



Study on New Mobility Patterns in European Cities

Task B: Targeted Survey on Urban Logistics

Annex 1 - Task B_Questionnaire English

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Type of business (NACE code) (sample variable)

(F) Construction.

(G.46) Wholesale trade, except of motor vehicles and motorcycles.

(H.49.41) Freight Transport by Road.

(H.52.10) Warehousing and Storage.

(H.52.24) Cargo Handling.

(H.52.29) Other Transportation Support Activities.

(H.53.) Postal and Courier Activities.

Enterprise's address (sample variable)

Town of residence / postal code (sample variable)

Size of the enterprise (sample variable)

Micro (annual turnover lower than 2 million EUR),

Small (annual turnover between 2 and 10 million EUR),

Medium (annual turnover between 10 and 50 million EUR)

Large (annual turnover above 50 million EUR).

Add quota group for each city, counter on vehicles and vehicle days

Add language code for each city

INTRODUCTION/SCREENING

Good (daypart), **I'm** (interviewer name), and **I'm calling from GDCC** (Global Data Collection Company). On behalf of the European Commission, we are conducting an international survey amongst companies operating in goods transport i.e. delivery or pick-up services in the major cities in Europe.

We would like to speak with the person responsible for the daily planning of the delivery or pick-up trips that your company performs. This is usually the manager/head of transport planning (or equivalent).

The person that we would like to speak, needs to be able to provide detailed information regarding the characteristics of the delivery or pick up trips. This includes the postal codes for the destinations of those trips.

Your answers to this voluntary survey will be treated in strict confidence, used for statistical or policy research purposes and published in aggregate form only.

The interview will take approximately 15 minutes . Your company was selected randomly to participate in this survey.

The aim of this survey is to provide the European Commission with an extensive dataset covering the areas of urban logistics, fleet composition, transport activity and traffic for the EU Member States. This study is a general update of the historical transport data for use in the various activity and emission projection tools in Europe.

While we follow-up with the interview, we can/will send you an e-mail with some more information about the survey, e.g. a presentation of the purpose of this study.

Please note, this call may be monitored for quality purposes. [

SECTION 1: Economic data of the enterprise and fleet size

SUBSECTION: ECONOMIC DATA

In this survey, we ask questions about the composition of your vehicle fleet and the characteristics of delivery/pick up trips that your company performs in the urban area of <%~QCity%>. This includes providing information on the addresses, or at least the postcodes of the starting/ending points and each intermediate destination of those trips.

Are you the person in your company that has most knowledge of the composition of your vehicle fleet and characteristics of delivery/pick up trips?

1. Yes
2. No

Q1. Does your company perform regularly trips by HGV (Heavy Goods Vehicles) and/or LGV (Light Goods Vehicles) and do you know characteristics of such trips and the vehicles used?:

a. Heavy Goods Vehicles (>3,5T)?

1. Yes
2. No

b. Light Goods Vehicles ($\leq 3,5T$)?

1. Yes
2. No

Q1b. Does your company perform trips in the urban area of 'City Name'?

1. Yes
2. No

Q2. Can you please specify the % of trips your fleet performs, by purpose. The total needs to add up to 100%

1. to deliver goods from outside the urban area in to the urban area of 'City Name' (%)
2. to pick up goods inside the urban area and move them out of the urban area 'City Name' (%)
3. to move goods within the urban area of 'City Name' (%)
4. to reach customers/work areas to perform services within the city of 'City Name' (%)
5. None of these

Q3. Which business model represents the enterprise best?

1. deliveries or goods transport performed on behalf of shippers/industries/producers
2. deliveries or goods transport performed on behalf of other logistic operators
3. deliveries or goods transport performed on own account

Q4. How many Heavy Goods Vehicles (>3.5 T) do you operate in your fleet.

An articulated truck, i.e. a truck towing a semitrailer, has to be counted as one vehicle.

Number:

Q5. What is the composition of your Heavy Goods Vehicles fleet in number per type of vehicle?

