



Minutes seventh workshop

7th BESTUFS Workshop,

“Land use planning and business models for urban distribution centres”

25th & 26th of April 2002, Hotel Oceanide,
La Rochelle, France

Participants of the workshop

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AGENDA

First day, 25th of April 2002, Hotel Oceanide, La Rochelle, France

Chairman: Dieter Wild, PTV AG

1. Welcome and introduction

- 1a. Welcome and introduction by Dr Dieter Wild, PTV AG
Structure and aims of the workshop
- 1b. Short self-introduction by each participant

2. Planning aspects for urban freight centres (I)

- 2a. Presentation by Mr Hughes Duchâteau, STRATEC,
"Freight transport master plan for Brussels".
- 2b. Presentation by Mr Marcel Huschebeck (PTV) on behalf of Mrs Katerina Papageorgiou,
University of Thessaloniki
"Planning an open freight centre in the port of Thessaloniki".

3. Planning aspects for urban freight centres (II)

- 3a. Presentation by Mr Beni Strub, RAPP AG
"Transforming a former industrial area into a distribution platform for Zürich – from planning to implementation".
- 3b. Presentation by Mr Albert Jansen, NOVEM
"Sustainable land use planning".

4. Approaches of different European cities (I)

- 4a. Presentation by Mr Jacques Mollard, Communauté de Villes de l'Agglomération de La Rochelle
"The ELCIDIS project: Features of La Rochelle".
- 4b. Presentation by Mr Lüder Wienberg, City of Berlin
"Berlin-Brandenburg Integrated Goods Traffic Strategy".
- 4c. Presentation by Mr: Johan Brisvall, HSLC Stockholm
"Smart deliveries to Swedens largest housing project".

5. Open discussion

Open discussion of promising solutions and identification of good practices, major barriers and possible supporting initiatives.



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AGENDA

Second day 26th of April 2002, Hotel Oceanide, La Rochelle, France

Chairman: Dieter Wild, PTV AG

6. Technical visit to the urban distribution centre of La Rochelle

7. Introduction Day 2

8. Approaches of different European cities (II)

8a. Presentation by Mr. Florian Waibel, AVK Nürnberg
"The Nürnberg example".

8b. Presentation by Mr Guillermo Montero
"Example from Malaga"

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 urban freight centres. 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.



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DAY 1

Ad 1 "Introduction"

The chairman, Mr Wild, opens the 7th BESTUFS workshop and welcomes the participants (44 people are present). He describes the goals, the approach and the current status of Thematic Network BESTUFS. Furthermore he explains the focus of BESTUFS and of the current workshop. He announces that there are 3 workshops on average each year and that there will be 1 conference in Paris this year, which will be held on the 27th and 28th of June 2002.

Mr Wild brings over the apologise of Mr Mark Major of the European Commission for not being present at this workshop.

The subject for this seventh workshop is the thematic focus "Land use planning and business models for urban distribution". Presentations about this subject shall be held during the workshop. After the presentations a discussion is planned in order to get a clear vision on those aspects and issues where more attention should be paid to and where more effort is required. Mr Wild expressed the hope that the workshop will be interesting for each participant and invites the participants to bring forward issues which are considered useful for this workshop.

Mr Mollard (Municipality of La Rochelle) gives a short welcome to the participants. He gives an introduction about the city of La Rochelle where an urban distribution centre is located. Tomorrow morning a technical visit to the distribution centre will take place. Today Mr Mollard will give a presentation about the "ELCIDIS project: Features of La Rochelle". Furthermore he wishes the participants a fruitful workshop.

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

Dieter Wild gives a further introduction on the subject of this workshop; freight distribution centres. In the presentation a few European cities will be discussed, some who have a good experience with their distribution centres others who have a lot of problems establishing an urban distribution centre.

Ad 2 Planning aspects for urban freight centres (I)

- a) Presentation by Mr Hughes Duchâteau, STRATEC,
"Freight transport master plan for Brussels"

[See annex 1a for the presentation and annex 1b for the script]

[All annexes belonging to these minutes can be downloaded from www.bestufs.net under page "workshops", then click on "25-26 April 2002, La Rochelle" and on "downloads". In case you have problems with downloading, you can also contact the BESTUFS administration centre at bestufs@nea.nl or call +31 70 3988 356]

Mr Duchâteau gives a short presentation about the freight transport master plan of the Brussels-capital region. The Brussels freight plan is part of the European Commission DG VII 4th Framework Research Programme (REFORM project). Mr Duchâteau brings forward in his presentation: the aims and methodology, the diagnoses, alternative scenarios and strategy and action plan.

The region of Brussels has 3 million habitants (1.2 million jobs), of which 1 million are living in the central part of Brussels (700.000 jobs). The situation of Brussels is complicated, because there is strong competition between 3 regional authorities, city of Brussels, region of Flandre and region of Wallone especially with regards to taxations. The presentation is concentrated on two aspects of the study: a socio-economic assessment and the traffic situation and environmental impact. For the socio-economic assessment there a quantitative survey with trends analysis and interviews of the most important stakeholders and the user group was done. A big problem Brussels faced was the double parking of trucks, resulting in big congestion problems in the streets of Brussels. Concerning the traffic and environmental impacts there has been set up a freight vehicles travel demand model and a route/path choice model. Several scenarios with different measures were assessed, the impacts of several measures were assessed: the time spent by all the road users; fuel consumption and pollutants emission and noise. The pollution in Brussels created by the cars increases and the pollution of cars is higher than the pollution of trucks. The conclusions of the survey were the following:

- Very fast restructuring of the transport sector due to the influence of the Internal Market in the European Union
- Distribution sector is being relocated outside of city on huge intermodal platforms covering market areas with a radius of more than 200 km.
- In the inner city too much loading and unloading operations are taking place on the street, resulting in road blocks and congestion.
- Long parking (24 hours) is banned on the streets, long distance hauliers require safe off-street parking places.
- Registration of vehicles will take place



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Questions/discussion

Mr Wild: Are the actions are implemented?

Mr Duchâteau: The process of decision making was rather slow due to the big number of different authorities and parties involved. The region is divided in 19 different municipalities. The Government gave an important budget in order to give the municipality the chance to implement the action plan. Discussions about allocation and budget aspects are still ongoing.

