delivery practices and to develop a code of best practice. Furthermore the aim of the project is to undertake pilot studies at selected locations and to monitor the results. Within the Delivery Curfew Initiative, surveys are done among retailers and good practices and legal processes are identified. Besides this, retailer commitments are made and a code of practice is established to which eight companies have agreed upon. The code of practice deals with use of silent equipment, instructions and training for personnel, and infrastructure requirements at the delivery point. Real benefits of the scheme for the retailer are: better utilisation of vehicles, less stressful driving conditions and on-time deliveries of fresh products. For the residents the benefits are: fewer trucks in rush-hour traffic, use of quieter and less polluting trucks.

In conclusion the UK suffers from severe road congestion and has a shortage of rail freight capacity. A relaxation of delivery curfews will increase operator efficiency and improve the local environment as well. To achieve any success on lifting delivery curfews there must be full local consultation. Furthermore there must be political will at the level of the government to achieve national success.

### *Questions / remarks*

- Mr Anderson: Are opportunities for such a scheme limited to a certain type of retailers?  
Mr Costello: No, there are long term possibilities for every type of retailer. The problems due to congestion will become bigger and the Delivery Curfew Initiative helps to reduce the pressure.
- Mr Worrall: What is the status of the Best Practice Guidance?  
Mr Costello: The Best Practice Guidance is available, written by FTA e.g. about training for drivers. Also the retailers have a copy. It is not 'rocket science' but it is just a simple written down guidance.
- Mr Stussi: I have a question about the use of bus lanes. Because there are different users driving on these lanes, is it not difficult to manage?  
Mr Costello: The goods delivery vehicles have to stop anyhow. Most of the time only front-door delivery is possible, so they already have to stop on the bus lane. There is no other alternative.

- 3b. Presentation by Mr Colin Brown, Marks and Spencers,  
*"Night Distribution - Illusion or Reality"*.

Mr Brown presents the approach of "Marks & Spencer", one of the biggest retailers in the UK. Marks & Spencer is located in 31 countries and has 503 stores worldwide. In the UK there are 340 stores. Most deliveries take place between 06.00 and 07.00 am in the UK. Most of the congestion is formed between 06.00 and 09.00 am and between 04.00 and 07.00 pm. Mr Brown addresses three important issues concerning night delivery. First he explains the commercial aspects and the impact of night delivery. Aspects to take into account are the (lack of) backstage space, staff, product availability, clearance of empty equipment and costs. Secondly he addresses the logistical benefits such as less traffic, increase of average speed, reduced fleet numbers, less fuel consumption, reduced emissions, lower maintenance costs and better driver utilisation. Thirdly Mr Brown addresses the role of vehicle technology. LNG/ CNG fuel offers environmentally friendly alternatives, "silent" trailers can be used, radio switches turned off, load restraints. New vehicle developments are important for carrying out night delivery but also the instruction of drivers and staff. In conclusion there are opportunities, which we can take.

### *Questions / remarks*

- Mr Finlay: Can you elaborate on the issue of clean vehicles?  
Mr Brown: The reality of diesel is other than the perception. The gap in environmental performance between gas driven vehicles and diesel is quickly closing. For electric vehicles there is certainly a niche market.

#### 4. Night delivery from operator and retailer view (II)

- 4a. Presentation by Mr Bjørn Larsen, Arla Foods,  
*“Example from Denmark”.*

Unfortunately Mr Larsen was ill, therefore his presentation was cancelled. However, his presentation can be found on the BESTUFS website.

- 4b. Presentation by Mr Ab Fabius, TNT Innight,  
*“Night Express services in the Benelux”.*

Mr Fabius gives a presentation about the company TNT Innight. The company TNT Post Group (TPG) is divided in TPG post (mail) and TNT (logistics and express). TNT Innight is a large company that has 30 years of experience with night delivery, has a staff of 250 people and many subcontractors. Furthermore they only work in the Business-to-Business market. The reason why they provide night express services is because of:

- the need of customers for secure and reliable deliveries,
- reduction of logistic costs,
- it enables order picking till late in the evening,
- shortens lead times of shipments and
- reduces overall costs.

