

SMART FREIGHT
CENTRE

E- commerce Logistics Impacts on Communities

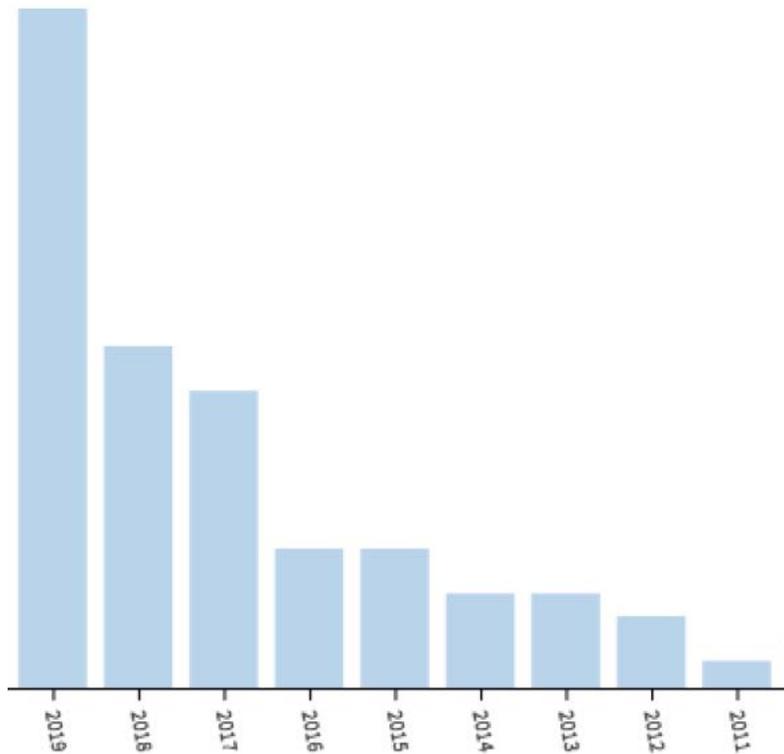
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Research Goals

- Review what has been done so far in the literature and different jurisdictions on understanding the impact of e-commerce logistics on communities
- Conduct a survey of residents in the Region of Peel to assess online shopping practices and preference for last-mile delivery technologies

E-commerce Logistics Impacts on Communities



- Increasing interest in e-commerce logistics.
- Focus on Transportation and Pricing

