

# **Delivery Report for SCLS Board of Trustees**

## **July, 2022**

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### **Route Efficiency Plan:**

In response to significant pressure from costs related to increased fuel prices, our team worked through a number of places where we sought to maximize truck use and, ideally, keep trucks closer to capacity while eliminating miles wherever we could. These efforts were primarily local to Madison and the surrounding communities.

We recognized that there were a pair of routes that occurred on Friday afternoons that were instituted as response to lost Saturday service for Dane County stops at Verona, Mount Horeb, Oregon, Stoughton, McFarland, Waunakee, DeForest, and Sun Prairie. The Saturday service was ended during 2020 for COVID and the impact on quarantine. Saturday service was provided exclusively by part-time staff members and the volume was the lowest of all 6 days of service for those listed libraries. Upon returning fully from COVID, our staff was smaller and the volume was also about 20% less than prior to the pandemic. Thus, we added a second stop on Friday afternoons to fill in some of the missing connections.

As we proceeded, the volume never recovered fully. Additionally, the trucks that we sent out on the morning run had no more than returned than we were dispatching it right back out again.

As we observed over the last 2 months, the afternoon routes lagged well behind their morning counterparts for any day of the week. The mileage and bin counts were:

- Dane North: 60 miles; 18 bins dropped off; 17 bins picked up
- Dane South: 70 miles; 28 bins dropped off; 12 bins picked up

The volumes going out were about 2/3 of what went out in the morning and less than half of what returned. For 130 miles traveled, we would like to move more material than that.

To better utilize our fleet and staff, we are adding a closer, local route on Friday afternoons to target the largest and most convenient local locations: Pinney, Monona, Middleton, and Sequoia. We project that this route will yield:

- New Local Route: 40 miles; 46 bins dropped off; 39 bins picked up

This will represent a 75% savings in miles with approximately the same quantity dropped off and 1/3 more bins picked up. This also re-directs the hours of staff time that we are utilizing as well.

Over the last few months, we have had fuel bills approaching \$15,000 per month. With the most expensive purchases being diesel and on our least fuel efficient trucks, this seemed to be the best result to combat those costs where we can.

The shift in stop frequency was updated in the new cost-formula that was approved and the 2023 fees that are voted on at the July All-Directors will be accurate.

SCLS Delivery will continue to monitor the volumes and report out to the Delivery Committee and the Administrative Council.

SCLS Delivery also has some smaller, less impactful changes that will only affect stop times at libraries and not frequencies.

**Accident Response Plan:**

SCLS Delivery is planning to implement a new accident response plan for our staff in the event of a workplace injury or a vehicle accident.

The effort is to streamline and guide our staff through the process to speed up communication and guide medical partners about how SCLS can accommodate employees while they recover from injuries that occur on the job.

When an injury occurs, it is necessary to obtain as much information as soon as we can to help guide employees to make good decisions to seek medical attention in order to properly diagnose injuries and facilitate a faster, more long-lasting recovery while they return to work.

We will be walking our staff through the new process which will include:

- A group training session that will emphasize fast reporting of all injuries that occur in the course of their duties for SCLS. Ideally, this would happen the same day it occurs and no later than 24 hours after an incident.
- Accident reporting documents will be placed in plain view on our work-floor with directions on who to report to and submit the form.
- Vehicle accident procedures will be secured in each route box for staff members to refer to in the event of an accident. It will include:
  - Securing and making the scene safe and assessing for injuries, if necessary.
  - When to notify police and SCLS Delivery Management.
  - Directions on obtaining information from those involved.
  - Taking photos of the scene, damage, and insurance documents.
- A manager will walk-through the accident reporting document that will include a written statement of what occurred, when. The document will be copied and sent with the employee.
- The document will include:
  - Specific lists of full-duty functions related to normal weights and frequencies of the work for medical professionals to review with the staff member.
  - Lists of alternative duties that SCLS can accommodate to keep the staff member working at full pay and hours, rather than reduced rates or time lengths.

- Places for the staff member and medical professional to acknowledge that it has been reviewed along with contacts with SCLS Delivery management to answer further questions.
- SCLS Delivery Coordinator will review all vehicle accidents and injuries that require medical intervention.

This new program will be implemented prior to Labor Day, 2022.