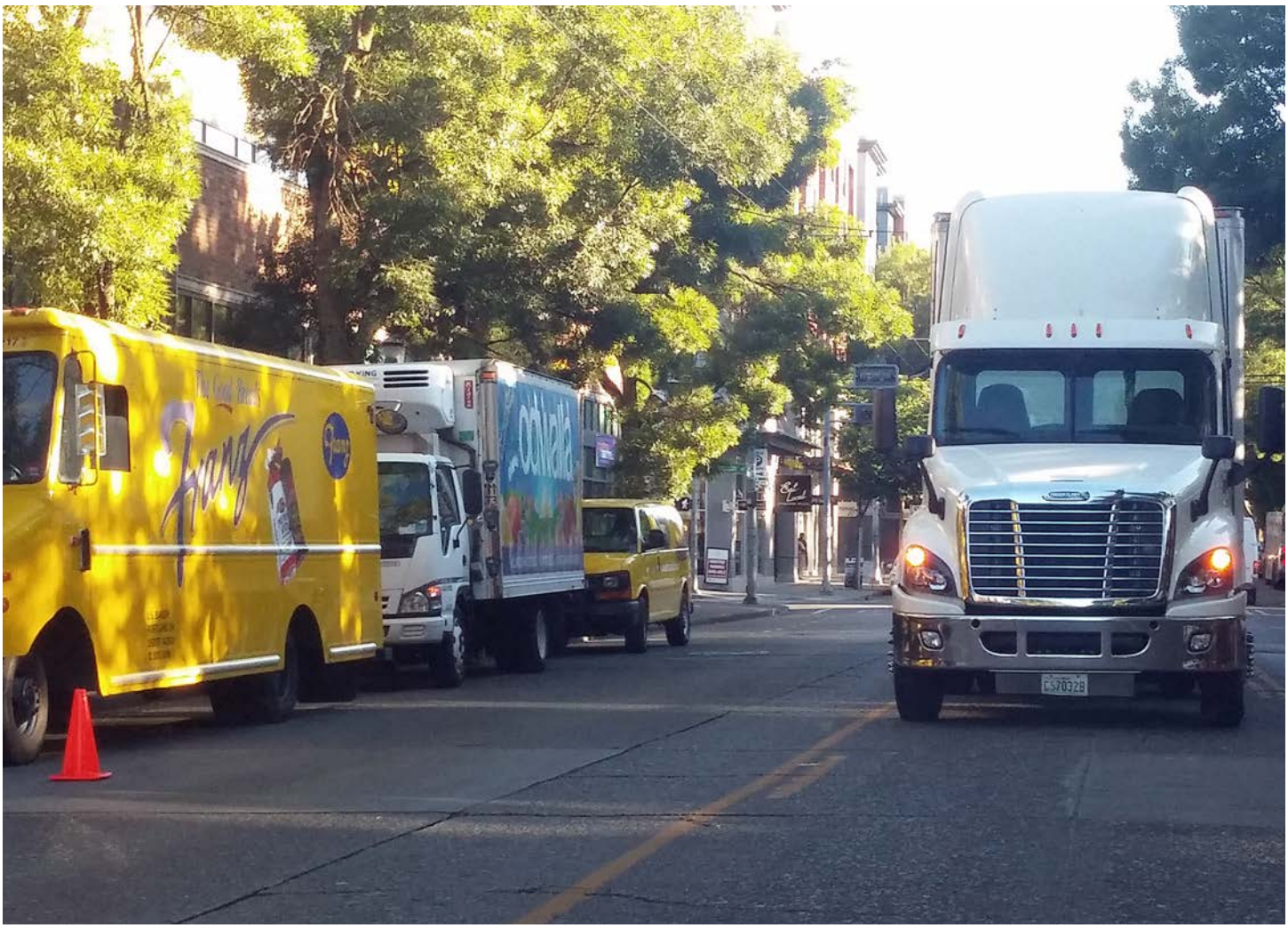
Food Distribution Supply Chain Data Collection: Supply Chain Firm Interviews and Truck Counts

WA-RD 850.1

Anne V. Goodchild
Luka Ukrainczyk

February 2016



Washington State Department of Transportation
Office of Research & Library Services

WSDOT Research Report

Research Report
Freight Demand Modeling
Agreement T1461, Task 09

FOOD DISTRIBUTION SUPPLY CHAIN DATA COLLECTION

Supply Chain Firm Interviews and Truck Counts

by

Anne V. Goodchild
Associate Professor

Luka Ukrainczyk
Graduate Research Assistant

Department of Civil and Environmental Engineering
University of Washington
Seattle, Washington

Washington State Transportation Center (TRAC-UW)
University of Washington, Box 354802
University District Building, Suite 535
1107 NE 45th Street
Seattle, Washington 98105-4631

Washington State Department of Transportation Technical Monitor
Barbara Ivanov, Freight Systems Division Co-Director

Prepared for

The State of Washington
Department of Transportation
Roger Millar, Acting Secretary

February 2016

TECHNICAL REPORT STANDARD TITLE PAGE

1. REPORT NO.	2. GOVERNMENT ACCESSION NO.	3. RECIPIENT'S CATALOG NO.
WA-RD 850.1		

4. TITLE AND SUBTITLE	5. REPORT DATE
Food Distribution Supply Chain Data Collection Supply Chain Firm Interviews and Truck Counts	February 2016
	6. PERFORMING ORGANIZATION CODE
7. AUTHOR(S)	8. PERFORMING ORGANIZATION REPORT NO.
Anne V. Goodchild and Luka Ukrainczyk	
9. PERFORMING ORGANIZATION NAME AND ADDRESS	10. WORK UNIT NO.
Washington State Transportation Center (TRAC) University of Washington, Box 354802 University District Building; 1107 NE 45th Street, Suite 535 Seattle, Washington 98105-4631	11. CONTRACT OR GRANT NO. Agreement T1461, Task 09
12. SPONSORING AGENCY NAME AND ADDRESS	13. TYPE OF REPORT AND PERIOD COVERED
Research Office Washington State Department of Transportation Transportation Building, MS 47372 Olympia, Washington 98504-7372 Doug Brodin, Project Manager, 360-705-7972	Research Report 14. SPONSORING AGENCY CODE

15. SUPPLEMENTARY NOTES

This study was conducted in cooperation with the U.S. Department of Transportation, Federal Highway Administration.

16. ABSTRACT

This report summarizes the work completed under the SHRP2 (Strategic Highway Research Program 2) Local Freight Data program. Supply chain firm interviews and truck counts were conducted to better understand the Food Distribution System in the Puget Sound. Interviews explored key business challenges, operations, and potential responses to natural gas incentives. Truck counts were conducted at grocery stores, and observations included truck type, time of day, stop duration, and parking behavior. The report includes a description of truck activity at grocery stores, and a summary of industry responses to natural gas incentives. The research contributes to the design of future freight data collection, and the development of policy responsive freight models.

17. KEY WORDS	18. DISTRIBUTION STATEMENT
Food distribution, freight data collection, truck trip generation, natural gas, Washington state, freight models.	No restrictions. This document is available to the public through the National Technical Information Service, Springfield, VA 22616

19. SECURITY CLASSIF. (of this report)	20. SECURITY CLASSIF. (of this page)	21. NO. OF PAGES	22. PRICE
None	None	57 p.	

DISCLAIMER

The contents of this report reflect the views of the authors, who are responsible for the facts and the accuracy of the data presented herein. The contents do not necessarily reflect the official views or policies of the Washington State Department of Transportation or Federal Highway Administration. This report does not constitute a standard, specification, or regulation.

CONTENTS

EXECUTIVE SUMMARY

This report summarizes the work completed under the SHRP2 (Strategic Highway Research Program 2) Local Freight Data program for the Washington State Department of Transportation (WSDOT) completed between August 1, 2014, and December 15, 2015.

The project had multiple goals. The first was to understand the Puget Sound's food distribution supply chain's transportation, logistics, and fleet characteristics, as well as the industry's experience and expectations with natural gas vehicles and natural gas policies or programs. The second was to test relevant data collection approaches for measuring and understanding this industry, so as to inform future data collection and modeling efforts.

Following consideration of the research problems, available resources, and current state of knowledge, a data collection program was designed that included qualitative interviews, online surveys, and manual truck counts. Data collection instruments were designed for each data collection effort, including an interview script, online survey, and activity description. An approach was designed that included urban, suburban, and rural locations, as well as grocery stores, food distributors, and food processors.

To begin, we spoke to twelve employees involved in the food distribution supply chain at ten diverse companies in the Puget Sound area. These included two large grocery stores, two large food distributors, and six smaller food processing, distribution, and import operations. They were asked about the nature of their business and their attitudes about government policy and market conditions. We also asked them about their experiences with alternative fuels, how they managed fuel use, and the issues in the supply chain to which they paid the most attention. The emphasis was on knowledge generation and exploration, given the limited existing understanding. Given this, the interview script included many open-ended questions, which were asked prior to more narrow questions.

We then conducted truck counts at twelve grocery store in the Puget Sound area from two major grocery marquees. The counts were conducted at stores in urban, suburban, and rural areas in the morning hours between 6:00 am and 12:00 pm. This data collection strategy was necessary due to the desire to understand both the number and timing of truck trips, but also truck driver and parking behavior.

From the counts and interviews, we found that large grocery store firms used larger trucks, travelled longer distances, and travelled more highway miles than local street miles. Large food distributors travelled a larger variety of routes, with a more diverse truck fleet. In contrast, smaller food distributors used smaller trucks, travelled shorter routes, and travelled mostly in urban areas, with less highway driving.

Smaller firms with smaller trucks delivered goods through the front door of the store, and used the customer parking lot. Larger firms, with larger trucks unloaded goods through the loading dock in the back of the store. Smaller, local firms also made more frequent deliveries, delivering goods every weekday, while large firms made deliveries three to four times per week.

In urban stores, there was often a lack of a dedicated store parking lot. These urban stores often had covered garages, with loading docks inside the garage. Once again, many drivers, particularly from smaller firms, and those with smaller trucks, still preferred to use the front door for deliveries. However, they had to park their trucks in parallel spot, left turn lanes, or the travel lane. Deliveries at urban stores occurred earlier in the morning than at suburban and rural stores, when there was traffic on urban streets.

With respect to the adoption of alternatively fueled vehicles by the food delivery sector in the Puget Sound, we discovered the following:

- Smaller (with respect to number of trucks), independent companies could benefit more from alternative fuel trucks
- Public Incentives are not sufficiently tailored for or marketed to these small companies
- Natural gas trucks are currently too expensive to have a sufficient return on investment
- Firms reported that natural gas pilot programs brought out the performance deficiencies of current natural gas trucks
- Firms with shorter routes in urban area are ideal candidates.
- Firms with a customer oriented business model

In regards to natural gas, we found that three of the five large food distributors had implemented natural gas pilot programs, while none of the smaller food distributors (with fleets of fewer than 40 trucks) had implemented or considered natural gas truck engines, particularly for operating large trucks at highway speeds. The companies that had instituted natural gas pilot programs reported that the trucks lacked power and range.

Firms that began natural gas pilot programs are:

- Customer facing
- Have more than 40 trucks
- Use large trucks
- Operate on highways

Firms that began natural gas pilot programs stated the following issues:

- Lack power
- Short range
- Lack of refueling infrastructure
- High cost of trucks

Small food distribution firms place importance on fuel use reductions and emissions reductions. However, they do not have the resources to procure natural gas technology. The government grant and tax credit process is also cumbersome to navigate for smaller enterprises. These issues, together with the lack of refueling stations, means that alternative fuel vehicles are not a viable option for smaller firms.

Firms that did not began natural gas pilot programs are:

- Less than 40 trucks in fleet
- Business facing

Characteristics conducive to natural gas include:

- Short routes
- Travel on urban roads
- Small trucks

At the same time, these small firms operate trucks and service routes that would be most conducive to reductions in fuel use and emissions if they switched to natural gas trucks, without any detriment to performance. Larger firms experimenting with natural gas trucks have found that while they benefit from fuel use and emission reductions, the trucks they use and routes they service are limited by natural gas engines. Care should be taken with new alternative fuel incentives so that they reach smaller firms that have been left out of the alternative fuel marketplace.

