



citylog

sustainability and efficiency  
of city logistics



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**D7.1** Joint Stakeholder Workshop

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### Amendments

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### Applicable documents

Description
None

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Description
Acknowledgments to Melanie Kloth, POLIS (CityMove project partner) for her input.

### Acronyms

Acronym	Description
CITYLOG	Sustainability and efficiency of city logistics

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# Executive summary

The objective of this report is to summarise the outcomes of the Joint stakeholder workshop on user needs and requirements which was held on 16 June 2010 in Brussels. The workshop gathered the 75 stakeholders ranging from freight operators, cities, organisations, research institutes, vehicle manufactures and others in order to discuss their needs towards urban freight delivery vehicles and urban logistic concepts.

The workshop structure was based on presentations of the two projects and specifically on parallel brainstorming session on telematic and vehicle solutions. The plenary session depicted wishes of stakeholders towards other stakeholders for an efficient city logistics chain.

The stakeholder workshop was organised in cooperation with the CityMove project, in order to have a common invitation list and to share the user need collection method. The aim was to develop a common position regarding future deployment of CityLog Field trials applied to optimised use cases of urban deliveries of goods.

City logistics in the future should be as popular as public transport and socially accepted as public transport. For that purpose we need cleaner and more efficient city logistics and more invisible operations. City logistics would need to put all stakeholders in one cooperative table, a telematic platform used by different providers. Even though this is going beyond the scope of CityLog, the workshop had the very positive effect of bringing cities and logistics services providers together for a closer collaboration.

# 1. Introduction

## ***1.1. Objectives of the joint stakeholder workshop***

In order to evaluate the proper city logistics measures to be undertaken, it is necessary to consider the needs of the various stakeholders which are involved in the urban freight transport. The collection and the analysis of the stakeholders' needs will enable the refinement of the CityLog / CityMove urban freight delivery concept and also represent an important input for their design phase.


The objective of this report is to summarise the outcomes of the Joint stakeholder workshop on user needs and requirements which was held on 16 June 2010 in Brussels. The workshop gathered 75 stakeholders ranging from freight operators, cities, organisations, research institutes, vehicle manufacturers and others in order to discuss their needs towards urban freight delivery vehicles and urban logistic concepts.

The workshop structure was based on presentations of the two projects and specifically on parallel brainstorming sessions on telematic solutions and vehicle solutions. The plenary session depicted wishes of stakeholders towards each others for an efficient city logistics chain.

The stakeholder workshop was organised in cooperation with the CityMove project, in order to have a common invitation list, hence a broader outreach, and to share the user need collection method. The aim was to develop a common position regarding future deployment of CityLog Field trials applied to optimised use cases of urban deliveries of goods.

Key factor for the success of the workshop is the fact that key industrial stakeholders (ERTICO – ITS EUROPE) public authorities and cities (POLIS) were involved in the loop of the project activities and their viewpoints were collected in a structured way. Bringing these stakeholders around table enables a fruitful discussion of shared views and possible conflicts in urban freight issues.

## 1.2. Agenda of the stakeholder workshop




**Towards clean, safe and sustainable city logistics:  
CityLog - CityMove**  
16<sup>th</sup> June 2010  
University Foundation  
Egmont street 11, Salle A, Brussels  
Chairs: Saverio Zuccotti and Gianfranco Burzio (CRF)

Item	Speaker	Time
Welcome by the EC project officer	Patrycja KULESZA	10.00-10.15
CityLog introduction	Saverio Zuccotti (CRF)	10.15-10.30
CityMove introduction	Gianfranco Burzio (CRF)	10.30-10.45
Coffee break		10.45-11.15
What do you need? Discussion on city logistics user needs - Parallel sessions		11.15-12.30
<i>Moderators: Massimo Maroiani (FIT) and Melanie Kloth (Polis)</i>		
The urban delivery vehicle	Input: Zohra Roissac (Volvo Technology) Rapporteur: Sebastien Mure (ERTICO)	
<i>Moderators: Dieter Wild (PTV) and Werner Schonewolf (IPK Berlin)</i>		
Telematic solutions for urban logistics	Input: Hans Quak (TNO) Rapporteur: Lina Konstantinopoulou (ERTICO)	
Lunch break		12.30-13.30
Can we together improve city logistics?		13.30-15.45 (with coffee break in between)
Customer requirements and business perspectives	Perry Heijne, Director of TNT	
Freight transport in Berlin: challenges, visions and use cases	Julius Menge, Senate of Berlin	
<i>Moderator: Paul Kompfner (ERTICO)</i>		
What has to be changed in urban freight delivery and how can we do it? - Interactive discussion	Rapporteur: Lina Konstantinopoulou (ERTICO)	
Our vision		
Summary of morning and afternoon discussions	Moderators of the interactive sessions	15.45-16.00
The vision of CityLog and CityMove projects	Saverio Zuccotti, Gianfranco Burzio (CRF)	16.00-16.30

