

**Minutes 5th BESTUFS Workshop “Managing Urban Freight transport by companies and local authorities” 21/22 September 2006, Wirtschaftskammer, Vienna, Austria**

**List Annexes:**

Annex 1: List of participants

Annex 2: Agenda

**List of presentations Day 1:**

1. “Central City Areas – Problems of freight distribution and deliveries with a special focus on the situation in Vienna” by Dr. Peter Kunisch, Wirtschaftskammer Wien (AT)
2. “Urban freight management in Dutch Cities” by Mr. Peter Colon, Buck consultants (NL)
3. “Optimisation of urban freight systems by strategic co-operations: Approaches and tools” by Mr. Egbert Guis, TNO (NL)
4. “Successful city logistics experimentations in Italy: Results Evaluation and Perspectives” by Mr. Carlo Vaghi, CERTET-Bocconi (IT) and Mr. Bruno Decio, ATM-Cityplus (IT)
5. “Vienna Logistics - Examples, Comparisons and Comments from a Service Provider by Mr. Paul Brandstätter”, GO! Express & Logistics GmbH (AT)

**List of presentations Day 2:**

1. “Efficiency and productivity issues from urban freight operators” by Mr. Krzysztof Ksiazek, Schenker (PL)
2. “Urban freight, and the way to manage it from an operator view” by Mr. Frank Steijn, Transport and Logistics the Netherlands, TLN (NL)
3. “Initiatives and experiences from French cities” by Arnaud Lagrange, GART (F)
4. “The London Freight Operators Recognition Scheme” by Mr. Udoka Madueke, Transport for London (UK)

**Day 1: 21 september 2006**

***Welcome and introduction, by Dieter Wild (PTV)***

The workshop was opened by Dieter Wild. He thanked Peter Kunisch of the Wirtschaftskammer for the location and Jürgen Schrampf for his role in the organisation of the workshop.

Dieter Wild gave a brief introduction to the fifth BESTUFS II workshop on “Managing Urban Freight transport by companies and local authorities” as well as on the BESTUFS project.

Dieter Wild summarised on the next activities and project milestones and upcoming events. The next workshop is planned on 22 and 23 March 2007 in Gothenburg, Sweden. Theme of the workshop will be “Harbour problems”. The next conference is planned on 24-26 May 2007 in Warsaw, Poland.

***Presentation 1: “Central City Areas – Problems of freight distribution and deliveries with a special focus on the situation in Vienna” by Dr. Peter Kunisch, Wirtschaftskammer Wien (AT)***

In Vienna urban freight transport is struggling with the problem of the last mile. Narrow (old) streets and pedestrian zones make it difficult for delivery vans. The Chamber of Commerce in Vienna investigated the sources and impacts of the last mile problem. Within the survey the Chamber of Commerce looked at the number of vehicles and stops, sort of vehicles and the duration of stops within certain parts of the city centre.

Three groups of causes can be defined relating to the problem:

- Structural causes: car ownership of residents is a problem for delivery vans due to the space they are occupy, similarly the increasing number of pedestrians and cyclists on the streets cause the same problems for the delivery of urban freight.
- Administrative causes: noise restrictions lead to prohibition of night-time distribution.
- Logistical causes: large versus small vehicles. Limitations of large vehicles are their size, exhaust emissions and danger for pedestrians. A disadvantage of small vehicles is that a larger amount of vehicles will be needed for the same deliveries.

The municipality of Vienna introduced short parking zones during the day although there is still insufficient parking space in the streets of Vienna. Delivery trucks tend to park on the pavement, bus stops etc. when there is no loading/unloading space available often causing congestion and nuisance problems for other road users. Loading and unloading areas will only be effective with rigorous enforcement.

*Questions and discussion:*

It was asked for whom the survey was done. It was answered that the survey was done by the Chamber of Commerce. The impact of urban freight distribution is often not understood by the municipalities. They frequently approach the theme from an social and environmental point only, forgetting the economic effects for the city. The as presented survey only takes the number of stops, the parking time necessary, type of trucks and violations of regulations into account. An interesting outcome of the Vienna survey was the fact that the number of lorries has remained stable over the last twenty years but that the number of passenger cars is increasing, contrary to what most politicians think.