With a Tractor we mean just the unit that is towing the trailer (so the part with the engine)

With a Semi trailer we mean just the trailer (so without the tractor unit in front of it).

With a Truck we mean a vehicle that had the engine part /cabin and the load body on the same vehicle (so with no possibility two separate the two).

1. Tractors units
2. Semitrailers
3. Trucks

Q6. What is the composition of your Heavy Goods Vehicles fleet per fuel type?

1. Diesel
2. Petrol
3. Hybrid diesel
4. Hybrid petrol
5. Full electric
6. CNG (Compressed Natural Gas)
7. LPG (Liquefied Petroleum Gas)
8. LNG (Liquefied Natural Gas)
9. Hydrogen fuel cells

Q7. What is the composition of your Heavy Goods Vehicles fleet per EURO class?

1. 0
2. I (1)
3. II (2)
4. III (3)
5. IV (4)
6. V (5)
7. VI (6)
8. Electric (no EURO class)

Q8. What is the composition of your Heavy Goods Vehicles fleet by age?

1. 0-2 years
2. 2-5 years
3. 5-10 years
4. 10 years or over

Q9. How many of the Heavy goods Vehicles in your fleet are refrigerated vehicles for temperature controlled deliveries?

Number:

Q10. How many Light Goods Vehicles (<3.5 T) do you operate in your fleet?

Number:

Q11. What is the composition of your Light Goods Vehicles fleet per fuel type?

1. Diesel

2. Petrol
3. Hybrid diesel
4. Hybrid petrol
5. Full electric
6. CNG (Compressed Natural Gas)
7. LPG (Liquefied Petroleum Gas)
8. LNG (Liquefied Natural Gas)
9. Hydrogen fuel cells

Q12. What is the composition of your Light Goods Vehicles fleet per EURO class?

1. 0
2. I (1)
3. II (2)
4. III (3)
5. IV (4)
6. V (5)
7. VI (6)
8. Electric (no EURO class)

Q13. What is the composition of your Light Goods Vehicles fleet by age?

1. 0-2 years
2. 2-5 years
3. 5-10 years
4. 10 years or over

Q14. How many of your Light goods Vehicles in your fleet are refrigerated vehicles for temperature controlled deliveries?

Number:

Q15. Has any serious road accident, **with injuries¹, occurred to the company vehicles in the last year?**

1. Yes
2. No

Q16. Can you give me an estimate of the number of serious accidents, **with injuries, in the last year?**

Number:

SUBSECTION: DELIVERY MODE

Q17. Does your company perform deliveries by bike if any, including cargo-bikes and e-bikes?

Injury accident – any accident involving at least one road vehicle in motion on a public road or private road to which the public has right of access, resulting in at least one injured or killed person. *A suicide or an attempted suicide is not an accident but an incident caused by a deliberate act to injure oneself fatally. However, if a suicide or an attempted suicide causes injury to another road user, then the incident is regarded as an injury accident. Included are: collisions between road vehicles; between road vehicles and pedestrians; between road vehicles and animals or fixed obstacles and with one road vehicle alone. Included are collisions between road and rail vehicles. Multi-vehicle collisions are counted as only one accident provided that any successive collisions happen within a very short time period. Injury accidents exclude accidents incurring only material damage. Excluded are terrorist acts. (Eurostat)*

1. Yes
2. No

Q18. Can you estimate the overall % of deliveries performed by bike including cargo-bikes and e-bikes on the total company business?

Percentage:
Don't know

Q19. Can you estimate the (average) number of deliveries per bike including cargo-bikes and e-bikes over a representative working day?

Number:

Q20. Does your company perform deliveries by powered two-wheelers?

{e.g. mopeds, motorcycles}

1. Yes
2. No

Q21. Can you estimate the overall % of deliveries performed by powered two wheelers on the total company business?

Percentage:

Q22. Can you estimate the (average) the number of deliveries per powered two-wheeler over a representative working day?

