



# Merseyside Transport Partnership Freight Survey 2010

**LOCAL TRANSPORT PLAN**  
MERSEYSIDE



Public  
Transport



Goods



Walking



Cycling



Traffic

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# 1 Introduction

- 1.1 The Third Local Transport plan is a statutory document that has to be produced by every council across the UK besides London and the freight strategy is a key part of the overall plan. This strategy outlines the Merseyside Transport Partnership's vision for the movement of freight for the next twenty years. This freight survey feeds into the overall development of the LTP3 freight strategy.
- 1.2 A similar survey was undertaken in 2005 when 16 companies were interviewed for their views and ideas leading up to the release of the second local transport plan in 2006. The list of companies has been reviewed and all were contacted for this survey along with new companies to enhance the spread of sectors.
- 1.3 The survey is designed to allow companies to tell us what they think should be covered in the freight strategy. By allowing the organisations to fill in this short 10-15 minutes survey we are allowing them the opportunity to help us to help them. The survey itself is broken down into eight sections ranging from business information and access to information to more specific transport related questions such as fleet management techniques and the strategic freight network. The surveys were either completed by interview format or via the post.

## 2 Methodology

- 2.1 To undertake the surveys/questionnaires, each company was telephoned in the first instance and were asked if a face-to-face interview could be arranged. Face-to-face interviews were the preferred option as this method would allow us to gather more in depth information from the companies and would allow us to interpret their answers into coherent responses ready to be analysed. Unfortunately, only 33% of the responses came through face-to-face interviews. The remaining 67% were received through email/post. This option was favoured by most because it allowed them to complete it in their own time.
- 2.2 The questionnaires consisted of eight sections, these included,
- About your business
  - Light Goods Vehicles
  - Strategic Freight Network
  - Access to Information
  - Fleet Management
  - Other Issues
  - Freight Quality Partnership
  - Your thoughts
- 2.3 Along with this questionnaire was an accompanying map of the Merseyside Strategic Freight Network for section three of the questionnaire. Overall, there was a variety of responses as some of the questions were not relevant to some respondents, some companies do not use vans for example. However the responses we did receive have given us a wide spectrum of answers that will be fed into the third LTP.
- 2.4 Lastly, it was mentioned to the companies that although their names have been used for this survey, their names will not be used in the third local transport plan.

### 3 Respondent List

- 3.1 Twenty-two organisations were approached to complete the survey. Sixteen of these organisations were originally approached five years ago for the 2005 survey. Below is the list of the fifteen organisations that successfully completed the surveys.

**Table 1 - List of organisations that took part in the survey**

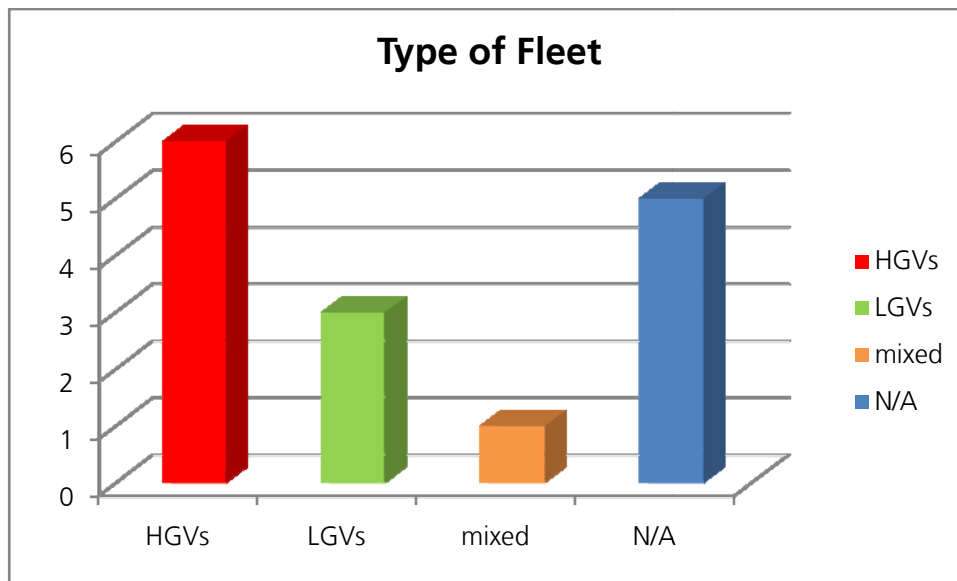
Organisations	Sector
AB Ports	Port
Acorn Storage	Warehousing
Albion Distribution Services/Veolia	Manufacturing
Cargill	Manufacturing
Contract Chemicals	Manufacturing
Eastham Refinery/Nynas	Manufacturing
Freightliner	Railhead/Distribution
Knowsley Housing Trust	Housing Trust
Peel Holdings, Port of Liverpool	Port
Newbreed	Haulier
Peel Holdings (Liverpool)	Airport
Peel Holdings (Manchester)	Canal, Port
Pilkington	Manufacturing
Potter Group	Railhead/Distribution
Swift Despatch	Delivery

## 4 Results

### 4.1 About your business

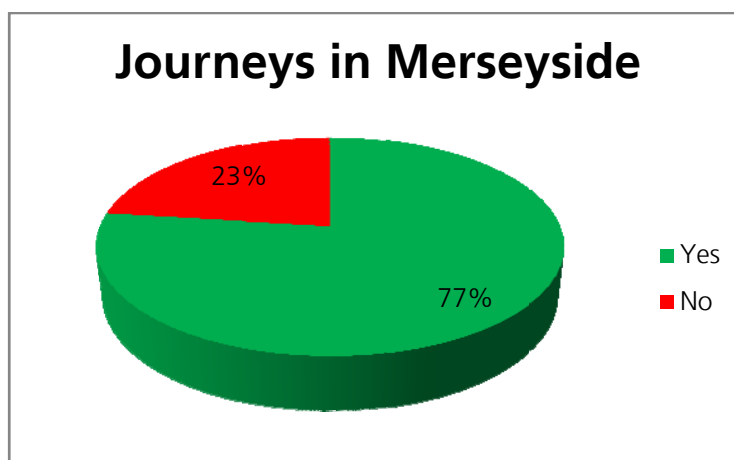
4.1.1 The fifteen companies contribute 524 vehicles to the roads of Merseyside, of the 15, 60% only used HGV's, 30% only used LGV's and 10% used a mixture of both.

**Figure 1 - Make up of fleets**

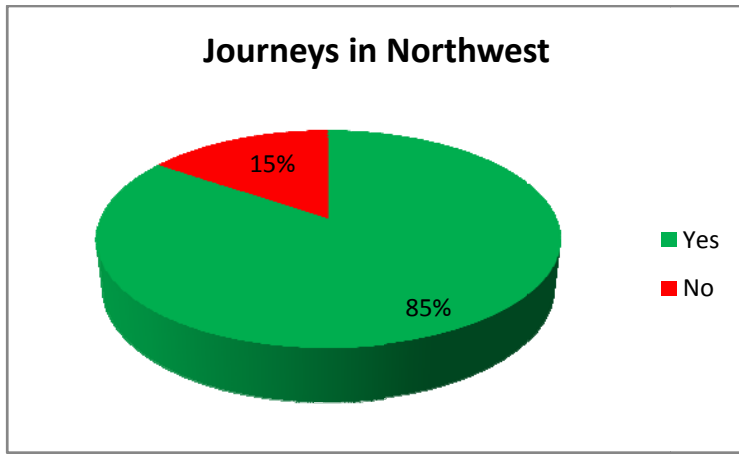


4.1.2 Figures 2 to 5 show the transportation movements in geographical remits. 77% of companies make deliveries/transport across Merseyside (Figure 2). 85% of companies make deliveries/transport across the Northwest (Figure 3). 77% of respondents make some national journeys (Figure 4) and 31% make some international journeys (Figure 5).