***Presentation 2: “Urban freight management in Dutch Cities” by Mr. Peter Colon, Buck consultants (NL)***

In the Netherlands urban freight transport has been a political issue for the last 10-15 years. The national Dutch government creates a framework for urban freight transport policy leaving space for municipalities (and the regional government) to set their own regulations. Until 2002 the Platform Urban Distribution was funded to carry out pilot studies and to encourage cooperation between stakeholders. To reduce the negative effects of urban distribution, such as congestion, accidents, noise, road demolition (in historical centres and on canal streets) and air pollution forms of access schemes have

been implemented. The lack of regional cooperation between cities regarding urban freight management is recognised to cause economic harm and unnecessary negative impacts on safety and the environment. In order to achieve this cooperation, the Ministry of Transport, Public Works and Water Management set up the Commission Urban Distribution in 2005. The objective of this commission is to stimulate the cooperation between local governments and public and private parties concerning urban distribution. Measures must balance the interests of the local economy, inhabitants and private sector. Regulations set up by municipalities must be aligned in the region to avoid problems with delivery time schedules and access regulations between different municipalities. If regional discussions don't lead to cooperation, the Commission has the power to mediate and force changes.

The Commission Urban Distribution hired Buck consultants for the design of a toolkit, intended to give insight into municipalities and shopkeepers in the present projects and PPP's relating to urban freight distribution. The complete toolkit consists of four parts. Firstly a practice guide relating to communication and implementation tools necessary to set up public-private partnerships and/or cooperation between municipalities. Secondly a stakeholder analysis including background information on urban freight distribution. Thirdly a 'Dashboard model' which can be used in combination with the second part to initiate a discussion on urban distribution between the different stakeholder parties. Fourthly a regional cost-benefit model which can be used to make calculations not only of current but also future projects.

*Questions and discussion:*

The initiative for the toolkit came from the Commission Urban Distribution appointed by the Ministry of Transport, Public Works and Water Management to stimulate the cooperation between local governments and public and private parties concerning urban distribution. The research done for the toolkit was paid for by the Dutch government. The toolkit itself is only available in Dutch. The software tools, based on the Dutch situation, can be converted in other languages.

The toolkit as presented gives an impression of the situation in the Netherlands, what are the experiences? The answer to this question is that not many city councils are willing to use the toolkit to start discussions related to urban freight. Within the dutch situation urban freight discussions are already there. The toolkit is therefore not necessary anymore to start discussions but merely to provide handles for all parties involved.

***Presentation 3: "Optimisation of urban freight systems by strategic co-operations: Approaches and tools" by Mr. Egbert Guis, TNO (NL)***

The present situation in the Netherlands shows a peak in urban distribution between 6.00-11.00 am. In a recent survey TNO investigated the impact of municipal regulation regarding city distribution of cargo on vehicle kilometres and fleet size.

TNO created different scenario's relating to this project, divided into theoretical and realistic scenario's. TNO distinguished the following five scenario's within the theoretical situation: no restrictions, impact of night-time distribution, impact of vehicle

restrictions, impact on time window and the impact of municipal regulations. The next three scenario's are distinguished within a realistic situation: only time windows in big cities, national uniform wide time window and local sequential time windows.

Three main conclusions of this project were: firstly, regional tuning of tight time windows does not provide improvements. Secondly, the impact of municipal regulation depends mainly on the length of time windows; a small increase shows already benefits for shipping agents without additional disadvantages for the city. Thirdly, tight time windows deliver local improvement on liveability within the city but deterioration on national scale due to the necessary increase of fleets ( more vans needed for the same delivery) and kilometres.

An other topic which was at the end presented by TNO, was related to the City Box concept. An alternative to regulations is using the City-Box concept. A City Box is a universal load carrier that can be used by a variety of sectors, and that offers the benefits of a standardized method of transport, transshipment, storage, movements, fixing and the exchange of information. This concept will lead to less routes due to an increased load factor and a reduction of kilometres usually on line hauls.

*Questions and discussion:*

It was asked if in the analysis effects had been seen on car traffic. The answer was that only the congestion factor on the roads was intergrated as an effect on and for car traffic in general. Then it was asked when the City Box concept could be effective for a city. TNO concluded that the city box concept to be effective for a city one will need a participation level over 50% of all shopkeepers. When not, the city box is just an additional mode. The City box project is partially funded by TNO and a number of other investors. Other projects in the industry are fully funded by companies. Due to a lack of interest the project will not be extended in the Netherlands.

***Presentation 4: "Successful city logistics experimentations in Italy: Results Evaluation and Perspectives" by Mr. Carlo Vaghi, CERTET-Bocconi (IT) and Mr. Bruno Decio, ATM-Cityplus (IT)***

Within this presentation the successtory of Padova was presented. In Padova the municipality invested € 360.000 ( 4 yearly investment) in 6 low emission vehicles, the Padova freight village (UDC), traffic limitations and time windows for access and loading and unloading. In total 55.000 deliveries for the year 2005 were made with the LEV's from the freight village.

