

**P2P #12: Cargo Cycles for Urban Freight: The European Experience
Questions and Answers**

1. You deliver 7 days a week. Do you also receive goods on Sunday?

R/Yes, B-line Delivers and receives 7 days a week

2. What is the delivery radius?

R/ 2.5 mile radius

3. How big is the B-Line facility in downtown Portland? Is it big enough?

R/ Current hub is 2500 SF with access to cold storage...

4. How does weather affect the model effectiveness?

R/Weather and topography play a role, but not as much as one would think. Distance is a larger factor.

5. Do you have any kind of limitations of schedule during the day? Do you work only on Off peak hour? Are you allowed to use conventional path bike lanes?

R/ No limitations on delivery times. Yes, in Oregon we are legally a bike and have access to bike lanes

6. Using customers as hubs is an interesting business concept. How much space and how many hours of access are part of the hub? What is the cost tradeoff for the customer that also is a hub?

R/ Cost savings for clients as clients do not have to transport goods to our hub. Benefit to B-line as we get to "re-fill" w/o coming back to the main hub and can avoid "dead-heading" the route.

7. What are the trikes being used for in NYC?

R/ Trikes are being used to move a variety of goods in NYC. The most dominant delivery type if likely B2C grocery delivery, from both traditional grocers and specialty food companies. Trikes are also being used for B2B food deliveries as discussed in the City Bakery case study. You can find more info on different types of moves done by trike on the Revolution Rickshaws website: <http://revolutionrickshaws.com/case-study/>

8. What is the maximum weight possible to carry on a tricycle? Is there any topographic limitations in the territory? How do you handle it?

R/ Our trikes carry 700lbs of payload, but have been heavily modified to do so. Weather and topography play a role, but not as much as one would think. Distance is a larger factor.

9. How many nodes does the cargo cycle cover in one trip?

R/ Nodes? Not sure I understand the question.

10. For businesses using cargo cycle delivery, how does the cost compare to traditional truck delivery?

R/ FJ - We find that our pricing is competitive in Portland, OR

11. You told B-line has 16 employees, of whom 9 active riders. What do the other 7 people do?

R/ Clarification on riders - 9 riders, 3 promotional focused employees, FT Sales Director, Operations lead, CEO. Contracted CFO

12. Does that mean you also drive your trikes for promotional goals only?

R/ Yes, we have dedicated promotional services as well as delivery

13. What is the business model of City harvest? Who pays for the services?

R/ B-line runs a similar program where we rescue food from Whole Foods Market and deliver direct to agency clients. See - <http://b-linepdx.com/b-shares/?ui=menu>

14. How do these trikers are paid? Per delivery or hour?

R/ All riders are hourly paid employees

15. How much benefits do a tricycle rider get, compared with a truck driver?

R/ Regarding benefits: formal benefits are really dependent on the businesses themselves. From a health and wellness standpoint our riders win.

16. Were there any perceived safety issues for pedestrians and other cyclists as a result of the freight tricycles using park space & sidewalks to make deliveries?

R/ There is some uncertainty surrounding the safety impacts of trikes operating on non-motorized infrastructure (e.g. pedestrian plazas or bicycle lanes). Our research did not identify any major incidents involving surveyed carriers. In most US cities, cargo trikes are rare enough that the vehicles are still somewhat flying under the radar of regulators. If the number of vehicles reaches a critical mass, it is definitely possible that we will see more restrictive regulations on cargo cycle operations, similar to those put in place for pedicabs (e.g. explicit ban on use of e-assist, banned use of bicycle lanes, pricing regulations, etc.). Many of these pedicab regulations were put in place following high-profile accidents; for more info see paper by Conway and Khallouki in Transportation Research Record No. 2416 - Pedicabs for Urban Transportation in U.S. Cities: Benefits, Challenges, and Regulations.

17. Do you use any technology in your consolidation center to inventory or sort freight?

R/ Currently no. We do have plans to bring more technology into the mix

18. You or the customers have visibility as to trike locations real time?

R/ Not currently, though this technology is also in the works

19. Do you use a dedicated administration program or a general program? How do they cooperate with the administration of your customers?

R/ Both - as we work with clients in different industry's we tend to adapt their SOP for the routes we service those clients. Example: Office Depot / Dynmex routes utilize dedicated software for delivery tracking while Bakery deliveries are just paper invoices pasted to the accounts