Mr Anderson: interesting presentation, the aim is the heavy goods vehicle study. Are there also results or findings for reducing car traffic?

Mr Duchâteau: No not yet, but we want to study the passenger cars as well.

Mr Sonnabend has the following questions:

-How to allocate the extra costs due to transshipment (of what ??)? For example one vehicle and one driver, who is delivering and how is the charge to the company?

-How about big shipments that can't be transported by means of vans?

-How many freight operations will change (in order to avoid the UDC)?

Mr Duchâteau: The details of the operation are not very clear and thus it is difficult to give a good estimation on the costs. It is however clear that the additional costs are very high, especially when using a rather big Urban Distribution Centre. As a result, the Government has reduced the ambition and now wants to establish a smaller UDC. Furthermore the study gave attention to the question whether the city centre should allow heavy goods vehicles entering the area. The sizes of the fire rescue vehicles, was studied and there was demonstrated that the whole city has to be accessible for a vehicle of 19 tonnes minimum. To answer the last question; we are waiting for how many companies will sign up to the co-operative structured general agreement that will be set up by the government in which transport operators are rather free (not many regulations).

Mr Jansen: It should be a good solution to prevent vehicles from parking at junctions. Can you take this over in Brussels? Furthermore, to improve the traffic flow at cross junctions you can replace the traffic lights by roundabouts, have you thought about that?

Mr Duchâteau: To answer your first question, one lane is already occupied by loading/ unloading. This requires only legislation and enforcement and this requires lower costs then changing the structure of junctions itself. Good models are used to estimate the effects of possible measures that can be taken. Using roundabouts was not taken into account in the study.

Mr Jansen: You can improve the capacity from 1000 up to 1400 vehicles per hour by replacing the traffic lights (if they are not needed for safety) by roundabouts. This also results in less fuel consumption and less travel times.

Mr Petri: Did transport operators participate in the plan?

Mr Duchâteau: Retail business are participating, the retailers were very present and active but they were reluctant to capacity restraints for heavy good vehicles as this results in higher transport prices for them. The transport industry was positive as their turnover is expected to increase. Retailers mainly expect that they would pay the price.

Mr Finlay: Is there a net benefit resulting from the Urban Distribution Centre?



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Mr Duchâteau: The model is too simple for that to give a reliable statement on that. We have to improve the study and it needs further elaboration.

Mr Anderson: In London there are dedicated times for parking and if you park outside the specific hours then you will get high parking fines. This practice of London showed good results. Is this approach/measure something you have taken into account in your study?

Mr Duchâteau: Yes, there is a new law proposed for special parking areas. The management of the street parking is delegated to private parking company, this is more effective than enforcement done by 9 different authorities.

- b) Presentation by Mr Marcel Huschebeck (PTV) on behalf of Mrs Katerina Papageorgiou, University of Thessaloniki
"Planning an open freight centre in the port of Thessaloniki".

[See annex 2a for the presentation and annex 2b for the script]

The presentation deals with the planning of an open freight distribution centre at the port of Thessaloniki, in Greece. The study has been completed a few months ago and the project is currently at the stage to formulate a master plan and to determine the business and development scheme. The freight centre will be located on reclaimed land at the basis of the port's 6th pier in an area of 300.000 m². The study of the freight centre did not involve any urban planning considerations since the location was already decided by the entity providing the land for the Centre development, i.e. the port. It must be noted that Thessaloniki face a serious congestion problem with profound obstructing effects at urban distribution. The major challenge of the study was to identify for the Freight Centre a business model that would:

- Fulfil the port's corporate objectives and at the same time,
- contribute to the creation of a sustainable environment for transport and logistics operations in the area.

The business model would have the following strategic positioning: emphasis on the provision of 3PL services, will have an open character and will pay special attention to incentives and conditions for the attainment of synergies between the tenants. A Freight Centre Company (FCC) is to be formed by at least three main partners: the Thessaloniki Port Authority S.A., the Greek Railways Organisation (OSE) and a major 3PL service provider or Freight Forwarder. In addition, the involvement of the regional government and representatives of the local business community (e.g. the Chamber of Industry and Commerce, the Federation of Industries of Northern Greece, the Freight Forwarders Association) should be pursued mainly for purposes of influence and authority. The FCC will resume a central role, being responsible for the strategic planning and marketing, as well as for the provision of all "infrastructure" services such as cleaning, security, basic information technology, etc. The FCC should also pursue to achieve synergies by selecting an appropriate tenants "mix", taking the initiative of their respective organisation and providing the appropriate incentives. Special attention will be given to the selection of the Freight Centre tenants in order to ensure the Centre's "open" character on one hand, and on the other, a significant degree of synergies which will lead to the best possible

exploitation of the Centre on behalf of the FCC, transport and logistics sector of the region as well as the society.

Questions/remarks

Mr Petri: Is this only for the centre of Thessaloniki?

Mr Huschebeck: No, probably the freight centre is to serve a wider area.

Mr Wild: Also Public Private Partnerships is a major aspect here, more attention will be paid to PPP within a next workshop.

Mr Jansen: At Public Private Partnerships, it is necessary to see what players have the power to the transport chain. For example in England the shippers are the main players. This can differ between countries. It is important to involve the dominant players to succeed. However, this wasn't mentioned in the presentations.

Mr Wild: The presentation of Mr Duchâteau dealt with a conceptual study, the question was left open how to implement.

Mrs Dablang: The project of Thessaloniki is a typical approach for the development of freight centres, also in France. The urban distribution part is not very big in this approach, it's more regional focussed distribution centre, like many already exist in various countries and regions in Europe.

Mr Anderson: Indeed, in the port most of the goods are coming in, also for the region and for the hinterland of Thessaloniki.

Mr Wild: Greece is a particular example. Short sea shipping is very important for the logistics and accessibility of the country.

Mr Anderson: The project presented did study on ownership of goods in the transport, did Mr Duchâteau (STRATEC) study this too? Is it a multi-drop system or single drop system?

Mr Duchâteau: We are beginning a new European study on this (CITYFREIGHT).

Mr Wild: Can you shortly give an overview about this project City Freight?