The advantages in the point of view of the society are that the congestion is reducing by using the road during the night hours. Also the cycle times of logistic chains are shortened and it gives a positive contribution to road safety.

TNT Innight is working with 4 night express services: RetailNet, ServiceNet, FreightNet and EuroNet. The first three express services are operating only in the Netherlands and EuroNet is a night express Service that operates in 18 European countries. All services have different time windows for delivery and exchange e.g. for RetailNet it's from 21.00 – 03.00 and for EuroNet it is 01.00 – 08.00. TNT uses several information technologies like tracking and tracing, night link and night tracker. Furthermore TNT Innight delivers in 370 branches in safety lockers in the Netherlands and Belgium. Besides this TNT Innight does replenish a.o. 135 service engineers, delivers parts to 220 dealers in the Netherlands and 435 dealers in Germany.

Night delivery seems very successful though there were some problems. Problems encountered are the tightening government legislation and regulation concerning delivery times and the limited access for medium and large sized vehicles in city centres. There are also a lot of infrastructure obstacles in city centres and urban areas. Besides this there is a restrictive government policy concerning night work. Furthermore the increasing sound-suppressing regulations are sometimes difficult to manage. Another problem is that in some specific parts of large cities the crime is boosting.

In conclusion Night Express Services partially contribute to the solution of urban distribution problems. It is not a feasible solution for all branches. It is important that the Government, the Trade and Industry work together to solve the problems encountered with Night delivery.

### Questions / remarks

- Mr Wild: Night delivery is ongoing every night, are your customers satisfied with this possibility.
- Mr Fabius: Having a high productivity and offering good service is needed. Our business is growing 10% per year in retail (urban areas). The congestion problems will increase, but night delivery can offer a solution.
- Mr Wild: Are the costs of night delivery lower compared to the day delivery?
- Mr Fabius: Yes, the productivity in the delivery routes are higher by night. Furthermore, high productivity can be gained on labour, especially in the after sales market.
- Mr Dorner: What is the duration of a stop?
- Mr Fabius: This depends on the type of network. One minute in RetailNet, 3-5 minutes in ServiceNet and longer (10-15 minutes) in FreightNet due to the opening of the gates etc.
- Mr Hollingsworth: Can you explain the saving of packing costs?
- Mr Fabius: Yes, we use plastic boxes instead of traditional packages
- Mrs Dablanc: Do you as TNT Innight provide lockers?
- Mr Fabius: Yes, you can hire or buy a uniform size locker. We recommend hiring the lockers because we do the maintenance ourselves.
- Mr Horvatth: Do you also provide weekend services?
- Mr Fabius: We do not deliver in the weekend. We only operate from Monday till Friday. We have investigated the option, but in the Netherlands there is no market for weekend service.
- Mr Horvatth: Do all of your clients operate in 24 hours a day?
- Mr Fabius: No, they work usually just 8 hours a day. They use the Innight system for logistic advantages. In some shops the night delivery is taken into account and part of the products and services they offer (e.g. photo service). For example lockers are included in walls or special areas are reserved for delivery and we have access to these areas.
- Mr Wild: Are new buildings already designed to enable night deliveries, e.g. locker cages in walls?
- Mr Fabius: Yes, dedicated areas are designed for deliveries.
- Mr Anderson: How do you plan the routes and resources?
- Mr Fabius: We already know 80% of the volume beforehand. We have fixed routes and addresses so this makes it relatively easy. Some customers already give a pre-alert. Furthermore the load and return load is the same size and quantity.
- Mr Worrall: How about security? Does it affect your operation?
- Mr Fabius: Problems occur sometimes with theft. However, this only occurs when the driver doesn't keep to the instructions.
- Mr Sonnabend: In 2005 there will be a restriction on driving times. How does this going to affect the vehicle fleet?
- Mr Fabius: The vehicle fleet will increase; we need more drivers to operate the vehicles. Besides this the congestion will increase.
- Mr Huschebeck: Customers often want tracking and tracing. Are you using these systems to locate vehicles?
- Mr Fabius: If the customers use them, they use this after 7 am. So a real-time tracking tracing system is not required. Important is what happens when goods are not delivered, as most of the time this has big consequences for their business. Therefore a lot of

