

Servicing the City

Freight and servicing are essential to how the City functions and supports businesses and residents. There has been a 50% increase in commercial vehicle traffic since 2019. Growing demand from e-commerce and more frequent deliveries is placing increasing pressure on limited kerbside space. This creates conflicts with other users and challenges for managing loading, access and amenity. Responding to these trends will require a more coordinated approach to support efficient servicing while maintaining a liveable and well-functioning place.

Context

Urban freight, city servicing and delivery services are essential to the City of Perth's daily functioning. They ensure goods and resources reach the community promptly and support a thriving city. These logistics stock shops, supply restaurants with fresh ingredients, and sustain the steady flow of goods. This is in addition to essential services such as waste removal and building maintenance.

With growing demand in e-commerce, population growth and changing expectations, it is critical to ensure a balance between servicing requirements and placemaking objectives, to support the City's economic vibrancy and liveability.

Quick Facts

A snapshot of the existing situation is outlined below. Based on a review of the City's previous servicing study, *Last Kilometre Freight – Transport Analysis (2019)*, as well as an updated analysis from loading occupancy surveys undertaken in October 2025:

- Commercial vehicle traffic in the City has grown by over 50% since 2019. This is largely driven by e-commerce and smaller, more frequent deliveries.
- There are 236 on-street loading zones across the City, as shown in Figure 1, with high demand for at least 12 sites. There is however currently over 70% spare capacity at two major off-street loading areas – ENEX and Forrest Place.
- The most common loading zone infringement observed is staying over the time limit, with 4-5 incidents per site per day. Parking over the line was also recorded in many instances.



Figure 1 Number of loading zones by neighbourhood

Issues and Constraints

Some of the issues and challenges around servicing in the City are as follows:

Limited Flexibility in Allocating Kerbside Space

There are high and competing demands for limited kerbside space. This means there is little opportunity to expand on-street loading zone space as growth in commercial vehicle traffic occurs.

Conflicts with Other Users

Growing freight traffic and the size of freight vehicles is impacting other users, contributing to congestion, noise and air pollution. This creates hazards for pedestrians and cyclists, particularly in city areas with high foot traffic and narrow streets.

Enforcement and Monitoring Difficulties

Freight and servicing vehicles vary in size. Unpredictable routes and stop patterns make movements difficult to monitor. This makes it harder to distinguish legitimate delivery vehicles from those using loading zones illegally.

Governance and Policy Constraints

Multiple agencies, varying rules and regulations, and data sharing privacy barriers hinder a consistent and coordinated approach to managing last mile freight and servicing.

Government processes and legacy policies also limit the ability to adapt to rapid changes in e-commerce, technology and evolving market conditions.

Lessons from Other Cities

The City can draw on lessons and successes from other cities:

Managing current freight and servicing demands

Microhubs have been setup in Sydney and London. They encourage walking and cycling deliveries, reducing vehicle movements, congestion and demand for on-street loading zones. Construction consolidation hubs in London have also reduced heavy vehicle movements through the city.

Monitoring and profiling commercial vehicle activity

The Transport for NSW *Freight and Servicing Last Mile Toolkit* provides a useful reference for freight and service vehicle profiling and advice on possible data collection methods.

Proactive tools to plan for future growth

Delivery and Service Plans are developed in Sydney to proactively manage the servicing and delivery impacts of busy precincts and large-scale developments. Cargo bikes offer flexible, low-emission delivery options.

Opportunities

Some key opportunities for the City are as follows:

Policy and Design

Policies such as requiring Delivery and Service Plans for busy precincts and new developments can support improved servicing. Encouraging off-street loading and adjusting loading zone restrictions during low-demand periods can also help. Clearer communication with logistics operators and data-driven allocation of loading zones will help to improve efficiency and reduce conflicts.

Technology and Infrastructure

As emerging technology becomes more available, there are opportunities to improve the efficiency of last-mile freight and make better informed decisions around freight routing and infrastructure, such as real-time data collection (e.g. sensors, GPS, telematics) to improve data analysis.

Low-Emission and Alternative Servicing

The impact of freight and servicing traffic can be reduced through a shift to low emission vehicles and active modes. Opportunities to support this shift include incentivising low emission vehicles and establishing microhubs for deliveries by walking and cycling. Supporting cargo bikes also requires reviewing cycling infrastructure to accommodate these larger bikes.