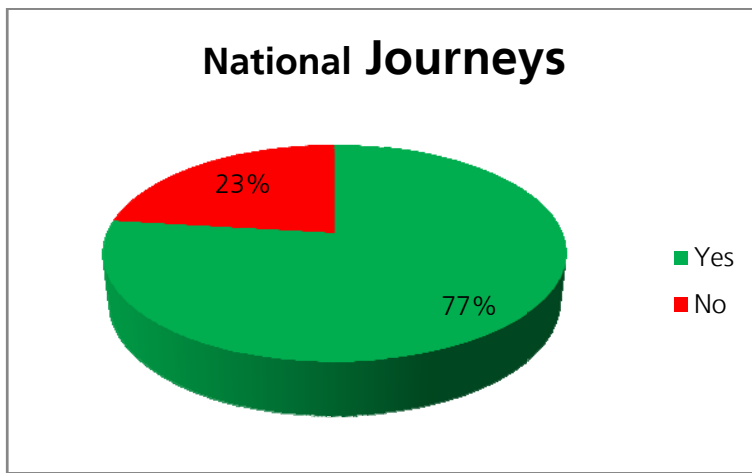
**Figure 2 - Journeys made on Merseyside**



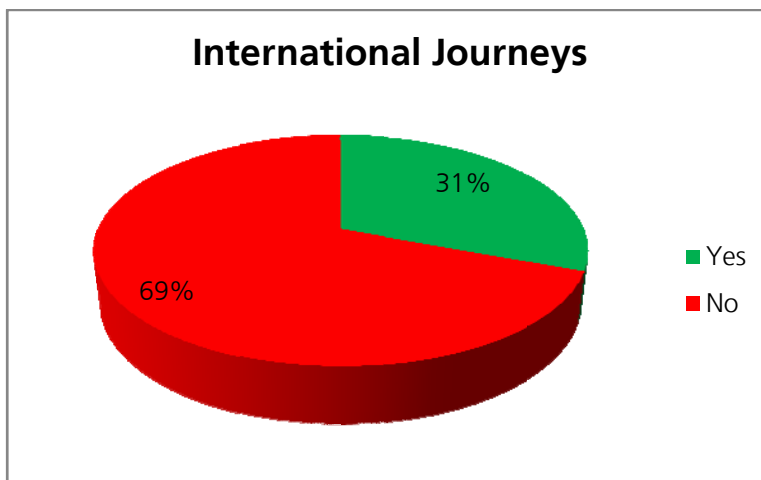
**Figure 3 - Journeys made in the Northwest originating in Merseyside**



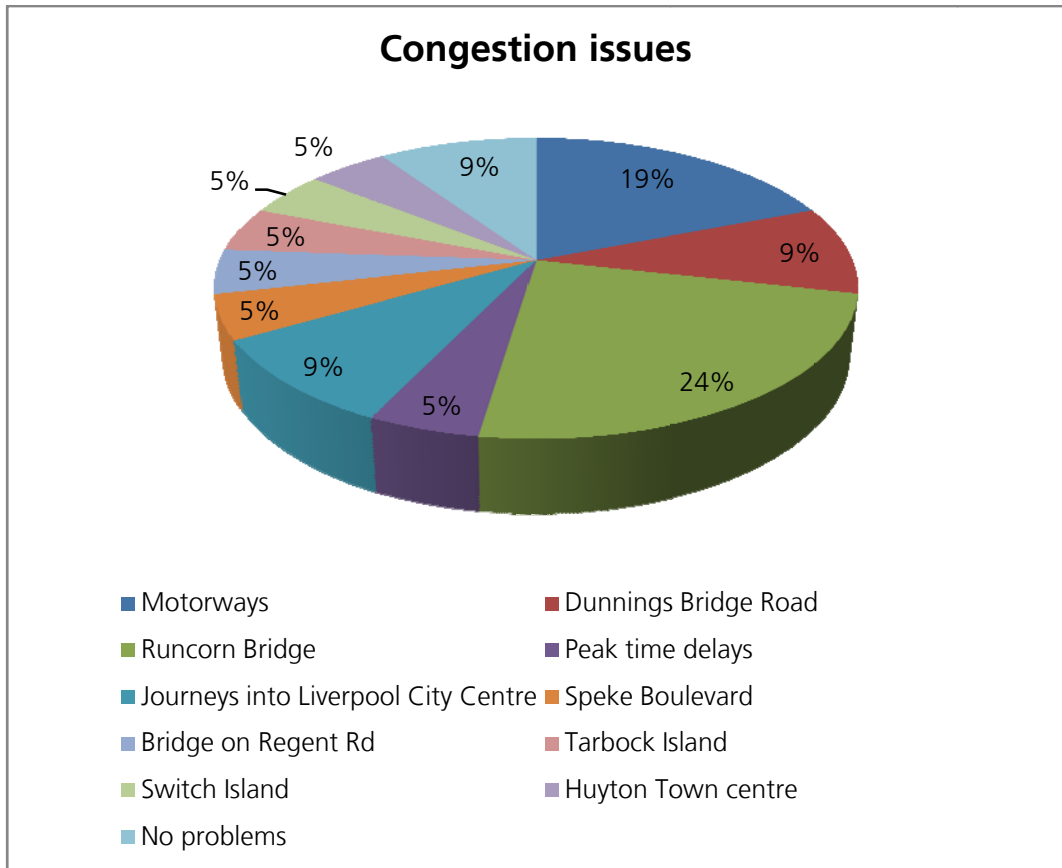
**Figure 4 - Journeys made nationally originating in Merseyside**



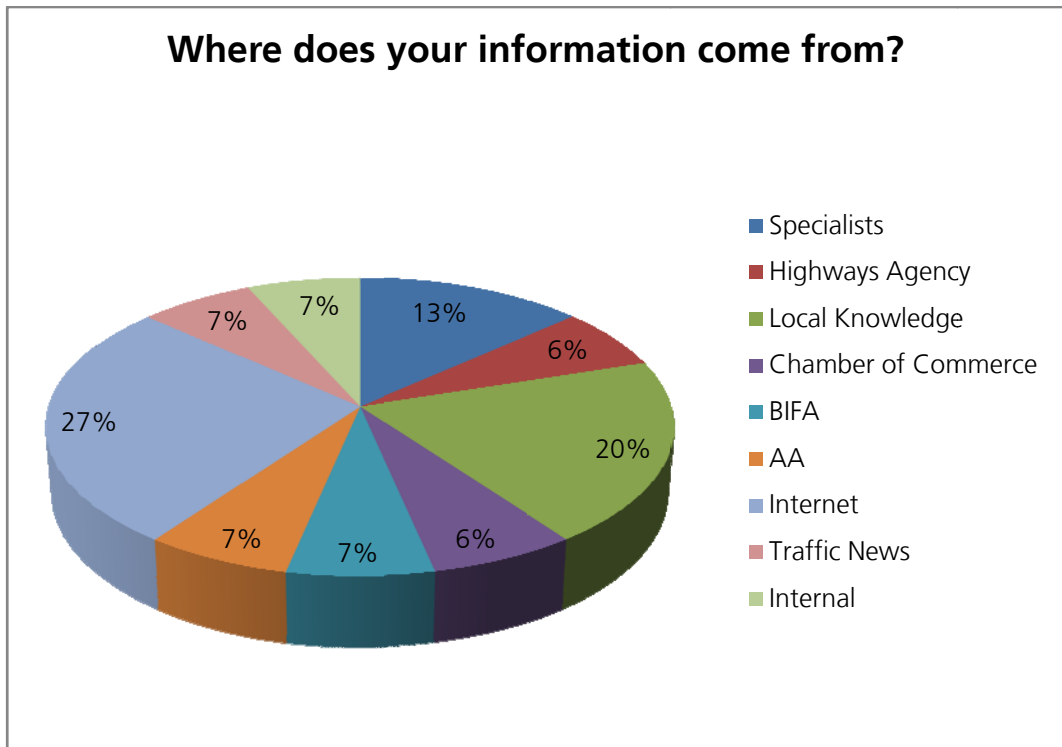
**Figure 5 - Journeys made internationally**