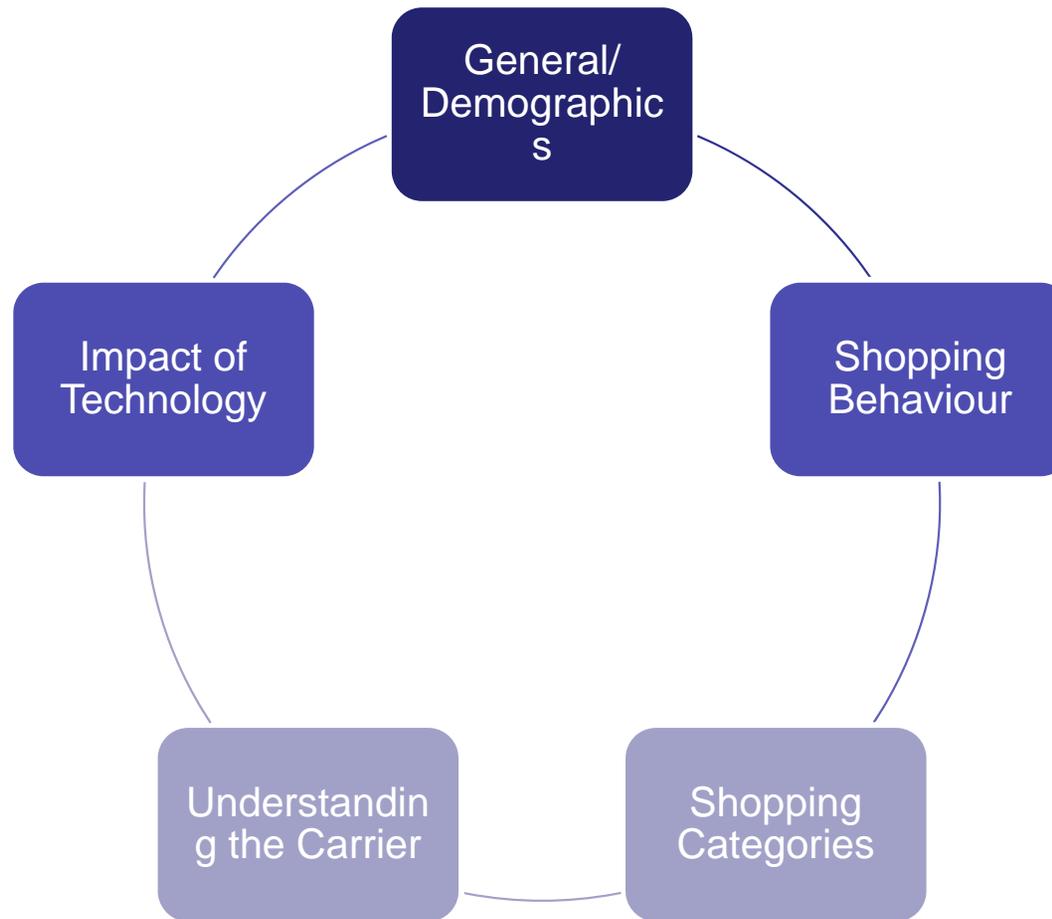
Literature Review Findings at a Glance

- Focus on **last-mile deliveries**.
- Need for developing **data collection and sharing** platforms
- Lack of scientific studies that assesses the impact on the **environment and society**.
- Incorporation on innovative technologies in last mile distribution

E-commerce Survey for Peel Region

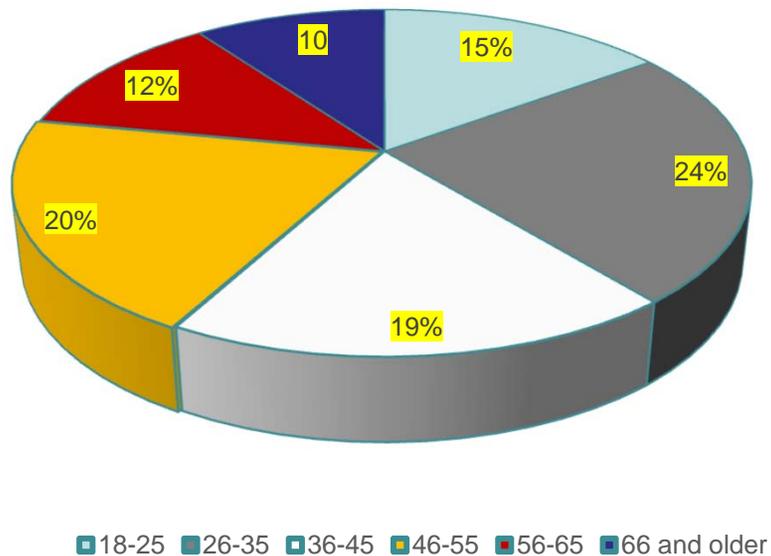
- Assess the impact of e-commerce Logistics on neighbourhoods and communities in Region of Peel
- Assess preferences for delivery services
- First study to look at **pre- and post-COVID-19 impacts**