Mr Duchâteau: The aim of the project City freight is to give a description of distribution processes in 15 European countries concentrating on 7 countries. The process is concentrating on EU, member states (WP5). WP4 is about setting up an assessment study (technical, market assessment, external impact (congestion, pollution, accidents etc.)). Case studies in different countries use the evaluation tools including a scenario evaluation for the future. Conclusions and recommendations to be disseminated in Europe will be made and put in a handbook. The guidelines will be tested in one city. There will be focussed on the technical site and the market segment in this study. The project duration is 26 months and the project has started first of January 2002.

Mr Wild: This is a very interesting study for the Thematic Network BESTUFS as well.



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Ad 3 Planning aspects for urban freight centres (II)

- a) Presentation by Mr Beni Strub, RAPP AG
"Transforming a former industrial area into a distribution platform for Zürich – from planning to implementation".

[See annex 3 for the presentation]

Mr Strub gives a presentation on a former cement plant in Rekingen that is now being prepared for using the location as a logistic centre. RAPP is managing this project. The plant is located in the North of Switzerland close to the German border. The site has good connections to rail and road infrastructure. An intermodal transfer facility is planned (rail <-> road), mainly for maritime containers from/ to Basel, which is connected to Antwerp/Rotterdam. Mr Strub shows that due to the imposed LSVA (road user charges for goods vehicles over 3,5 tonnes on all roads in Switzerland), the transport section between Basel and Zurich can be partly done by means of rail, especially because pre- and end haulage by road in combined transport is exempted from the LSVA. This pricing measure obviously raises the economic feasibility of combined transport. The expected transshipment quantities on the site in Rekingen are estimated in the range between 48,000 and 65,000 TEU per year. Currently There are now negotiations ongoing on with Swiss railways to get feasible transport tariffs.

Questions / remarks

Mrs Marchisio: One of the main problems in transport is efficiency: rail has often proved to be - unfortunately - rather inefficient. This is one of the main issues which has pushed the growth of road transport. The real objective should be an efficient and reliable performance of the transport system and by just shifting modes of transport (road to rail) it can be questioned whether this is the most effective measure to take to improve the transport system. The poor performance of the railways was one of the major reasons for growth of road transport. Why are you now in Switzerland promoting an inefficient transport system and harming efficient road transport? Implementing the rail network is one thing, but how fair is this if the measure adopted is the pure infrastructural charging of the road?

Mr Strub: If railways do not come with a good price, then we will establish an own railway connection and do it ourselves. We believe in the efficiency of rail otherwise we wouldn't do this project.

Mr Wild: Mrs Marchisio is questioning the political decision on imposing the heavy vehicles fee in Switzerland while Mr Strub is looking at possibilities given the framework of local and national objectives.

Mr Sonnabend: Are there ideas about setting up a train shuttle service to/from the seaports? Would it be possible to voluminize?

Mr Strub: No, we are focussing on the railsection between Basel and Rekingen. In Basel containers are coming from waterways and should then be transhipped to rail and transported to Rekingen, from where the containers can then be transported by road.

Mr Sonnabend: What about local road quality in Rekingen, is the quality and quantity of road infrastructure sufficient to meet the demand?



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Mr Strub: Yes, the potential of the road is enough for the new type of logistic activities, due to the fact that the cement plant already was rather transport intensive.

Mr Huschebeck: Is there is a big difference in terms of cost with or without LSVA regarding the whole transport chain from and to Basel?

Mr Strub: The costs are not really the major aspect influencing decision making. The maritime traffic (vessels and other ships) in the harbour just need to be feeded. Therefore it is important to develop a one stop-solution. The investor is a sea operator, he wants to have the whole door to door transport chain under control. The price is determined by the whole package.

b) Presentation by Mr Albert Jansen, NOVEM
“Sustainable land use planning”.

[See annex 4 for the presentation]

Mr Jansen starts his presentation with giving a definition on 'sustainability'. Next he presents an overview on the energy consumption per household. He states that currently about 50% of the total energy consumption per household is used for mobility. Furthermore, he presents the layer approach for transport systems that is applied within NOVEM. He illustrates that there can be big differences in the transport distances and transport times. Next he presents the mode choice stating that most kilometres are driven by car (around 20 km/day). Moreover he illustrates the different views of city and transport planners. Both viewpoints have to be integrated in planning. This is the basic of the Local Transport Performance (LTP) approach. The aim is to create spatial conditions in such a way that the optimal (most sustainable) mode has the lowest travel-impedance, so in the end every mode performs optimal. The LTP has three functions, it is a policy instrument (especially useful for local authorities), it provides a (reverse) design strategy and it is a calculation tool which enables an ex ante evaluation of the urban planning. Mr Jansen provides some examples of the LPT in Amersfoort and Veenendaal. With the help of the LTP, energy can be saved. Next he presents his viewpoint on urban distribution centres. He stresses that it is very important to identify the stakeholders that have the power in the decision making process, and he recommends to involve all relevant stakeholders in the discussion, consultation and decision making process.

Questions / remarks

Mrs Marchisio: There are two 'languages', the language of professionals and politicians. Can you give an example of how this works in your tools?

Mr Jansen: The Local Traffic Performance (LPT) is a tool that provides the basis for the discussion between the groups. The outcome of the plan is depending on the players. At reverse planning all actors need to be involved.

Mr Wild: Is there always Public Private Partnership involved?

Mr Jansen: Yes, if required.

Mr Wild: Is there an example that freight is more narrow looked at?



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Mr Jansen: In a small town in Holland 20% of the cars changed to bikes and this was also positive for the freight transport. But this was a specific situation.

Mr Wienberg: With regard to the sheet on energy consumption per household, is public transport included? There is a trade-off between distance to shops for residents and distance for freight transports.

Mr Jansen: The figures show the average values for households in the Netherlands. It's not a scientific study, but more to get a feeling for the effects and relations. The example in Amersfoort (a medium sized town in Holland) provided good insight in all relations and effects.

Mr Zunder: What about the urban distribution centres in The Netherlands?

Mr Jansen: All Urban distribution Centres in the Netherlands are bankrupt. However, there are some positive results. The indirect effect has been that hauliers/ shippers shifted to using smaller vehicles and this saved investments in bridges for example in Utrecht. In Amsterdam all actors together described the problem. They discussed together for solutions/ consensus.