Alternative fuels technology is continually improving, and future advances may bridge the gap between diesel and natural gas in performance and range. We were recently told that one major manufacturer had brought to market liquefied natural gas trucks that were on par with diesel trucks of the same category in terms of performance. It is currently finalizing a deal with a major grocery store chain to sell these trucks. However, it is still important that the market for alternative fuels be a broad as possible, and small-to-medium food distribution firms remain priced out of the market despite government grants encouraging the adoption of these fuels.

INTRODUCTION

Washington State has a robust food distribution industry that provides food to residents of the Puget Sound region. This food must be transported from farms to processing plants, to warehouses, and finally to stores for consumption. Although this freight system helps sustain economic growth in the state, it also has significant impacts on traffic congestion, and carbon emissions.

The Washington State Department of Transportation (WSDOT) is interested in better understanding the food distribution system, and its potential responses to different policy and market scenarios aimed at reducing freight emissions. This research sought to understand the Puget Sound region's food distribution system and its transportation characteristics, as well as potential behavioral responses of food distribution supply chain companies to changes in public policy and market conditions. To do so, the research team conducted both interviews with food industry representatives and truck counts in the Puget Sound.

LITERATURE REVIEW

There is an active body of literature considering cost effective ways to understand goods movement. Here we discuss the most relevant segments of this literature.

Truck Data Collection

The most commonly used methods of data collection on truck activity are; travel diaries or surveys, manual counts, and GPS data collection. Here we briefly describe key approaches in each of these areas. Location counting and travel diaries have been used longest, with GPS data collection only becoming available in more recent years.

Clark et al. (2002) used the U.S. Census Vehicle Inventory and Use Survey collected from registered truck owners to model freight truck origins and destinations in Washington state. Using existing data is the least expensive way to predict the truck trips generated by distributors (Jessup & Lawson, 2004). However, it may not have the desired characteristics, so compromises in project design may need to be made. McCormack and Hallenbeck (2006) looked at the effectiveness of using truck windshield mounted transponders that are read at weigh-stations. They also tested the performance of GPS trackers mounted on volunteer trucks.

Fischer and Han (2001) outlined the advantages and drawbacks of vehicle classification counts, roadside surveys, and travel diary surveys for truck trip generation. Vehicle classification counts were found to be good for small survey areas, where driveways could be monitored and all traffic into and out of an area could be accounted for. In larger, neighborhood-wide studies, they were less effective. State agencies and contractors often use them to perform engineering analyses. However, the need for expensive, automated counting equipment made such counts less viable for this study. Fischer and Han also found that travel diaries had have very low response rates and tended to under-report trips.

Shin and Kawamura (no date) suggested initiating the research with simple supply chains, with only one or two origins for the freight traffic. In fact, focusing on one distribution center is ideal. Kawamura et al. (2005) also recommended that simple supply chains be studied, particularly those serving large volume stores, as there are fewer origins and destinations involved.

Surveys

Survey data allows us to understand driver or organizational behavior. Survey distribution can be a challenge, and generating sufficient responses is always so. Here we describe several ways that survey data is collected in freight transportation. Sample size and response rate were important considerations when planning surveys.

Jessup and Lawson (2004) conducted an extensive evaluation of various truck trip data collection methods. They found that telephone surveys had a very high response rate but limited the length of the survey. Managers were unwilling to spend large amounts of time on the phone. Mail-out surveys were less costly and time-consuming for the researchers, but response rates were lower and less

representative of the trucking population. Small truck owners were poorly represented, while response rates from owner/operators were better.

Combined telephone and mail surveys solved many of the issues of mail-only and phone-only surveys stated above, but they were considerably more expensive and time-consuming to conduct (Jessup and Lawson 2004). Roadside interviews had the highest response rated and best sample control. However, they were disruptive to truckers, beholden to weather and time of day, and geographically limited. However, according to Samuel Lau (1994), these combined surveys are the most common.

Online surveys such as those facilitated by SurveyMonkey.com are an affordable and convenient solution to some of the above issues. However, controlling for knowledge of the respondent, quality of response, and response rate are ongoing challenges. WSDOT has used the method to administer user-satisfaction surveys for the SR 167 HOT lanes and found them to be successful, with a 10 percent response rate (Ukrainczyk, 2013).

In a separate study, McCormack et al. (2010) used telephone interviews and manual truck counts to investigate relationships between freight trip generation and land use for grocery stores. They used telephone surveys and manual data collection to ensure a high response rate and reliable and unbiased survey respondents. Kawamura et al. (2005) also reported that survey questionnaires and store visits provided the most detailed data, and only validatable data, particularly regarding the amounts and the types of goods moved.

Natural Gas Vehicles

Conversion of freight vehicles to natural gas presents a number of challenges. Heaslip et al. (2014) identified the difficulties associated with adopting natural gas engines for heavy-duty truck fleets. The large amount of fuel used by these trucks means that the adoption of natural gas as a fuel would significantly reduce carbon emissions. However, the large power requirements of these trucks would create fuel efficiency penalties, and limitations in access to refueling stations and the greater expense of natural gas engines are further reasons for trucking companies' reluctance to adopt natural gas as a fuel. Jaffe et al. (2015) also observed that the lack of refueling infrastructure is an impediment to widespread natural gas adoption. However, Utah has found success in encouraging conversion to natural gas trucks with a tax credit that provides 35 percent of the incremental cost of a new natural gas engine. Jaffe et al. (2015) found that the most compelling case for natural gas trucks could be made for long distance fleets that travel in excess of 120,000 miles per year, in order for the fuel savings to pay for the natural gas truck premium.

In addition, diesel has been shown to produce 75 percent more PM exhaust during stop and go city driving than during highway driving (Ayala et al). Converting local delivery trucks to natural gas would therefore yield additional savings in PM emissions. These savings in PM emissions would be less significant on highway routes. Step-vans can be both gasoline powered and diesel, although diesel step-vans are more common. A search of two local online classified websites revealed that 80 percent of listed trucks were diesel, while 20 percent were gasoline powered.

Wolmarans (2014) suggested using Regulatory Impact Assessments (RIAs) to measure the economic benefits and costs of regulations on businesses. Assessments conducted in California in response to the California Air Resources Board's Alternative Fuel Vehicle Incentive Programs did not find evidence of loss of business. However, this may have been a result of California's prominent status in the movement of goods. Washington's position may not be as favorable, indicating the need for RIAs.

Wolmarans (2014) suggested funding alternative fuels adoption through tax credits, grants, and pilot programs, as well as promotion of low-emissions branding. These approaches were included in this project's hypothetical policy scenarios.

These previous studies informed our choice of the best data collection approach for this study. Relationships have been established with food distribution firms, and we interviewed managers at these firms on their business practices. Qualitative interviews were the only appropriate approach with such limited knowledge of the current decision making framework. This approach allows the researchers to listen and learn, and then create the decision framework, rather than applying one a priori. We then conducted truck counts at some of these locations, using knowledge gained from the interviews to inform our counts. Again, this is the only appropriate approach with such complex location design (multiple access and egresses and multiple parking locations), and such broad information requirements (truck type, good, parking location, dwell time, etc.).

METHODOLOGY

Interviews

Qualitative interviews were selected to understand the food industry's response to potential policy and market condition changes aimed at reducing freight emissions. This approach is best when the key decision elements and perspectives are not well understood, and need to be explored through open-ended questions, as opposed to a context with higher levels of initial problem understanding, when a fixed-question survey approach may be more appropriate. The number of interviews conducted allowed for saturation—a sense that respondents were converging on similar topics or opinions— and stayed within project budget.

Identifying Interview Candidates

Interview candidates were identified through online research as well as existing WSDOT contacts in the freight transportation industry. Ten firms involved in the distribution of food in the Puget Sound were chosen to represent a diverse sample of distributors, retailers, and producers at the local and national geographic scales. Candidates were selected because of their location in the Puget Sound, their willingness to be interviewed, their availability, and their involvement in food distribution as their primary business. Only food retailers and producers that were also involved in distribution were interviewed. The interviews provided the most in-depth source of information and were the most convenient way for individuals from the businesses to provide that information. It took only one hour of their time, with no further effort beyond talking.

With each interview, a phone meeting was set up to determine whether the individual had sufficient knowledge to participate in the in-depth interviews. If the contacted employee was not suitable, then an alternative employee was sought. If no one at the firm was suitable, a new firm was found to replace it. Employees at three firms were found to be unsuitable. One was replaced by another employee at the same firm, while the two others were replaced by other firms.

In order to increase response rates, the research team arranged for interviews to take place at the respondent's place of business. In order to improve the quality and completeness of information, questions were designed to make interviewees as comfortable as possible. For example, all interviewees were asked for permission to record interviews. Questions were designed to be reasonable and easy to answer on the spot.

Employee knowledge required for the long-term strategy interviews included:

- Corporate attitudes to new policies aimed at reducing emissions and actions taken to comply with those policies
- Approaches to future changing market conditions, especially concerning the price of various fuels, consumer attitudes toward sustainable companies
- Strategies for selecting service and route corridors
- Technological innovation and investment
- Emission reduction practices
- Alternative fuel use
- Corporate attitudes to new policies aimed at reducing emissions and actions taken to comply with those policies
- Approaches to future changing market conditions, especially concerning the price of various fuels, consumer attitudes toward sustainable companies

Employee knowledge required for the day-to-day operation interviews included:

- Distribution center location
- Customer location
- Fleet size
- Trucks in fleet
- Truck replacement policy
- Selection of truck type by destination
- Amount of goods coming or going to a particular zone
- Who are their contractors (owner-operators, logistics firms, etc.)
- Categories and classification of facilities

Individuals selected for the interviews were involved in the logistics management and warehouse operations. Their job titles and descriptions are provided in the following table:

Table 1 Individuals selected for the interviews were involved in the logistics management and warehouse operations. Their job descriptions are provided below:

Vice president of logistics	Manages strategy for warehousing and transportation. Warehouse managers and transportation managers report to the VP of logistics.
Vice president of transportation	Manages strategy and high-level operations for trucking and shipping, both upstream and downstream. Transportation managers report to the VP of transportation.
Vice president of depot operations	Manages strategy and high-level operations at warehouses. Warehouse managers report to the VP of depot operations.
Director of transportation	Manages strategy and operations at warehouses. Found at medium sized firms, does long-term and day-to-day management.
Operations manager	Managed transportation and storage in addition to other duties at the factory or warehouse.
Warehouse manager	Managed storage, incoming deliveries and outgoing shipments at a single warehouse.
Plant manager	Managed production and outgoing shipments at the site of production.
Driver	Made deliveries from warehouse to stores, managed stock at stores and cultivated relationship with store managers.

Table 2 Types of employees that were sought, according to size and type of business.

	Producer	Distributor	Retailer	Carrier
Large firm (>40 trucks)	VP of transportation Warehouse manager	VP of logistics Warehouse manager	VP of logistics Operations manager	VP of transportation Operations manager
Small firm (<40 trucks)	Plant manager	Warehouse manager	Director of transportation	Operations manager

In-Depth Interview Script

An outline of discussion topics and open-ended questions was used during the in-depth interviews. The outline addressed the following topics:

- What changing market conditions have you had to adapt to in the last 3 years?
- What actions did you take to adapt to those changing market conditions?
- What actions are you taking to minimize the adverse impacts of future changes in the market?
- What government policy changes have you had to adapt to in the last 3 years?
- What actions did you take to adapt to those changing government policies?
- What actions are you taking to minimize the adverse impacts of future government policies?

The interviews emphasized emission reduction and economic decisions and opened discussion about the participants' perspectives on policies for reducing emissions and promoting natural gas. These questions allowed the researchers to explore the effects of government policies, how well those policies are received, and how to best construct future policies to guarantee maximum effectiveness and adoption.

