

# PACKAGE PRIMER

Growth in online shopping affects many stakeholders in the long, logistical chain of package delivery, from the retailers to the package carriers—and even the apartment communities charged with the holding and hand off of packages to more than 39 million apartment residents. Here's what more than 2,000 community managers had to say about the packages piling up at their doors.

## > PACKAGE VOLUME



**149 packages/week**

Number of packages received by the average apartment community



**61%** OF PROPERTY MANAGERS say packages deliveries have increased year over year

**81%** GREATER VOLUME during the holidays vs. a typical week

That's 1 PACKAGE/unit/week

### COMMUNITIES THAT HAVE HIGHER PACKAGE VOLUMES

- Newer
- High rise
- A+ class
- Urban

## > PACKAGE DELIVERY

### WHAT'S THE BEST WAY TO DELIVER PACKAGES TO RESIDENTS?

**57%** Package lockers

- 13%** Resident-accessible package rooms
- 12%** Package carrier deliver to door
- 11%** Hold at management office/non-accessible room
- 1%** Staff deliver to units

**68%** of staff spend between 1 to 4 hours/week managing packages



**1/2**

BUT LESS THAN HALF ACTUALLY USED THEM

**47%**

### WHY?

#### TOP 3 REASONS COMMUNITIES DON'T HAVE PACKAGE LOCKERS

**1**

TOO COSTLY

**33%**

**2**

NOT ENOUGH SPACE

**25%**

**3**

NO GOOD LOCATION TO PUT THEM

**22%**

### WAYS STAFF NOTIFIES RESIDENT OF A PACKAGE DELIVERY

- 45%** Package check-in system electronically notifies resident
- 34%** Text/email
- 18%** Phone call
- 6%** Paper notices
- 6%** Lobby/mailroom display

**21%** We don't, the carrier does

## > PACKAGE CONTENTS

### High-Value

#### SECURE PACKAGE ROOM?



**85%** YES **15%** NO

- 58%** Camera system
- 50%** Controlled access touchscreen
- 35%** Passcode
- 29%** Electronic key
- 21%** Physical key

#### ARE PACKAGES CREATING ISSUES FOR WASTE MANAGEMENT?

**YES** **NO** **UNSURE**  
**41%** **38%** **21%**

### Heavy/Oversized

#### WHERE ARE THESE STORED FOR PICK UP?



- 52%** Keep them in the management office
- 32%** Deliver to the residents' door
- 22%** Store packages in a separate storage area
- 13%** Leave in package locker area
- 10%** Carrier takes package back for redelivery

#### STRANGE DELIVERIES:

**>>** TIRES, ROOSTER, MANNEQUIN HEADS, INFLATABLE BOAT, SWORD

### Perishables

#### HOW OFTEN ARE REFRIGERATED LOCKERS USED?



- 43%** Always (daily)
- 9%** Usually (3-4 days/week)
- 17%** Sometimes (1-2 days/week)
- 30%** Rarely (<1 day/week)