Mr Huschebeck: How can you avoid that the different parties talk for years and years before something happens.

Mr Jansen: You have to take measures and the government needs to set the time frame.

Ad 4 Approaches of different European cities (I)

- a) Presentation by Mr Jacques Mollard, Communauté de Villes de l'Agglomération de La Rochelle
"The ELCIDIS project: Features of La Rochelle".

[See annex 5 for the presentation]

Mr Mollard first gives an overview on the urban community of La Rochelle. La Rochelle consists of 18 cities with 140,000 inhabitants of which 80,000 live in the city of La Rochelle itself. La Rochelle is involved in the ELCIDIS project which has the objective to assess the efficiency and environmental impact of electric vehicles in urban goods distribution systems. An exhaustive analysis has been undertaken on the current situation. Direct surveys have been done amongst carriers and shopkeepers. A platform model is now operational in technical, legal and financial terms. The inner city of La Rochelle is now a prohibited area for goods vehicles over 3,5 tonnes GVW except from 6:00 AM till 7:30 AM. The objective of the city is to make better use of the available delivery space, to encourage people to abide by regulations, to promote systems that cause less congestion and pollution and to demonstrate a efficient system for deliveries to the city centre. The distribution system for the city centre is operated with 7 vehicles (6 Citroën Berlingos and 1 Citroën Saxo). Costs per parcel are € 3.75 (ex tax) with a financial backing of € 2.08 (ex tax). Next Mr Mollard presents an overview on the number of packages delivered per month (starting in February 2001). The number of packages delivered are in the range between 127 and 356 per day, but this strongly depends on the time of season due to the tourism activities of La Rochelle. The objective is to reach an amount of



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delivering 600 parcels per day. An evaluation of the urban distribution system will be done within the ELCIDIS project.

Questions / remarks

Mr Petri: Are hybrid vehicles involved in the project and how about the noise?

Mr Mollard: No, only electric vehicles. This has been a political decision. Noise is not the biggest problem. The electric vehicles are indeed silent, but are also clean and therefore better for the living environment in the city.

Mr Costa: Who is paying for the electric vehicles?

Mr Mollard: Who wins is important in this situation. The city is providing the vehicles and the distribution platform. It is difficult to find out what the real costs are. For transport you have to wait for the driver and wait for the truck. The transport company was delivering parcels at high costs due to long time needed in the city centre. The advantage is that it takes now only 5-10 minutes instead of 1-3 hours! The final customer does not pay anything.

Mr Duchateau: How do you solve the problem of liability?

Mr Mollard: By careful choosing a good operator for the urban distribution centre. Drivers are from transport Gentry coming from long distance transport.

Mr Duchateau: So, the shipper will pay in the end.

Mr Mollard: Very few shops are open in the early morning, so we have to make some exemptions for certain shops like bars, for delivering flowers etc.

Mr Sonnabend: I have noticed that small cars/ vehicles are doing many deliveries instead of ELCIDIS vehicles. Is it the receiver, "the store", who signs up to ELCIDIS? Wouldn't it be better to ask the shops/ receivers directly to involve them in ELCIDIS (all packages will be dropped by the electric vehicles)?

Mr Mollard: The transport companies are signed up to the ELCIDIS system in La Rochelle. The shops want to see first what the costs and the benefits are. The transport times are reduced at the moment, the transport operators do not have to wait in the inner city anymore. An efficient delivery circle is being made with consolidation of packages at the ELCIDIS platform. The Urban Distribution Centre is situated next to the town near the access roads and the advantage of La Rochelle is that we do not have a west-side (only sea), so we do not have to take this part into account.

Mr Sonnabend: The whole concept looks similar to the post delivery structure, main haul with big trucks, and the customer deliveries with small vehicles.

Mr Mollard: La Rochelle is also linked with the port with many goods transhipped like wood and cellulose for paper production. The transportation to the hinterland goes by rail. The rail is used during the daytime for passengers and during the night for goods transports. Seven trains per night are going to the Alpine region. Furthermore we have the intention to make also a platform West of La Rochelle.

Mr Finlay: What we experienced on electric goods vehicles in Ireland is that:

-the costs were very high in the beginning (no mass production).

-drivers did not drive the cars carefully, resulting in a low lifetime of batteries (6 months instead of 18 months).



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Mr Mollard: Ni-Cd batteries are used in La Rochelle, these are much stronger than the other ones. Now after 12.000 km driven, still no problems have occurred with the electronic vehicles.

Mr Duchateau: Do you want to group the parcels, resulting in only one trip (consolidated) instead of several separate trips. To group the parcels is not difficult when there are only 200 parcels a day, but at higher volumes there is more special warehousing expertise and equipment required. At the time this is enough, but it may give problems in the future.

Mr Mollard: Now it's stored on street-street basis. The trips are done street by street, not only for one shop. We want to put everything in the Renault Berlingo and drive to one street.

Mr Wild: Power management is also a very important aspect. Furthermore, are ELCIDIS vehicles and operations only in the inner city allowed?

Mr Mollard: No, ELCIDIS vehicles and operations are also allowed outside the city, but this would be more expensive and is not necessary. Furthermore, with the electric vehicles you can drive only a limited distance.

Note: For more information about ELCIDIS and La Rochelle, you can take a look at the following website: www.larochelle.fr

- b) Presentation by Mr Lüder Wienberg, City of Berlin
"Berlin-Brandenburg Integrated Goods Traffic Strategy".

[See annex 6 for the presentation]

Mr Wienberg presents the integrated goods traffic strategy of the Senate Department of urban development Berlin. A big increase of transport movements in Berlin is expected up to 2010. In Berlin there is a hierarchy in the targets in the transport policy. First priority is to avoid transport, second level is to stimulate a transfer to an environmental friendly mode and the third level is to improve (unavoidable) truck traffic. There is close co-operation with Brandenburg. 3 freight centres (GVZ), 2 freight sub-centres and 6 goods traffic platforms are the components within the transport policy. New transport and information technology is being applied to facilitate the processes within the logistic, transport and information chain. The freight centre (GVZ) functions as a (regional) multimodal transshipment node (road, rail, waterways) and as a distribution centre. There is bundling of logistic activities in the freight centres (GVZ) and they are characterised by independence, synergy effects, efficiency and use of environmental friendly transport systems. The freight sub-centres have a more local function. Next, Mr Wienberg presents several land use overviews and infrastructure maps of Berlin. The role of the government is to facilitate the freight centres and sub-centres. They bring the potential partners together and create the framework enabling the freight centres to be established. Now the freight centres (GVZ) process 5 million tons per year and freight sub-centres around 2.3 million tons per year. Estimations for 2010 show that freight centres would tranship 8 million tons per year. In Berlin there are also problems with double parking of lorries (loading/unloading). A solution has been chosen to install acceptable delivery zones.