attention is paid to quality and reliability. We have done many things to ensure reliability. The reliability rates are in retail 99,7%; service 99,2%, freight 98,7% so the reliability is quite high.

### 5. End of the first day of the workshop

# DAY 2

Mr Wild gives a short summary of yesterday.

Mr Wild: We have seen interesting presentations. Mrs Marchisio showed us big cost reductions. We have seen the importance of suitable technical equipment for night delivery. Interesting practices and examples have been showed by Marks and Spencer and in the city Leeds. In the presentation of TNT Innight we have seen that complete branches rely on night deliveries. Clearly the involvement of the municipalities and the Government is very important. Many cities have different legislation, some cities stimulate night delivery and others make night delivery impossible by rules. A clear picture on the situation of night delivery in Europe is missing. Furthermore there is a need for harmonisation and interoperability. Concerning night delivery noise is a big problem for the cities. Today Mrs De Gooijer will give a presentation focussed on this subject. But first we start with a presentation of Mrs Cartwright about the Budapest International Logistic Centre.

### 6. Local presentation

6a. Presentation by Mrs E. Cartwright, representative of BILK  
*"The Budapest International Logistics Centre (BILK)"*.

Mrs Cartwright gives a presentation about The Hungarian Logistics Association founded in 1984. They have 450 individual and 160 corporate members. They represent all branches of the economic life, small and medium sized companies as well as state owned joint ventures and multinational firms. The Hungarian Logistics Association has tight communication with the industry. They give professional consulting, make economic analysis, give education and training and organise logistic events. In Hungary the logistic trends are:

1. Smaller quantities and more frequent shipments,
2. Reliability is on the focus,
3. Products Life Cycle orientated logistics,
4. Tight cooperation between logistics partners,
5. Outsourcing.

In Hungary the logistic infrastructure for city logistics is available. The trends and methods are the same like in EU. We need public and government awareness, they have to take action. Furthermore it is important that e-commerce demands are treated.

### Questions / remarks

- Prof. Tanczos: Five years ago the Government asked us to set up the BILK project. The aim is to develop the logistic service centres in Hungary and increasing the proportion of the combined transport of goods. The VOLAN Haulage cooperation takes part in the implementation and operation of that program as a technical investor acting in harmony with its long-term aims and objectives. With its privatisation the new management has set itself ambitious objectives in the centre of which was placed the complex and quality services to be offered to the clients. The feasibility study on BILK showed that it is a good investment. The BILK is very well located on the freight corridor Nuremberg – Danube. BILK has close contacts to West European partners (e.g. Budapest was follower city in IDIOMA project) and also has good contacts with the EU. In Budapest we now transfer the goods to smaller vehicles for city deliveries. We are developing common storage and transshipment points for transport operators. There are competing freight villages around Budapest but BILK has the advantage of having connection to 4 modes of transport.
- Mrs Dablanc: Is intermodal transport growing in Hungary?
- Mrs Cartwright: Yes, 10% - 15% percent of the last year.
- Mr Monigl: BILK forces the municipalities to make the right regulations for city deliveries. Currently the municipalities often think that Urban Freight transport is not their duty.
- Mrs Marchisio: Do your competitors also receive funds of the Government?
- Prof. Tanczos: BILK is not funded by the Government. The Government owns the Hungarian State Railway. Other freight villages (13) are linked to rail terminals that in fact are supported by the government in terms of direct funds or space given.