Before the project started in 2004 every firm contracted their own transport operators for urban deliveries. Since September 2004 operators can drop their goods at the CityPorto transit point and the LEV's will deliver the goods to the final receivers within the city. Comparing to the ex ante situation with the ex post situation one can see that the average trip length declined from 34 km to 25 km. For the last 15 month this resulted in a total net reduction of 127.000 vehicle km. Despite the engines and fuel used by LEV's the service results in a significant reduction of emissions and congestion within the city. For the

operators using Cityporto as transit point can reallocate their vehicle and personnel resources (more fast and revenue generating) for deliveries outside the city centre. Taking into account the reduction in costs generated by the external effects the total amount of benefits for society will be € 728.500 (at the end of the fourth year).

*Questions and discussion:*

It was asked if it is safe to use a tram depot for urban freight distribution which is also used for other purposes. The answer was that in relation to insurance/theft the project is still in an experimental phase. The safety measures in the depots are sufficient for the moment, although this aspect must further be investigated. The tariff paid by users is not higher than the ones for similar facilities. An other question asked was if the retailers have to pay extra for the service. The answer was that the final tariff paid by the different parties is not higher than in the old situation. After the 4 year period the project must be break even without any subsidies from the municipality.

***Presentation 5: “Vienna Logistics - Examples, Comparisons and Comments from a Service Provider by Mr. Paul Brandstätter”, GO! Express & Logistics GmbH (AT)***

In 1987 Veloce was one of the first cycle messenger companies on the continent. The main advantage of using bicycles, is that the driver does not need a license. In 1995 Veloce started working with GO! Express and Logistics. Together they offer a large scale of express services such as: ad hoc/same day express, (inter)national line haul overnight/night-time express and special solutions. In the presentation the aspect and effects of a city toll were discussed. A city toll system will lead to less private traffic, resulting in a more efficient business traffic flow, due to higher average speeds. Exemptions could be made for low emission vehicles such as electric cars or LPG-systems. GO! Express & Logistics GmbH invests in low emission vehicles and advocates city toll.

*Questions and discussion:*

It was asked which problem GO! is facing in urban areas and why they advocate city toll. Answer is that the main problem for GO! is the enormous amount of private traffic causing congestion in the city centre; GO! is therefore a promoter of city toll.

**Day 2: 22 September 2006**

***Presentation 1: “Efficiency and productivity issues from urban freight operators” by Mr. Krzysztof Ksit, Schenker (PL)***

Schenker processes tens of thousands of domestic and international shipments. Their main advantages include cutting-edge information-technology solutions, the strongest network of truck routes in Europe connecting over 30 countries, and a global network of connections as part of air and sea logistics solutions. Schenker’s strategic goals are strongly tied with social responsibility and sustainable growth. Their policy is to build business partnerships, take social and environmental initiatives, and support the development of science and enterprise.

The last years have seen the reduction of total logistic costs as a result of strong competition and more efficient use of the assets. The greatest reductions can be found in: the administration costs, warehousing costs (decline in stock time) and fixed costs.

In Warsaw the condition of the roads is a big problem for the transport industry. The poor quality of the road system leads to high congestion levels around Warsaw. In 2000 – 2002 the Warsaw Transport Round Table worked out recommendations in the field of transport policy for the city authorities. The Round Table’s participants were all the parties involved (the city authorities, business, social and ecological organisations). Unfortunately, the initiative has been disbanded.

From October 15, 2006 a ban will be imposed on vehicles over 16 tons of maximum authorized weight between 6 a.m. and 10 p.m in the city of Warsaw, in order to stimulate night-time deliveries of large batches of goods and the use of smaller trucks for day time deliveries. The access to towns located near Warsaw is also hindered due to the fact that there is no possibility to drive through Warsaw during the day (necessary detours of approximately 100 – 200 kilometres or more).

*Questions and discussion:*

The round table in Poland was stopped due to the lack of political background for urban freight problems. In relation to the access ban a lobby must be organized to discuss the impact on the transport industry as well as the municipality, as the city of Warsaw does not seem to understand the impact. With the introduction of the access ban no exceptions will be made for clean vehicles, due to the fact that congestion is a major problem in the city of Warsaw. The introduction of delivery windows will be beneficial for almost all parties. The negative effect of a delivery window is a shift in congestion to the suburbs.