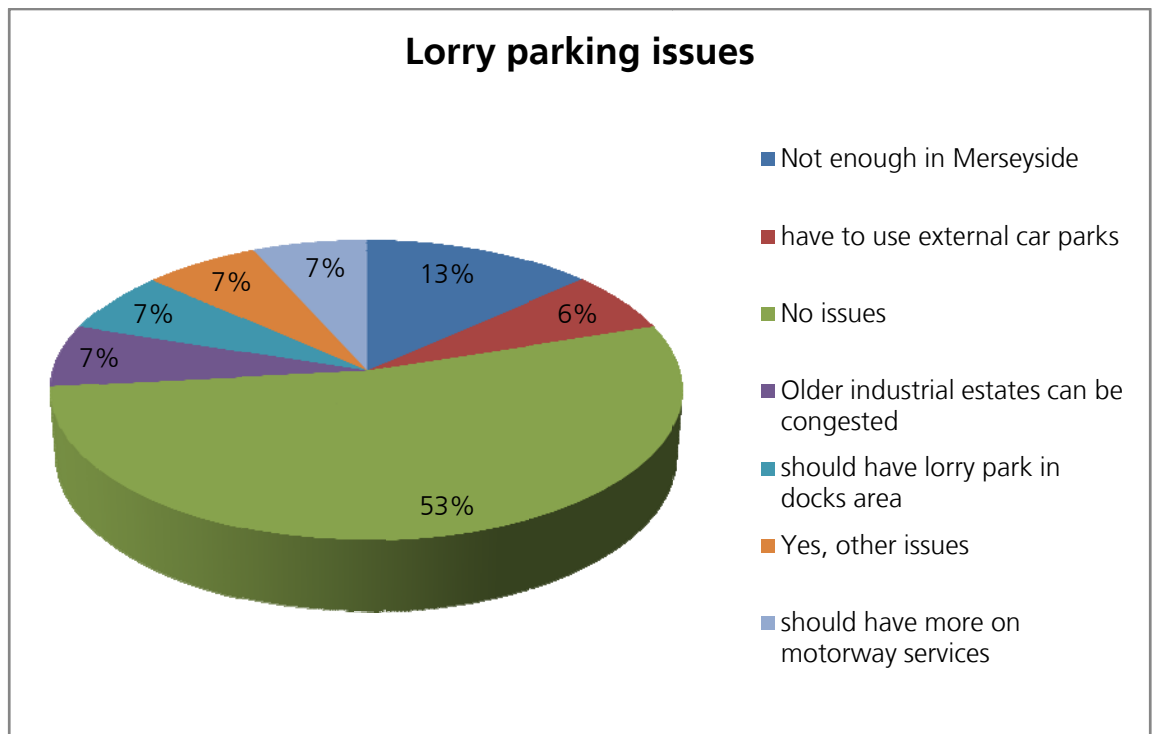
**Figure 6 - Suggested congestion issues across Merseyside**



**Figure 7 - Where respondent's information is obtained from**



**Figure 8 - Lorry parking issues across Merseyside**



4.1.3 From the other questions asked in this section, 93% have no issues with road suitability. 37% have issues with crime, most notably thefts and curtain slashing. A couple of respondents put down Kirkby and Huyton as main hotspots with one respondent saying that Merseyside in general was rife with crime. 84% of respondents have no problems with routing issues or signage although one respondent did say that the signage to the Port of Liverpool could be difficult. Lastly, delivery and collection problems issues include the port not having a booking system, ships being late, drivers not allowed on the port estate and an incomplete road network outside the port increasing congestion.

## 4.2 Light Goods Vehicles

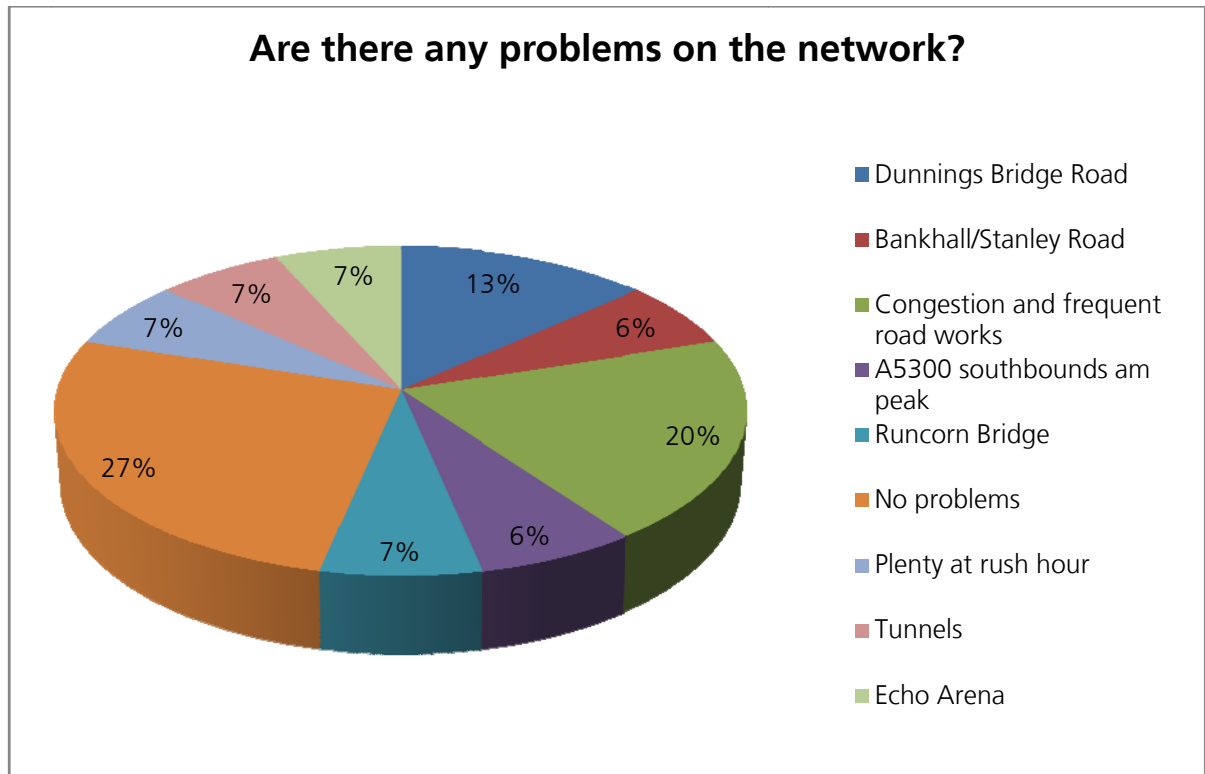
4.2.1 When asked, only four of the respondents used LGVs in some capacity<sup>1</sup>. Knowsley Housing trust use the most vans as their 220 strong fleet is less than 7.5 tonnes. Of these four companies, only two have increased their van usage over the past year. When asked 82% of the companies do not intend to increase their van usage in the future.

<sup>1</sup> From this question, three companies did not answer, possibly because they were freight forwarding companies, port estates or they sub-lease to a third party company who transports on their behalf.