## 1.3. Venue of the stakeholder workshop

The procedure for deciding upon the venue premises for the joint workshop has been the following: Firstly, a number of hotels / conference centres have been contacted and offers have been received:

- University Foundation
- Diamant Brussels Conference & Business Centre
- Thon Hotel
- MCE Conference Centre

Secondly, taking into account the best offer in terms of price / quality received, the venue for the Joint stakeholder workshop has been chosen to be in the University Foundations premises. The Joint stakeholder workshop on user needs and requirements was held on 16 June 2010 in Brussels

### 1.4. Dissemination of stakeholder workshop

The workshop was disseminated on both CityLog and CityMove and project Partners' websites.

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- Home page
- Overview
- Deliverables
- Publications
- Newsletters
- User Needs Questionnaire
- Consortium
- Conferences
- CityLog and CityMove
- Networking
- Site map
- Contact us

## CityLog - CityMove User Forum - June 16th 2010

Brussels, 22 June 2010

The CityLog - CityMove User Forum on vehicles for urban freight delivery and ITS based city logistic systems took place on 16 June 2010. The event was an opportunity for the two projects to connect with urban freight delivery and learn about their experiences, needs, and visions.



Question asked included:

Directorate-General for Research

Supported by EUCAR - The European Council for Automotive R&D

CityLog cooperates

**FOCUS ON**

**CityLog & CityMove Joint User Needs Questionnaire is Online**

CityLog and CityMove project are running a survey in order to collect the user needs.

If you wish to take part into the survey, please click [here](#) to go to the questionnaire page.

[read more](#)

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**Joint CITYLOG & CITYMOVE User Forum Meeting on June 16th 2010**


**Towards a clean safe and sustainable city logistics**

**User needs workshop on vehicles for urban freight delivery and ITS based city logistic systems**

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The full agenda can be viewed here (click to download the .pdf file - 90.9 KB)

CityLog introduction - Saverio Zuccotti (CRF)	.pdf (633.6 KB)
CityMove Introduction - Gianfranco Burzio (CRF)	.pdf (2.4 MB)
The urban delivery vehicle session - Zohra Roissac (Volvo Technology)	.pdf (657.2 KB)
Telematic solutions for urban logistics - Hans Quak (TNO)	.pdf (951.7 KB)
Customer requirements and business perspectives - Perry Heijne (TNT)	.pdf (904.7 KB)
Freight transport in Berlin: challenges, visions and use cases - Julius Menge (Senate of Berlin)	.pdf (3.6 MB)



**Want to know more?**

If you want to be kept informed about progress and events of the two projects, register to the CityMove and/or

Brussels, 22 June 2010

The CityLog - CityMove User Forum on vehicles for urban freight delivery and ITS based city logistic systems took place on 16 June 2010. The event was an opportunity for the two projects to connect with urban freight delivery and learn about their experiences, needs, and visions.

[read more](#)

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**Kick-off Meeting**

The CITYLOG project Kick-off meeting will take place on February 3rd 2010 at Centro Ricerche FIAT, Orbassano, Italy

[read more](#)

The 1st CityLog Newsletter (with workshop info) [http://www.city-log.eu/files/newsletter/CityLog-CityMove\\_newsletter\\_June2010.pdf](http://www.city-log.eu/files/newsletter/CityLog-CityMove_newsletter_June2010.pdf) was also sent to CityLog and CityMove friends. This is a separate email reflector that Citylog has created for those stakeholders wishing to get more information on CityLog activities.