During the interview, questions from the interview script were asked, and open discussion was encouraged. Efforts were made to address all candidate policy changes and to focus the conversation on the most relevant topics. Interviewees were told that any answers they provided were confidential. The results of these interviews are discussed in Results. Topics were brought up in the following order:

1. Market conditions and general opinions
2. Policy questions
3. voluntary actions that the firm had taken to reduce emissions
4. Public perception in decisions concerning carbon, particulate matter (PM), and NO_x emissions

The following items were addressed to increase impartiality and accuracy:

- Leading questions about potential market and policy scenarios were avoided
- Policy changes likely to happen and their affect on the firm and its competitors.
- The importance of emission reduction and technological innovation for the benefit of air quality.

Supply Chain Firm Interviews

Eleven employees from ten firms were interviewed, with many of the business connections provided by WSDOT's Freight Systems Division. Five participants were employed in a management role and five were employed in an operations role. Those in a management role answered questions about fleet acquisition and strategic planning, those in an operational role about operational tactics. The interview script is found in Appendix A.

The businesses interviewed are shown in Table 3. These stakeholders represent the food supply chain from producer to finished product, as well as along the spectrum of product volume. Product volume is important as. It is strongly correlated with the ability to consolidate and efficiently use intermediate facilities and equipment.

Table 3. Interview summary

Operations manager	Distributor	National	Phone screen and In person
Director of transportation	Distributor	National	Phone screen and In person
Operations manager	Distributor	Local	Phone interview
Operations manager	Grocery Retailer	National	Phone screen and In person
Vice President, Transportation	Grocery Retailer	National	Phone screen and In person
Director of transportation	Grocery Retailer	Local	Phone interview
Vice president, depot operations	Warehouse Retailer	National	Phone screen and In person
Director of transportation	Retailer	Local	Phone screen and In person
Warehouse manager	Distributor	Local	Phone screen and In person
Operations manager	Producer	Local	Phone screen and In person
Owner/operator	Producer	Local	Phone interview

Large food distributors were full service operations that provided food to:

- Restaurants
- Large corporate offices
- Educational and healthcare campuses
- Grocery stores

One such large food distributor had warehouses in Kent and Edmonds, the other had a single Seattle area warehouse in Kent.

The national grocery stores selected received bulk goods in the supply chain, and they commanded fleets of 1400 to 1800 trucks. The national grocery store chain had a 15 percent market share in the region. That chain had also already replaced 40 of its Oregon-based diesel trucks with natural gas trucks and had seen a 23 percent drop in greenhouse gas emission for those trucks. Their employees were asked what the impetus for that decision was, and what conditions in Washington would encourage them to adopt a similar change here (Golbraith 2011).

The grocery store chains interviewed control 45 percent of the market (Beaman & Johnson, n.d.). Market share was not calculated among food distributors and smaller food producers due to a lack of industry data. All of the major firms interviewed had operations in the Kent valley region of Puget Sound.

Survey

Following the in-depth interviews, the outcomes of the interviews were summarized and used to inform the design of a survey. Hypothetical policy scenarios and four market force scenarios focused on carbon, PM, and NO_X emissions were presented to the respondent. The policies were designed to address the weaknesses of previous policies discussed during the in-depth interviews and incorporated any suggestions given by the supply chain firm or grocery store employees.

These scenarios include:

- Public financial incentives or disincentives
- Changes in the cost of diesel and natural gas
- Competitors actions natural gas technology

In addition to the scenarios, the survey asked fundamental questions about the operation of the business. These questions can be found in Appendix A.

Survey distribution:

- 224 firms are listed in the ReferenceUSA.com database as involved in food distribution, production, or sale in the Puget Sound area.
- The survey was sent by email to the 61 individuals for whom contact information was found on ReferenceUSA.
- 2 additional reminders were sent requesting the recipient to complete the survey.
- Five responses to the survey were received.
- This 8 percent response rate is typical for email surveys.

Unfortunately, the low response rate, combined with the small sample size, resulted in insufficient data collected from the survey. If either the sample size or the response rate could be significantly improved, such as expansion to a national population, then enough businesses might be reached to retrieve an adequate response. However, our qualitative interviews achieved a 20 percent response rate.

Truck Counts at Food Distribution Facilities

Single facility counts during working hours were the most reliable way to gather data on truck arrivals at grocery stores. This allowed us to count every truck that arrived at that store during counting hours.

To understand truck behavior involved in food distribution, truck arrivals and departures were counted and observed at Puget Sound area grocery stores. We chose to count truck arrivals at grocery stores because they are a major component of the end-user side of the supply chain.

Additionally, grocery stores are a centralized food destination, with many deliveries occurring throughout the day, allowing for effective use of the researchers' time for counting trucks. Restaurants and cafes were excluded due to the large number of restaurants and their operational diversity. Overall, these counts augmented our understanding of area food distribution supply chains based on the

qualitative surveys, allowing us to confirm anecdotal data, as well as draw new conclusions about the supply chain and its transportation characteristics.

Use of human counters was the most appropriate approach, given the complexity of truck maneuvers around grocery stores. Typically, a truck can access the store through several parking lot and loading bay entrances and exits. In addition, drivers do not all approach the same door of the facility; some enter through the loading bay and some enter through the front door. Finally, trucks may not always use the same parking locations, depending on other vehicles and traffic. These complexities prevented use of a fixed location technology solution. Furthermore, additional behavioral observations could be made with human observers, including driver behavior.

Tour-based data collection was considered and trialed. Due to the large variation in travel time between locations, this method could not produce statistically reliable results.

To summarize, the following features of truck activity and behavior were captured by human observers:

1. Time of truck arrival
2. Time of truck departure
3. Trucks' parking behavior
4. Types of trucks
5. Photograph

Counts at the 12 stores were conducted at rural, suburban, and urban locations.

- Urban grocery stores: were defined as located in central Seattle neighborhoods, inside mixed-used developments, and accompanied by parking garages rather than parking lots (see Figure 1).
- Suburban grocery stores: large setbacks from wide arterials and surrounded by neighborhoods of predominantly single-family homes, which formed contiguous development with the city of Seattle (see Figure 2).
- Rural grocery stores: were located in small towns separated from contiguous urban development by farmland and open space (Figure 3).

Figure 1. Urban grocery store. Note the garage, lack of open parking lot, and high density mixed use development (google.com). Data collection point of view on left.

Figure 2. Suburban grocery store. Not the adjacent large arterial street, large parking lot, single story, and single use development (google.com). Data collection point of view on the left.

Figure 3. Rural grocery store. At first glance, characteristics are similar to the suburban grocery store. However, this store is in a remote area 20 miles from central Seattle. The surrounding land uses are agricultural, and the city is not contiguous with development in the Seattle metro area (google.com). Data collection point of view on the left.

All facilities required one counter to be present for data collection. The following items were also needed: University vehicle, orange safety vest, clipboard, pen/pencil, data collection sheet, camera, annotated facility map, and watch.

Counting was conducted on twelve weekdays between June 4 and September 28, 2015. Counts were conducted between 6:00 am and 1:00 pm because this is the period of most significant truck activity (Store Manager interview, Mccormack, Ta, Bassok, & Fishkin, 2010). These counts can be seen in Appendix B.

The counter would park in a location where both the loading dock and parking lot were visible. If it was not possible to see both the loading dock and parking lot from a single location, the counter would watch the driveway entrances to the facility and follow every truck entering the driveway to its final destination, whether that was the loading dock or some other location in the parking lot. Whenever a truck arrived at the grocery store and settled into its loading location, the counter would take a time-stamped picture of the vehicle The photograph provided a record of the truck and the time it arrived. Counters took additional notes about the truck dwell time and any other details that they deemed important.

For truck counts, six mid-market chain grocery stores and six upscale chain grocery stores were selected for counting. All stores belonged to two national grocery store conglomerates with a combined market share of 41 percent of Seattle area customers. The upscale chain controlled 12 percent of the market and the mid-market chain controlled 27 percent. These stores were the most common grocery stores in the Puget Sound area, used by consumers of all income levels for day-to-day grocery needs. Stores from each of three land uses and two market levels were selected for data collection to account for differences in vehicle accessibility, parking, and congestion (Table 4). We hypothesized that stores in areas of less density would receive deliveries at more different times of the day in comparison to stores in high density urban areas. We also predicted that the types of trucks used and the number of trucks making deliveries would vary with the density of the store's surrounding development.

Table 4. Primary truck count summary

Store	Number surveyed	Land use
Upscale grocery store	2	Rural
	2	Suburban
	2	Urban
Mid-market grocery store	2	Rural
	2	Suburban
	2	Urban

RESULTS

The Food Distribution Market

Figure 4 shows the food distribution system graphically, where goods flow from farms to food retailers in many cases stopping at food processors and, food distributors. Operations vary in size, from small specialty food producers to large operations. In this project, we focused on the last leg of the supply chain, from food distributors to the point of consumption. While also surveying food producers who distributed their products directly to the retailers.

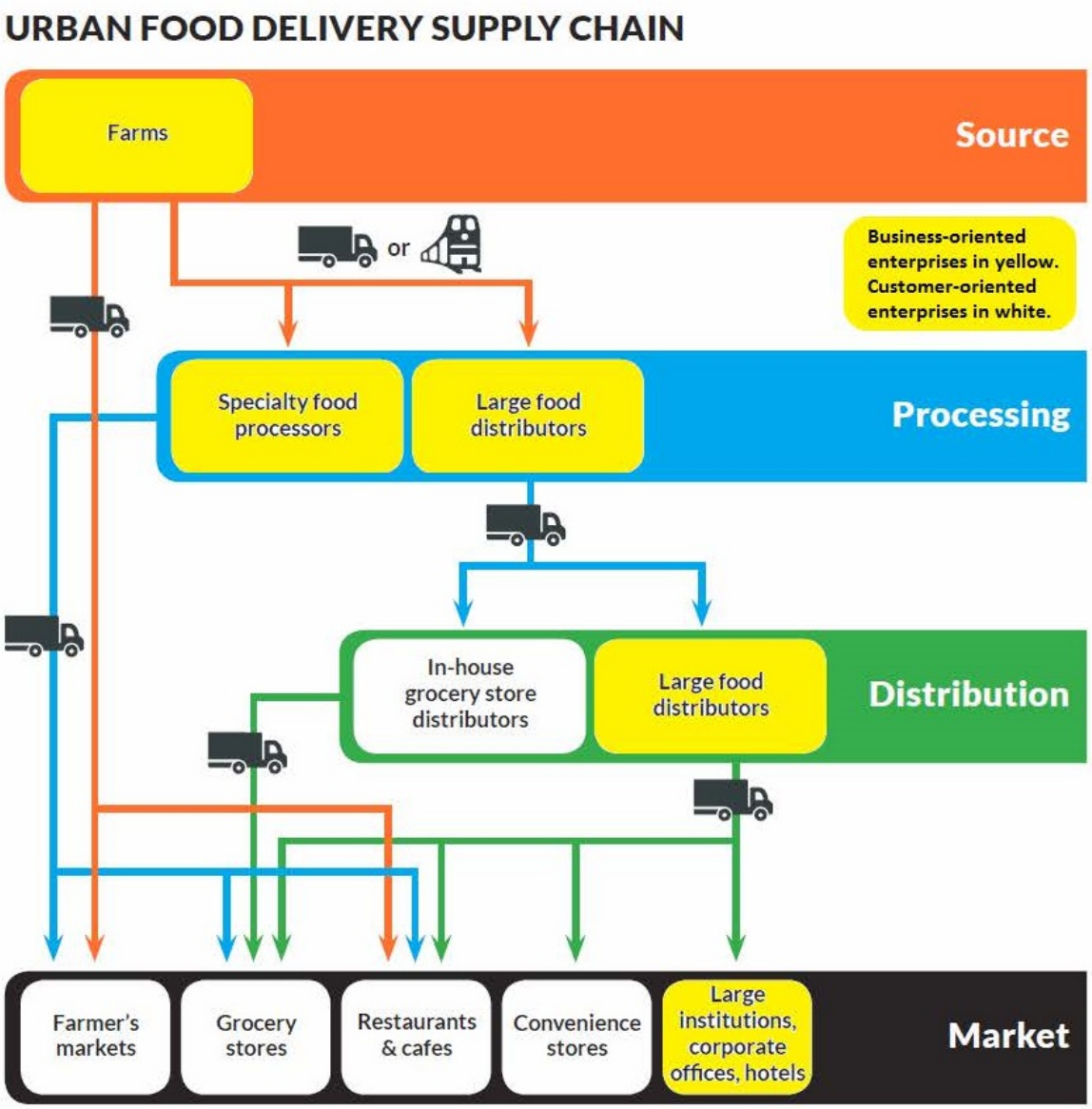


Figure 4. Food distribution supply chain. Arrows denote the movement of food goods. The dark black line divides consumer oriented firms from nosiness-oriented firms.

