

SUSMILE Capsule 2.1.1

Answers

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1. Which are the six main indicators in Last Mile Distribution?

- a) Loading capacity; hours in motion; fuel consumption; delivery distance and environmental impact
- b) **Loading capacity; customer satisfaction, cost of operation; delivery distance and environmental impact**
- c) Loading capacity; order accuracy, complaint details; delivery distance and environmental impact

2. Environmental impact indicator:

- a) It is not an important indicator to be taken into account in Last Mile Distribution
- b) It is easy to improve this indicator. You just have to replace a polluting vehicle with one that runs on clean fuels.
- c) **It is an indicator whose importance is growing, because in cities there are more and more access restrictions for polluting vehicles.**

3. What happens with the cost of operation of light vehicles, such as bicycles, cargo bikes, motorcycles, when you need to deliver different goods, whose total weight is around 1.300 kg?

- a) **Although buying a vehicle with these characteristics is cheaper than buying a N category vehicles, given the same labor cost for drivers/cyclists, in each vehicle you deliver fewer goods, since their loading capacity is slower. Consequently the operating cost is higher.**
- b) As the price of L vehicles is cheaper than N vehicles, the cost of operation will be also cheaper, although you need several L vehicles to deliver the requested goods.
- c) As they don't consume fuel, or very few as it is the case of motorcycles, their cost of operation is lower.

4. In Last Mile Distribution, hazardous situations like traffic jams, bad weather, road works... can happen and

- a) L vehicles (where 3 different subcategories exist), motor vehicles, can be more easily affected.
- b) **N vehicles, motor vehicles (where 3 different subcategories exist), can be more easily affected.**
- c) Both, L and N category vehicles can be equally affected.

5. When more than one means of transport and even categories of vehicles are used to deliver in the city, and all the delivery is done with a single contract.

- a) This is synchromodality.
- b) This is intermodal transport.
- c) **This is multimodal transport.**

