

INDUSTRY TRENDS IMPACTING THE CURB

BRUCE MARSH
DIRECTOR, CORPORATE PUBLIC POLICY
JUNE 22, 2020



TRENDS IMPACTING THE LAST MILE & CURB

- **E-Commerce boom is accelerating with pandemic**
- **Customer expectations evolving rapidly**
- **Delivery becoming increasingly localized**
- **Industry disruption: traditional players + start-ups + grocery/meal delivery**

Collectively > increasing congestion and driving up costs significantly for industry



PRESSURE DRIVING INDUSTRY INNOVATION IN THE LAST MILE

route optimization



urban consolidation centers



alternative delivery



robust sustainability programs

