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If you have any problems completing the questionnaire, please call Tom Cherrett on Southampton (023) 8059 3316 during office hours. Thank you for your time and co-operation.

All information you supply will be confidential and anonymous.

We are conducting a survey about the problems businesses in and around Winchester experience with the movement of goods to and from their premises. This is being carried out by the University of Southampton on behalf of Hampshire County Council with a view to improving traffic management strategies in the area.

We would be grateful if you could fill in this questionnaire which consists of three sections and should take about 15-20 minutes to complete. Please answer all the questions.

It would be most helpful if you could use the reply paid envelope to return your completed questionnaire by 14th September 2001.

SECTION 1: CORE GOODS DELIVERIES TO YOUR PREMISES

Your Company's Name:

Core goods are those that are of fundamental importance to your business activity.

For **retail outlets**, 'core' goods are those sold to final customers.

For **warehouses** 'core' goods are those delivered by suppliers for sorting and onward movement.

For **manufacturing** premises 'core' goods are those used in the production process.

For businesses selling **services** (e.g. travel/estate agents, banks, recruitment agencies, insurance brokers, hair and beauty salons) they are the essential goods used in the day-to-day operation of the business e.g. paper brochures, magazines, forms, cosmetic products etc.

For **restaurants, pubs and hotels** 'core' goods are the essential supplies of food, drink, laundry etc.

What is the nature of your company's business? (Please describe and give brief details of the 'core' goods you deal with if not immediately obvious eg. 'warehousing' – frozen foods, 'manufacturing' – suitcases.)

1 How many deliveries of core goods do you receive at your premises during a typical week?
(Please assume that this is **not** during one of your peak business periods of the year.)

(If you receive less than one delivery per week please state the frequency e.g. twice/month.)

2 Please indicate how many vehicles deliver core goods to your premise by day of the week.
(Again, please assume that this is **not** during one of your peak business periods of the year.)

Days of the week	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Numbers of vehicles delivering 'core' goods	<input style="width: 40px; height: 25px;" type="text"/>	<input style="width: 40px; height: 25px;" type="text"/>	<input style="width: 40px; height: 25px;" type="text"/>	<input style="width: 40px; height: 25px;" type="text"/>	<input style="width: 40px; height: 25px;" type="text"/>	<input style="width: 40px; height: 25px;" type="text"/>	<input style="width: 40px; height: 25px;" type="text"/>

If you have no fixed delivery days, please tick this box.



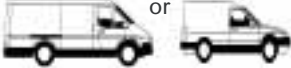

3 Please allocate the number of core deliveries you gave in Question 1 according to the time of day they are delivered to your premises.

Delivery Time	04:00-06:00	06:00-09:00	09:00-16:00	16:00-18:00	18:00-21:00	21:00-04:00
Number of Deliveries	<input style="width: 100px; height: 25px;" type="text"/>	<input style="width: 100px; height: 25px;" type="text"/>	<input style="width: 100px; height: 25px;" type="text"/>	<input style="width: 100px; height: 25px;" type="text"/>	<input style="width: 100px; height: 25px;" type="text"/>	<input style="width: 100px; height: 25px;" type="text"/>

If you have no fixed delivery times, please tick this box.

4 What types of vehicle deliver your core goods and how long does a typical delivery take?

(For the number of core goods deliveries you stated in Question 1, please indicate the number of deliveries (by type of vehicle) that you receive. Also, please indicate the typical delivery time for each type of vehicle by ticking the appropriate box.) Delivery time is defined as the time between the vehicle arriving and leaving.

Vehicle Type	Number of deliveries received	Typical Delivery Time					
		1-15 mins	15-30 mins	30-45 mins	45-60 mins	1-2 hours	Over 2 hours
 Articulated Lorry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Rigid Lorry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 or  Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motorbike	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please describe)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 Where do delivery vehicles park when unloading is taking place? (Please tick)

On the company's premises On a public road outside the premises Away from the premises

6 Do the delivery vehicles take away any goods (e.g. returns)? (Please tick)

Always Sometimes Never

7 Do you have dedicated unloading facilities at: a) the rear or side of your premises? Yes No
 (Please tick)

b) the front of your premises? Yes No

8 Do you have any loading or unloading restrictions outside your premises? Yes No
 (Please tick)

(If yes, describe e.g. bans on unloading between 07:30 and 09:30, vehicle size/weight limits etc.)

9 Which are your busiest trading months of the year (your 'peak business periods')?

(Please circle the appropriate month/s.)