Main Survey Topics

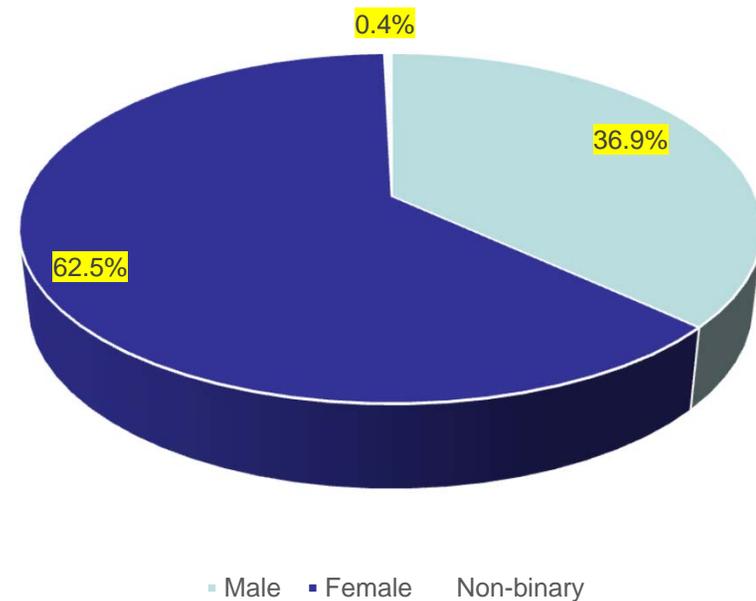


Socio-demographic data

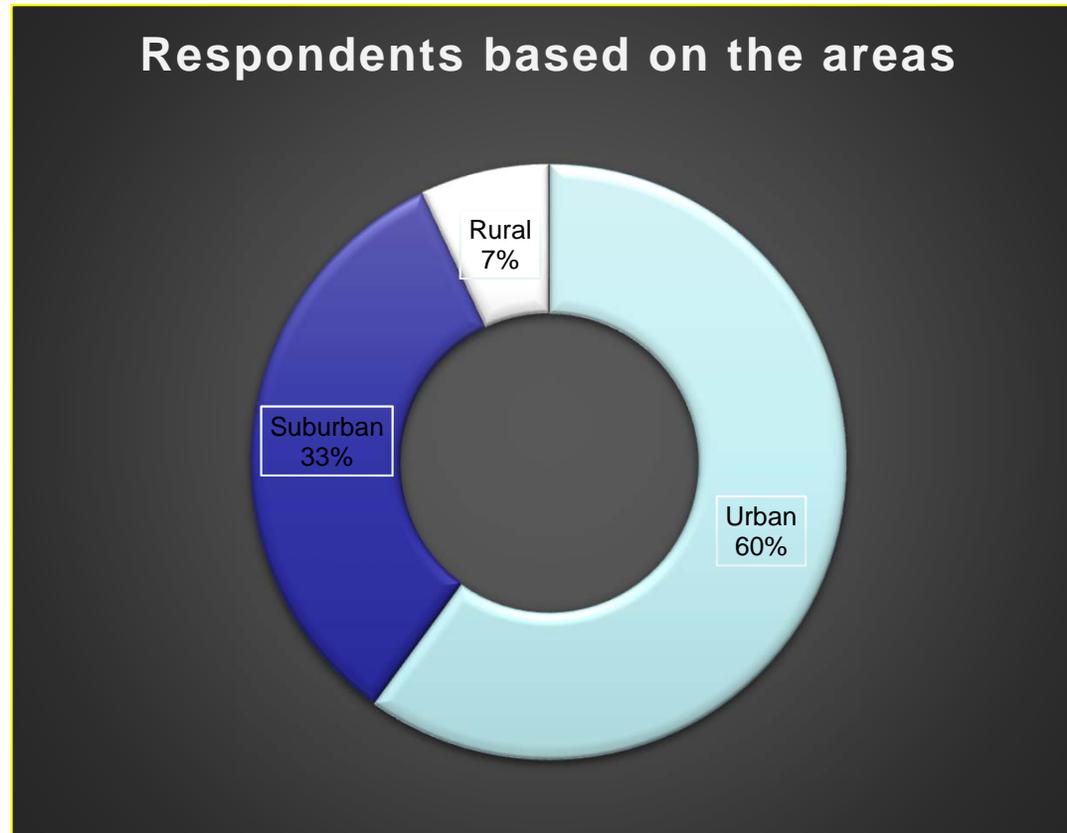
Age groups



Gender



Residential Communities



Source:
<https://peelarchivesblog.files.wordpress.com/2015/05/peel-in-context.png>

Some Findings at a Glance

- The online shopping orders for groceries, home supplies and personal hygiene have increased during the pandemic.
- On average, around 35% of the respondents stated that they do shop online once a week during the pandemic while the percentage is less than 30% prior to the pandemic.
- Majority of the respondents stated that the medium package size is the most delivered to them.
- Respondents expressed interest in using innovative last mile delivery technologies, especially given the pandemic conditions. However, around 80% of the respondents were not familiar with these technologies before they took the survey!

Our partner:



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