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Identifying design criteria for urban system 'last-mile' solutions - a multi-stakeholder perspective

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Abstract

This study presents a novel approach to design and evaluate 'last-mile' solutions - encompassing the social and economic perspectives of key stakeholders. While urban system initiatives have been implemented in practice, theoretical gaps remain at the operational design level. A theoretical framework is developed, based on design criteria

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operations theory and practising managers in city logistics are highlighted, with suggested directions for future research.

Keywords: 'Last-mile' operations urban systems smart cities evaluation criteria stakeholder analysis service supply networks design

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Notes

1. Note: to illustrate material flows within the urban system 'last-mile', Tables 2-4 are organised in order to distinguish between freight transportation and 'stations' within the 'last-mile' value chain. For example, freight transportation includes 'upstream logistics' and 'transportation to drop point' by the logistics service provider and parcel 'pick-up distance' by the customer. 'Stations' within the last-mile value chain include the 'transit-', 'drop-' and 'destination' points. The pick-up distance may be zero, in the case of the destination point being the drop point.

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