

Delivery Report for SCLS Board of Trustees
November, 2022
Prepared by: Corey Baumann - Delivery Services Coordinator

Friday After Thanksgiving – Recap!

SCLS Delivery made the decision to voluntarily work on the Friday after Thanksgiving. The group that volunteered was tasked with covering as much territory in the system as possible to capture as much materials returned in a 5-hour window. This was to ensure that the staff would be able to go home at noon on the observed SCLS holiday.

Results:

Hours worked: SCLS used over 1/3 *less* work hours in 2022 than in 2021

Bins Delivered: SCLS delivered 40% *less* bins in 2022 than in 2021

The major success of the effort was that SCLS collected nearly the same number of bins in those runs (about 5% less) while driving about 35% less miles.

This is a success in that we essentially matched the output (in bins collected) while spending significantly less in miles and hours. All while keeping the effort voluntary and confining the task to 5 hours as opposed to 6.5 hours in 2021.

The holiday schedule yielded a similar outcome with the Monday recovery from the 4-day block of time where numerous libraries had no delivery along with a weekend in between. The Monday workload was challenging, but had cleared up by Wednesday of that following week.

This material will be the template for the upcoming MLK holiday which will be staffed similarly for a SCLS observed holiday. Volunteers have already indicated interest and we will be building a schedule to attempt to achieve the same or similar results.

Troubling Attendance:

SCLS has been hampered with an unusually high number of daily absences significantly above what occurred in 2021.

Full time absences have been called in at 60% more for the six week block of November 1 thru December 15 from 2021. Part time absences increased by 1/3. This does not include an employee resignation that created a gap that has yet to be filled as well as a long-term leave of absence for a full time staff member and a part-time employee.

This has created daily interruptions, delays, and hardships. Most significantly, it has caused noticeable stress for our management team as they piece together a daily schedule that maximizes what we have and seeks to limit the inconvenience to member libraries. While this has been successfully executed with admirable excellence, it has not been without gaps.

Over the last 6 weeks, we have had 4 days with significant schedule changes on the day of high absences that caused delays or minimal missed stops. These are regrettable results that I seek to limit and reverse. It has also caused significant increase in managers standing in on unfilled routes and tabling their regular duties for days at a time. Notwithstanding, the sorting material backs up well above levels seen a year ago from one day to as many as three days of residual sorting incomplete in a given week. This causes as much stress as anything because we are more often than not starting a day already trying to catch up as the current day's volume rolls in.

The cause of the absences may be two-fold: illness and stress.

While COVID has claimed staff members for multiple days *before* November, these absences seem to indicate that other viral illnesses have crept in significantly. Seasonal flu and RSV appear to be the major culprit here.

Stress or apathy may be causing others. It is overwhelming to face another day behind and it may feel like the easier way out to call in. It is a suspicion that this is taking place without real proof.

Regardless, it is an uphill battle as we also introduce weather-related interruptions and holiday volume swings.

Some remedies that could assist are offering voluntary overtime, increasing base pay, and increasing time off and/or advancing current pay scales. I will be compiling reporting on these recommendations as part of my personal goals for 2023. I hope for definitive solutions as soon as possible.