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Questions / remarks

Mr Sonnabend: What we have to realise is that there is a difference between the type of receivers. La Rochelle and Berlin are very different. La Rochelle is characterised by receives being small shops. Berlin has huge terminals and huge shops, consigned loads. Up to now three GVZ in Germany show healthy business, i.e. Hamburg, Cologne, and Munich. The three GVZ established in the wider Berlin area, on the contrary, have so far failed to attract major business. Furthermore, it is important to have dedicated loading/unloading zones that are actually used by operators as this helps to enforcing them against private car owners.

Mr Duchateau: Does it make sense to use inland waterways?

Mr Wienberg: Yes, inland waterways provide a good alternative to truck and train (long distance). The transport distance is increasing and goods are therefore longer on the road before reaching the city terminal.

Mr Duchateau: And what about the short distance transports? E.g. from the railway terminal to the centre of Berlin?

Mr Wienberg: GVS has not reduced the local congestion problems.

Mr Jansen: The ownership of freight centres and infrastructure are very important issues in your presentation.

Mr Wienberg: There are different owners, but they are all involved in the GVZ concept.

Mr Jansen: Have you considered the fact of locating the terminals closer to the subcentre?

Mr Wienberg: Yes, we hoped that the other subcentres would have an increase in the last two years, unfortunately this was not happening. Near to a new freight centre there is always a railway station.

Mr Capka: Are there any problems concerning noise hindrance during the night?

Mr Wienberg: No, we do not have any problems concerning noise during the night, because the terminals are not located near or inside residential areas.

- c) Presentation by Mr Johan Brisvall, HSLC Stockholm
"Smart deliveries to Swedens largest housing project".

[See annex 7 for the presentation]

Mr Brisvall gives a presentation about the logistics around the biggest housing project in the centre of Stockholm. 150 persons per month are being settled in this area. 700 tons of material is being delivered each day into the construction area, the average drop is 1.5 ton and each 30 seconds a delivery is being made. The question was how to solve the logistics. Therefore a logistic group was founded consisting of contractors, investors and of the city of Stockholm. A logistic centre has been established where all inbound goods are consolidated and stored. Services are the bundled transportation of material, temporary storage of material and smart traffic control for vehicles entering



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the construction yard. The advantages are that the goods are not being damaged (e.g. by weather conditions), or been stolen. Furthermore, the deliveries are being done efficient and effective by means of a central planning tool, where constructors can indicate if a road is blocked. This results in a better living and working environment and saves money. However, the provided facilities and services cost money and it is the question whether it is profitable seen from a total costs perspective.

Questions / remarks

Mr Kutesko: How many contractors does this project in Stockholm involve?

Mr Brisvall: In total there are 10 contractors involved in the housing project.

Mr Kutesko: What is the size of the area construction?

Mr Brisvall: About 200 hectares.

Mr Sonnabend: So, it is a temporary project? What will happen with the logistic centre after the construction work is finished?

Mr Brisvall: Yes, it is indeed a temporary project. At the moment we have to make a case study up to 2003 to find out the costs and benefits and to analyse the impacts. About the building it will probably be used then for other purposes.

Mr Robinson: Who pays what part in the logistic centre?

Mr Brisvall: The city of Stockholm pays for 50%. But in the future operators will pay more after they have seen and experienced the benefits.

Mr Jansen: Are all contractors involved in this project?

Mr Brisvall: Yes, all contractors are involved, there is no question about free ride.

Mr Jansen: Isn't there a bargaining on planning between contractors?

Mr Brisvall: Yes, but we also try to analyse and optimise the planning of trips into the construction area.

Mr Petri: Do contractors feel that it is better for them, are they positive?

Mr Brisvall: Yes, they see the advantages.

Mr Costa: Are you using clean vehicles?

Mr Brisvall: No, we use only 'clean' diesel vehicles.

Ad 5 Open discussion

[Due to time restrictions the open discussion was cancelled.]



DAY 2

Ad 6 Technical visit to the urban distribution centre of La Rochelle

The urban distribution centre in La Rochelle used by the electric vehicles is visited. One can see how the processes are going and what equipment is used. Furthermore, Mr Mollard and Mrs Chané show the new electric vehicles, including the new distribution vehicle from FAAM that will be used specifically for transporting pallets.

Ad 7 Introduction Day 2

The chairman, Mr Wild, re-opens the workshop and welcomes the participants. He gives a short summary of the previous day.

Ad 8 Approaches of different European cities (II)

- a) Presentation by Mr. Florian Waibel, AVK Nürnberg
“*The Nürnberg example*”.

[See annex 8 for the presentation]

Mr Waibel starts his presentation by giving an overview on the area and the city of Nuremberg. Nuremberg is the economic and service centre of Northern Bavaria, has 500,000 inhabitants and a size of 185.800 km². It has a catchment area of 1.8 million inhabitants. In the area there are industrial enterprises, there is a growing service sector with large proportion of future-oriented branches and there is a high degree of centralisation as trading and shopping city. Furthermore, Nuremberg has the largest freight village (GVZ) in Southern Germany. There is a “Ringbahn” (railway around the city) for transport of „old economy“ businesses. However, the maintenance costs were too high after the old plants closed down due to loss of customers. Private re-activation of the ring-railway failed (too fragile bridges). Now the German railway (DB) tears down the routes (north-east loophole). The freight village “GVZ Hafen Nürnberg” is characterised by an area of more than 337 ha, more than 240 logistical businesses, 5,400 employees and 9 million tons tri-modal turnover (rail, road, waterways). Freight station Nuremberg is No. 5 in German multimodal goods volume turn over. However, the terminal is located in a residential zone, therefore it is problematic for HGV to reach the terminal. Now there are concrete plans to re-locate the terminal in the freight village (after 10 years of discussion). Next, Mr Waibel proceeds, with a presentation on the city logistics system called “ISOLDE”. This system transport load units from GVZ to inner city retail stores. It is a new form of logistical co-operation, and operated with electric driven vehicles. There are value-added-services, like: parcel and



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pallet pick-up / delivery, storage service, reverse logistics, delivery of produces purchased by home shopping and the vehicles are used for marketing of the city. A new „symbiotic“ approach is being applied with many levels, long run, high intensity and process orientated. Mr Waibel finished the presentation with providing an overview on the business model and organisation of the GVZ Nuremberg. There is an advisory board that is independent and that works very well to keep the different parties together. The Hafen Nuremberg has provided the infrastructure and there is one manager that takes care of the daily leading and controlling activities.

