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

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## Abstract

This study  
encompasses  
system  
operational  
identified  
literature  
implemented  
within a  
re-defined  
to one of  
dimensional

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considerations and multi-stakeholder service outcomes. Finally, implications for

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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The authors would like to acknowledge support from the UK Technology Strategy Board and the various stakeholders involved in this 'Informed Logistics' project.

## 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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