***Presentation 2: “Urban freight, and the way to manage it from an operator view” by Mr. Frank Steijn, TLN (NL)***

Transport and Logistics Netherlands is a Dutch transport operators association. Over 6.000 hauliers and logistics service providers are members. TLN represents the interests

of the entire industry and is a leading discussion partner for local, national and European authorities.

Operators optimized their logistical operations by efficient planning and truck choice although traffic in general and urban freight transport was increasing rapidly. Consumer preferences became major issues for local authorities and they began to think of ways to ban trucks from their cities. This was done using tight delivery windows, but also by restrictions placing on the trucks themselves ( length, weight, height, wheel base etc.). As a result of the regulations more smaller trucks were necessary to fulfil the same job. The operators reacted with overnight services between their distribution centres and co-operation with and between regional operators.

The problem with implementing this kind of measures is that local authorities do not see the extra pollution and traffic on national scale and shopkeepers are not charged for the extra costs by the transport operators. Society as a whole is bearing the costs while the local authorities and shopkeepers reap the benefits. If the problem of urban distribution is viewed from a different perspective by the municipalities and benefactors pay for the costs of the solution improvements could be made.

If urban freight centres were to be located just outside the city, the freight centre would become the end destination for the transport operators and the last mile from the freight centres to the shops would be paid for wholly or partly by the shopkeepers. Only small trucks with high load factors will enter the city centres as opposed to the larger trucks used between distribution centres.

*Questions and discussion:*

It was asked if the last mile will be more expensive within the presented scenario. It was answered that although the transport costs in the first part of the logistic supply chain are decreasing, the last section is facing an increase in costs. The increase in costs for the last mile is compensated by a reduction in car movements within the city centre. The city will become a nicer place to live in, for work and recreation, which is also beneficial for inhabitants and shopkeepers, meaning it would be acceptable to divide some of the extra costs over the last mile between these two parties.

***Presentation 3: “Initiatives and experiences from French cities” by Arnaud Lagrange, GART (F)***

The objective of GART is to create better living and commuting through development of the public transport sector. GART is the public spokesperson for local councils, as well as their representative to institutions, the government, parliament, organs of the European Union and the press. They offer their members economic, financial, judicial and technical advice and expertise.

As in other European countries there is a lack of contact between local authorities, shopkeepers and city centre managers (when they exist) in relation to urban freight. While there are conflicts on the road networks between passengers (individual cars & public transport) and freight transport, urban deliveries play an important role in local economies. Innovative access restriction measures can be found in the cities of Montpellier, Paris and Toulouse. In Montpellier the city centre is only accessible with small electric delivery vans outside the delivery time restrictions. The city of Paris is writing its own Urban mobility plan which must lead to a better quality of life and enlarge the economic attractiveness of the city. Toulouse is testing a new concept for clean deliveries. It consists of using clean vehicles for urban deliveries and changes to city access regulations. Controlled delivery bays are placed in the city centre and are used for loading/unloading during the morning and as pedestrian zones in the afternoon.

*Questions and discussion:*

France is very innovative regarding urban freight regulations and was one of the first countries to adapt the impact of urban freight at an early stage. A remark was made that as well as the access regulations mentioned in the presentation, environmental progress can be achieved with the use of long distance transport or UDC's. The costs for last mile distribution should be paid by the shopkeepers as they have the benefits of the improved quality of life in the city. A further issue to be considered by municipalities when favouring electric vehicles for inner city distribution are safety aspects. Due to their low noise emissions it will be difficult to hear them. This might lead to new problems so far not considered.

A typical problem for France is the lack of national harmonization of rules relating to the emission requirements EURO 4 and 5 resulting in different regulations within municipalities forming a major issue for transport companies as they have to use different types of trucks for the same type of distribution.

***Presentation 4: “The London Freight Operators Recognition Scheme” by Mr. Udoka Madueke, Transport for London (UK)***

The Freight Operators Recognition Scheme (FORS) is a key proposal within the London Freight Plan. It will be free to join and TfL is developing the scheme to help road operators:

- Develop a better understanding of London freight operators' concerns and issues
- Improve freight performance with regard to sustainability
- Involve operators in initiatives aimed at improving freight movement in London
- Assist operators by providing a single point of contact for other national and sectoral initiatives applicable to London

In addition to helping freight operators, the scheme will support actions and initiatives outlined in the draft London Freight Plan, including the development of an annual freight communications plan and data report, sector action plans, a London freight operators database, consolidation centre trials and guidance for borough spending plans. As the scheme is further developed and enhanced, stakeholders and industry representatives will be invited to offer input and guidance.