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

10 During your busiest periods you indicated in Question 9, how many extra delivery vehicles would you expect on top of the non-peak figure you gave in Question 1?

(e.g. 4 per week)

11 Where in the United Kingdom are your core goods delivered from?

(Please provide a few locations e.g. Manchester.)

SECTION 2: OTHER VEHICLE MOVEMENTS TO AND FROM YOUR PREMISES

This section asks you to give information on other vehicle movements which occur at your premises. These include service engineers who visit you to maintain equipment and other services such as postal and specialist waste collections.

Using the instructions below, please complete the table on the right by ticking the appropriate boxes. If you are unsure about a particular response (e.g. whether an articulated or rigid lorry is used), put a question mark in the box which you think is most likely.

INSTRUCTIONS FOR SECTION 2

COLUMN HEADINGS

A

Please indicate in column **A** which service visits, collections and other deliveries you receive at your premises by ticking the appropriate boxes.

B

Frequency of visit

For the visits you ticked in column **A**, please indicate in column **B** how often they take place at your premises by ticking the appropriate box according to the following codes.

- 1** = Most days in a week
- 2** = About once a week
- 3** = Around once a month
- 4** = A few times a year
- 5** = Less than once a year

C

Usual Arrival Time

Please indicate in column **C** when the visits usually take place by ticking the appropriate box.

- am** = Mornings (between 06:00 and 12:00)
 - pm** = Afternoons (between 12:00 and 18:00)
 - Late** = Between 18:00 and 06:00
- (If the visit time can vary during the working day (06:00 to 18:00), please tick both the **am** and **pm** boxes).*

D

Mode of Transport Used

Please indicate in column **D** the mode of transport usually used for these visits by ticking the appropriate box. *(Refer to Question 4 of Section 1 for vehicle diagrams.)*

- 1** = Articulated Lorry
- 2** = Rigid Lorry
- 3** = Van
- 4** = Car
- 5** = Motorbike
- 6** = Bicycle
- 7** = On Foot

E

Duration of Visit

Please indicate in column **E** the average duration time of the visit (from the vehicle arriving to leaving) by ticking the appropriate box.

- 1** = 1-15 minutes
- 2** = 15-30 minutes
- 3** = 30-45 minutes
- 4** = 45-60 minutes
- 5** = 1-2 hours
- 6** = more than 2 hours

Column Headings	A	B	C	D	E
		Frequency Of Visit	Usual Arrival Time	Mode of Transport Used	Duration of Visit
		1 2 3 4 5	am pm Late	1 2 3 4 5 6 7	1 2 3 4 5 6

Service visits for:

Computer equipment																					
Photocopier																					
Security and fire																					
Lifts/escalators																					
Window cleaning																					
Pest control																					
Plant care (floral)																					
Laundry/dry cleaning																					
Cleaning of premises																					
Catering																					
Utilities ¹																					

¹Mains gas, water and electricity supplies.

Other service visits ²																					
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²Please describe (e.g. fork lift truck maintenance).

Ancillary Deliveries ³																					
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³These are deliveries of materials needed for the running of your business (e.g. packaging, plastic bags, stationery, till rolls etc).

Royal Mail Deliveries																					
Royal Mail Collections																					
Waste Collections ⁴																					

⁴These are specialist waste collections you receive in addition to the normal service supplied by Winchester City Council.

Other Collections ⁵																					
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⁵These would be for goods which are distributed from your premises (e.g. goods that you manufacture or core goods you have received which you then dispatch to other destinations via courier).

SECTION 3: YOUR PROBLEMS AND POSSIBLE SOLUTIONS

Please describe the key problems your company experiences regarding goods deliveries/collections to/from your premises. (Please continue onto a separate piece of paper if necessary.)

What measures do you think would improve your current situation?
(Please continue onto a separate piece of paper if necessary.)

Many thanks for taking the time to complete the questionnaire. Please return it in the enclosed Freepost envelope (no stamp needed) to:
The Transportation Research Group, Dept. of Civil & Environmental Engineering, University of Southampton, FREEPOST LICENCE NO. SO286, Southampton SO17 1YN.

If you have any problems completing the questionnaire, please contact Tom Cherrett on 023 8059 3316 (Email: tjc3@soton.ac.uk)
If you want further information on the Winchester Freight Forum, please contact Sheila Henley on 01962 845189 (Email: sheila.Henley@hants.gov.uk)