We define smaller producers and distributors as those operating fleets of 40 or fewer trucks with a single facility, and larger producers and distributors with more than 40 trucks and multiple facilities.

Classification of Food Distribution Companies

We can classify our food distributors by their customers. Business oriented distributors see others businesses as their customers. Consumer oriented distributors see individual consumers as their customers.

Business oriented distributors:

Because these distributors serve a small number of customers, each customer influences significant power over distributor behavior and decision-making. For example, one large distributor purchased a new truck when the large educational institution it serviced requested that it make deliveries to them using a natural gas truck. Customers are typically large institutions such as hospitals and prisons, national chain restaurants, and other large buyers. Products include prepared and semi-prepared foods. Two of the businesses interviewed were major dedicated full-service distribution firms, and both firms expressed the need for flexibility when making deliveries to clients.

Consumer oriented distributors:

Consumer oriented distributors see the end user as their customer. Although the food delivery occurs at a grocery store, the end-user influences distributor decision making. This is in contrast to business-oriented distributors who see the destination of the goods as the customer. From the consumer's perspective, the distributor and the grocery store are the same entity. Although end-users are customers, and influential, there is a large number, and individual customers may exhibit little power.

Inhouse Grocery Store Distributors are consumer oriented. They serve their own stores. Customers are individual end-consumers, so individual customers have little power. Grocery store distributors were much less likely to change their practices in response to customer demand.

Warehouse membership grocery stores reported being particularly inflexible and went to great length to preserve the homogeneity of their fleet. This led to great savings in their maintenance and purchasing, but made them less flexible for new technologies and sustainability strategies. These stores are similar to grocery stores, and have their own in-house distribution centers, but with amplified tendencies.

Figure 5 maps the interviewees across business-consumer orientation, and size.

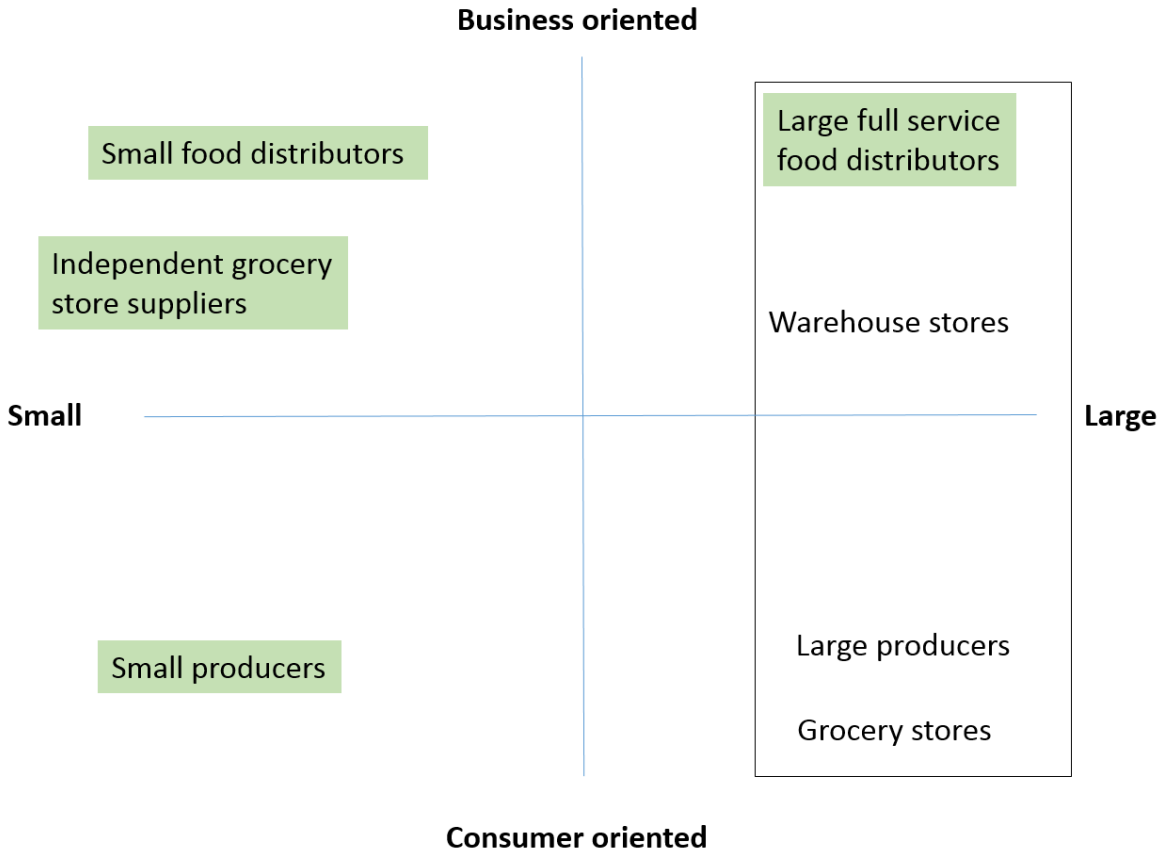


Figure 5. This diagram shows the placement of different players in the food distribution industry on an axis defined by business size and proximity to the end user. The axis definitions are explained in the paragraph below.

For small distributors, the distribution center was often in the same building as the production facility, if they were producers or refiners of food products. Small distributors Most often their fleets had fewer than five trucks.

Direct Store Delivery

Direct store delivery (DSD) drivers are a unique category of grocery store delivery that combines the roles of salesman and delivery driver. Based on the testimony of the driver/salesman for a large bread company, we learned that these employees make visits to the same stores every day, deliver goods, check stocks, order merchandise for the store, and maintain a working relationship with the store manager on behalf of the supplier.

Because they serve both of these roles, they have some different behavioral characteristics than those serving only the delivery driver role. DSD employees will visit the same five to ten stores *every day* to maintain good relationships with the manager. The store manager will decide where in the store the DSD can display product, and the amount of shelf-space the DSD employee is allocated. DSD employees

earn revenue on commission by the units of product sold, so good shelf-space and location can increase earnings. In order to develop and maintain relationships with store managers, in addition to visiting frequently, DSD employees spend longer at the store. Large trucks took longer than small stores., ranging from 45 to 90 minutes. Smaller truck dwell times ranged from 45 to 60 minutes as shown in Table 5.

Table 5 Driver dwell time

	Dwell time (minutes)
Large trucks (over 26,000 lbs)	45 to 90 minutes
Small trucks (under 26,000 lbs	45 to 60 minutes

Driver Concerns

In interviews, drivers and logistics managers expressed several concerns about driving and parking trucks while making deliveries. For trucks serving food delivery in the Puget Sound region, the majority of route time is spent parked at a stop.

Additionally, it can be difficult for drivers in urban locations to find a place to park. Drivers reported being willing to make only one trip around the block to look for parking locations. I no spots were available drivers would:

- park in the left turn lane
- Park in the right turn lane (such as in Figure 6).
- Park in the traffic lane (such as in Figure 7).

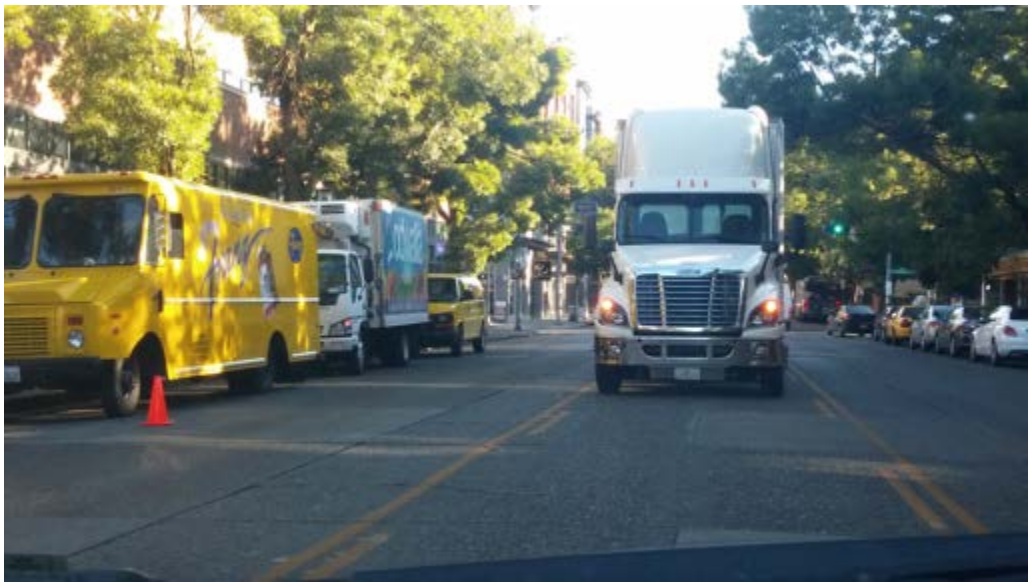


Figure 6. Parking in the left-turn-lane, Capitol Hill, Seattle

Figure 7. Blocking the traffic lane

One driver reported that they avoided garages, as they are difficult to maneuver inside. Drivers avoid backing out of any space,. The driver is uncomfortable because of concern about surrounding traffic, pedestrians, and vehicles, as truck driver's sight is severely limited (see Figure 8).

Figure 8. Congestion at Queen Anne, Seattle, grocery store loading dock

Parked cars can narrow the traffic lane, causing difficulty for trucks navigating the street. This may cause drivers to reroute. For example, MLK Boulevard is preferred to Rainier Avenue.

Delivery drivers reported occasionally accruing parking tickets. Drivers paid tickets out-of-pocket in most cases, although the company sometimes paid parking fees. One driver mentioned that he avoided idling in consideration for the company's image. This was particularly true for suppliers that produce sustainability minded and healthy products.

Drivers avoid local street congestion by visiting high traffic areas, such as the University District in Seattle, first in the morning. Highway congestion is avoided by arriving in the service area before morning rush hour and leaving after the morning rush hour. One driver stated that he never entered I-5 after 7:00 am and returned to the distribution center by noon.

Natural Gas Experience

Natural gas fuel has been making recent inroads into the food distribution supply chain. Several companies have experimented with these trucks, and have run into performance issues that hinder their further adoption. Several other companies have chosen not to try natural gas fuel, or are unable to afford it. There are several factors that determine the usefulness of the truck:

- truck size
- route length and route type
- truck and fuel cost
- type of business (customer facing, business facing

Both of the large grocery store chains had experimented with natural gas truck use, although both expressed reservations about the trucks' usefulness. Both firms expressed disappointment in the lack of power and refueling infrastructure to support natural gas use. Both firms had purchased compressed natural gas trucks for a pilot program, although the grocery store purchased more trucks than the membership warehouse store. These grocery store chains operated large, Class 8 semi-trailers in excess of 33,000 pounds (see Figures 9 and 10).

