

## SESSION KEY POINTS AND QUOTES

### Rethinking the Last Mile: New Approaches to Urban Logistics

**Wednesday, 2 May, 11:30-13:30**

#### The Panel

- Robert Wright - Moderator
- Wim Bens, Managing Director, DINALOG, Netherlands
- Michael Browne, Professor, Logistics, University of Westminster, UK
- Petra Kiwitt, Executive Vice-President, Deutsche Post DHL, Germany
- Manfred Neun, President, European Cyclists' Federation (ECF)
- Hans Van Der Werf, Deputy Secretary-General, Central Commission for the Navigation of the Rhine

#### Overview of Session

Freight traffic can be better managed in cities. Improved urban logistics systems are essential for making cities liveable and sustainable. Discussions focussed on innovative solutions in different cities. Some key points are as follows.

#### Key Points:

- Improving the last mile is necessary but not enough – sustainability requires redesign along the entire chain. The relocation of distribution centres outside cities, for example, has led to much more delivery trips with adverse impacts on urban cores.
- Smarter use of capacity is an important response. For example, co-operation between competitors to consolidate loads and run joint delivery rounds with fewer trucks.
- Transport operators need to engage with their customers in finding ways to optimise deliveries.
- The economic crisis does and should occupy the minds, but should not reduce attention for environmental issues. Relatively small investments bring big dividends when the necessary coordination is in place.

**Key Quotes:**

"Fair competition fosters urban seamless transport." – Manfred Neun

"We need strong and high-level policy leadership people to unlock the change." – Mike Browne

"Successful cities provide fully integrated multimodal mobility systems." - Petra Kiwitt

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