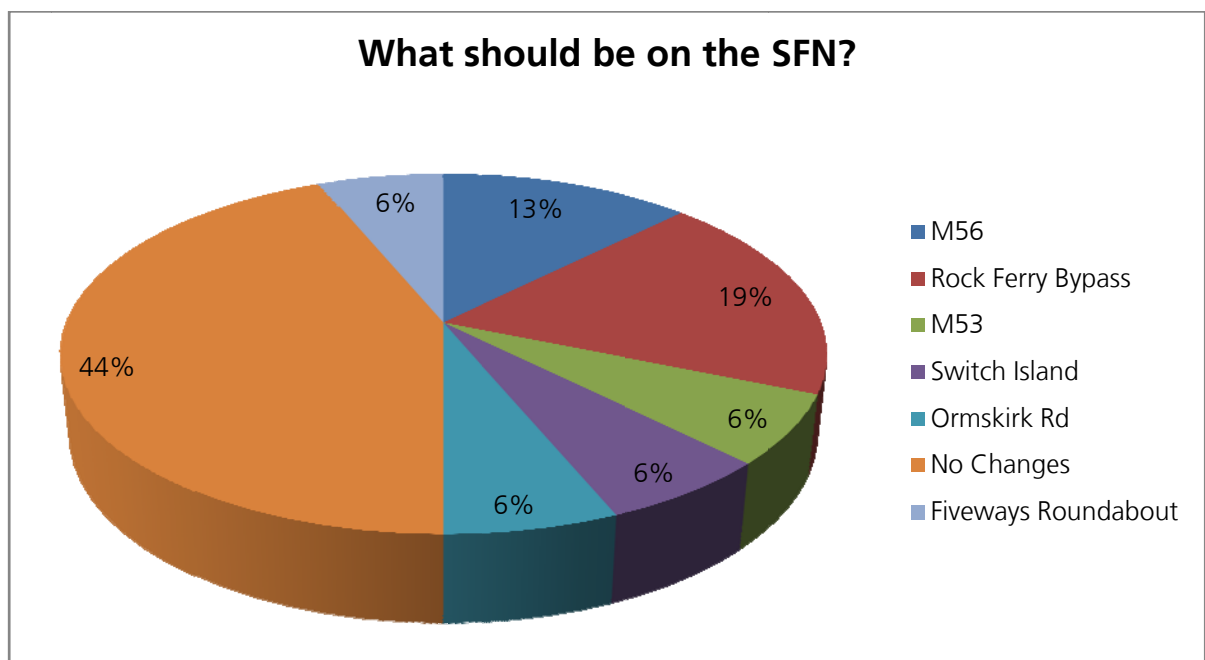
### 4.3 Strategic Freight Network

4.3.1 All of the companies felt that the strategic freight network was reflected accurately; however they did feel that there were problems on the network and felt that new roads should be included.

**Figure 9 - Perceived problems on the strategic freight network**



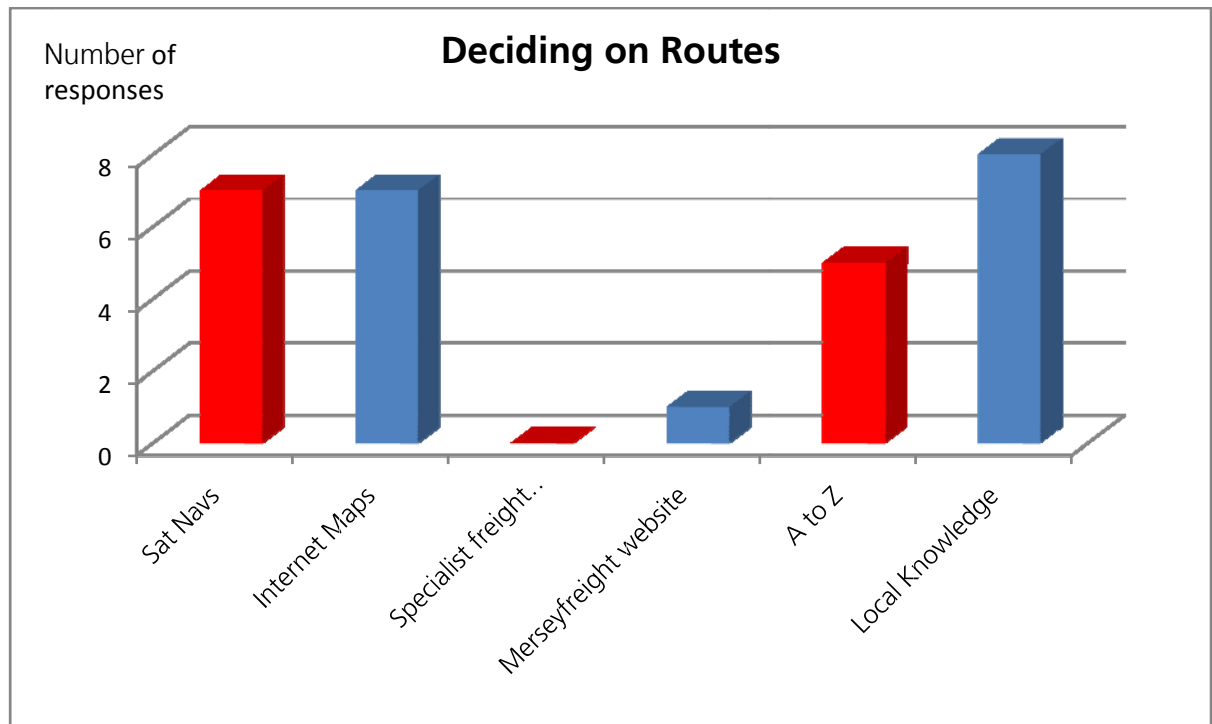
**Figure 10 - What should be included on the Strategic Freight Network?**



## 4.4 Access to Information

4.4.1 77% of companies state that it is the driver's responsibility for charting their own route to destinations but 69% state that there is also some element of company guidance. 15% of companies do not use either.

**Figure 11 - Methods used by drivers when decided on routes**



**Table 2 - Suggestions given by company guidance when deciding on routes**

Company Guidance
Internal central database
Designated Journey times
Internal scheduling
Deliver furthest away first, work back
Quickest and best suited routes
Ease of access
Microsoft Autoroute

4.4.2 When asked about the reliability of satellite navigation, 37% of companies stated that they have had issues with the information offered. Some responses included lack of information on height issues for bridges, not displaying real time information, lack of information on Liverpool city centre, lack of information on bus lanes and not being freight specific.

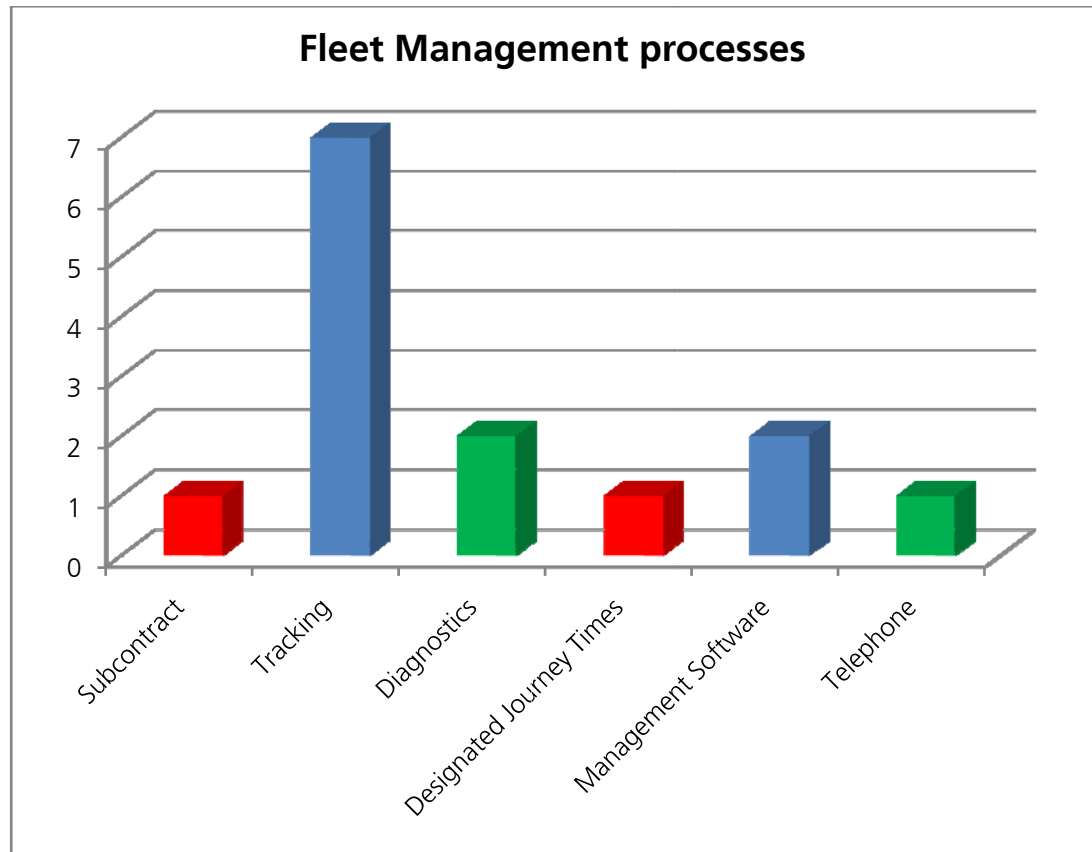
**Table 3 - Ease of accessing information on these four particular issues**

<b>Accessing information</b>	<b>Yes</b>	<b>No</b>
Road Works	92%	8%
Height and Weight restrictions	60%	40%
Collection and delivery restrictions	60%	40%
Legislation and Information	91%	9%

## 4.5 Fleet Management

4.5.1 When asked about distribution modes, 100% of respondents used road, 43% used rail, 21% used air and further 21% used inland waterway<sup>2</sup>. When asked about whether companies would consider switching to sustainable travel modes, only 23% said that they would. Many stating the main reason is that it is not cost effective to their business.