Number:

Q23. Does your company perform deliveries (or goods transport) by other modes of transport (e.g. rail, tram, barge)?

1. Yes
2. No

Q24. Can you estimate the overall % of deliveries performed by those other modes of transport on the total company business?

Percentage (per each mode of transport):

1. Rail
2. Tram
3. Barge
4. Other (open end)

Q25. Does your company perform deliveries (or goods transport) by other innovative mobility solutions (e.g. drones, ground drones, robots, etc.)

1. Yes
2. No

Q26. Can you estimate the overall % of deliveries performed by those other mobility solutions on the total company business?

Percentage (per each mobility solution):

1. drones
2. ground drones
3. robots
4. Other

SUBSECTION: INFRASTRUCTURE

Q27. Does your company make use of urban consolidation centers (UCC)?

1. Yes, we make use of UCC(s) in urban area
2. Yes, we make use of UCC(s) in peri-urban area
3. No

Q28. Can you estimate the number of consolidation centers your company uses?

Number:
Don't know

Q29. Does your company make use of drop points/pick up points/parcel lockers within and outside the city?

1. Yes
2. No
3. Don't know

Q30. Can you estimate the number of drop points/pick up points/parcel lockers that your company uses?

1. Number of Drop / Pick-up points:
2. Number of Parcel lockers:
3. Don't know

Q31. If your company deliveries in the urban area or pick up goods inside the urban area and move them out of the urban area, what is the average loading factor of vehicles used, as a% of the max payload, during delivery or pick-up trips? Please do not consider empty trips

Percentage:

- a. Does not deliver or pickup in the urban area
- b. Don't know

Q32. If your company deliveries in the urban area or pick up goods inside the urban area and move them out of the urban area, how many deliveries at destinations within the urban area (or pick-ups from origins within the city) do your vehicles perform per delivery trip, on average?

Number:

Q33. How many trips per day are carried out per vehicle, on average?

1. Number for Heavy Good Vehicles:
2. Number for Light Goods Vehicles:

SECTION2: Activity and traffic data

Now we would like to take a little time to ask you about specific vehicles and routes that we will define as being called a Reference Trip.

We would define a Reference Trip as a specific route undertaken by a specific type of vehicle that delivers and collects from the same addresses on a regular frequency.

This could be a route that occurs once a week or potentially once a day, every day of the week, with similar payload and total number of deliveries, or pick-ups, and parcels. The key is that the Reference Trip is a standard repeatable journey.

For example, you may have a light goods vehicle under 3.5T that drives the same route 5 days a week and delivers to the same 10 addresses daily, delivering on average 100 packages per trip, or collecting 100 packages per trip. This is what we would define as a Reference Trip. The purpose of this section of the questionnaire is to describe the features of one or more Reference Trips for which you can provide us with detailed information.

Q34b . For how many reference trips (i.e. trips having more than one stop for delivering or collecting goods) in the urban area of 'City Name' can you provide detailed information? [This includes information such as the type of vehicle used, fuel consumption, delivery locations and distance of the trips]

Note that a "reference trip" is defined as followed:

"One or more routes that are usually covered by one or more vehicles from your company fleet to perform deliveries or pick-ups in the city".

To classify a delivery or pickup trip as a single "reference trip", the trip needs to have the same characteristics, such as:

- Same type of vehicle used
- Same destinations for the deliveries

If any trip differs by even one of these characteristics, than these trips need to be considered as a separate reference trips.

Number of reference trips:

For this survey it is very important that we capture the address or postal codes of all destinations for the reference trips, to allow the elaboration of a geo-referenced analysis of urban logistics in 'City Name'

Q35. For the following questions we can define the features of all the reference trips (i.e. trips having more than one stop for delivering or collecting goods) selected, performed by vehicles in your fleet. It will take some time, if you want you can fill in those particular questions online via an url we can send you. Do you want to conduct those questions now or online?

1. Now
2. Online

Q36. May I capture your e-mail address, so I can send you the link to the online questions?