Moreover, separate invitations were also sent to:

- ✓ ERTICO's email reflectors comprising of over 120 industry stakeholders and city authorities.
- ✓ POLIS circulated it to their membership list with over 200 contacts and a dedicated freight contact list with about 600 contacts
- ✓ Relevant EC projects on Urban Freight and ITS
- ✓ EUROPLATFORMS (freight villages association)
- ✓ International Road Transport Union (IRU)
- ✓ European Freight & Logistics' Leaders Forum (F&L),
- ✓ Mobility for Prosperity in Europe (MPE)
- ✓ European Parking Association (EPA).
- ✓ FEDEMAC (European movers)

### **1.5. Participants list**

In total 75 participants registered in the stakeholder workshop, of which:

- ✓ 10 from public authorities (local, regional, national level)
- ✓ 19 from freight operators
- ✓ 6 vehicle manufacturers
- ✓ 15 from research institutes

## 2. Joint Stakeholder Workshop

The morning session was opened by the EC project officer of both CityLog and CityMove projects, Patricia Kulesza where she welcomed the participants of the workshop and gave an overview of DG Research priorities. Separate presentations followed by the coordinators of Citylog, Saverio Zuccotti and the coordinator of CityMove Gianfranco Burzio on the work plan and services of both projects.



# 3. Parallel Breakout sessions

## **3.1. Objectives and Methodology for breakout sessions**

### **Main objective of the parallel break-out sessions**

- to collect user needs related to the urban delivery vehicle respectively urban logistics
- to identify conflicts and commonalities between user needs from different stakeholder groups
- to discuss possible solutions/compromises for the identified conflicts

### **Methodological approach**

- input was given by the project partners in charge of the user needs analysis
- the discussion was structured by 3 questions (each question will be explained by the moderators and comments from participants will be collected separately for each question)
- all participants wrote their ideas/comments on post-it notes (each stakeholder group will be assigned a different colour of post-its; thus differences among stakeholder groups will be made visible)
- Participants only write one comment per post-it!
- the moderators collected the post-its, read them aloud and posted them on a wall paper; when comments were unclear, moderators were asked about the participants for explanation
- after having read all notes, moderators together with participants clustered the notes around the main topics that appear
- Moderators reported about main findings in afternoon session

### **Input by CityLog and CityMove project partners**

- Zohra Roissac and Guillaume Favreau (Volvo Technology) and Hans Quak (TNO) respectively gave a short (max 10 minutes!) input on their main findings from user needs analysis

### **Delivery Vehicle solutions questions**

- I. What are your needs for a new city logistics vehicle?

### **Telematic solutions for urban logistics Questions**

- I. For which logistics cases could these telematics solutions be suited?
- II. What are the conditions to fulfil and to make these telematics solutions interesting and working in practice?
- III. How does city logistic in the future look like?

### 3.2. Report on the Telematic Solutions session

<b>Moderators:</b>	Dieter Wild (PTV) and Paul Kompfner (ERTICO – ITS EUROPE)
<b>Presentation on Telematic session</b>	Hans Quak (TNO)
<b>Rapporteur:</b>	Lina Konstantinopoulou (ERTICO)

Hans Quak made a overall presentation on the needs of city logistics activities and what services are going to be implemented in CityLog project.

After collection of the answers by Dieter Wild and Paul Kompfner, the following clusters of needs have been identified. (For each cluster, the single answers are given as well.)

#### I. How does city logistic in the future look like?

Participants wrote answers on post-its which were collected and clustered. 4 different colours of post-its were used according to the following 4 stakeholder groups:

- local authorities (yellow)
- freight operators (blue)
- vehicle manufacturers (green)
- others (pink)



#### Issues/needs raised by the participants during the discussion:

- a. Routing / congestion
- b. Synchronise road works
- c. Need for Cooperative telematic platform (Public Private Partnership to make cooperative logistics)
- d. Changing Shopping behaviour
- e. Connectivity / standard interfaces / modularity / Interoperability
- f. Logistics concepts /supply chain
- g. Safety / loading and unloading (ITS systems)

### **a. Routing / congestion**

#### **10 Vehicle manufacturers needs:**

- no traffic jams / assistance by ITS systems – dynamic routing and rerouting
- Restrictions (clear regulation in the cities in terms of access to HGV, dimensions, environment, regulations)
- Optimised traffic flow and special infrastructure to ease the driving of clean high utilisation distribution vehicles (less stops at traffic lights).
- Real time traffic info

#### **Freight Operators needs:**

- Restrictions based on optimised vehicles

#### **Cities:**

- More restrictions in urban areas, so new more constraints for operators, planning and support systems
- Incentives to increase loading factors
- Green Logistics in driving operation
- Basic map / Dynamic map changes

#### **Others**

- Private public logistics platform
- Regulations
- Technology
- Freight operators collaborations
- Advanced equipment for on-board and board systems
- Less traffic
- Use prediction of traffic conditions
- Less stress in cities
- Penetration of taxis.