**Figure 12 - Fleet Management processes that are undertaken by respondents**



4.5.2 When asked about benchmarking, 27% said that they do some sort of internal economical benchmarking. 36% partake in environmental benchmarking and use platforms such as the environmental agency, trade organisations, HSC department and EQUAS.

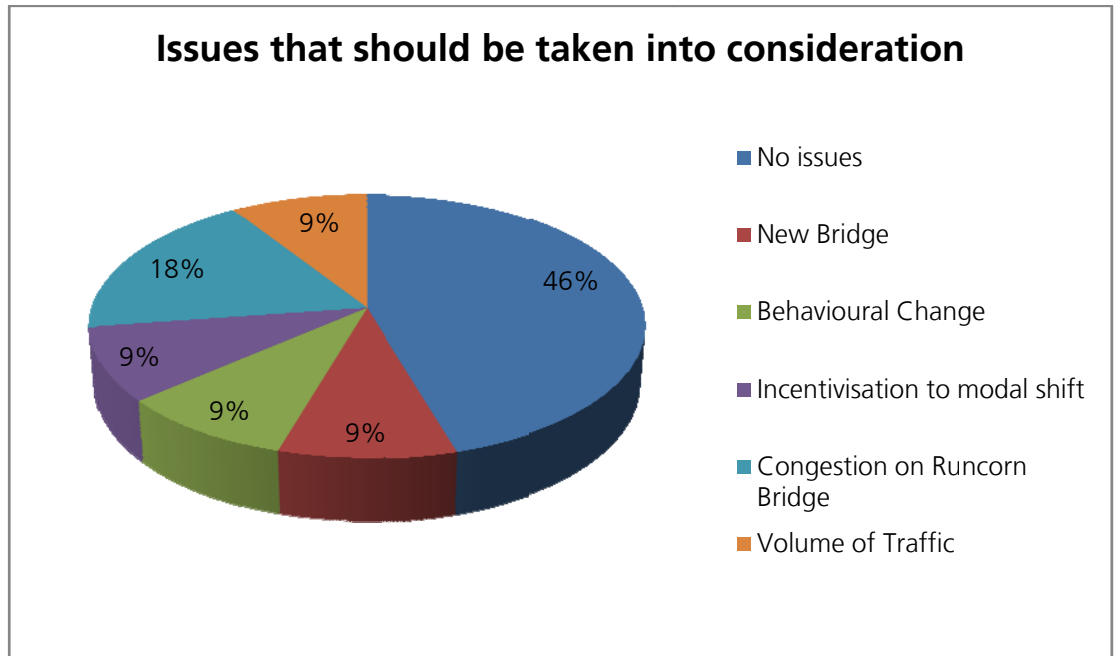
4.5.3 Lastly, 67% of companies offer driver training opportunities for their drivers. This is mainly done internally however it is also offered through C.P.C, A.D.R, auditing processes and green fleet training.

<sup>2</sup> This was a multiple answer question therefore many of the companies used more than one mode.

## 4.6 Other Issues

4.6.1 None of the companies have any difficulties with issues such as skills, recruitment and retention.

**Figure 13 - Issues for updated freight strategy**

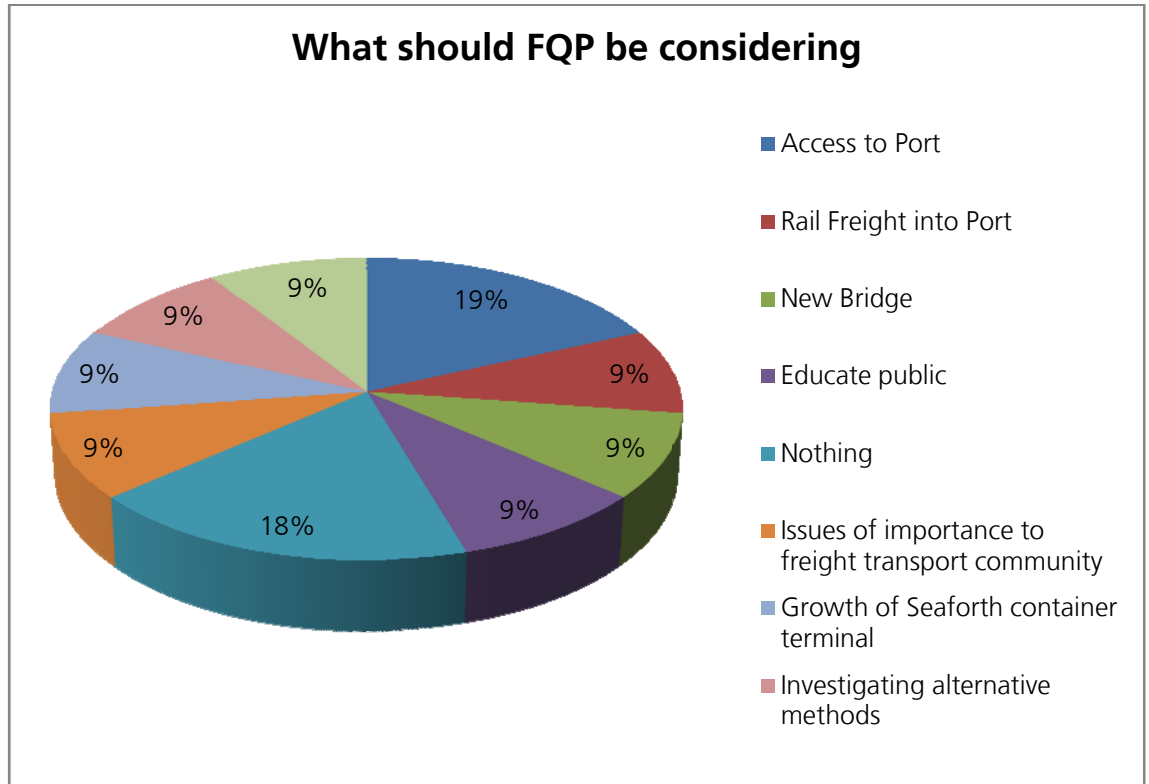


4.6.2 Figure 13 highlights what companies believe should be taken into consideration. 46% think that there are currently no new issues. The remaining 54% suggested the New Mersey Gateway Bridge, behavioural change, incentivisation, congestion on Runcorn Bridge and the sheer volumes of traffic. All the issues suggested are currently being investigated by the LTP.

## 4.7 The Freight Quality Partnership

4.7.1 Only 29% of respondents have attended an FQP meeting in the last two years.

**Figure 14 - Suggestions into what the FQP should be covering**



Respondents were asked what they felt the FQP should be considering (Figure 14). The responses were varied however the Port of Liverpool was high on everyone's agenda's.

**Table 4 - Suggested issues for the FQP**

Should the FQP.....	Yes
Provide updates on local issues	93%
Provide updates on regional issues	93%
Provide updates on national issues	60%
Address local problems affecting the industry	93%
Facilitate best practise sharing	73%
Arrange relevant presentations	47%
Provide networking opportunities	60%

4.7.2 Respondents were asked a series of questions on whether the FQP should include the issues raised in Table 4. Table 4 highlights the 'Yes' responses.