The London freight plan (e.g. FORS) has high level aims. On the one hand the plan will stimulate the economic growth by improving the efficiency of freight distribution and servicing in London. On the other hand it will reduce the air pollution and improve the quality of life within the city. FORS will be a scheme for road freight operators to join which encourages and provides incentives for them to adopt best practices. It could potentially be a one-stop-shop for getting assistance and reducing the burden of administration on freight operators in London. The aspirations of FORS are firstly to become an industry benchmark which encourages and provides incentives for the transport industry to adopt best practices, secondly to become a catalyst for change. FORS aims to raise standards for road freight operators in London by promoting sustainable distribution. In order to reach their aspiration level they formed a strategic partnership with the metropolitan police service. Together they are working towards a safer London and are also trying to contribute by reducing collisions and the related costs.

***Questions and discussion:***

It was asked what the advantages are of their approach. Answer is that there is a big reduction in administration costs for the transport companies as the participants involved in the project have a special discount tariff. The problem with the project is that the operators do not know where they have to go for information which creates additional costs for these parties.

***General discussion and remarks after presentations:***

The main target of urban freight regulations is a reduction in congestion and environmental problems, therefore all measures taken are against individual actors. A

central unit must be stimulated to investigate the effects and impacts of urban freight and related measurements in every country. This will lead to more insight in the impact (cost/benefits) of urban freight distribution for cities and the local community. Resulting in effect studies similar to the ones already available for public transport.

In relation to congestion a new market form could be considered in which public space is for sale, leading to a new market form where traffic problems become a problem for the whole of society and not just the transport sector. Citizens must be made aware of the present situation. Where it is almost “natural” that goods are available. If citizens remain unaware of the problem, another solution could be to reprise all goods making sure the final consumer of the goods also pays the bill.

The most important conclusion is that the public sector needs to understand the impact of urban freight on city life and economy with a reaction that is useful for the whole logistic chain.

More information on the activities and events of BESTUFS is available at [www.bestufs.net](http://www.bestufs.net). Also the BESTUFS Administration Centre can be contacted. Contact details are:

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*Annex 1: List of participants*

**5<sup>st</sup> BESTUFS II workshop,**  
21<sup>st</sup> – 22<sup>nd</sup> September 2006,  
Vienna, Austria

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54.				
55.				

*Annex 2: Agenda*

**5<sup>th</sup> BESTUFS II Workshop**

21<sup>st</sup> – 22<sup>nd</sup> September 2006

"Managing urban freight transport by companies and local authorities"

Festsaal der Wirtschaftskammer Wien

Schwarzenbergplatz 14

1040 Wien

**Thursday 21<sup>st</sup> September 2006**

09:45 10:15 **Registration and coffee**

10:15 10:30 **Welcome and introduction**  
Dr. Dieter Wild, PTV (D)

10:45 11:15 **Central City Areas – Problems of freight distribution and deliveries with a special focus on the situation in Vienna**  
Dr. Peter Kunisch, Wirtschaftskammer Wien (AT)

11:15 12:00 **Urban freight management in Dutch Cities (tbc)**  
Mr. Peter Colon, Buck consultants (NL)

12:00 13:15 **Lunch break**

13:15 13:45 **Optimisation of urban freight systems by strategic co-operations: Approaches and tools**  
Mr. Egbert Guis, TNO (NL)

13:45 14:15 **Successful city logistics experimentations in Italy: Results Evaluation and Perspectives**  
Mr. Carlo Vaghi, CERTET-Bocconi (IT)  
Mr. Bruno Decio, ATM-Cityplus (IT)

14:15 14:45 **Vienna Logistics - Examples, Comparisons and Comments from a Service Provider**  
Mr. Paul Brandstätter, GO! Express & Logistics GmbH (AT)

14:45 15:15 **Coffee break**

15:15 18:00 **Technical Visit**

20.00 **Common Dinner**

**Friday 22<sup>nd</sup> September 2006**

- 9:00 9:10 **Welcome & Introduction**  
Mr. Dr. Dieter Wild, PTV AG
- 9:10 9:40 **Efficiency and productivity issues from urban freight operators (tbc)**  
Mr. Krzysztof Ksiazek, Schenker (PL)
- 9:40 10:10 **Urban freight, and the way to manage it from an operator view**  
Mr. Frank Steijn, TLN (NL)
- 10:10 10:30 **Coffee break**
- 10:30 11:00 **Initiatives and experiences from French cities**  
Arnaud Lagrange, GART (F)
- 11:00 11:30 **The London Freight Operators Recognition Scheme**  
Mr. Udoka Madueke, Transport for London (UK)
- 11:30 12:30 **Discussion and Conclusions**

**End of the Workshop**