### **b. Synchronise road works**

- Traffic relevant activities (garbage collect)
- Freight operators would need clear local regulations of access to streets for vehicles and provide information on the data.
- Intelligent Cargo and logistics
- Vehicle manufacturers need for automatic cargo identification and IT tool for paperless distribution.
- Intelligent vehicle and body transshipment
- Vehicle Manufacturers need for integration with telematic solutions developed by body builders.

### **c. Cooperative telematic platforms (PPP to make cooperative logistics)(9 people)**

This telematic platform should be both from the public and the private side. Others believe that depends on the business model. There are important couriers already working in cities. How will they be interested? Will they fight against? Are we thinking of a consortium of small operators? What is the role of the municipality? There is a need to share data between the different stakeholders (including secret

commercial data). There is a need to give incentives. A central "clearing house" will be needed, a buyer for every seller and sellers for every buyer for financial services. This could be set up by local authorities.

Cities demand more adequate delivery vehicles, as there are more complex transport chains to transshipment and there is a need for seamless information flows. The city logistics of the future, will need to be clean, mutualised, optimised to be less visible and more efficient, less deliveries, less noisy, less traffic jams, adapted to the district or town

#### **d. Changing Shopping behaviour (4 people)**

Changing shopping behaviour towards services and prices

Groceries /single shopping trips

Customer information should be bi-directional and bundling of customer services.

Others believe that the last mile should attract people to the service, and to deploy the services taking into account personal needs. There is a need for "close to home shopping" as mega malls are closing. The internet used to check the availability of goods, now the stores will have the possibility to click "the shopping cart", and fewer goods delivered at home. Cities believe that we need flexibility, faster more precise delivery and possibility for more variations in pricing.

#### **e. Connectivity / standard interfaces / modularity / Interoperability**

- Freight operators would need optimisation, interactive maps and link to in-house systems (menu) so common international systems. Others would like Effectiveness of the city, added value for others. IT applications have to be interoperable with other modes of transport such as Rail.
- Logistics concepts /supply chain
- Additional transshipments.
- Night deliveries

Others would need the conditions to fulfil the regulatory. its about authorising "forbidden" practices like night deliveries and incentives for clean solutions. Urban deliveries should be managed like "public transport" flexible, one vehicle mixing different products, trip planning software. The traffic operators need real time traffic data to assist on the speed and traffic jams.

#### **f. Safety / loading and unloading (ITS systems)**

Vehicle manufacturers would like safety in city distribution and cooperative systems as the best IT systems. Other would like parking areas. Cities would like loading systems and second lane parking for IT support and access planning. Dynamic navigator, traffic prediction, traffic operations in the centre public.

**To sum up,** City logistics in the future should be as popular as public transport and socially accepted as public transport for that purpose we need cleaner and more efficient city logistics and more invisible operations. City logistics would need to put all stakeholders in one cooperative table, a telematic platform used by different providers. This cannot be done in the framework of CityLog, but we are more and more thinking that we should collaborate with cities and logistics providers. analysis in many cities we have the big couriers, the solutions, that we should collaborate more with small couriers, using the telematic solutions. the ITS systems should match with the overall systems existing in the market, interoperability of all systems, modular, local interactive maps, through google maps, menu and modularity are some of the requirements. Cooperative systems are the next big challenge. A nice example is in CVIS where the system gives priority in the traffic lights / Loading bays / organisation deal with enforcement agency / dynamic reservation. The telematic hub should be placed in the middle of the city, that is it should be with compliance with the surrounding / spatial planning / drivers will find some more telematic services when they arrive there. TNT, UPS, they are already have existing services, access real time info however, they do not have interface to the local authority. The smaller couriers cannot buy these systems as these systems cost a lot of except if offered with incentives. However, many cities are putting restrictions, and

there is not standard on the way they talk to each other especially finding way restrictions for optimisation of vehicles are some restrictions are not really helping traffic. Input of real time traffic data will be needed. Real deployment is what the user want. In the future, the personal customer, carbon footprint, food labelling, shopping malls will close down, smaller city logistics, IT will be use at home, online for checking in for products? Delivery at home. End user will want to buy on time, at real time the last mile / shopping behaviour different on the future .

