

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

**August, 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 made the changes in late July and there were immediate results that were telling:

In comparing the difference in output and cost, we observe that the two less efficient routes delivered the *same* quantity of bins (38). In turn, the single route replacement, picked up nearly *double* the amount that the two route model returned (37 versus 21). The true bonus was that we spent just 90 minutes on the new route model for staffing (versus 5 hours) and travelled just 28% of the miles (37 versus 130).

We successfully implemented this plan with minimal impacts. There is recognition that it has shifted some volume returning to our facility and tends to delay some of the early-week turnaround on a fraction of the materials. By later in the week, that delay has been completely eliminated. Additionally, some of the Monday consolidation efforts result in some full capacity trucks and the complications that go with that. This mostly causes the driver to work in tighter spaces and organize very heavy return quantities. Again, by later in the week, this becomes a very effective and efficient model in contrast to the busy start to the week.

All of these new route models have had minimal impacts on delivery arrival times. Most were unaffected. In a few cases, we have had to be vigilant in making sure returning materials that require expedited handling (specifically from the SCLS Headquarters). We are requesting feedback from members and staff if we have anything of particular “rush” status to make sure that we meet the next days’ departures.

Fuel prices have fallen in tandem with this effort, but still remain high in comparison to all of the last 10 years. Further efforts to manage efficiency is ongoing.

## **Staffing Challenges:**

As we approach the end of summer, SCLS has encountered some staffing challenges:

- We have had vacation caps reached on a regular basis, which leads to limited back-up in the best of cases (i.e. managers who stand in to complete routes)
- SCLS had a Full Time staff member step back to pursue other library-related career interests while maintaining some part-time shifts.

- Health-related impacts on staff have caused a number of open shifts and limited cushion for back-up replacements.

As the summer closes, we see some return to normalcy. What remains are some intermittent dates (like Fridays) that can challenge our ability to maintain firmly consistent outgoing deliveries.

SCLS Delivery has communicated regularly with member libraries that each day can present challenges to get routes out at full staff and that some of our response may include delaying a departure as a first step and a rare cancellation as a last resort. We always prioritize thorough and early communication in the event of any changes on a given day.