

## SUSMILE Capsule 3.4.2 Source 1

### Answers

Please note that below answers have been simplified for teachers to evaluate the quality of answers according to their level of understanding, the perspective taken in reading the documents and eventually the quality of their arguments to compensate for elements missing.

#### EQF level 4

1. **S3** What are the objectives of a GPS app for drivers?
  - Ease the use for drivers in recognising the most optimal delivery routes
  - Allow transport organisers to know where their drivers are
  - Follow-up on problems and issues reported live through the app
  - Improve customer satisfaction and reactivity to their complaints
2. **S4** What factors affect most the vehicle energy consumption in order to best improve eco-driving results?
  - Driver behaviour (up to 30%) and traffic (15 to 47%)
3. **S5** What is the objective of this training course document for delivery drivers?
  - Understand better safety rules in the urban environment, in particular to protect the Vulnerable Road Users (VRU)
  - Know better the vehicle and its equipment for safety purpose
  - Share the road safely with other stakeholders
  - *NB: this list is non-exhaustive*

#### EQF level 5

1. **S2** What are the most time-deviator factors in urban logistics?
  - Queuing and re-routing to find appropriate parking conditions
2. **S3** What features are likely to involve more the drivers than before?
  - Drivers can report their progress, problems with specific customers, comment on a delivery location for others to follow,
  - Delivery documents can be pictured or scanned to facilitate digital signatures,
  - They can instantly take and report photos of a delivery, an accident, etc.
3. **S4** What are the main findings on eco-driving that you can draw from this study?
  - Smooth driving, well knowing the vehicle's optimal and technical performance, are important to make immediate fuel savings
  - Drivers' profile and behaviour is highly correlated with the efficiency of the training results, based on their experience and tendency to speed beforehand



- Important limitations are related to the environment, in particular traffic-related
4. **S6** Which turnover is more important between long-haul drivers and urban delivery personnel? Can you explain why?
- Urban delivery personnel: close to 40%
  - Lack of attractiveness for the job, difficult conditions and stress
  - Handling of new technologies on top of driving skills
  - Low salary attractiveness

## EQF level 6

1. **S2** What analysis can you make when comparing the different route profiles and products delivered, in terms of the time management of the drivers during their respective delivery rounds?
- They spend much more time outside the vehicle, for the delivery process itself, when operating in the urban environment
  - As a result, the dwell time is also greater for such operations, with large variations in time depending on the variables affecting the delivery locations
2. **S3** What are the advantages of a driver app for transport or logistic coordinators?
- It improves the routing efficiency, hence the energy consumption costs
  - It uses multiple and live sources of information to adjust the routing due to road works, accidents, traffic...
  - It facilitates the paperwork management and traceability of operations
  - It allows to focus on other more qualitative operations rather than follow-up and coordinate with all drivers for every change
  - It can synchronise information with other digital tools (i.e.: TMS)
3. **S4** What key limitation needs to be addressed with public administrations and how?
- Traffic congestions and urban infrastructures will affect the number of stops and go, hence fuel consumption and pollution
  - By using vehicle networks and big data technologies, it would allow better traffic lights synchronising with the flow of vehicles: it will optimise vehicles speed, environmental impact, etc.
4. **S6** Why is training so important for urban drivers according to the two companies interviewed in this article?
- It is a chance for growth, both of individuals and the company, as it improves the quality of service, the experience of drivers and the results from deliveries made by experienced staff
  - It allows to reflect new aspects of the job such as customer experience, environment awareness, etc.
  - It is also a vector for promoting the sector and creating new career opportunities