## 4.8 Your Thoughts

**Table 5 - Any other suggestions**

<b>Any other suggestions</b>	
None	5
Congestion on Ormskirk Rd	1
Slip road should be built near trading estate on Dunnings Bridge Rd	1
Opportunities for multi modal transport of goods should be explored	1
Full range of representatives from local industry	1
Electric vehicles for deliveries into City Centre	1
Not strangle local business who have to deliver as part of commercial process	1

## 5 Evaluation

### 5.1 About your business

- 5.1.1 Although this is a relatively small survey, a selection of companies was chosen with varying fleets (Figure 1). As expected Figure 2 suggests that the majority of companies travel across Merseyside (77%). This is identical to national journeys (Figure 4). Figure 3 highlights that 85% of companies travel further afield than Merseyside to destinations in the Northwest. Only 31% of companies spoken to transport internationally (Figure 5)
- 5.1.2 There was a wide range of responses regarding congestion (Figure 6). The motorway network and Silver Jubilee Bridge had 19% and 24% of respondents respectively stating current issues. This is not relatively a surprise as these are the most commonly used routes for vehicles that cannot use the Mersey Tunnels as well as movement from Wales.
- 5.1.3 The most used methods of information (Figure 7) are local knowledge and the internet. In some ways the internet complements local knowledge and vice versa, the majority of respondents did not have any issues with lorry parking (Figure 8).
- 5.1.4 In general, the majority of respondents felt that the infrastructure on Merseyside is working well enough for what they need. However there could be room for improvements in certain geographical areas including the Silver Jubilee Bridge and Dunningbridge road.

### 5.2 Light Goods Vehicles

- 5.2.1 Due to the small amount of respondents, a valid evaluation of LGVs cannot be made. A further study on this has been completed by Liverpool John Moores University on our behalf.

### 5.3 Strategic Freight Network

- 5.3.1 All the respondents had a clear understanding of what the strategic freight network is and its purpose in the greater transport network. Figure 9 suggests that Dunningbridge road is still a problem but this could have been answered by the companies situated in that area. Congestion and frequent road works were key issues

5.3.2 Figure 10 highlights that the M56 that runs parallel with Ellesmere Port should be included, although this is out of Merseyside's boundary's this should be highlighted as an important freight route. 19% of respondents stated that the Rock Ferry bypass (A41) is a key route for business situated along a stretch of warehousing and industrial estates. Cammell Laird shipping and Eastham Docks are situated along this route with smaller maritime businesses. Overall the majority of respondents felt there was nothing wrong with the network.

#### 5.4 Access to Information

5.4.1 Local knowledge and internet maps are the keys in driver choices for routing. With the introduction of satellite navigation, their popularity has increased but there are problems such as the lack of information on height restrictions and real time information with 37% of companies' encountering problems. A majority of companies (77%) allow flexibility to their drivers when deciding on routes but do input suggestions. Table 2 highlight some potential company guidance techniques, many of which are pre-planned but allow for driver intervention if necessary for unexpected delays i.e. other road crashes, extreme weather.

5.4.2 Companies stated they have no significant problems when accessing information on road works, height and weight restrictions, collection and delivery restrictions and legislation information (Table 3). Again this highlights the importance of correct and up-to-date availability.

#### 5.5 Fleet Management

5.5.1 Every delivery has to travel on road at some point therefore it was expected that 100% of respondents used road. 43% use rail but this does not mean that it is within Merseyside where container rail traffic is at a minimum. This is the same for air travel where the majority of cargo would pass through Manchester airport. Inland waterways usage is predominantly Peel Ports and their Wine barge service.

5.5.2 Figure 12 highlights just how important GPS tracking is when managing fleet processes. This process does not measure driver efficiency therefore it can only tell companies where their vehicles are on route. Diagnostics should be the preferred option. GPS is chosen on brand name and companies are not seeing the true benefits of other modes.

5.5.3 There is a substantial lack of both economical and environmental benchmarking from all the respondents. However those that do benchmark go through the appropriate accredited channels. Also although not a fleet management process, two thirds of companies offer driver training opportunities, mainly through C.P.C and green fleet. This shows that companies are trying to achieve environmental savings through softer measures.

## 5.6 Other Issues

5.6.1 Runcorn Bridge congestion at AM and PM peak is the only other main issue that respondents suggested (Figure 13). However behavioural change and incentivisation is also important for companies when looking towards future savings.

## 5.7 Freight Quality Partnership

5.7.1 There has been a relatively poor turnout from industrial representatives at FQP meetings. Indeed only 29% of respondents have attended in the last two years. Fig 14 suggests the FQP should be considering access to port and port related issues as its main priority, then education, congestion and investigating alternative methods. 93% of respondents would like the FQP to provide updates on local issues, regional issues and local problems affecting the industry.

## 5.8 Your Thoughts

5.8.1 This was the chance for companies to add anything extra that they felt would be of benefit but ten respondents declined. Congestion on Ormskirk road and slip roads to some industrial estates are two issues highlighted.

## 6 Conclusion

- 6.1 Although a relatively short survey with limited responses, the information gathered has given the MTP an important insight into what logistic companies and organisations that use delivery vehicles require to keep transport moving. Many of the answers were expected such as congestion on Dunningsbridge road and the Silver Jubilee Bridge. However some information received that were unexpected included complications with satellite navigation.
- 6.2 The fundamental/underlying consensus is that generally the MTP is fulfilling its pledges from LTP2 and has dealt with unforeseen incidents over the past five years.

## **7 Recommendations**

- 7.1 The views of the organisation summarised here will be fed into the final LTP3 freight strategy.



# Appendix One Questionnaire

## Merseyside Freight Survey 2010

The Merseyside Local Transport Plan Partnership is carrying out a survey to aid the development of the new Freight Strategy. We very much appreciate you taking the time to fill in the survey - giving us your views will help to ensure that the strategy supports the local economy and reflects the needs of freight and logistics operators.

### 1.1 About your business:

Name of business:.....

Type of business:.....

Size of fleet:.....

Type of vehicles:.....

### 1.2 What is your usual geographical remit?

Journeys within Merseyside		Journeys with the Northwest	
National Journeys		International Journeys	

### 1.3 Do you experience difficulties with any of the following? If yes please give details:

<p><b>Congestion</b></p> <p>Times, places, delay caused?</p>	
<p><b>Road suitability for your vehicles</b></p> <p>Weight and height restrictions, difficulty in turning? (including junctions and road layout)</p>	
<p><b>Crime and safety</b></p> <p>Particular places and times? Sufficient information on avoidance?</p>	
<p><b>Routes</b></p> <p>Difficult access?</p>	

<p><b>Signage</b></p> <p>Are there examples of confusing or missing signs?</p>	
<p><b>Accessing information</b></p> <p>Where do you get information from? Is it easy to get hold of? How do you disseminate information internally?</p>	
<p><b>Arranging deliveries / collection</b></p> <p>Problems with waiting times or other restrictions? Particular times or places that are problematic?</p>	
<p><b>Lorry parking</b></p> <p>Is there sufficient lorry parking available? Where should it be? What times? What facilities are needed? Where do you get information?</p>	

**2- Light Goods Vehicles**

**There has recently been an increase in the use of light goods vehicles. We would like to know more about this trend so that the local transport plan can respond to changing market conditions.**

**2.1** Do you currently use vans? YES/NO

**2.2** If Yes, how many.....

**2.3** What proportion of your fleet are they?.....

**2.4** Have you increased your of light goods vehicles over the past year? YES/NO

**2.5** If yes, why?.....  
.....  
.....

**2.6** Do you intend to increase your use of light goods vehicles in the future? YES/NO

**2.7** Do you have any other comments on the use of light goods vehicles?.....  
.....  
.....

**3- Strategic Freight Network**

The strategic freight network highlights the major freight routes within Merseyside and includes connections to motorways and the port. It is intended to highlight those roads which are strategically significant. Improvements to improve the follow of traffic along the strategic freight network have been undertaken as part of the local transport plan.

**Please refer to accompanying map, please note that light blue indicates the Strategic Freight Network**

**3.1** Do you feel that the network accurately reflects major freight routes? YES/NO

**3.2** Are there any problems on the strategic freight network?

.....  
.....  
.....  
.....  
.....

**3.3** Are there other roads you feel should be included?.....

.....  
.....  
.....  
.....