1. Email address:
2. Name:
3. Job title:

INTRODUCTION FOR ONLINE SURVEY

Thank you for participating online.

For the following questions we can define the features of all the reference trips selected (i.e. trips having more than one stop for delivering or collecting goods), performed by vehicles of your fleet.

Please note that for this survey it is very important that we capture the address or at least postal codes of the starting/ending points and each intermediate destination of the reference trips, to allow the elaboration of a geo-referenced analysis of urban logistics in 'City Name'.

QUESTION	Reference Trip 1	Reference Trip 2	Reference Trip 3	Reference Trip N
Q) How many times is the reference trip replicated during the week?				
0) Type of Reference Trip: 1. Delivery 2. Pick-up				
A) Type of Vehicle: 1. Is this a heavy Goods Vehicle (>3.5 T) or a 2. light Goods Vehicle (<3.5 T)				
B) What kind of Heavy Goods Vehicle is this: 1. Articulated 2. Truck				
C) Type of fuel: 1. Diesel 2. Petrol 3. Hybrid diesel 4. Hybrid petrol 5. Full electric 6. CNG 7. LPG 8. LNG 9. Hydrogen fuel				
D) EURO class (0-6 + Electric (no EURO class)); (I- VI + Electric (no EURO class) for HGV)				
E) Age of the vehicle (in years)				
F) Refrigerated vehicle for temperature controlled deliveries: 1. Yes 2. No				

G) Load capacity (kg) (pound)				
H) Maximum allowed mass (kg)(pound)				
I1) Number of deliveries performed in the delivery trip I2) Number of pick-ups performed in the pick-up trip				
J) Addresses/postal codes of the origin and destination for each journey/stage of journey, of each point of delivery or pick-up , including departure and ending points.	Delivery 1: N-W coord. 2: N-W coord. ...			
K1) Total number of parcels unloaded in the delivery trip K2) Total number of parcels loaded in the pick-up trip	Delivery 1: #parcels Delivery 2: #parcels ...			
L1) Total weight of parcels unloaded in the reference delivery trip(s) L2) Total weight of parcels loaded in the reference pick-up trip(s)				
M) Distance travelled in the reference trip (km [INT: For London show "miles"] (including empty runs)				
N) Time spent to complete the reference trip including empty runs (hours, minutes)				
O) Quantity of fuel consumed to perform the reference trip (Liters or different measure for alternative fuels)				

Don't know available for all option

SECTION 3: FUTURE PLANS FOR LOW EMISSION LOGISTICS

Q37A. Does your company have a plan to reduce the environmental impacts of urban logistics?

1. Yes
2. No

Q37B. Which of the following measures to address the environmental impact of urban logistics has been adopted by your company? Please say YES or NO to each of the options.

1. Collaborative transport orders to use spare capacity;
2. Purchasing alternative fuelled vehicles (electric, hybrid, LPG, LNG, hydrogen fuel cell);
3. Purchasing cargo (e)bikes
4. Purchasing newer vehicles, with high EURO class;
5. Performing night-time deliveries;
6. Using Hubs and Consolidation Centres;
7. Using parcel lockers/ pick up points
8. Organising reverse logistics operations;
9. Other modes of transport (please specify, e.g. rail, tram, barge) (open end answer)
10. Other mobility solutions (please specify, e.g. drones, ground drones, automated robots, etc.) (open end answer)

Q37C. Which of the following are the barriers that prevent the company to define plans to reduce the environmental impacts of urban logistics? Please say YES or NO to each of the options.

1. Lack of resources to perform deliveries with hybrid or electric vehicles
2. Lack of internal financial resources
3. Lack of interest
4. Difficulties in coordination with other logistics operators
5. Lack of economic incentives
6. Lack of support from local authorities
7. Risk of losing competitiveness
8. Lack of dedicated infrastructure (e.g. for alternative fuels)
9. Costs of more sustainable fleets
10. Road safety concerns
11. Other (please specify)

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