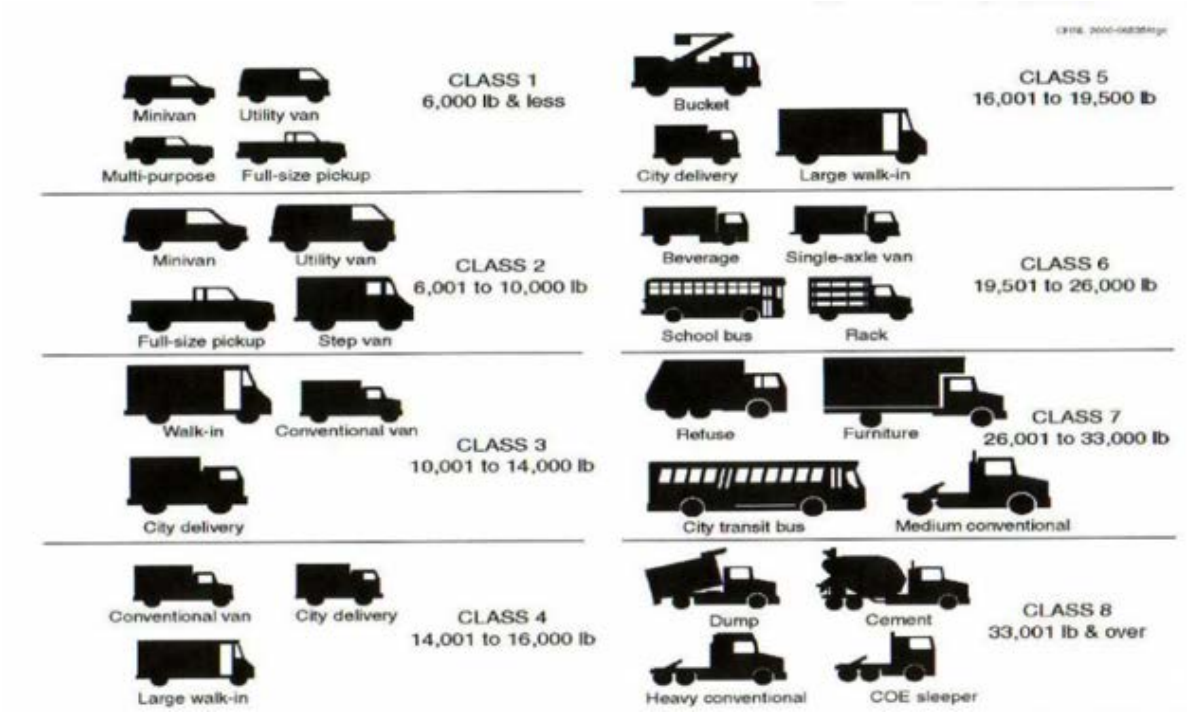


Figure 9. Truck classification chart (ctbsales.com)

Figure 10. Liquefied natural gas large Class 8 truck used in grocery store pilot program (fleetsandfuels.com)

The businesses reported that natural gas powered engines could not produce the required power to propel the trucks up steep grades in the region, nor reach highway speeds in a timely manner. The reduced range of the trucks was also an issue, especially because of the lack of refueling stations.

The two major food distributors interviewed did not purchase any natural gas trucks; however, they did conduct an analysis of the benefits and costs. They concluded that the benefits did not outweigh the cost, and cited many of the same concerns as the grocery store chains: the range was insufficient, the trucks are underpowered, and the cost of conversion is too great.

Both of the major grocery store distributors said that, ultimately, there would not be sufficient return on investment for this technology. The fuel savings attributable to the improved efficiency of natural gas and its lower price per gallon were not enough to offset the nearly 100 percent cost increase of the truck purchase.

The warehouse club store had also looked into the feasibility of using natural gas trucks. It researched the experience of other food distributors that had launched pilot programs. The interview participant stated that they were hesitant and cautious when considering the adoption of new technologies. The vice president of transportation mentioned that they had considered purchasing bio-diesel trucks in 2008 but decided against it because of the unproven nature of the technology. The company was taking a similar approach to natural gas truck adoption. The warehouse club company also maintains a very homogenous truck fleet to control costs and ease maintenance. It's entire fleet of 600 trucks is produced by one manufacturer through a long-term contract agreement. All of the trucks have the same engine. Procuring a pilot fleet of natural gas trucks would introduce variances in maintenance and operation procedures that would complicate operations and increase costs.

The smaller food distributors and producers interviewed reported that they had not seriously considered adopting natural gas trucks because of the high cost of buying a natural gas truck or

converting an existing diesel truck to run on natural gas. One specialty food importer said that its 30 trucks were all bought used, in the age range of 5 to 10 years, and at an average cost of $25,000. A new comparable natural gas truck would cost $100,000. The manager of one import business reported that it was not feasible to buy even one such natural gas truck as a test.

The smaller food distributors served shorter routes, with less highway use and more urban driving than larger distributors. Smaller distributors used smaller trucks, Class 6 and below, under the 26,000-lb. weight limit requirement for a commercial driver's license (see Figure 7). These trucks are not as susceptible to the shortcomings outlines by transportation managers. They spend less time traveling at highway speeds, require a shorter fuel tank range, and carry less weight. Larger food distributors also operate small trucks on shorter, urban routes in a similar manner for some of their deliveries.

Figure 11. Class 4 truck used by many smaller food producers

Smaller food distributors, small food producers, and larger food distributors on certain routes would be good candidates for fleet conversion to natural gas trucks. Smaller food distributors operate largely in dense urban areas, where the emissions from diesel vehicles are particularly harmful to individuals who live near major thoroughfares that are used by delivery vehicles. Changing the fuel that is used on these routes would have the biggest benefit to carbon emissions, as well as local air quality and in turn the health of local residents. However, small food distributors and producers are least financially able to procure expensive natural gas engines, and do not have the resources to navigate the federal, state, and local grants and financial incentives for natural gas vehicles.

Overall, the fuel was more conducive for use in smaller trucks, on short routes in urban areas. Operators of large trucks on long routes found that the performance of the natural gas engines was insufficient. Smaller food operators were unable to afford the large costs of procuring the truck. Despite natural gas fuel being cheaper than diesel, diesel trucks could be operated for a fraction of the cost.

Truck Counting

Table 6 and Figure 12 show the average arrivals per hour by land use type. As can be seen by the green line in Figure 12, the number of suburban truck arrivals peaked at 9:00 am with nearly four trucks per hour per location. Deliveries were most frequent between 7:00 am and 10:00 am. Few deliveries were counted at 6:00 am or after 11:00 am. However, suburban stores received significant numbers of deliveries at 6:00 am.

Urban stores arrivals were more concentrated in the morning, we conjecture that drivers aim to avoid the morning rush hour in congested urban areas. Deliveries in rural areas were more consistent throughout the day, peaking at two trucks per hour in the late morning period. Interviews with food distribution operators indicated that this is to avoid congestion in urban areas.

Table 6 Average truck arrivals

	6:00 AM	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	Average	Median Dwell Time (min)
Average	1.4	2.1	2.2	2.5	2.3	1.4	0.2	11.1	26.0
Urban Average	0.7	3.7	2.0	2.0	2.0	1.7	0.3	12.3	24.0
Suburban Average	2.7	2.0	2.7	3.7	2.7	0.7	0.0	14.3	24.0
Rural Average	1.0	1.0	2.0	2.3	2.3	1.3	0.0	9.8	36.0

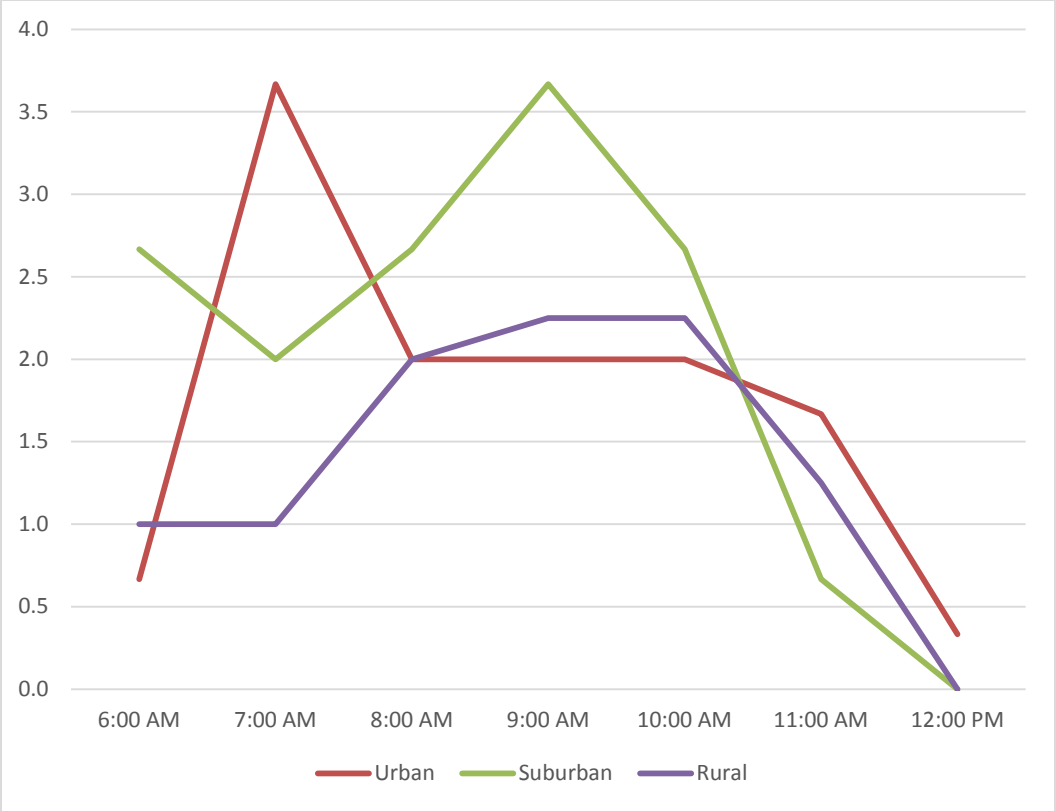


Figure 12. Average truck arrivals by hour at store

Table 7 Types of trucks by prevalence, in arrivals per day

	All	Urban	Suburban	Rural
All	14	13	17	15
Box Truck	7	44%	51%	37%
Semi Trailer	3	13%	12%	28%
Step Van	2	15%	13%	20%
Pick Up	1	0%	4%	5%
Van	2	17%	19%	7%

Urban and suburban stores had similar median dwell times, around 24 minutes. Rural stores had significantly longer dwell times, with a median of 36 minutes. Because deliveries to rural stores are more steady throughout the day, drivers may be able to take their time when unloading goods at rural stores.

Table 8 shows large distributors represent a larger percentage of deliveries in rural areas, and vice versa, small distributors represent a larger percentage in urban areas. Locals relied heavily on DSD drivers and close driver relationships to store managers. Locals rarely used docks. They used the front door 80 percent of the time to allow foster relationships between the delivery person and store manager. In contrast, trucks delivering products from nationals, such as Pepsi, Coors, and Kraft, made use of the dock for nearly all deliveries (70 percent dock vs front door). Locals delivered product every day;

nationals delivered product a few times per week according to store managers at the location surveyed. Locals used box trucks and vans; nationals were more likely to use step-vans and semi-trailer trucks (see Table 9).

Table 8. Number of daily trucks by operator size, and percentage of total truck arrivals.

	All	Urban	Suburban	Rural
Local company	9	8	11	9
	63%	62%	66%	60%
National company or subsidiary	6	5	6	6
	37%	38%	34%	40%

Table 9. Proportion of all trucks by type and operator company size

	Local company	National company or subsidiary
Box truck (class 7 and below)	33%	13%
Semi trailer (class 8)	9%	10%
Step-van (class 3)	2%	15%
Pick-up (class 1)	3%	0%
Van (class 2)	15%	1%

Other Stakeholder Concerns

The most cited concerns among food distributors are listed in Table 10.

Table 10. Most cited concerns among food distributors

1. Hours of service regulations
2. Driver labor shortages
3. Fuel efficiency and fuel use reduction
4. Particulate matter filter regulation

Worker Hours

Hours of Service Regulations is the policy issue of most concern to Puget Sound food distribution. Every large food distribution and grocery company mentioned that state and federal legislation restricting worker hours had affected their business. The warehouse manager for one major food distribution company said that the restrictions contributed to the driver labor shortage, and that ensuring their drivers meet government policy was challenging. The same manager mentioned that the regulations had changed three times in the past ten years, requiring frequent revisions to documentation and scheduling. Complying with the law required constant changes to driver education and training.