## 7. Policy measures related to urban night delivery (II)

- 7a. Presentation by Mrs. Elly Y. de Gooijer (EMLog), Policy Advisor Road Haulage Division, "*PEAK: Places - People – Products, solutions for evening and night distribution*".

Mrs De Gooijer works for the Ministry of Transport in the Netherlands. Mrs De Gooijer is responsible for the long-term PEAK program that makes it possible for hauliers to load and unload their trucks with goods during the evening and night without making too much noise according to the Order in Council "Decree on environmental management in respect of the retail trade and trade businesses" (1998).

This law is mainly concerned with noise levels caused by retailers and trading businesses loading and unloading their goods in built-up areas during the period from the evening (19:00-23:00 PEAKlevel 65 dB(A)) to the early morning (23:00-07:00 PEAKlevel 60 dB(A)).

Standards based on PEAK/equivalent noiselevels have also been set for activities other than the loading and unloading of goods. The values of these have been included in the Order in Council.

The PEAK programme identified necessary technical adjustments on the material used by loading and unloading and on the locations where this took place. Habitability, economic feasibility and technological innovations were taken into account. The PEAK program consists of 10 main projects:

1. Transferring of knowledge to relevant companies,
2. Encouraging quiet behaviour,
3. Optimal loading and unloading locations,

4. Low-noise distribution vehicles up to 7.5 tonnes,
5. Low-noise distribution vehicles over 7.5 tonnes,
6. Low-noise refrigerated transport installations,
7. Low-noise portable forklift trucks,
8. Noise reduction in roll containers, pallet trucks and hand pallet trucks,
9. Noise reduction in shopping trolleys,
10. Electric propulsion or a combination of electric, diesel or gas propulsion.

By the end of 2002, technical solutions were found for all the main projects which complied with the standards for loading and unloading stipulated in the Order in Council. Two alternatives – shopping trolleys and the propulsion noise of the trucks themselves - complied with the evening-standard. The trucks themselves pose the greatest problem, in particular, the propulsion noise. In the course of 2002 DAF had found a solution to comply to the standard for the evening. All other alternatives even complied with the night-standard.

But where technical solutions have been found, this still does not mean that companies can use these low-noise solutions, because products must be available on the market at economically sound prices. And market introduction now seems a problem especially for low-noise distribution vehicles.

In most situations the transportmarket is not purely Dutch but international. When trying to make adjustments to the means of transport, the Netherlands faces the problem that the truck industry is an international one. This industry will not look into reducing noise levels if current legislation does not require it and PEAKnoise levels have unfortunately not (yet) been set on a Europe-wide basis. At the same time, however, the problem of noise nuisance *is* an international problem, in particular, in the many large (European) urban areas.

From a social, environmental and economic point of view, it will therefore be a step in the right direction if this problem is to be tackled at European level in order to give an incentive, from within European policy, to the truck-industry to manufacture the technical possibilities, [which have in the meantime been tested in the Netherlands,] on a large scale for the European international market.

Some technical solutions are found for most of the main projects.

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The **conclusion** of Mrs De Gooijer's presentation is that 'Quiet' loading and unloading is the joint responsibility of transport/drivers, retailers and municipalities.

Furthermore it helps a lot if the EU takes the initiative (e.g. by legislation):

- to make the truck-industry to produce 'quiet equipment' according to all solutions found,
- to support 'Quiet' loading everywhere and
- to improve quality of life of all EU-inhabitants.

For more information about the PEAK program, you can surf to [www.piek.org](http://www.piek.org)

### *Questions / remarks*

Mr Sonnabend: It is a good initiative of the Ministry of Transport, but also the economic side is important. Did you make an economic assessment?

Mrs De Gooijer: Mr Fabius showed us some examples yesterday. Nowadays the congestion is growing. Night delivery can be a solution. The PEAK project is focussed on technical solutions, which are economically feasible. It is a practical minded project. Solutions do not always have to be more costly than the standard equipment. We help the businesses to cope with the regulations obligated by the government.