### **Barriers to deployment for efficient city logistics**

1. Transport companies to share data on customers (data protection of data) and vice versa how willing the customers are willing to give out the personal data.
2. Lack of harmonisation cooperation local authorities but lack of cooperation to all stakeholders
3. Different VAT when there are inconsistencies but also the smaller operators
4. Policy reformulation

Compromise / solution will be each actor to access the info and could see the data that are interesting for him without interfering to other stakeholders data info.

### 3.3. Report on the Urban delivery vehicle session

<b>Moderators:</b>	Massimo Marciani (FIT), Melanie Kloth (POLIS),
<b>Presentation on Vehicle solution session:</b>	Zohra Roissac (VTECH), Guillaume Favreau (VTECH),
<b>Rapporteur:</b>	Sébastien Mure (ERTICO)



Zohra Roissac and Guillaume Favreau from Volvo Technology presented the issues and challenges that freight vehicles makers have to face today in cities, starting from regulations, limitations, to new concepts of logistics scheme or vehicles. They then presented the logistics models and vehicle modularity that will be investigated in the CityMove project.

Issues/needs raised by the participants during the discussion:

- the size/volume/weight of the goods that are moved. This need is to be addressed.
- the process of loading and unloading.
- Big variety of shippers, using different storage places. More cooperation is needed, although cooperation tends to be really difficult because of the competition. Massimo Marciani explained with the example of the Italian shoes business that goods producers want to avoid at the maximum that they goods are shipped to a client with the product from the competitor. The crisis may create the conditions for change in this field, and businesses may be more open to shared services.
- The mentality of the freight operators should also be shifted to allow more collaboration

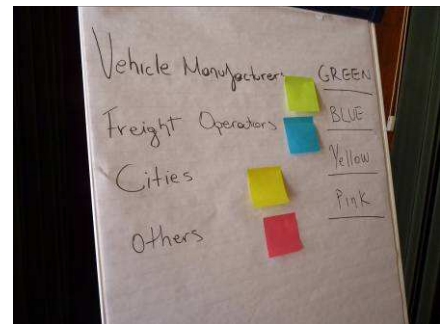
A question was raised whether the outcomes of collaborative research projects are integrated in the plans of the private companies. This must be part of the methodology, and the main point of the workshop is also to go beyond the previous achievements of past projects.

Participants were asked to answer the following question:

What are your needs for a new city logistics vehicle?

Participants wrote answers on post-its which were collected and clustered. 4 different colours of post-its were used according to the following 4 stakeholder groups:

- local authorities (yellow)
- freight operators (blue)
- vehicle manufacturers (green)
- others (pink)



After collection of the answers, the following clusters of needs have been identified. (For each cluster, the single answers are given as well.)

- Safety issues. Cities and participants from the 'other stakeholders group' (mainly research, associations) addressed this topic.
  - Safety for pedestrians and cyclists
  - Large vehicles / trailers on city streets: safety for all other road users: kids → seniors walking; bike kids → seniors
  - In pedestrian zones: safety of all other users: pedestrians, seniors, baby buggies, blind people, kids
- Reduction of emissions. This topic was addressed by all stakeholder groups.
  - NO2 reduction
  - The new concept has to lead to less emissions (netto)
  - Emission reduction
  - Vehicle with no gaz emission, noise emission
  - Vehicle with "green" image → green operating module (noise, emissions, ...)
- Reduction of noise with a distinction about noise during driving, and noise during loading and unloading phase, which have different consequences. The noise issue was in particular raised by cities and participants from the 'other stakeholders' group.
  - Noise reduction: vehicle & transshipment!
  - Noise reduction for refrigerating unit (at vehicle and container)