Respondents described the resources required to comply with the law:

1. Two of the four larger companies had implemented computerized driver logs.
2. Driver- education efforts among all large the companies interviewed to ensure that all drivers were aware of the policies.

However, respondents also recognized that implementing these technologies has improved their ability to monitor their driver's work and performance.

In contrast to the larger distributors, smaller food distributors and food manufacturers did not mention hours of service regulations are unaffected by these policies because of the local nature of their operations. Their drivers do not spend the majority of their working hours driving; rather, they spend a large amount of time moving goods from the trucks and interacting with employees at the destination facility. In addition, their vehicles operate inside a 300-mile radius of their facilities and therefore are not affected by Hours of Service Regulations. While large companies are very concern about any changes to Hours of Service Regulations, smaller companies are not as concerned and would be unaffected by any changes or incentives.

Fuel Efficiency

Fuel efficiency was the second most commonly cited cost concern among all of the food distribution companies. They had all made efforts to improve the efficiency of their vehicles to reduce fuel costs, particularly by fully loading trailers to minimize truck trips. Grocery store companies made a great effort to ensure that every trailer was maximally loaded to optimize fuel spending per ton-mile. All firms also attempted to incorporate back-hauls, or loaded return trips, into their schedule, thereby minimizing the miles travelled by empty trucks. The four major firms stated that 15 percent of their capacity was back-haul.

The major carriers also made efforts to purchase fuel with pricing agreements and to negotiate fuel prices with fuel distributors. Preventative maintenance for trucks was also a major concern, as well maintained trucks use less fuel. Efficiency often went hand-in-hand with emissions goals.

The smaller firms reported giving less attention to reducing fuel consumption. Fuel costs were considered a constant cost of doing business. They did not have the resources to purchase sophisticated fuel-efficient trucks or the resources to track fuel consumption across routes. The smaller the truck fleet that was being operated, the less attention that was paid to fuel consumption.

Fuel efficiency did take a back seat to labor costs for every food distribution company. Worker pay and compensation were brought up more often among food distribution firms.

Particulate Matter

Two of the four large distributors stated that they were focused on exceeding state regulations on truck emissions. None of the smaller distributors considered emissions when considering truck purchases or retrofitting. One large grocery distributor was concerned with emissions depositing soot on its white trailers. This distributor made a collaborative effort with its truck engine supplier to improve the

emissions of its engines, to great success. Current versions of its truck engine do not leave a sooty deposit on its trailers.

Three of the distributors complained about the detrimental effects of state requirements for the use of diesel particulate filters and diesel emissions filters. Interview participants mentioned that these impeded truck performance, and their change cycles complicated truck maintenance. The transportation manager for one large warehouse store mentioned that they struggled to find the ideal time to change the filter to minimize power and efficiency loss, as well as down time. He mentioned that there was a trade-off between fuel efficiency and particulate emissions.

DISCUSSION

Natural Gas Conversion

There is a disconnect between 1) the delivery methods, routes, and trucks that make viable candidates for natural gas conversion and 2) the resources and motivations of the companies that utilize the different delivery methods, routes, and trucks. The defining factors in determining the feasibility of a natural gas program for a given company are company size and its business orientation to its customers. Small companies are prime candidates. In particular small companies who serve other *businesses* may may overlook natural gas pilot programs despite their suitability to them. Such programs would results in fuel cost savings and reduction in particulate matter, NOx, and carbon emissions

Large firm characteristics

Large national food producers, food distributors, and grocery chains (most often a *national company* or its subsidiary) operate large trucks, with large loads and infrequent deliveries to stores. . Larger, national firms, and dedicated grocery store fleets delivered goods two to three times per week. Whereas local firms use step-vans and smaller sub-26,000 lb. box trucks for grocery store deliveries, the national food distribution firms use box trucks and semi trailers. This was confirmed by a delivery driver who had worked for both national and regional food production firms. The truck size and heavier loads make the larger trucks less desirable candidates for natural gas conversion. According to the directors of operations at one large food distribution company interviewed and one large grocery store chain, current natural gas engines are not powerful enough to carry large loads at highway speeds and up steep grades. A summary of the characteristics of each type of company is found in Table 11.

Table 11 Company characteristics by relative size

	Large companies	Small companies
Route length	Longer	Shorter
Route type	Highway	Local street
Truck size	Larger on average	Smaller on average
Stop per route	More	Fewer
Dwell times	45 minutes	35 minutes

Small firm characteristics

Local companies, comprising regional food production and distribution firms, operate smaller trucks that are less often loaded to capacity. All of the regional firms interviewed for this study used step-vans and small, sub-26,000 lb. box trucks. They visited each store more frequently, on a daily basis, and delivered smaller volumes of goods. Local firms utilized local roads more and made use of peak traffic hours. This makes their trucks excellent candidates for natural gas conversion. They do not need the extra power that diesel provides over natural gas.

Invectives can be targeted at companies that are being overlooked

Despite the benefit of natural gas to smaller vehicles, national companies are the ones that have the resources to establish natural gas pilot programs, as well as reputations to protect. These pilot programs often bring prestige or cachet to their firms, allowing them to advertise their environmental friendliness to customers. Many of the national firms we interviewed established these pilot programs only to find that natural gas trucks were not a good fit for their needs. In contrast, smaller, local firms do not have the resources to invest in pilot programs. They operate only a fraction of the number of trucks that national firms do, and they cannot afford to convert a substantial portion of that fleet to natural gas. Since these local firms rarely adopt pilot programs, they don't get to see the potential benefits of natural gas.

For these reasons, incentives for natural gas conversion should be aimed at local producers and distributors, particularly those without the resources to fund expensive pilot programs. Educational sessions, presentations, and websites can be aimed at independent food producers. Large national companies already have additional incentives, as well as additional corporate image benefits, for adopting pilot programs. Their command of multiple markets allows them to test natural gas in one market with minimal disruption to company resources as a whole. In contrast, local producers serve only one or two markets, and cannot afford sweeping changes in that crucial market.

Overall, the adoption of natural gas trucks will be an outcome of:

- policy
- fuel cost
- vehicle cost
- infrastructure

Any policy that reduces operating costs and increases ease of operation will help increase the adoption of natural gas trucks. So far, however, firms have not reported having good experience with the natural gas trucks they have tried, and they are wary to expand their natural gas trucking fleets.

In October 2015, we received news from a Kroger logistics executive that Freightliner had developed a new, improved liquefied natural gas truck that effectively closes the gap in range and power that affected the natural gas trucks in Kroger's previous pilot project. Kroger is purchasing a fleet of these new trucks. We could not find any press releases or white papers on these new vehicles, but we plan to review how they affect the adoption of natural gas in the future.

Experiences, Interviews, Data Collection, and recommendations for future work

In person and phone interviews were the best way to gather data on the attitudes of industry stakeholders and food distribution operators. Online surveys went unanswered despite frequent reminders for completion. The relatively small pool of potential respondents involved in food

distribution in a given metro area means that a large response rate is necessary to gather sufficient data for analysis.

Identifying candidates for data collection

We identified 224 businesses in the Puget Sound area that were involved in the production and distribution of food. Only 61 of those businesses could be reached through email. Five responses were received after three reminders to complete the survey. We would have needed at least 20 responses to have an adequate sample from which to draw conclusions. See Table 12.

Table 12 Response rate

Businesses identified	224
Business able to be contacted	61
Return surveys	3
Response rate	5%
Responses required	20
Additional businesses to be reach	400

It is important to have an established relationship with employees at food distribution facilities. Store managers were generally willing to speak to interviewers, even on cold calls. However, transportation managers at warehouses and distribution facilities were difficult to reach with cold calls. Without a direct connection to the company, calls and emails were often routed back and forth; it sometimes took as many as two weeks and five emails to reach a person who could help with the interview. Most email inquiries were dead ends. Of 30 people contacted about interviews, only nine interviews were conducted. Scheduling interviews was also difficult, as the employees' time is valuable, and the facilities were located far from Seattle.

It is important to attend interviews in person whenever possible. While phone interviews provided useful information, interviewees were more reluctant to volunteer information and engage in unstructured conversation over the phone. Phone interviews were always shorter and curter than in-person interviews. In-person interviews also occasionally allowed for tours of the facility, which provided valuable insight into operations.

Additionally, it was important to makes thing as convenient and comfortable as possible for the interviewees. This included meeting the interviewees at the location of their choosing, most often their company office. Interviews were scheduled whenever it was most convenient for them, and were kept short in order to not use up too much of their time. They were also assured that answer would not be linked to them, and their identities would be kept confidential. Their permission was obtained before any recording occurred. It was important to ask questions that could be quickly answered, without the need to look up data. For any questions that required data, interviewees were given the option to email their answers, after they had time to look up the relevant data.

The most useful data were gained when interviews were allowed to go off-script. Asking open-ended questions was an invaluable tactic, as interviewees volunteered much more information when they felt comfortable and settled into the conversation. Asking another question would often stall the interview. It was important to allude to the next appropriate question in conversation rather than ask outright.

Lessons learned from truck counting

The only cost effective way to gather data on truck trip generation was to station human counters outside facilities during business hours. We chose human counters as opposed to using a technology application for two important factors:

1. Physical complexity. Most grocery stores have multiple access and egress locations, multiplying the number of locations where sensors must be installed. In addition, truck drivers choose to park in multiple locations, including the front of the store, the back of the store, and in the street. Again, this multiplies the number of sensors that would be required should a technology solution be selected, and in some cases, would be entirely prohibitive.
2. Multiplicity of metrics. Not only were the number of trucks counted, but additional factors were collected including the type of truck, the good delivered, the dwell time, and the behavior of the trucker. Video cameras would be the only method that could obtain all of these data elements, but these were excluded due to factor 1.

Driving loops between facilities to encompass a larger area of stores was not a feasible way gather data, as too much time was wasted driving between facilities. The circuit method, in which five stores were visited many times throughout the day in a driven *circuit,* was not accurate enough. It was very easy to miss trucks stopped at one store while counting at another, and the margin of error was 30 percent. We looked into building a laser sensor that would register the passage of a truck at a checkpoint. Development of the sensor is under way for a different project, but we were not able to implement the sensor in time to begin truck counts for this project.

As mentioned, consideration was given to conducting automated truck counts. Video camera installation, tube counters, and laser sensors were considered. While the data collection components of these approaches are less labor intensive. The physical configuration of stores and delivery locations, meant these methods were infeasible within the project resource constraints. A small number of cameras or laser counters would not provide the detail we needed, with respect to truck type, truck size, and company affiliation. Additionally, most count sites had multiple entrances, which made setting up a cordon difficult. Many trucks also parked in the store parking lot and did not utilize the dock. The large variation in parking location required the watchful eye of a human counter.

It was important to provide some sense of comfort for the long counting hours, particularly for early morning counts. It was much more reasonable to spend 7 hours counting within the comfort of a car or coffee shop rather than on the street.

However, the method was also very labor intensive, as gathering data about one store required a whole day of counting by a person. As an average of twelve trucks per day were counted, this amounted to counting two trucks per hour. Thus the majority of the counter's time was spent idle.

We experimented with a tour-based counting method, where a counter would drive a loop of 3 to 4 stores in succession, and note trucks parked at each location. Then data from previous single location counts could be used to calibrate the truck numbers to account for trucks that were missed in counting. As dwell times for trucks average 30 to 40 minutes, and the length of the tour could be around 30 minutes, we assumed that a minimal number of trucks would be uncounted. This method allowed us to count at several location at once, and gather more data in a shorter amount of time.

However, tour length widely varied according to time of day and traffic conditions, which made calibrating difficult and inaccurate, with a standard variation of 5 for total average counts of 20 trucks per day. This large variation was unacceptable.

Overall, the most important factors in gathering data were developing relationship with businesses associated with this supply chain, over a period of several weeks. Multiple phone calls and emails were needed before some managers were willing to sit down with us. The interviews should be open-ended and conversation in nature, but care must be taken to ensure they do not run long. Accurate truck counts required dedicating 8 hours of counting time to a single location, and care must be taken to see where trucks are parking, and which establishment they are delivering to. Collecting data in this field is a time-consuming process, and few shortcuts are available.