Questions / remarks

Mr Jansen: How can the Advisory Board lead the manager. What forms the basis of their power?

Mr Waibel: The Advisory Board is not the owner, but consists of representatives from important stakeholders. For example the Advisory Board cannot decide that a train connection has to be built somewhere, but they can forbid the train connection to come.

Mr Finlay: How significant is the market share of ISOLDE in Nuremberg?

Mr Waibel: We have a big amount of users. The small and biggest user group are older people. The biggest problem is the price (**€ 8,- per delivery**).

Mr Anderson: Is the city centre the destination area?

Mr Waibel: Yes, within the pedestrian area about 1,000 parcels per day are delivered.

Mr Petri: What is the present status of the ISOLDE delivery system?

Mr Waibel: It now functions just as a parcel service, using electric vehicles. The problem is that retailers want to be delivered all at the same time. This can't be done with one vehicle. Many retailers want their product before 8 O'clock, this is a problem, this can't be done by one delivery vehicle. There weren't enough electric vehicles available.

Mr Sonnabend: What is the benefit of adding an additional network by taking out a part of the existing networks which could be running efficiently already. You can try to consolidate for a certain sector.

Mr Waibel: Consolidation is done in Freight village GVZ. There is no additional Urban distribution centre needed.

Mr Lemos: What do you mean with the reverse logistics?

Mr Waibel: We mean that when a parcel is delivered we can take back from the customer the recyclable materials like; paper, plastic, material wrapped around the parcels etc.

Mrs Marchisio: How do you select this material, are you using containers for selection?

Mr Waibel: With carton boxes we separate the materials.

Mr Huschebeck: Is it the intention to work on profitability? And who are the owners? Are the owners the subcontractors?

Mr Waibel: Yes, the intention is to work on the basis of profitability. About the owners, they are a co-operation of companies (the Advisory Board), but with big subsidise from authorities.

Mrs Marchisio: What about home deliveries? Normally big parcel services are used, are they connected to ISOLDE?



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Mr Waibel: Only one retailer is using it for home deliveries, a supermarket signed up with ISOLDE.

b) Presentation by Mr G. Montero

“Example from Malaga”

[See annex 9 for the presentation]

Mr Montero present the Urban Distribution Centre concept in Malaga that is now being established. Malaga is located in the South of Spain and has an important touristic function. The project is supported by the local municipality, the chamber of commerce, the society for the historic centre and by inhabitants. There is a clear need for a well structured transport network. Next, Mr Montero presents several maps of Malaga showing the infrastructure and the location of the historic city centre. There is a daily demand for goods in the centre of around 6,000 parcels per day which is about 1,000 trips per day. There are several problems in the current situation. First, there are many commercially dense pedestrian areas and the centre can only be accessed via congested public squares. Secondly the current distribution pollutes the environment and is energy inefficient. Furthermore, there are no special facilities for loading/unloading operations. There has been a proposal to create an urban distribution centre within a underground parking garage. This should be the delivery point for vehicles up to 16 tons. The delivery in the city centre is then executed with electric vehicles. A second distribution centre is being planned to consolidate the incoming goods from out of the city and to fulfil the connection with the urban distribution centre for goods vehicles over 16 tons. The UDC will provide several added values to the logistic chain (e.g. reverse logistics, bundling and picking services for retailers, integrated information systems and storage management).

Questions / remarks

Mr Anderson: Trucks up to a GVW of 16 tons to/from the distribution points are allowed. What about the trucks with a gross vehicle weight of 16-40 ton?

Mr Montero: Consolidation is done in the freight village on the outer limits of the city. In the city centre only electric cars are allowed.

Mr Anderson: There are two transshipment points. One for the 40 ton trucks, for these trucks there is one outside the city centre. Can vehicles less than 10 tons directly unload the goods at the Urban Distribution Centre which is located nearby the city centre?

Mr Montero: I am not sure, but probably not.

Mr Finlay: Physically it's not possible to drive with big trucks in the historical city centre.

Mr Robinson: Can you clarify something about the population of Malaga?

Mr Montero: There are 500,000 – 700,000 habitants and on the Costa del Sol live 2-3 million people. Furthermore, many tourists visit the region and city.

Mr Petri: What is the status of the project?

Mr Montero: It is the intention to finish the project this autumn, and to start up the urban distribution centre.



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Mr Kutesko: Will it be compulsory to use the Urban distribution Centre and the electric vehicles?

Mr Montero: Yes, the owner is the Municipality together with a freight transport centre.

Mrs Marchisio: How is the current distribution done?

Mr Montero: Distribution activities is currently unregulated and therefore spread patterns can be seen with low occupation of the vehicles.

Mr Anderson: Who will be paying for the proposed system?

Mr Montero: The Municipality and co-operation with freight transport. There will be a price for the delivery with a daily invoicing. The Municipality will purchase the electric vehicles.

Ad 9 Group discussion

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

Plenary discussion:

Mr Wild: There has been learned a lot today and yesterday. We have now to classify some solutions to make the city more friendly by having less pollution and congestion in the cities. The solution viewed in this workshop was to have a Distribution Centre nearby the town centre. In some cities it is sustainable and running, in others it does not seem to be feasible at all. We have seen many examples of different cities in different countries (e.g. La Rochelle, Malaga, Berlin, Nuremberg, Thessaloniki). The logistic centre at the construction site in Stockholm is basically another story. This is a clear win-win situation and an example of good practice. Also Berlin showed a useful and successful approach. The project in Rekingen (Switzerland) is more a way to support intermodal transport rather than improving urban goods transports. The presentation about Brussels was focussed on a conceptual study and leaves several open questions. How can we now identify what the goods solutions are and what best practices are and how to come to this?