- Mr Huschebeck: What will happen if transporters do not use the necessary material to reduce the noise to the maximum allowed level. How about the enforcement?
- Mrs De Gooijer: We give the industry time to cope with the new measures and to implement new equipment. Actions taken for enforcement and measurement of noise levels are now only based on complaints from local residents.
- Mr Brown: How about standardisation? Are municipalities able to change or add the rules?
- Mrs De Gooijer: The PEAK law is designed and will be implemented in the whole country with the same levels everywhere. The municipalities however have the possibility to add or change the rules for a certain specific area in order to make exemptions for very special circumstances.
- Mr Quispel: In case higher noise levels are possible on certain spots, is local approval required from the residents?
- Mrs De Gooijer: Yes, in one occasion a deal was made between residents and a theatre (Carré, Amsterdam) to be able to have higher noise levels during the night.
- Mrs Marchisio: The perception of noise is also important. For instance the public opinion is more open to railway transport compared to other types of noises. Disadvantages created by means of transport, which are perceived as “friendly” and positive by the public opinion are perceived in a less negative way.
- Mrs De Gooijer: That is right, the perception of quiet equipment is important too. There is a feasibility study going on for a hallmark connected to an indication (label) that can be seen on the outside of the equipment.
- Mr Anderson: Are municipalities’ obligated/ responsible to provide quiet road surface or pavement?
- Mrs de Gooijer: Yes, guidelines are set-up by the institute CROW. They defined the standards. (CROW-publication 171, website: [www.crow.nl](http://www.crow.nl)).
- Mr Hollingsworth: Tyre road surface noise is now the main problem. Road surfaces have to get more attention. A further aspect to be considered is that the construction of a truck is not a one-stage project. You have large and small enterprises, which are involved. Getting the involvement of all those parties in order to reduce the overall noise level will be difficult.
- Mrs De Gooijer: In the PEAK program all relevant parties have been involved.

### **8. Policy measures related to urban night delivery (I)**

- 8a. Presentation by Mrs Michele Lepelletier, EC DG TREN,  
*“EU noise policy in Transport favouring or limiting night delivery in urban transport?”.*

Mrs Lepelletier is working for the European Commission, Directorate General Transport and Energy. She presents the “Noise issue: main lines of the community action”. The mission is: “Integration of sustainable development related issues into Energy and Transport policies”. One of the major problems to which a broad majority of European citizens are confronted is the exposure to environmental noise. The main sources of this noise are: air traffic, road traffic, rail traffic, industries, building and public works industry. During the day 40% of the European population are exposed to road traffic noise exceeding (55dB), 20% are exposed to noise levels exceeding 65dB. And at night more than 30% are exposed to noise levels exceeding 55 dB. In 1999 the European Council adopted a strategy for integrating environment in sectoral policies. Reduction of noise emissions from the various modes of transport was identified as one of the most urgent fields of action. This took place by a great

variety of EU actions: directives to reduce noise emissions research projects and programmes as well as studies in the various transport modes. For example in the Green paper the European Commission developed a new framework for noise policy. Furthermore she presents the CALM Network that was created to develop a community noise policy, in particular to prepare the proposal for a Directive on assessment and management of environmental noise. Mrs Lepelletier presents several projects concerning the environmental initiatives.

