What I want to present to you

• A short history of The Dutch Binnenstadservice
• Our challenges and experiences concerning citylogistics
• My dream about an European network of local independent Citylogistic Service Centres
A short history of The Dutch Binnenstadservice
Binnenstadservice: the beginning (2008)

Situation without Binnenstadservice

Collective receiving point for shopkeeper: Binnenstadservice
The concept of Binnenstadservice

- Retailers send a change of address to the supplier
- Carriers deliver the goods at ‘Binnenstadservice’
- Binnenstadservice bundles the goods and delivers
- Other services: storage, home deliveries, VAL
- Full Truck loads are not our business!
- Socially, economically and ecologically sustainable
Binnenstadservice: x-dock and own ‘fleet’
Today: Franchise formula

11 Franchisees:
• Locally unique and self supporting
• Nationwide uniform in service level and procedures

Customers:
• Local: retailers
• Nationwide: shippers
Challenges and experiences concerning city logistics
We all know the problems (this is were I used to start...)

- Problems to reach the inner cities
- Time windows, environmental zones, vehicle restrictions
- Air quality needs to be better
- Retailer opens the shop to late, regarding the time window
- Ambition to be energy neutral
The problem is: who owns the problems?

- Different stakeholders have different problems concerning city logistics
- Every stakeholder wants another one to solve their problems
- Different worlds: government vs. business
- Responsibilities for implementing solutions
Optimizing Urban Freight movements is all about changing the behavior and decision making of all stakeholders involved: logistics is peoples work!

- local end receivers
- local and national government
- (inter)national shippers
- Carriers/LSP’s
- ‘participative society’
Towards a supply team instead of a chain

• Workshop tour around Europe
• All stakeholders around the table
• Input: the ‘nine steps of behavioural change’ model as the basis to find solutions
• Output: stakeholders help each other to change because they understand each others worlds and ambitions
• Working towards a supply team instead of the supply chain!
An European network of local independent and neutral Citylogistic Service Centres
Some conclusions towards optimizing the solution:

- Over the years we’ve added a new stakeholder in the field of city logistics; the entrepreneur running the ‘neutral’ Citylogistic Service Centre;
- UCC’s cost money, CLS make money;
- But: The dispersion of costs and benefits should be better balanced;
- In order to be profitable, run both B2B and B2C
Balancing costs & benefits

- distance
- transit ↔ first/last mile

- costs
  - 0%
  - 100%

- tariff
  - DDP
  - Binnenstadservice
  - Delivered at ‘CSC’
Binnenstadsservice Nijmegen
Nijmegen
Binnenstadsservice Maastricht
European Network of Citylogistic Service Centres

• In a lot of cities in Europe some kind of ’Citylogistic Service Centre is running;
• Why not combine them in a network to create more volume and exchange experiences;
• They could all be a member of the European Last Mile Logistics network
• We know, it is slow food. But the taste is better!
For information about the LaMiLo SCS network,  
Or any other questions,  

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