Mrs Marchisio: Everything was very interesting. Applying a "holistic approach" could perhaps be helpful. All the issues implied are very complex, since there is a lack of information concerning the effective economical sustainability: once you are finally able to measure this, the existence of the UDC may be jeopardised. A full integrated analysis of the impacts and feasibility of UDCs should be done, taking into account pollution and congestion problems, but also economic feasibility, organisational factors, acceptance.

Mr Wild: The one who is taking advantage (has the benefits) from the UDC should also be the one who is paying the costs for such a system.



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Mrs Marchisio: The Government/City Municipality should be paying for the UDC if there are clear benefits for the Community and the players involved in general.

Mr Thevenon: With regard to the UDC in La Rochelle it is very difficult to identify and quantify the social advantage. It is difficult to monetarise exhaust gas reductions, or reduction of traffic jams. No zero-state analysis has been done. There are obviously costs for the city authority, but the decision has been political so making profit is less important. The same situation occurs in Monaco. Concluding, the attractiveness of the city is hard to monetarise and authorities are apparently able to pay the price.

Mrs Dussutour: Additional systems cause conflicts, for instance if roads in Brussels are being closed for HGV. Therefore, integrated measures and policy plans seem to be needed. There has to be a study on the question how to make it work? More attention should be paid to sustainable solutions. La Rochelle is now financing the urban distribution centre, but what will happen if the government stops this support?

Mr Jansen: The basis should be the organisation of the scheme. Hauliers, shippers and receivers should co-operate with the authorities. More should be left to the market to find their own solutions, the authorities should just bring the players together and should provide the framework in which solutions can be found.

Mr Wild: But there are different stakes and interests. Then who has to finance the UDC?

Mr Jansen: How to cope with the players is important.

Mr Wild: Yes, but even in Nuremberg with every party present in the process, the system failed. There was no sufficient willingness to change the processes among the involved parties.

Mr Waibel: You have to find a neutral person or organisation. In Nuremberg people with expertise and which are neutral chair the processes. This makes it easier to facilitate contact between the parties.

Mr Sonnabend: The question to be answered is how to find a solution that respects the businesses in place and provides the required quality. Sometimes, measures of authorities add extra transshipment, extra vehicles and therefore extra costs. The authorities have to know this beforehand and have to accept the consequences and to find a solution to bear the extra costs. Interesting options are to deliver goods at fuel stations or perhaps at local depots. The solutions chosen have to satisfy the logistic restraints.

Mr Anderson: It is not entirely true, sometimes also parts of the chain can be taken out, and vehicles can be reduced.

Mr Sonnabend: You might be right, it depends on the situation, but you can't rip out a part of the network.



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Mr Jansen: There are more interests than only those of the transport industry. There are also the interests of inhabitants of city centres. You often can't service areas with big trucks, this is sometimes unacceptable. In Amsterdam they balanced the interests very well and there were made plans for a whole area with compromises. There has been a market consultation there to find the compromises.

Mr Sonnabend: That approach makes sense, what they did was making clear the constraints for delivering goods in the city. They didn't try to push solutions like UDC concepts. The approach of Amsterdam is an example of good practice.

Mr Zunder: There is a big competition between transport operators. It is therefore difficult to have neutrality within such a market. If the city wants to do something, they have to know the constraints, that is reasonable. A HGV free inner city should just be seen as an extra consumer demand. The UDC takes extra time, in La Rochelle one additional day is put on the lead time, this could also be a problem.

Mr Wild: In Nuremberg this is not the case, delivery takes place the same day.

Mr Anderson: There is interference with other road users. More enforcement and police control seems useful.

Mr Wild: The issue of holistics is interesting. Cities have to communicate their interests and needs and have to discuss this with the operators and try to find good solutions. It is also interesting to see who is taking part in UDC. We can observe that rich/ touristic cities can afford it. La Rochelle is however still in a starting-up process and therefore it is not clear what the exact impacts are.

Mr Zunder: For big cities like Berlin, privatising multimodal terminals is also interesting. Optimisation is possible due to the size of the business. La Rochelle is obviously too small to become profitable.

Mr Finlay: It is interesting to get insight on the future developments with regard to planning of distribution centres. Furthermore, it is important to have a clear view on the development on the huge retail outlets that are being built on the outskirts of the cities.

Mr Wild: Yes, for instance the effect of road user charges could result in changes. We have seen the results in Switzerland.

Mr Jansen: In The Netherlands, there is a hesitation to build mega-stores in cities, but this is not the case in France. You have to identify the forces and to go with the stream.

Mr Wild: We have to realise that the consumer is also a goods carrier as he comes often with the car to such big mega stores. This opens perhaps new concepts. There are big changes going on, e.g. the big mega stores that are arising and home shopping. In Switzerland already expensive and unprofitable locations in the city are abandoned by retailers and they relocate themselves on the outskirts.



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Tour along the table:

[Mr Wild invites every participant to shortly mention their viewpoints, remarks, etc.]

Mr Dellinger: We have to apply a global approach, starting at the viewpoint of the society. There are two main approaches, the professional one and the political one. More time and effort is needed for the integration of both. The role of the players should be identified and costs have to be taken into account. Furthermore, one should develop a strategy with transition periods.

Mr Egger: We have seen different concepts in different type of cities and areas. It is therefore difficult to generalise and to provide conclusions. The objectives are also different, one aims at improving efficiency and cost reductions, other aim at attractiveness of the city, less pollution, etc. A crucial question is whether the measures are efficient or whether they cause extra costs. People living in the city who are gaining something, can pay something as well.

Mr Wienberg: There are obviously different criteria to choose a solution or approach. Logistic co-operation between companies didn't succeed. Authorities should pay attention to the infrastructure that can be offered to market party, especially if it is environmental friendly (e.g. railways or inland waterways). Providing the infrastructure is more important then stimulating or forcing co-operation.

Mr Waibel: The city administration should decide what is important for the city. Having less pollution and less congestion requires money.

