

# Stakeholder engagement in the Sustainable Urban Logistics Planning: the case of the Metropolitan City of Rome

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According to the official guidelines, the participation of both citizens and stakeholders in the drawing up of a Sustainable Urban Mobility Plan (SUMP) enhances the public acceptance and support and thus facilitates the implementation of the plan itself (Eltis, 2019). Urban logistics (UL) represents one of the most important and tricky challenges since it produces negative externalities while it is also necessary to ensure the city growth in terms of competitiveness, accessibility and inclusiveness. It is important to achieve sustainable UL, i.e. That is, a goods distribution system that effectively and efficiently meets market demand. All while maintaining a satisfactory level of environmental and social sustainability (Taniguchi & Thompson, 2014). Nevertheless, under this respect, there are two possible causes of low quality urban planning when dealing with UL (Le Pira et al., 2017). On the one hand, the presence of very different stakeholders (senders and receivers, logistics operators/service providers, citizens/consumers, administrators, and regulators) makes the heterogeneity of preferences even more relevant and significant for the decision making process (Marcucci et al., 2012). They actually have often contrasting values and goals, and also very different utility functions (Stathopoulos, et al., 2012), thus being expected to be differently affected by intervention .....