



Birgit Hendriks

Research and development in urban freight
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Abstract about the presentation of Birgit Hendriks, Eco2city, Urban Freight workshop, Oslo, September 14-16, 2014.

Title: Development of urban freight solutions -Experiences from The Netherlands

The presentation of Birgit Hendriks will focus on the lessons learned out of the seven years of experience with implementing Sustainable Urban Freight solutions.

The first part will deal with the history of the Dutch Binnenstadservice, the beginning in Nijmegen and the development of the national network in The Netherlands.

After the story about Binnenstadservice Birgit will work out her experiences guided by the following themes:

- Why do we consider urban freight movement as a problem?
- Who has a problem and who needs to solve it?
- How do those stakeholders think they can solve the problem?
- What are the solutions?
- Who is going to implement them?

In the opinion of Birgit Hendriks optimizing Urban Freight movements is all about changing the behavior and decision making of all stakeholders involved: local end receivers, local and national government, shippers, carriers. In this change of behavior, stakeholders can help each other to change. The change of behavior can be initiated by cooperation between all stakeholders. By making the transition a supply team instead of the supply chain!

The last part of the presentation will be about the vision of Birgit Hendriks on

- the ideal concept of the local logistic service center connected to an European wide network,
- the role of the local government
- the way shippers and carriers can make the best use of the presented solutions
- the business model of the Logistic Service Center