**4- Access to information**

**4.1** Does your company provide information to drivers on routes, or is each driver responsible for charting their own route? (circle all that apply)

- Driver responsibility
- Company guidance
- Neither

For the answers you have circled above please answer relevant questions below, if you have circled neither please proceed to question 4.4

**4.2 Drivers:** what information is used? (please tick all that apply)

<input type="checkbox"/>	Satellite navigation system
<input type="checkbox"/>	Internet maps (please state).....
<input type="checkbox"/>	Specialist freight websites (please state).....
<input type="checkbox"/>	Mersey Freight website
<input type="checkbox"/>	A to Z
<input type="checkbox"/>	Local Knowledge

**4.3 Company:** how are routes determined? What factors are taken into account?

.....  
 .....  
 .....  
 .....

**4.4 Satellite navigation system** – have you experienced cases where the information has not been accurate or up to date? YES/NO

**4.5** If Yes, please give examples?.....

.....  
 .....

**4.6** Are you able to access information you require on:

	Yes/ no	Where do you get information?	Problems / comments?
Road works			
Height and weight restrictions			
Collection and delivery restrictions			
Legislation and Information			
Other (please state)			

**5- Fleet management**

**5.1** What distribution modes do you use? (circle all that apply)

Road

Rail

Air

Inland waterways

**5.2** Are you currently considering switching from road or air freight to rail or inland waterways? YES/NO

5.3 If Yes, why?.....  
.....  
.....

5.4 If No, what might encourage you to switch to moving goods by rail or water?.....  
.....

5.5 What fleet management processes do you undertake? (i.e. fleet tracking, onboard diagnostics)  
.....  
.....  
.....

5.6 Do you undertake economic benchmarking? YES/NO

5.7 Do you undertake environmental benchmarking? YES/NO

5.8 If Yes, who currently facilitates your benchmarking?  
Economic:.....  
.....  
Environmental:.....  
.....

5.9 Do you have a driver training program? YES/NO

5.10 If Yes, What does this include?.....  
.....

**6- Other Issues**

6.1 Do you experience difficulties with broader issues such as skills, recruitment and retention, regulation or other government policies? YES/NO

6.2 If yes, please give details?.....  
.....

6.3 Are there any issues you feel should be taken into consideration in developing the new freight strategy?  
.....  
.....  
.....

**7- The Freight Quality Partnership**

The Merseyside Freight Quality Partnership brings together the freight industry, local government, local businesses and other interested bodies to develop an understanding of freight and logistics. Using this approach any problems and issues which arise can be looked into and possible solutions identified.

The partnership also plays a key role in developing the freight agenda within the Local Transport Plan process which secures funding for transport improvements across Merseyside. As part of the third Local Transport Plan, the Merseyside Freight Strategy is being revised.

**7.1** Have you attended Freight Quality Partnership meetings? YES/NO

**7.2** What issues should the FQP be considering?.....  
.....  
.....

**7.3** What activities would you like the FQP to undertake? (tick all that apply)

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Provide updates on local issues               |
| <input type="checkbox"/> | Provide updates on regional issues            |
| <input type="checkbox"/> | Provide updates on national issues            |
| <input type="checkbox"/> | Address local problems affecting the industry |
| <input type="checkbox"/> | Facilitate best practice sharing              |
| <input type="checkbox"/> | Arrange relevant presentations                |
| <input type="checkbox"/> | Provide networking opportunities              |
| <input type="checkbox"/> | Other suggestions? (please specify below)     |

.....  
.....  
.....  
.....  
.....

**8- Your thoughts?**

**8.1** Is there anything else that you wish to add?.....  
.....  
.....  
.....  
.....

**Thank you for participating in this survey. We will be using your responses to aid in the development of the freight strategy for the Merseyside Local Transport Plan.**





# Appendix Two

## List of tallies from questionnaire

<b>1.1.1</b>	<b>Name of Business</b>	<b>1.1.2</b>	<b>Type of Business</b>
1	Contract Chemicals	1	Chemical Manufacturing
2	Potter Group	2	Distribution
3	Nynas UK	3	Fuels Oils supplier
4	Pilkington Glass	4	Delivery/Manufacturing
5	Mersey Docks and Harbour Company	5	Port Operator
6	LJLA	6	Airport
7	Freightliner	7	Road/Rail Operator
8	Newbreed Freight	8	Freight Forwarder
9	ABP	9	Port Authority
10	Coastal Container Line	10	Container Shipping
11	Acorn Storage	11	Warehousing
12	Veolia	12	Solvent Recovery
13	Turners (Soham)	13	Storage and Distribution
14	Knowsley Housing trust group	14	Housing Association
15	Swift Despatch	15	International Courier Service

<b>1.1.3</b>	<b>Size of Fleet</b>
1	0
2	19
3	82
4	7
5	60
6	0
7	18
8	0
9	0
10	20
11	0
12	7
13	61
14	220
15	30

<b>1.1.4</b>	<b>Type of Fleet</b>
1	N/A
2	HGV's
3	HGV's
4	mixed
5	LGV's
6	N/A
7	HGV's
8	N/A
9	N/A
10	HGV's
11	N/A
12	HGV's
13	HGV's
14	LGV's
15	LGV's

<b>1.2.1</b>	<b>Journeys in Merseyside</b>
Yes	10
No	3
N/A	2

<b>1.2.2</b>	<b>Journeys in Northwest</b>
Yes	11
No	2
N/A	2

<b>1.2.3</b>	<b>National Journeys</b>
Yes	10
No	3
N/A	2

<b>1.2.4</b>	<b>International Journeys</b>
Yes	4
No	9
N/A	2

<b>1.3.1</b>	<b>Congestion issues</b>
Motorways	4
Dunnings Bridge Road	2
Runcorn Bridge	5
Peak time delays	1
Journeys into Liverpool City Centre	2
Speke Boulevard	1
Bridge on Regent Rd	1
Tarbock Island	1
Switch Island	1
Huyton Town centre	1
No problems	2

<b>1.3.2</b>	<b>Road Suitability issues</b>
No issues	13
Height Restrictions on Ormskirk Road	1
N/A	1

<b>1.3.3</b>	<b>Crime and Safety Issues</b>
Curtains slashed	1
Increased theft	1
Periodic theft	1
Huyton	1
Kirkby	1
Merseyside	1
No	10

<b>1.3.4</b>	<b>Routing Issues</b>
Dunnings Bridge Rd	1
Strand onto Water St	1
No	11
N/A	2

<b>1.3.5</b>	<b>Signage issues</b>
Airport signage at Speke Boulevard	1
Signs to Port of Liverpool confusing	1
No issues	11
N/A	1
DNA	1

<b>1.3.6</b>	<b>Where does your info come from?</b>
Specialists	2
Highways Agency	1
Local Knowledge	3
Chamber of Commerce	1
BIFA	1
AA	1
Internet	4
Traffic News	1
Internal	1
N/A	8

<b>1.3.7</b>	<b>Delivering/collecting issues</b>
No booking system at Port of Liverpool	1
external, ship being late	1
Drivers not allowed on site until booking time	2
Docks and road network	1
Various	1
Liverpool City Centre	1
No	7
N/A	1

<b>1.3.8</b>	<b>Lorry parking issues</b>
Not enough in Merseyside	2
have to use external car parks	1
No issues	8
Older industrial estates can be congested	1
should have lorry park in docks area	1
Yes	1
should have more on motorway services	1
N/A	2

<b>2.1</b>	<b>Do you use vans?</b>
Yes	4
No	8
DNA	3

<b>2.2</b>	<b>If yes, how many?</b>
5	1
15	1
30	1
220	1

<b>2.3</b>	<b>What proportion?</b>
25%	1
71%	1
100%	2

<b>2.4</b>	<b>Have you increase fleet in last year?</b>
Yes	2
No	10
DNA	3

<b>2.5</b>	<b>If yes, why?</b>
Tendered and won contracts	1
Increase in Business	1

<b>2.6</b>	<b>Do you intend to increase you fleet?</b>
If necessary/yes	2
No	9
DNA	4

<b>2.7</b>	<b>Any other comments</b>
No but maybe increase fleet in the future	1
Customers with larger loads need larger vehicles	2
Proactive approach to using different vehicles	1
Necessary vehicles for commerce	1
No	2
DNA	8