### *Questions / remarks*

- Mr Stussi: Can you come back to the growth figures per mode?
- Mrs Lepelletier: These are the current market shares per mode. There is an unequal growth between transport modes therefore there is a need for a better modal balance. This is the aim of the White Paper on the European transport Policy for 2010, which proposes several actions to achieve this. For example the Marco Polo Programme shall finance projects to promote intermodality and will make a step towards a more balanced use of modes.
- Mrs De Gooijer: Is this policy for all countries, for example also in the Netherlands, a small country with few kilometres between cities? The situation on emission is not the same for all modalities. Sometimes road transport is even environmental friendlier than rail.
- Mrs Lepelletier: In terms of sustainable development it is important to reduce traffic congestion for environmental and safety reasons. This is why the EU Transport Policy aims at reducing congestion on road and is willing to promote the use of rail, in particular for freight transport. On the other hand in some cases we can say that road transport is more environmental friendly than rail transport, because it depends on the energy source used to produce the energy used by locomotives. The environmental output is different whether it is a fossil or nuclear energy for example. In my presentation I brought forward the global strategy for the European Union, I did not focus it on one city or even one country neither did I mention national targets.
- Mrs De Gooijer: In the Dutch policy we are now moving away from pushing road-transport into other modalities. We let modalities prove in itself that they are the best solution for a certain type of goods-transport. Besides nowadays road-transport grows more and more to the most environmental-friendly modality.  
The Dutch government urges the conditions for accessibility, environment/quality of life, and safety, within these conditions the market makes its own choice for the best goods-transportation in a given situation.
- Mr Quispel: Whether or not a modal shift is favourable for the environment depends on a lot of factors (e.g. load factor, utilisation, differences in speeds distances, type of fuel). In depth analyses on a case-by-case situations are required to give conclusions. General conclusions per mode are hard to make on this aspect.
- Mr Wild: There is a need for standards and harmonisation. Also urban situations should get more attention. I appreciate your approach, but in my view I don't think that the EU policy is going far enough.
- Mrs Lepelletier: The EU Policy in transport issues is limited to harmonising and creating the basis for a single market and eliminating any obstacles to the free movement of goods, services and citizens. Nevertheless as far urban mobility and urban transport matters are concerned, the subsidiarity principle applies completely. The role of the European Union in this matter is limited to promoting the exchange of information and good practice. As a matter of fact mobility issues have specific features according to the local situation and such problems are best solved at the local or regional level.

### 9. Group discussion / round along the table

Mr Wild asks all workshop participants to give a very short statement on their view and expectations regarding night delivery. E.g. to express the occurrence of special solutions, to highlight additional special problems, to recommend supporting or regulating policies or to address open questions which need to be answered, etc.

- Mr Brown: I have learned that retailers, hauliers, local authorities all have to work together in a partnership. This is a process that already started in the UK (London).
- Mr Costello: I agree that we need more people around the table to make night delivery possible.
- Mr Dorner: Night delivery is a big opportunity. We have seen that there are technical solutions to solve the noise problems. The only thing I missed in this workshop are the opening hours of the stores and the facts behind this.
- Prof. Tanczos: I have seen a lot of practical ideas and solutions. I hope that night delivery can be adapted in Hungary.
- Mrs Marchisio: An integrated approach is needed. It is important that the entire supply chain is involved in the process, although reaching consensus will be time spending and require lots of energies. We have seen that there are good opportunities for night delivery but there are also threats. We have to go more into detail about this topic. Furthermore it is important that the social aspects, as well as the economic and the environmental are all taken equally into account.
- Mr Huschebeck: I am very positive about night delivery. I do not see it as a threat, more as a challenge.
- Mr Egger: Beforehand I was rather sceptical about night delivery, but now I am optimistic. The noise problems can be solved. Night delivery will be an important topic in the future, but is not possible to use for every type of goods, as we have seen in the presentation of TNT. I think night delivery has mainly an economical benefit.
- Mrs Dablanc: We have seen that it is important for local authorities to support night delivery. This can be done as we have seen in the presentation of the Netherlands. Technical improvements are made to make night delivery more attractive.
- Mr Sonnabend: I have seen that there is a good opportunity for night delivery. There will be a reduction of the logistic costs and also a reduction of the congestion. We have to balance the stakes.
- Mr Worrall: Night delivery presents a lot of opportunities. I was particular impressed by the Netherlands. Important is land-use planning and standardisation of noise levels. Concerning noise a lot of technical solutions are possible, as we have seen in some presentations.
- Mr Zunder: Night delivery is not a new activity for me. Noise is negotiable. The subjective part of noise shouldn't be underestimated.
- Mr Brunink: As we have seen the society is benefiting from night delivery. But only the operators pay for the investments to make night delivery possible. It would be fair if the authorities give financial support to keep night delivery alive or to extend night delivery.
- Mr Finlay: I have seen that it's all a question about balancing.
- Mr Horvath: This has been an interesting workshop. I have seen a lot of research and work that has been done already concerning night delivery. I hope that we can use this information to improve the situation in Budapest.