- Noise reduction hydraulic system
  - Noise: the vehicle needs to be 'quiet' so it also could be used during the night → electric vehicle?
  - Noise reduction by loading / unloading
  - Zero/low emission + noise
- Saving energy and km. Mainly participants from the 'other stakeholders' group and cities addressed this issue.
    - To save the energy consumption
    - To limit the number of km per delivery
    - To make possible the number of deliveries in each delivery place
    - Saving extra vehicles by bundling goods - the vehicle is not extra
    - What about efficient power use with different type of trailers (partly refrigeration) in relation to truck/tractor
    - It is not necessary to drive extra miles with another vehicle
- Another trend is that flexibility is required, e.g. for different temperature in the trailer, less vehicles going to the same place. Volume is not equal to weight! All different kinds/sizes/shapes of goods are loaded into the same container. Flexibility was discussed by all stakeholder groups.
    - Multi-user approach for container (several costumers fill one container)
    - Vehicle could deliver: dry goods, refrigerated goods
    - Flexibility to ship all types and sizes of goods
    - Flexible volume
    - Modular composition in length
    - Flexible unloading unit/device needed for heavy/high volume goods
    - Different temperature zones within one vehicle
    - Modularity of the box: access to pallets from different sides
- Cities (and other stakeholders) were wondering how the new vehicle concept will address the issue that many smaller cities or historic city centres have restrictions regarding the size of the vehicles.
    - Awareness of weight and length restrictions in historic town
    - Size: the vehicle needs to be able to also drive through narrow streets
    - Electric cargo trains? In pedestrian zones during daytime? Does this fit?
    - The size of vehicle will match with the accessibility of the city and its visitors
- Reduced delivery time, and especially loading and unloading. This topic was mainly addressed by freight operators.
    - To reduce the delivery time
    - Fast and safe x-dock solution
    - Smart storage eg. Ability to fold / collapse
    - Fast loading and unloading
    - Unloading system from the unit

The issue of delivery time was discussed with the help of the example of Rome, where one delivery is on average of 23 minutes (compared to 3 minutes European average); essentially because the driver has to perform tasks that are more relevant to customer/supplier relations than mere logistics.

- Receiver pays for cost of transport

The idea of having receivers paying cost of transport was discussed. Receivers don't pay for the shipping, but have requirements. The main reason is that contracts with freight operators are negotiated at high level. Nevertheless, examples were mentioned where receivers (shops) agreed to pay a small extra amount for the use of a consolidation delivery centre, which allows a more efficient a receiver oriented supply chain. It was also underlined that citizens/residents would also like to chose when they can receive a parcel and might be willing to pay extra for this service.

- Market cost of the vehicle. Especially, if a commercially viable solution/system is available, cities will have to give incentives. Interestingly, both comments on costs were formulated by participants from the 'other stakeholders' group.
  - The vehicle needs to be affordable! Who would buy it & why (standardisation)
  - Low operating cost vehicle
- Harmonisation (standardization) is a need. It can nevertheless scare the private companies, so the economic advantage of standardization has to be clearly evaluated and communicated widely. The issue of harmonisation was mainly addressed by vehicle manufacturers.
  - Standardised solutions
  - Global standard
  - Interoperability
  - Harmonised regulation on weight / dimension / emissions for city access towards Europe
  - We must consider the pallet has the standards packaging
- Intermodality: use of public transport for freight. Intermodality was raised by participants from cities' and 'other stakeholders' groups.
  - The possibility to have a joint infrastructure between the urban freight transport and the public transport
  - Intermodality: Links/ use by/with: trains, metro, bus, bikes

Further answers that were not included in one of the clusters:

- Small trucks 10t there we could put goods together (no containers)
- Solutions for return of containers – imbalance
- Platform to force collaboration
- Security of the products + "segways" during delivery
- Supply chain logic should drive tech. innovation and vice versa
- Does this new concept take into account a larger (3-4) amount of small trailers? In other words: could it be fitted in a road train concept?
- Volume before weight?

During the discussion some other issues were raised:

- Logistics operators should lead innovation, pave the way. Their role is crucial because they are now the link between sellers and buyers. All the stakeholders are around the freight operators. Following question is therefore: what would be the requirements of the freight operators to make the new solutions operable?

- Cooperation between some of the big freight operators is starting but still difficult. The suggested CityMove solution would require even more cooperation among freight operators. This will be difficult to achieve.
- Fragmentation of load units leads to more trucks.