CONCLUSIONS AND FUTURE WORK

Food distribution companies are making efforts to reduce fuel consumption and emissions. They have been investing in new truck technologies, utilizing route optimization software, and rightsizing trucks. As stated early, there are five key things to consider:

- The performance needs of small firms and large firms differ
- Insufficient marketing to small firms
- High cost of trucks
- Large firm pilot programs identified deficiencies of natural gas as a fuel
- These needs and deficiencies must be addressed before making new incentives

These efforts have become more pronounced at larger companies that operate larger trucks, in larger fleets, on longer routes. Larger companies have the resources to analyze fleet fuel usage and keep current of new technologies. They also have a prominent public image that benefits from the public relations boost that cleaner burning technology can offer.

Small food distribution firms place importance on fuel use reductions and emissions reductions. However, they do not have the resources to procure natural gas technology. The government grant and tax credit process is also cumbersome to navigate for smaller enterprises. These issues, together with the lack of refueling stations, means that alternative fuel vehicles are not a viable option for smaller firms.

At the same time, these small firms operate trucks and service routes that would be most conducive to reductions in fuel use and emissions if they switched to natural gas trucks, without any detriment to performance. Larger firms experimenting with natural gas trucks have found that while they benefit from fuel use and emission reductions, the trucks they use and routes they service are limited by natural gas engines. Care should be taken with new alternative fuel incentives so that they reach smaller firms that have been left out of the alternative fuel marketplace.

Future work should focus on finding the quantitative effects that state policies have on the rise of alternative fuels. If the policies recommended here are implemented, data should be collected on new pilot projects started by food distribution companies in all segments of the market. Companies may be encouraged to report purchases of alternative fuel vehicles so that adoption rates can be analyzed.

While 12 interviews were enough for our purposes in this investigation, future work may attempt to talk to a majority of food distributors in the region. Stakeholders should be brought to the table before new incentives are implemented, during their implementation, and after implementation in order to measure progress.

Alternative fuels technology is continually improving, and future advances may bridge the gap between diesel and natural gas in performance and range. We were recently told that one major manufacturer had brought to market liquefied natural gas trucks that were on par with diesel trucks of the same

category in terms of performance. It is currently finalizing a deal with a major grocery store chain to sell these trucks. However, it is still important that the market for alternative fuels be a broad as possible, and small-to-medium food distribution firms remain priced out of the market despite government grants encouraging the adoption of these fuels.

ACKNOWLEDGMENTS

We would like to thank Barbara Ivanov and Matt Pahs for providing guidance and feedback for this report and WSDOT and the FHWA for providing funding for the research. Thank you to Amy O'Brien for providing editing services.

APPENDIX A: FOOD SUPPLY CHAIN INTERVIEW QUESTIONNAIRE

Initial Phone Script

Hi. I am a graduate research assistant at the University of Washington. Barbara Ivanov from WSDOT emailed you last week regarding our interest in speaking with representatives and employees from your company. We are particularly interested in learning about your business strategies towards the adoption of natural gas vehicles.

Could you put us into contact with operations employees with knowledge of the number and types of truck, types of engines, the routing of trucks, truck replacement policies, and trucking contractors used?

We would also like to speak with business strategy employees with knowledge of fuel efficiency, business continuity strategies, changes in market conditions, and recent technological innovation in the industry. We would like to sit down in person with Charlie's Produce for two in-person interview sessions, one for each knowledge area. Ideally, we would be speaking to one or two employees during each session (no more than three). If there are two employees in the same knowledge area that can answer our questions, we would like to sit down with them in a group session. We would schedule the sessions whenever is most convenient for the people we would be speaking to.

All details discussed would be confidential. We would greatly value your input, and any information you give us would be useful in creating a Washington State trucking fuels policy that is beneficial to distributors, truckers, residents, and the environment.

Market Strategy Interview

Thank you for meeting with me today. I will be recording this interview and taking notes. If at any time you would like to switch off the recording device or go off the record, please let me know and will be happy to do so. Before we begin I would like to re-iterate that we will be discussing long-term business strategy in the logistics sector of your business in the context of future policy and market conditions.

- Can you talk about big changes in trucking that you've had to adapt to in the last 5 years? (10 min)
    - (Pick relevant change mentioned, or pick only change mentioned). How did you respond to take advantage, or reduce negative consequences to this change?
    - How far in advance did you anticipate those changes and how quickly did you implement changes to your business practices?

- Can you talk about any government policy changes have you had to adapt to in the last 3 years? (5 min)
    - What actions did you take to adapt to those changing government policies?
    - What actions are you taking to minimize the adverse impacts of future government policies?

- What is your current truck replacement policy? (10 min)
    - What metrics do you currently use to evaluate fleet performance?
    - What metrics do you consider for fleet acquisition?

- The American Transportation Research Institute (part of ATA) recently released a report stating that fuel costs are by far the largest proportion (38%) of the marginal cost to trucking. Have you considered alternatives to diesel as fuel for you trucks? (10 min)
    - What are the trade-offs you consider when looking at alternative fuels?
    - How do you control fuel spending for your trucks?
    - How significant is the cost of fuel to your operations decisions?
    - Have you made recent significant investments to reduce fuel use?
    - As fuel costs increase, what options are you considering to mitigate the adverse effects to your business?
- Scenarios: (15 min)
    - The cost of natural gas trucks decreases by 20% in the next 3 years. How do you go about deciding whether to purchase natural gas trucks or conversion kits?
    - The price of diesel goes up by 20%, while all other fuel prices remain steady with inflation. How do you react to this? Do you consider purchasing natural gas trucks as a replacement?
    - How desirable would an increase in maximum truck weight be for you?
        - Would it be desirable enough that you would consider buy a new truck to take advantage of it?
- Is there anything else that you would like WSDOT to know about? (5 min)
- The second phase of our research involves collecting data on truck trips at facilities where trucks operate, to better understand truck movements in food distribution.
- Would you be willing to allow us to count trucks at your facility manually or with a camera? (5 min)

Operations Interview

Thank you for meeting with me today. I will be recording this interview and taking notes. If at any time you would like to switch off the recording device or go off the record, please let me know and will be happy to do so. Before we begin I would like to re-iterate that we will be discussing the day-to-day operations of your trucking operation.

- Where are the top destinations for your trucks? (10 min)
- What are the major factors that influence route choice for you? (10 min)
    - Speed?
    - Reliability?
    - Congestion?
    - Who is involved in routing decision
- What are your daily operating hours? (20 min)
    - How do they vary?

    - Are there any time restrictions in place for visiting certain locations?
    - How does your destination influence when you assign truck trips?
    - What factors influence the timing of truck dispatches?
- What kinds of trucks do you use? (10 min)
    - How do you decide which to dispatch?
    - To what extent do you hire contractors?
    - How are contracting decisions made?
- Do you have any data on your truck movements that you would be willing to share with us? (5 min)
- Is there anything else that you would like WSDOT to know about? (5 min)

APPENDIX B: FOOD SUPPLY CHAIN DATABASE

Glossary:
BT: Box truck
Semi: Semi trailer
SO: Step-on Van
UM: Unmarked
UV: University Village

Table 14 All truck arrivals at grocery stores

Location	Date	Arrival	Duration	Store	Truck	Land use	Company
UV	4-Jun	5:00		QFC	BT	Suburban	UM
UV	4-Jun	5:00		QFC	BT	Suburban	UM
UV	4-Jun	5:00		QFC	BT	Suburban	Franz
UV	4-Jun	5:00		QFC	Semi	Suburban	Market Transport LTD
UV	4-Jun	5:48		QFC	Semi	Suburban	Coor's
UV	4-Jun	7:31		QFC	SO	Suburban	Hawaiian Chips
UV	4-Jun	7:57		QFC	Semi	Suburban	UM
UV	4-Jun	8:03		QFC	Van	Suburban	UM
UV	4-Jun	8:38	0:08:58	QFC	BT	Suburban	Odwalla
UV	4-Jun	8:53		QFC	Van	Suburban	UM
UV	4-Jun	9:05		QFC	BT	Suburban	Sysco
UV	4-Jun	9:05		QFC	Van	Suburban	UM
UV	4-Jun	9:25		QFC	Van	Suburban	UM
UV	4-Jun	9:26		QFC	BT	Suburban	Brenner Brothers Baking
UV	4-Jun	9:51		QFC	Van	Suburban	UM
UV	4-Jun	10:03		QFC	Semi	Suburban	Market Transport LTD
UV	4-Jun	10:20	0:10:44	QFC	BT	Suburban	Ocean Beauty Seafoods
UV	4-Jun	11:22		QFC	BT	Suburban	UPS
UV	4-Jun	5:00		Safeway	BT	Suburban	Pepsi
UV	4-Jun	5:00		Safeway	Semi	Suburban	Covered Wagons
UV	4-Jun	6:03		Safeway	BT	Suburban	UW
UV	4-Jun	6:32	0:24:00	Safeway	BT	Suburban	UM
UV	4-Jun	6:32	1:30:00	Safeway	BT	Suburban	UM
UV	4-Jun	6:52		Safeway	BT	Suburban	Reser's
UV	4-Jun	6:59		Safeway	BT	Suburban	UM
UV	4-Jun	6:59		Safeway	Semi	Suburban	Coor's
UV	4-Jun	7:38	0:20:00	Safeway	BT	Suburban	Franz

UV	4-Jun	7:42	1:14:00	Safeway	SO	Suburban	Pepperidge Farm
UV	4-Jun	8:01	0:06:00	Safeway	SO	Suburban	Penske
UV	4-Jun	8:53		Safeway	Van	Suburban	UM
UV	4-Jun	9:01		Safeway	PU	Suburban	UM
UV	4-Jun	9:05		Safeway	Van	Suburban	Family Works Food Bank
UV	4-Jun	9:16		Safeway	Van	Suburban	UM
UV	4-Jun	9:28		Safeway	BT	Suburban	Inderbitzen Distributors
UV	4-Jun	10:11		Safeway	Semi	Suburban	Market Transport LTD
UV	4-Jun	10:15		Safeway	BT	Suburban	UM
UV	4-Jun	10:34		Safeway	BT	Suburban	Culligan Water
UV	4-Jun	10:48		Safeway	BT	Suburban	Bimbo Breads
UV	4-Jun	11:50	0:05:00	Safeway	SO	Suburban	Garda
Bellevue	2-Jul	5:49 AM	0:56:53	Safeway	BT	Suburban	UM
Bellevue	2-Jul	6:10 AM	0:21:52	Safeway	BT	Suburban	UM
Bellevue	2-Jul	6:55 AM	1:56:52	Safeway	SO	Suburban	Frito Lay
Bellevue	2-Jul	7:46 AM	0:17:36	Safeway	Semi	Suburban	Widner Brewing
Bellevue	2-Jul	7:53 AM	0:56:25	Safeway	SO	Suburban	UM
Bellevue	2-Jul	8:12 AM	0:04:24	Safeway	BT	Suburban	UM
Bellevue	2-Jul	8:21 AM	0:13:44	Safeway	SO	Suburban	Orowheat
Bellevue	2-Jul	8:53 AM	0:31:13	Safeway	BT	Suburban	UM
Bellevue	2-Jul	9:15 AM	1:14:30	Safeway	Van	Suburban	UM
Bellevue	2-Jul	9:46 AM	0:04:05	Safeway	PU	Suburban	UM
Bellevue	2-Jul	10:42 AM	0:24:11	Safeway	PU	Suburban	UM
Bellevue	2-Jul	10:43 AM	0:05:53	Safeway	BT	Suburban	UM
John	3-Jul	6:49 AM	0:11:50	Safeway	Semi	Urban	Blue Rhino
John	3-Jul	6:52 AM	0:53:00	Safeway	NA	Urban	UM
John	3-Jul	7:01 AM	0:49:52	Safeway	Semi	Urban	UM
John	3-Jul	7:12 AM	0:52:24	Safeway	SO	Urban	ORowheat
John	3-Jul	7:23 AM	0:24:01	Safeway	BT	Urban	Naked
John	3-Jul	7:55 AM	0:27:47	Safeway	BT	Urban	UM
John	3-Jul	8:06 AM	0:27:52	Safeway	Van	Urban	UM
John	3-Jul	8:35 AM	0:16:25	Safeway	NA	Urban	UM
John	3-Jul	8:42 AM	0:16:17	Safeway	BT	Urban	Lusamerica Fish
John	3-Jul	8:49 AM	0:45:21	Safeway	Van	Urban	Essential Baking
John	3-Jul	9:13 AM	1:19:02	Safeway	BT	Urban	Odwalla
John	3-Jul	9:33 AM	1:14:32	Safeway	BT	Urban	Tim's chips
John	3-Jul	9:49 AM	0:37:55	Safeway	NA	Urban	UM
John	3-Jul	10:10	1:07:38	Safeway	BT	Urban	UM