- Mrs De Gooijer: I was glad to give my presentation today, because yesterday a lot of questions were raised about noise. I think it is necessary for hauliers to know what to do to make night-delivery acceptable. Besides it is important to know what can be developed on the technical side to reduce noise. We don't have to worry about noise in the night if the equipment helps to reduce this noise.
- Not only the equivalent noise level is relevant, but especially the peak-level. If peak-level reduces then the equivalent level drops too.
- Via the PEAK program we found technical solutions make very 'Quiet' delivery possible.
- We think the well being of all EU-inhabitants will be improved if the EU takes the initiative to support 'Quiet' deliveries, loading and unloading everywhere by for instance legislation.
- Private-organizations tell us they like to have a clear view on EU-developments in this respect, because the truck-industry likes to know what to develop and hauliers and retailers like to know in which equipment they have to invest.
- Mr Tiks: This was my first participation in a BESTUFS workshop. It is very nice to get acquainted with all different sides. I see this as a very useful workshop.
- Mr Capka: I am not so optimistic about night delivery. I think that the obstacles (noise, social problems) will take a lot of time to solve, at least a few years. You can see night delivery as a long-term solution.
- Mr Anderson: I think there is a good opportunity for 24h deliveries. Night delivery provides a win-win situation. I do think it is important that all parties are involved. Public authorities, infrastructure and town planning have an important role. They must take responsibility to provide suitable infrastructure.
- Mr Fabius: It is good to hear that night distribution is high on the agenda. TNT has a lot of years of experience with night distribution. We started because of the economical benefits, not because of the congestion or the environment. Night delivery is an option for a lot of branches but not for all. But certainly night delivery can be used more in the future than we do today.
- Mr Monigl: Like Mr Fabius said, night distribution is not always and everywhere an useable solution. We hope with night deliveries to achieve reduction of external effects. We have seen that different players are in the game. The municipality needs to take the initiative in realisation of better transport.
- Mr Wild: Thank you all for your participation to this workshop. I think the most important message from this workshop is that different players are involved in this process. The Government has to be the main player in this process. I hope this was a fruitful workshop for all of you.
- Mr Wild: The next workshop will take place on 28<sup>th</sup> and 29<sup>th</sup> of April 2003. This 10th BESTUFS workshop will be held in Dublin, Ireland. This will be a workshop together with EPTR. The workshop will be about funding programmes, harmonise EC views and bilateral programmes. On 22<sup>nd</sup> and 23<sup>rd</sup> May the third BESTUFS conference will take place in Copenhagen, Denmark. Furthermore an ITS workshop will be held in Portugal on 1<sup>st</sup> and 2<sup>nd</sup> September this year. About city access etc.
- Besides this three other events are taking place:
- a Clearzone conference on the 5<sup>th</sup> March in the UK addresses the theme "Urban Freight Transport",

## Final minutes ninth workshop

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- CESURA 2003 will be held in Gdansk in Poland. The thematic focus will be: "Clean, efficient and safe transport" from 4-6 June.
- City Logistics conference will be in Madeira on 25<sup>th</sup> – 27<sup>th</sup> June this year.

To conclude the final workshop of BESTUFS is planned on 16<sup>th</sup> and 17<sup>th</sup> October, the topic and venue are not decided yet.

Finally I want to thank Mr Monigl and the Hungarian Logistic Association very much for their hospitality.