

**Delivery Report for SCLS Board of Trustees**  
**December, 2024**  
**Prepared by: Corey Baumann - Delivery Services Coordinator**

**Metro South Route Return:**

With the endorsement of Fleet Manager Jesse Stewart, we have re-started an old mid-morning route to help relieve some volume stresses on 3 other morning routes. The route departs at 10:00am and includes stops at MPL Monroe Street, MPL Goodman South Madison, and Fitchburg. This is a small-volume route overall, but relieves the Green County, Metro West, and Metro East routes of one library stop each day and moves it to a box truck.

Goodman South Madison was a rather heavy stop at the end of the Green County route and it was problematic for space in that cargo van.

Fitchburg was on the Metro East Route and it was the second heaviest stop out of 5 destinations.

Monroe Street was on the already delayed Metro West route and forced us to navigate the inbound traffic of the isthmus every day.

Since starting this new route, the 3 routes all get back at least 20 minutes earlier and spaces out the volume in a much more palatable way for sorting. We do lose a truck and a driver at 10:00, but this mid-day run through the isthmus is less impacted by dense traffic.

We do add miles to the fleet that we originally attempted to mitigate. However, they are local miles and we have the personnel present to achieve this as well, unlike back when we retracted it.

### **WPLC Delivery Workgroup Monthly Meeting at SCLS:**

On December 12, the WPLC Delivery Workgroup was invited to conduct the monthly meeting at SCLS. This is a statewide delivery advisory workgroup that collaborates on delivery-specific agendas. The typical meeting takes place online. However, it was also an opportunity for the members of this team to come in to Madison and view our operation.

At the conclusion of the meeting, I escorted the 6 members present back to the Delivery facility. The size and scale of what we do is unmatched statewide and it did impress the visitors.

Our operation is one of many that are system-run. Others statewide are not nearly the same in material volume, staff size, or fleet count. To be frank, we are probably 8 to 10 times larger in every way in most measurements. Additionally, we are the primary facilitator of statewide material movement and we are the only system with the experience, capital, and scale to operate it for well over 25 years.

Our new space impressed our guests. My hope was that I could also show that we are doing this business better than ever and advancing some of the best operational strategies in this unique field. It is clear that our efforts come at a cost, but my hope is that we provide an example of how to operate this function at the best possible level.

### **Staff Holiday Celebration:**

In the continuing effort to bring the Delivery staff together with the “headquarters” side of the building, the holiday celebration on December 12 was another step forward.

Our Delivery team was well-represented. At 1:00, we released the staff on site to head down to the lounge and take part in the taco bar and other activities. This easily represented the widest and most enthusiastic gathering that our team has taken part in in perhaps more than 15 years.

It truly had the feel that we were all hoping for when decisions were made to join our departments with this new building.

The organizers did a fantastic job of making sure that we had an optimal day of the week to reduce the impact on our operation. It really did work to perfection.