



# LAST MILE FREIGHT STUDY

S O U T H E R N C A L I F O R N I A A S S O C I A T I O N O F G O V E R N M E N T S

## ASSESSING DELIVERY CONDITIONS & RECOMMENDED BEST PRACTICES IN A COMPLETE STREETS CONTEXT

### UNDERSTANDING DELIVERY ISSUES, RECOMMENDING SOLUTIONS

The Southern California Association of Governments (SCAG) has completed a study of commercial freight delivery and recipient issues. While goods are often shipped long distances to reach metropolitan areas, the final segment of the shipment called the “last-mile” can have significant community impacts. The key elements of the study identified specific issues experienced by both last-mile delivery providers and shipment receivers, to develop solutions and strategies to reduce costs and delays, ensure safety, and make deliveries more efficient. The study area was within the City of Los Angeles, however, the study methodology and recommendations were tailored to illustrate the conditions throughout the Southern California region and across the United States.

#### Deliveries are an essential part of everyday life, and the volume of deliveries is increasing

- Nearly every item (or a component) in our built environment was delivered from another location.
- The parcel delivery market in the United States is expected to double by 2025.
- Time is money: last-mile costs can exceed 50 percent of the total delivery cost.

#### Deliveries increasingly occur on streets, at the curbside and across sidewalks

- Deliveries compete for space with other vehicles, transit, bicycles and pedestrians.
- Street congestion adds uncertainty and delay to deliveries, and can create frustrating loading situations that result in fines.
- Safety design and practices will become more important for deliveries as conflicts with vehicles, bicycles and pedestrians increase.

#### This study provides last-mile freight strategies based on issues encountered on different types of streets and land uses

- Major delivery issues involve loading zones, street geometrics and turning radii, loading dock requirements and placement, vehicle choices, delivery times and enforcement.
- This study focuses on strategies that balance predictable and efficient delivery and accommodation of delivery vehicles within a multimodal transportation system.
- Stakeholder involvement guided the study by providing insight into issues, the study methodology, the data utilized, the development of specific case studies, and ultimately assisted in the evaluation of the applicability of solutions.

## LAST MILE DELIVERY TRENDS & COVID

### TRENDS IN SOCIAL

- Growing home-based orders and deliveries, with sustained double-digit performance over the past few years
- Increasing expansion for e-commerce fulfillment facility square footage in the Inland Empire and Los Angeles County
- Expanding omni-channel options for consumers, including order online and pick-up at the store, consolidated deliveries, and same-day deliveries

### COVID-19 IMPACTS

- Accelerated home-based orders and deliveries during and after lock-down period, with exponential increases from prior year in some cases
- Increased safety measures, including delivery drivers use of gloves and masks, expanded use of order online and pick-up at store omni-channel options
- Improved resiliency through businesses adapting and adjusting to higher e-commerce based consumer orders

## STUDY OUTCOMES

- Over 40% of freight deliveries were made by package/parcel delivery companies (FedEx, UPS, USPS)
- 25% of freight deliveries were made by a personal vehicle
- 10% (over 20% when excluding buses) of all passenger loadings were made by a TNC

Read the full study at [www.scag.ca.gov](http://www.scag.ca.gov).

## CONTACT US

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