Mr Marie-Rose: It is my first time in this workshop and I am happy to be here. The environment wasn't the main focus of this workshop, but also land-use planning and infrastructure are important. Also the impact on the environment should be evaluated.

Mrs Vancluysen: Partnerships and co-operation are crucial. Also mobility management is closely linked. It could well be interesting to bring the disciplines together in a workshop. There could be a lot to learn from each other.

Mr Capka: Land-use planning is important. A BESTUFS workshop should show good examples of co-operation between municipalities and transport industry.

Mr Lemos: The subject city logistic is very complex. There should be an overall approach with balancing interests and impacts.

Mr Finlay: In the USA there are already huge hypermarkets. This is a horrific scenario. We should prevent this development in Europe.

Mr Ruesch: It is very important to secure suitable places for logistic activities to be used in the future. Having good locations for distribution centres is important.



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Mr Sonnabend: The logistic chain has to be the starting point. It is carefully balanced and optimised. Cities should make clear their requirements and then the market companies should solve this and this is not necessarily a UDC! It is not really desirable to make logistics more costly and more time consuming, this doesn't satisfy the consumer.

Mr Duchateau: On the long term it is interesting to see how things will develop. Most of the cities will impose pedestrian areas and bans on HGV. This will expand in the future, there will be more and bigger zones restricted for HGV. This will create a new business, like UDC specialised in servicing special zones. The demand for electric vehicles will reduce, as the transport distance increases and the radius of the electric vehicles is limited. It is interesting to view the situation of HGV being banned from the streets. The whole organisation of the supply chain could go different.

Mrs Boon: Tools and concepts are required with an integral view, taking into account internalities and externalities. This should provide a broader view on the problems and thus make it easier to solve them.

Mr Wild: In BESTUFS we have observed that there is very little data and models available to use. There is not sufficient money and priority given by cities to solving/improving freight transport to do so.

Mrs Marchisio: There is a need for standardisation, even if every city represents a reality on its own and needs a taylor made solution, but we do need some basic standards which can be applied to the different realities. If you take the city of Paris, for example, you will have a list with more than 30 definitions for a commercial vehicle: this explains quite well the kindof problem we are facing. Updated data are also required: often the data we use for studies and investigations are already 5 - 10 years old. It shall be finally proved that certain measures represent an added value for the Community: in this case implementations are likely to be accepted. The question is: is the Comunity ready to pay for some services, proved they are improving their life standard? And last but not least, if the Authorities give constraints they also should offer alternatives or improvements that the majority can benefit from.

Mr Pourbaix: The workshop is very interesting. All Polis members are involved in the subjects discussed. Classification should be made. Furthermore, attention should be paid to the connection of urban and multimodal transport.

Mrs Dussutour: Also jobs are being created in La Rochelle via the UDC. The question is who should lead the process in planning the UDC? If it is the city, then apparently the logistic efficiency is less important. The financial aspects are also important.

Mr Thevenon: City logistics is a rather new phenomenon for city planners. There is clearly a lack of staff that has the expertise and the knowlegde to be able to deal with urban freight transport. Therefore the priority of cities should be to provide information to the transport operators on the problems they face and the interests they have.

Mr Anderson: Transport companies should also think by themselves how and why they are doing the operations in the way they are doing it. Moreover, if the society has a benefit there should then also be acceptance to pay for extra costs.

Mr Petri: UDC is under discussion in Denmark. There is a role for the community as well as for the transport operators. The dominant transport companies are already thinking about using more efficient vehicles (e.g. 16 tons instead of 10 tons). Also the just-in-time logistics cause a lot of problems for the cities.

Mr Montero: The participation and contributions to the workshop are both impressive. The viewpoints of many actors are represented, however, I miss the viewpoint of the logistic companies.

Mr Robinson: A UDC is not always the solution for a problem. One has to go back to the problem itself and to find out the actual causes, not fighting the symptoms. It is wrong to penalise freight transport only, also the same requirements should be asked from public transport (e.g. with regard to clean vehicles).

Mr Zunder: This workshop has been looking on a solution, less on the problem. There are of course already UDC's in bigger zones, but these are private companies and therefore less known. The government should facilitate, like is being done in Berlin. Transport companies should work together and work more in terms of subcontracting. In that case, forced co-operation is not always necessary.

Mr Huschebeck: It is not really clear whether we should be optimistic or pessimistic about the UDC concept. There are difficulties in terms of financing and sustainability. A UDC could be a measure to keep the city lively and vital, attractive etc.. Also the scope needs to be widened, e.g. like Stockholm is using a freight platform for a construction area. There can perhaps also be other applications of a UDC than only for parcel deliveries. Further research is needed on the benefits and effects of UDC for transport operators and cities.

Mr Jansen: I will start revising the instruments and tools we have at NOVEM in order to give more attention to freight transport. Thinking in terms of scenario's could be a good approach instead of developing and running detailed models. For making decision, not always every detail and effect has to be known, sometimes, having a clear view on the main effects is sufficient for politicians. Therefore, more understanding of relations and interrelationships is required. Building contrasting scenarios with simplified models can be very useful to create awareness.

Mr Soullier: There is a problem with the costs, as there is a lack of awareness about the costs for transport and logistics. Furthermore, always the supply chain perspective has to be used, to view what the effects are as each supply chain is different and reacts in another way on imposed measures. Indicators can also be used to make an assessment of the quality of the urban freight system. The question is how to move the goods and the people.

Mr Quispel: It is not proved that the UDC concept is profitable for the average European city. It is clear that it has advantages for rich and touristic cities, since it is a suitable solution to keep the city



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free from HGV. However, it is important not to harm those supply chains which are already running efficiently and effectively. The market itself has in many cases already optimised their processes and involvement of city administration can sometimes do more harm than good. Banning HGV can also be very negative, as a fully loaded HGV is very efficient (due to scale advantage).

Mr Wild thanks everybody for their participation and contributions. He gives an overview of the upcoming events:

- 27 and 28 June 2002: The 2nd BESTUFS conference, in Paris, France
- 12 and 13 September 2002: The 8th BESTUFS workshop with the theme: "Successful private public partnership (PPP) enhancing urban goods transport", in Malaga, Spain
- 7 and 8 November 2002: The 9th BESTUFS workshop

Mr Wild closes the workshop.