# 4. Plenary session

## 4.1. Objectives and Methodology for plenary session

### Main objective of this session

This session discussed among the different stakeholders what can be done to together improve urban freight delivery. What does each stakeholder group expected from other stakeholders and what can they do themselves to support the others?

### Methodological approach

- there were papers on the wall saying: 'wishes towards city authorities', 'wishes towards freight operators', 'wishes towards vehicle manufacturers', 'wishes towards others (please specify)'
- participants were asked to note down their wishes on post-it notes and to post the notes on the respective paper
- moderator read out notes and clustered them together with audience (in case notes were unclear, moderator asked audience for explanation)
- each stakeholder group commented on the wishes directed to them (stakeholder group gather in front of wall paper; group discussed each wish; if there were too many wishes, group ranked clusters)

Input and presentation to this session was provided by TNT and City of Berlin and allowed fruitful discussions among the participants.

In the final part of the Interactive session, Participants were asked by the moderator Paul Kompfner to answer the following question:

### What are your needs for a new city logistics vehicle?

Participants wrote answers on post-its which were collected and clustered. 4 different colours of post-its were used according to the following 4 stakeholder groups:

- local authorities (yellow)
- freight operators (blue)
- vehicle manufacturers (green)
- others (pink)



## 4.2. Stakeholders' wishes

### 4.2.1. Wishes towards city authorities

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#### **Wishes from freight operators (blue)**

- harmonization of policies
- harmonize your policies
- test opportunity & support
- define 'smart' measures: - restrictions - incentives;  
based on how efficient/ green logistic solution is – collaboration
- remember shippers pay the transport directly and not consignee – who may want benefit but not to pay
- regulations, restrictions in contact with freight operators and other parts, in order to find solution on the same time
- more transparency and more availability of data
- understand the entire supply chain needs and not only the last mile to understand freight operators' problems
- remember the margins are very thin – delays (road works) cost big money
- incentivize, don't always punish
- concentrate on low utilized vehicles
- discuss with neighbouring authorities before implementing new (environmental, traffic reduction, planning) programmes

#### **Wishes from vehicle manufacturers (green)**

- cooperate and harmonize regulations for logistics in European cities
- harmonization of regulations (all types)
- incentives: to facilitate implementation of urban transport projects (more flexible time limitations, parking areas, shared infrastructure, ...)
- incentives for more efficient / clean / safe solutions
- interoperable system for city access / road pricing
- harmonized regulations between cities at European level
- restrictions for vehicles based on their actual impact (carbon footprint, load factor, etc.)
- regulations and incentives to motivate and reward the use of more efficient vehicles/ systems

#### **Wishes from other stakeholders (pink)**

- incentives for clean vehicles
- time windows for not clean vehicles
- charging for not clean
- collected and distribute relevant data on traffic and events
- close co-operation/information → standardized processes/ procedures, eg access to loading bays
- spend more efforts and higher investments to optimize urban freight

- urban freight policy instead of restricting large truck (rational for regulations, measure effectiveness + harmonize between cities)
- set up a rational systemic framework of rules and policies, after having understood the several components of the logistics processes and interacted with stakeholders
- how cities take into account energy delivery for future clean mobility models on solutions (new business model!)
- promote policies based on rewards if you follow or join greener initiatives in urban logistic
- announce a contact person for freight issues within the city administration
- reducing last (?) km impact; how= incentives for storage places in dense areas

#### **Wishes from local authorities (yellow)**

- good quality real time traffic data

#### **4.2.2. Wishes towards vehicle manufacturers**

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##### **Wishes from freight operators (blue)**

- smart city vehicle
- demo's vehicles to test
- efficient vehicles from environmental point of view / emission reduction
- reliable larger electric vehicles
- vehicles to enter city centre without noise / emissions, but able to carry enough volume / weight
- maintain constant discussion with costumers (operators) to know what they need / want

##### **Wishes from local authorities (yellow)**

- a low emission vehicle
- faster approaches to renew fleets
- we've hoping for small hybrid trucks able to run on electricity in the city and biofuel outside it
- we want trucks that use the same driveline as the public transports in the city and a joint infrastructure in between them
- reduce noise of hydraulic system / cooling unit

##### **Wishes from other stakeholders (pink)**

- speak to road operators
- small vehicles with high capacity
- attention to the effectiveness or ... (?) especially in the dynamic re-routing functions where a quick change in behaviour is expected

#### **4.2.3. Wishes towards Freight Operators**

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##### **wishes from 10 Cities**

1. Tending to charge the receivers for their delivering.
2. Rethinking their efficiency and, if not, trying to cooperate with other operators.
3. We wish for cooperation and a shared information channel where traffic information can be reported to reduce congestion in the city centre.
4. We wish to have one freight operator responsible for all the freight transports in each city district.
5. Collaboration public/business.
6. Cooperation freight operators.
7. Dual/multifunctional system (delivery of goods, collection, of garbage).