		AM					
		11:12					
John	3-Jul	AM		Safeway	SO	Urban	Frito Lay
Duvall	6-Jul	9:23 AM	0:38:48	Safeway	SO	Rural	Franz
Duvall	6-Jul	9:39 AM	0:44:53	Safeway	Semi	Rural	UM
		10:32					
Duvall	6-Jul	AM	1:04:12	Safeway	BT	Rural	UM
		10:55					
Duvall	6-Jul	AM	0:22:34	Safeway	BT	Rural	UM
		10:55					
Duvall	6-Jul	AM	0:44:15	Safeway	PU	Rural	UM
		12:09					
Duvall	6-Jul	PM		Safeway	SO	Rural	Frito Lay
Duvall	8-Jul	6:18 AM	0:20:39	Safeway	SO	Rural	Franz
Duvall	8-Jul	7:37 AM	1:17:10	Safeway	Semi	Rural	Coor's
Duvall	8-Jul	7:58 AM	0:18:41	Safeway	BT	Rural	UM
Duvall	8-Jul	8:27 AM	1:22:59	Safeway	BT	Rural	UM
Duvall	8-Jul	8:44 AM	0:23:32	Safeway	BT	Rural	UM
Duvall	8-Jul	8:47 AM	0:29:45	Safeway	BT	Rural	UM
Duvall	8-Jul	9:59 AM	0:09:43	Safeway	BT	Rural	Charlie's Produce
		10:39					
Duvall	8-Jul	AM	0:36:39	Safeway	Semi	Rural	UM
		11:09					
Duvall	8-Jul	AM	0:22:35	Safeway	BT	Rural	Radelberger Pilsner
		11:09					
Duvall	8-Jul	AM		Safeway	SO	Rural	Frito Lay
Duvall	20-Jul	8:03 AM	0:16:37	Safeway	Semi	Rural	UM
Duvall	20-Jul	8:29 AM	1:46:25	Safeway	SO	Rural	Franz
Duvall	20-Jul	9:44 AM	0:14:48	Safeway	Semi	Rural	Keebler
		10:12					
Duvall	20-Jul	AM	1:16:24	Safeway	PU	Rural	UM
		10:44					
Duvall	20-Jul	AM	0:38:05	Safeway	Semi	Rural	unfi
		11:05					
Duvall	20-Jul	AM	1:00:35	Safeway	BT	Rural	UM
		11:11					
Duvall	20-Jul	AM	0:53:36	Safeway	BT	Rural	UM
		11:05					
Duvall	20-Jul	AM	0:35:18	Safeway	NA	Rural	UM
		11:44					
Duvall	20-Jul	AM	0:26:56	Safeway	SO	Rural	Frito Lay
		11:45					
Duvall	20-Jul	AM		Safeway	Semi	Rural	UM

Duvall	21-Jul	7:33 AM	1:30:42	Safeway	BT	Rural	UM
Duvall	21-Jul	7:42 AM	0:39:00	Safeway	Semi	Rural	Diet Rite
Duvall	21-Jul	7:46 AM	1:14:21	Safeway	SO	Rural	Franz
Duvall	21-Jul	8:21 AM	0:24:36	Safeway	Semi	Rural	Dr Pepper
Duvall	21-Jul	9:09 AM	0:50:31	Safeway	BT	Rural	Naked
Duvall	21-Jul	9:18 AM	0:00:23	Safeway	PU	Rural	UM
Duvall	21-Jul	9:25 AM	0:14:37	Safeway	Semi	Rural	Nabisco
Duvall	21-Jul	10:05 AM	0:13:33	Safeway	Semi	Rural	Anheuser-Busch
Duvall	21-Jul	10:11 AM	1:48:48	Safeway	SO	Rural	Frito Lay
Duvall	21-Jul	10:48 AM	0:21:04	Safeway	SUV	Rural	UM
Duvall	21-Jul	11:30 AM	0:18:42	Safeway	Semi	Rural	UM
John	5-Aug	7:06 AM	0:24:11	Safeway	SO	Urban	Thomas muffin
John	5-Aug	7:15 AM	0:09:23	Safeway	Semi	Urban	SAIA
John	5-Aug	7:27 AM	0:17:42	Safeway	BT	Urban	UM
John	5-Aug	7:30 AM	0:14:27	Safeway	SO	Urban	Frito Lay
John	5-Aug	7:43 AM	2:34:09	Safeway	BT	Urban	Lusamerica Fish
John	5-Aug	8:50 AM	0:18:57	Safeway	BT	Urban	Oola Distillery
John	5-Aug	9:44 AM	1:14:53	Safeway	Semi	Urban	Guinness
John	5-Aug	10:24 AM		Safeway	Semi	Urban	Anheuser-Busch
John	5-Aug	10:54 AM	0:36:00	Safeway	NA	Urban	UM
John	5-Aug	10:22 AM	0:19:18	Safeway	Van	Urban	UM
John	5-Aug	11:44 AM	0:14:56	Safeway	BT	Urban	Boneyard brewing
John	5-Aug	12:01 PM		Safeway	SO	Urban	Franz
Queen Anne	3-Sep	6:07:39	0:58:21	QFC	SO	Rural	Orowheat
Queen Anne	3-Sep	6:47:13	0:14:47	QFC	Van	Rural	UM
Queen Anne	3-Sep	7:09:43	0:53:17	QFC	BT	Rural	Naked
Queen Anne	3-Sep	7:16:22	1:06:38	QFC	BT	Rural	UM
Queen Anne	3-Sep	9:16:36	1:45:24	QFC	SO	Rural	Franz

Queen Anne	3-Sep	9:31:55	0:22:05	QFC	Van	Rural	UM
Queen Anne	3-Sep	9:45:33	0:10:27	QFC	Van	Rural	UM
Queen Anne	3-Sep	10:14:20	0:14:40	QFC	Van	Rural	UM
Queen Anne	3-Sep	10:18:18	0:16:42	QFC	BT	Rural	UM
Queen Anne	3-Sep	10:33:20	0:36:40	QFC	Semi	Rural	UM
Queen Anne	3-Sep	10:59:16	0:15:44	QFC	BT	Rural	Sunshine dairy
Queen Anne	3-Sep	11:03:36	0:53:24	QFC	BT	Rural	SAIA
North Bend	9-Sep	5:54:40	0:55:20	QFC	BT	Rural	Dreyers
North Bend	9-Sep	5:55:54	1:42:06	QFC	BT	Rural	Odwalla
North Bend	9-Sep	6:30:54	1:59:06	QFC	SO	Rural	Orowheat
North Bend	9-Sep	8:00:48	0:16:12	QFC	Semi	Rural	Keebler
North Bend	9-Sep	8:02:07	2:41:53	QFC	SO	Rural	Franz
North Bend	9-Sep	8:15:19	0:19:41	QFC	BT	Rural	UM
North Bend	9-Sep	8:21:13	0:51:47	QFC	Semi	Rural	UM
North Bend	9-Sep	9:55:03	0:21:57	QFC	Semi	Rural	Alaskan brewing
North Bend	9-Sep	9:59:35	1:11:25	QFC	BT	Rural	Specialty
North Bend	9-Sep	10:39:27	0:18:33	QFC	Semi	Rural	SAIA
North Bend	9-Sep	11:08:58	0:20:02	QFC	BT	Rural	UM
North Bend	10-Sep	6:06:15	0:13:45	QFC	SO	Urban	Aramark
North Bend	10-Sep	6:53:45	1:43:15	QFC	BT	Urban	UM
North Bend	10-Sep	7:30:38	0:14:22	QFC	BT	Urban	UM
North Bend	10-Sep	7:47:14	0:23:46	QFC	BT	Urban	Oakshire brewing
North Bend	10-Sep	8:56:11	0:19:49	QFC	Semi	Urban	Charlie's Produce
North Bend	10-Sep	9:17:41	1:54:19	QFC	Van	Urban	Boar's Head
North Bend	10-Sep	9:38:35	0:25:25	QFC	BT	Urban	UM
North Bend	10-Sep	10:07:33	0:14:27	QFC	Van	Urban	UM
North Bend	10-Sep	10:37:15	0:23:45	QFC	BT	Urban	UM

North Bend	10-Sep	11:20:57	1:06:03	QFC	BT	Urban	UM
North Bend	10-Sep	11:46:17	0:23:43	QFC	BT	Urban	Jasmine Bakery
North Bend	10-Sep	11:50:21		QFC	BT	Urban	Frito Lay
Queen Anne	17-Sep	5:28 AM	0:01:49	QFC	BT	Urban	UM
Queen Anne	17-Sep	5:28 AM	0:08:49	QFC	BT	Urban	Ocean Beauty
Queen Anne	17-Sep	5:28 AM	0:25:49	QFC	Van	Urban	UM
Queen Anne	17-Sep	6:40 AM	1:07:54	QFC	SO	Urban	Orowheat
Queen Anne	17-Sep	6:55 AM	0:11:32	QFC	Van	Urban	UM
Queen Anne	17-Sep	8:04 AM	0:27:46	QFC	BT	Urban	UM
Queen Anne	17-Sep	8:54 AM	1:45:51	QFC	SO	Urban	Franz
Queen Anne	17-Sep	9:36 AM	0:56:38	QFC	BT	Urban	UM
Queen Anne	17-Sep	9:37 AM	0:33:59	QFC	Van	Urban	UM
Queen Anne	17-Sep	9:50 AM	0:32:23	QFC	Van	Urban	UM
Queen Anne	17-Sep	10:46 AM	0:29:19	QFC	BT	Urban	Sunshine dairy
Queen Anne	17-Sep	11:21 AM	0:15:50	QFC	Semi	Urban	UM
Queen Anne	17-Sep	11:32 AM	0:12:58	QFC		Urban	
Bellevue	28-Sep	5:34 AM	0:34:03	QFC	BT	suburban	Odwalla
Bellevue	28-Sep	6:02 AM	2:39:35	QFC	BT	suburban	UM
Bellevue	28-Sep	6:05 AM	0:53:21	QFC	BT	suburban	UM
Bellevue	28-Sep	6:30 AM	0:14:50	QFC	BT	suburban	UM
Bellevue	28-Sep	6:30 AM	1:17:45	QFC	SO	suburban	Orowheat
Bellevue	28-Sep	7:01 AM	0:06:41	QFC	Van	suburban	Peet's coffee

Bellevue	28-Sep	7:03 AM	0:18:31	QFC	BT	suburban	UM
Bellevue	28-Sep	7:47 AM	0:42:38	QFC	BT	suburban	UM
Bellevue	28-Sep	8:08 AM	0:04:26	QFC	Van	suburban	UM
Bellevue	28-Sep	8:38 AM	0:12:01	QFC	BT	suburban	Naked
Bellevue	28-Sep	8:55 AM	0:17:36	QFC	BT	suburban	UM
Bellevue	28-Sep	9:35 AM	0:11:55	QFC	Van	suburban	Brenner baking
Bellevue	28-Sep	9:57 AM	0:17:24	QFC	BT	suburban	UM
Bellevue	28-Sep	10:22 AM	0:10:05	QFC	BT	suburban	Ocean Beauty
Bellevue	28-Sep	11:15 AM	0:11:36	QFC	Van	suburban	UM
Bellevue	28-Sep	11:45 AM		QFC	SO	suburban	Franz