<b>3.1</b>	<b>Is the SFN accurately represented?</b>
Yes	13
No	0
DNA	2

<b>3.2</b>	<b>Are there any problems on the network?</b>
Dunnings Bridge Road	2
Bankhall/Stanley Road	1
Congestion and frequent road works	3
A5300 southbound am peak	1
Runcorn Bridge	1
No problems	4
Plenty at rush hour	1
Tunnels	1
Echo Arena	1
DNA	2

<b>3.3</b>	<b>What should be on the SFN?</b>
M56	2
New Chester Rd	1
Rock Ferry Bypass	1
M53	1
Switch Island	1
Ormskirk Rd	1
Link to Eastham Docks	1
No changes	7
Fiveways Roundabout	1
DNA	3

<b>4.1.1</b>	<b>Driver responsibility</b>
Yes	10
No	3
DNA	2

<b>4.1.2</b>	<b>Company guidance</b>
Yes	9
No	4
DNA	2

<b>4.1.3</b>	<b>Neither</b>
Yes	2
No	11
DNA	2

<b>4.2</b>	<b>Method</b>
Sat Navs	7
Internet Maps	7
Specialist freight websites	0
Merseyfreight website	1
A to Z	5
Local Knowledge	8

<b>4.3</b>	<b>Company guidance</b>
Internal central database	1
Designated Journey times	1
Internal scheduling	1
Deliver furthest away first, work back	1
quickest and best suited routes	3
ease of access	1
Microsoft Autoroute	1
By driver	1
N/A	2
DNA	4

<b>4.4</b>	<b>Sat Navs</b>
Yes	3
No	5
DNA	6
N/A	1

<b>4.5</b>	<b>Sat Nav's</b>
Height issues	1
Non freight	1
Display in real time info	1
Bus lanes	1
Liverpool City Centre	1
DNA	3
N/A	9

Access to information, road works

<b>4.6.1</b>	<b>Yes/No</b>	<b>Where do you get info</b>	<b>Problems/Comments</b>
Yes	11		
No	1		
N/A	1	2	1
DNA	2	3	8
Internal email		2	
Knowsley Business Watch		1	
Traffic England		2	
Highways Authority		3	
Radio		1	
Local Knowledge		2	
TV		1	
Runcorn Bridge			1
Weekly Job			1
on the job			1
Fairly good			1
info not accurate			2

Access to information, Height and Weight Restrictions

<b>4.6.2</b>	<b>Yes/No</b>	<b>Where did you get info</b>	<b>Problems/comments</b>
Yes	6		
No	4		1
N/A	2	5	4
DNA	3	5	9
Internally		1	
Driver Knowledge		3	
Highways Agency		1	
Ok			1

Access to info, Collection and delivery restrictions

<b>4.6.3</b>	<b>Yes/No</b>	<b>Where did you get info</b>	<b>Problems/Comments</b>
Yes	6		
No	4		
DNA	3	5	10
N/A	2	4	2
Customers		3	
Not needed		1	
Local Knowledge		2	
Misinformation			1
when available			1
No			1

Access to information, Legislation			
4.6.4	Yes/No	Where did you get info	Problems/comments
Yes	10		
No	1		
DNA	3	4	9
N/A	1	2	
Employed staff		1	
FTA		4	
VOSA		3	
National compliance manager		1	
Veolia Transport		1	
Email alerts		1	
Good website			1
Legal requirement			1
Good website			1
none			1

5.1.1	Road
Yes	14
No	0
DNA	1

5.1.2	Rail
Yes	6
No	8
DNA	1

5.1.3	Air
Yes	3
No	11
DNA	1

5.1.4	Inland Waterways
Yes	3
No	11
DNA	1

5.2	Switching to sustainable
Yes	3
No	10
DNA	2

5.3	If yes, why
Would like to use rail for national journeys	1
Not cost effective	1
Using Barge on Ship Canal	1
N/A	12

5.4	If No, why
Cost effectiveness	3
Work with Public	1
Not Practical	3
N/A	7
DNA	1

5.5	Processes
Subcontract	1
Tracking	7
Diagnostics	2
Designated Journey Times	1
Management Software	2
Telephone	1
N/A	3
DNA	3

Benchmarking			
<b>5.6</b>	<b>Economic</b>	<b>5.7</b>	<b>Environmental</b>
Yes	3	Yes	4
No	7	No	7
Don't Know	1	DNA	4
DNA	4		

Benchmarking facilities			
<b>5.8.1</b>	<b>Economic</b>	<b>5.8.2</b>	<b>Environmental</b>
Internal	3	HSC department	1
DNA	2	Environmental Agency	1
N/A	10	Local Authorities	1
		Trade Organisations	1
		Internal	2
		EQUAS	1
		DNA	1
		N/A	10

<b>5.9</b>	<b>Driver Training</b>
Yes	8
No	4
DNA	3

<b>5.10</b>	<b>If Yes, What does this include</b>
Auditing Process	1
Internal	4
Driver C.P.C	1
Driver A.D.R	1
Driver Assessment	2
Green Fleet training	1
N/A	7

<b>6.1</b>	<b>Difficulties with retention, recruitment</b>
Yes	0
No	13
DNA	2

<b>6.3</b>	<b>Issues that should be taken into consideration</b>
No	5
New Bridge	1
Behavioural Change	1
Incentivisation to modal shift	1
Congestion on Runcorn Bridge	2
Volume of Traffic	1
DNA	5

<b>7.1</b>	<b>Have you attended FQP's</b>
Yes	4
No	10
DNA	1

<b>7.2</b>	<b>What should FQP be considering</b>
Access to Port	2
Rail Freight into Port	1
New Bridge	1
Educate public	1
No	2
Issues of importance to freight transport community	1
Growth of Seaforth container terminal	1
Investigating alternative methods	1
Congestion	1
DNA	7

What activities should we be looking at			
	Yes	No	
<b>7.3.1</b>	14	1	Provide updates on local issues
<b>7.3.2</b>	14	1	Provide updates on regional issues
<b>7.3.3</b>	9	6	Provide updates on national issues
<b>7.3.4</b>	14	1	Address local problems affecting the industry
<b>7.3.5</b>	11	4	Facilitate best practise sharing
<b>7.3.6</b>	7	8	Arrange relevant presentations
<b>7.3.7</b>	9	6	Provide networking opportunities
<b>7.3.8</b>	2	13	Other

<b>7.3.9</b>	<b>Suggestions</b>
Boost attendance from industry	1
higher ranking officials	1
No	14

<b>8.1</b>	<b>Any other suggestions</b>
No	5
congestion on Ormskirk Rd	1
Slip road should be built near trading estate on Dunnings Bridge Rd	1
Opportunities for multi modal transport of goods should be explored	1
Full range of representatives from local industry	1
Electric vehicles for deliveries into City Centre	1
Not strangle local business who have to deliver as part of commercial process	1
DNA	6

## Acronyms

List of Acronyms	Meaning
AA	Automobile Association
ADR	French Pronunciation <sup>3</sup>
BIFA	British International Freight Association
CPC	Certificate of Professional Competence
EQUAS	Could not be found however we believe it to mean <sup>4</sup>
FQP	Freight Quality Partnership
GPS	Global Positioning System
HGV	Heavy Goods Vehicle
HSC	Health and Safety Commission
LGV	Light Goods Vehicle
LTP	Local Transport Plan
MTP	Merseyside Transport Partnership
VOSA	Vehicle and Operator Services Agency

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<sup>3</sup> 'Accord European Relatif au Transport International des Marchandises Dangereuses par Route'

<sup>4</sup> European Quality Assurance Standard. Member of ISO 9001

The Merseyside Local Transport Plan (LTP) aims to give Merseyside a safer, sustainable, efficient and integrated transport network, accessible to all.

The Merseyside Transport Partnership consists of Merseytravel and the five district councils of Merseyside - Knowsley, Liverpool, Sefton, St Helens, and Wirral. The LTP Support Unit co-ordinates LTP activity on behalf of the Partnership.

TravelWise is the partnership's campaign to help people on Merseyside make sustainable transport choices - public transport, walking, cycling and using cars wisely.

[www.TransportMerseyside.org](http://www.TransportMerseyside.org)

The Merseyside Transport Partnership