8. Think/consider intermodal transport.
9. Provide data for robust transport planning.
10. Use roads with least impact.

**wishes from 13 Others**

1. Focus on human factor interaction (HMI) coherence among infomobility device placed into the truck and the PDA or other portable device used by freight operator.
2. Inform other stakeholders about the biggest urban constraints to identify appropriate levels of action.
3. Operators (shared?). Cooperate to find a viable business model, especially for those which are not the express couriers.
4. Offer more service levels.
5. Collaboration between different transport sectors in order to make freight transport more efficient.
6. How can we (CDCs cities) encourage you (freight operators) to work together?
7. Data sharing availability.
8. Provide interfaces for third party platforms (consolidating info exchange).
9. Wish = To decrease the number of deliveries at the same place. How = To improve cooperation between transport operators.
10. Environment friendly vehicles.
11. Focus on green transport.
12. Reducing last km impact. Developing storage places for urban deliveries with ITS help.
13. Self service, flexible systems.

**wishes from 2 Freight Operators'**

14. Collaboration and trust.
15. Willingness to cooperate with the competitors.

**wishes from 5 Vehicle manufacturers**

1. Collaboration and proactive position when creating urban transport solutions (e.g. not see consolidated centres as a threat but as a business opportunity).
2. Knowledge sharing – Enable knowledge sharing from your drivers who are the most experienced 'city logistics persons'. This will enhance all other areas.
3. I.T. – Missions management (parcel service, navigation systems, re-routing).
4. Share the data available on deliveries to make us able to design the appropriate solutions (volumes, deliveries...).
5. Active collaboration in the implementation of innovative vehicle concepts and field testing (real life conditions).

**4.2.4. Wishes towards Others**

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**No comments by Cities.**

**wishes from 8 Others'**

1. A good urban freight transport model.
2. Internet groceries shopping and deliveries at home (Supermarkets)
3. Establish a methodology on how to tackle urban logistics policies (Association of local authorities).
4. From a user perspective, reduce externalities namely: noise, air pollution, congestion, more flexibility on deliveries.
5. Clearing house (standardization non-discriminatory). Free access for all logistics operators. Compatible with existing system. Interfaces.
6. What services can a city distribution offer in addition to become viable?

7. A cooperative logistic system between local authorities, freight operators and end users.
8. To include users' intention and availability.

#### ***wishes from 5 Freight Operators***

1. Change in 'over consumption'.
2. Build shopping centre in contact with freight operators. Loading/unloading solutions which will facilitate the service.
3. To the general public – Recognise you create the demand for commercial vehicles and understand why they are there.
4. (Telematics) – Provide real time and reliable traffic information.
5. To the member states/EU – Recognise and reward the efforts made by operators to reduce environmental effects.

#### ***wishes from 4 Vehicle manufacturers***

1. Standardised protocols for traffic information.
2. (I.T. service )- Cost deliver reduction. CO<sub>2</sub> consumption reduction.
3. (ICT suppliers/service providers)- Some standard is needed for infomobility info to help a quick deployment of effective info. Telematic system.
4. (Towards consumers/residents) – Realise that city distribution is essential and not evil. They have a responsibility (shopping habits,) and are part of the chain.

Paul Kompfner proposed not to read all the above wishes due to not enough timing but asked one representative per stakeholder, to identify briefly their wishes that have written in the post-its.

#### **Sum up of coordinators**

Both coordinators Saverio Zuccotti and Gianfranco Burzio thanked the participants and gave a brief overview of the joint workshop objectives and outcomes. These results will be integrated with the questionnaire currently being online <http://www.city-log.eu/questionnaire>. Presentations and minutes of the outcomes will be published online.