Information for

Connecticut State Library
Division of Library Development
Network Delivery Service Vendor | 17-CL-SOP

Copy
March 13th, 2017

Dawn LaValle
Connecticut State Library
Division of Library Development
231 Capitol Avenue
Hartford, CT 06106

Re: Request for Information (RFI), 17-CSL-Network Delivery Service RFI

Ms. LaVelle,

Selecting a contractor to manage statewide library delivery services for the Connecticut library networks is an important task. You need an experienced team of professionals to ensure that your courier services are provided at a reasonable cost and that service remains prompt and reliable at all times. STAT Courier Service, Inc. (STAT Courier), a State of Missouri certified Woman-Owned Business Enterprise (WBE), is excited to submit a proposal for your courier services. STAT Courier has 17 years of experience, including ten years of experience specifically operating library courier delivery programs with excellent results, as our references will attest. We offer the State Library the opportunity to take its delivery program to a new level of quality and efficiency through our proven library delivery best practices, operational strategies, technological resources, and thorough logistical planning.

Established in 1999, STAT Courier currently operates in 39 states. STAT Courier’s longevity and success is based largely on the trust we have earned from local, federal, and state agencies nationwide by providing high quality, personalized courier services, as our references can attest. Our ability to provide reliable, experienced personnel allows us to manage contracts of all sizes, in multiple states, and still provide dedicated customer service to each client. Our clients include, but are not limited to, public and academic libraries, healthcare facilities, federal and state agencies, and financial institutions.

STAT Courier currently manages several library courier programs nationwide including:

- MOBIUS Consortium (MO)
- Pikes Peak Library System (CO)
- Georgia Pines Library System (GA)
- Georgia University Library Loan (GA)
- Flint River Regional Library System (GA)
- Jefferson County Library System (CO)
- Northeast Georgia Regional Library (GA)
- Mountain Regional Library (GA)
Quality Focused Service

We maintain exceptional results and customer satisfaction across our book of business, demonstrated by our 99+% on-time delivery rate and our 99% customer satisfaction rate. We are the only courier solution provider to offer all the conveniences of a large national company with library experience, without sacrificing the personalized customer service, hands-on attention to details, and knowledgeable operational oversight of a small business. STAT Courier is large enough to exceed your service expectations, yet small enough to give you personalized service.

Our experienced leadership and operational teams will provide a smooth and timely implementation, excellent customer service, friendly and accurate dispatch, careful program oversight, and quick resolution for any issue that may arise. Our Quality Improvement Program will ensure that problems or potential issues are immediately identified and corrected, and will proactively implement program enhancements for better service delivery. We will work closely with the participating libraries to collaborate on innovative solutions and ensure your complete satisfaction. You can be confident STAT Courier will supply the hands-on oversight and knowledge necessary to provide uninterrupted service.

“PPLD also appreciated STAT’s entrepreneurial attitude, flexibility and willingness to problem solve as we tried various strategies and routes to come up with the most efficient system possible. STAT did a great job in providing us with a driver who was professional and engaged with our goal to meet challenging delivery times.”

John Courtney, Associate Director of Support Services & HR, Pikes Peak Library District

Delivering the Most Value for the Connecticut Program

Our approach consists of efficient daily routes serviced by dedicated primary drivers and backups. We carefully schedule our proposed routes to reduce turnaround times and improve program efficiency. As items are picked-up and delivered, barcode scans will document their movement through the system, and our user-friendly online system will provide library staff with full visibility into the status and location of each transfer.
Customer satisfaction and on-time performance in our similarly operated programs are remarkably high, which reduces complaints and administrative burdens on the clients, improves user confidence and participation, and ultimately results in the most value and cost-effective operations for our clients. For these reasons, we believe the State Library will find that STAT Courier’s proposal offers exceptional value and reliability that will benefit each participating library, and their patrons.

"Just a note to tell you how much we appreciate the quality service that the Flint River Regional Library System receives from STAT Courier. Our materials move in a timely and careful manner throughout the region and the state.

The fact that STAT provides such a dependable delivery service allows us to use the branch staff that we have on our library floor rather than sending our personnel to deliver items. Than you again for all that you do for our library system and the state of Georgia."

Vicki W. Marshall, Flint River Regional Library

We are confident that a review of this response and of STAT Courier’s capabilities and track record will demonstrate to the State that STAT Courier has the necessary experience, expertise, and appropriate method of performance to ensure that all service levels and requirements are met, costs are kept as low as possible, and the program is successful in every way. STAT Courier takes pride in delivering what’s important to our clients. Our knowledgeable and responsive staff, timely response to inquiries and requests, accurate reporting and invoicing, online tracking capabilities, and timely and cost-effective processes will ensure a reliable and consistent statewide delivery network where library materials move throughout the state and region in a timely manner without loss, damage, or delay.

"We have been using STAT since fall 2009 for the 35 University System of Georgia Libraries and their various centers. We have been very pleased with the services. They do a great job with communicating with us and I think that makes the difference. They are always responsive."

Merryl S. Penson, Board of Regents of the University System of Georgia

STAT Courier thanks you for the opportunity to provide a response to your RFI. If you have any further questions, please do not hesitate to contact me.

Sincerely,

Natasha Boekhold

Natasha Boekhold, President STAT Courier Services, Inc.
Ph: 636-695-5573 | nboekhold@stat-courier.com
Request for Information Response

Network Delivery Service Vendor
17-CSL-Network Delivery Service RFI

Prepared for the
Connecticut State Library

Submitted by:

STAT Courier Service, Inc.
16 Hawk Ridge Drive, Ste. 130
Lake St. Louis, MO 63367
Contact: Natasha Boekholt, President
Phone: (636) 561-2518
Fax: (636) 561-4059
Email: nboekholt@stat-courier.com

March 15, 2017
1. Company Profile

Provide company profile information which will be used to gain a better understanding of the nature and the capability of each respondent. Include the number of clients using your service including the number of State Library Agencies.

Introduction

STAT Courier Service, Inc. (STAT Courier) was incorporated in Missouri in 1999. For the past seventeen years, STAT Courier has provided excellent courier service and delivered outstanding value to our clients on relevant projects both across the nation. Our experience includes:

- 17 years operating statewide courier programs
- 10 years specifically serving a statewide library courier program

STAT Courier is a certified woman-owned small business (WBE), 100% owned by President Natasha Boekholt. Based in Lake St. Louis, Missouri, STAT Courier provides an array of delivery services, including library materials sorting and storage, as well as warehouse distribution services, to its Federal, State, County, and private business contracts.

STAT Courier currently provides service in 39 states as highlighted on the map below.
Operational Capacity

STAT Courier has an extensive, satisfied client base, comprised of more than 300 organizations, which is maintained successfully with a vast network of drivers who are independent contractors or employed by subcontracted providers; STAT Courier does not directly employ drivers for our contracts. Within each contract and/or region, we designate Master Drivers who are independent contractors tasked with regional oversight. This streamlines communication to our corporate team and also for our customers, and ensures prompt response to any issue that may arise. On any particular day, STAT Courier drivers handle over 30,000 items resulting in over 7.5 million items handled each year. During peak weeks or months, this volume can increase up to 25% for certain clients.

STAT Courier’s employees are very seasoned and our personnel turnover is non-existent, most having over ten years of experience with STAT Courier. Using our library of training materials and our proven start-up template as a guide, these individuals are able to seamlessly start up programs of significant size and scope. Their efficiency, attention to detail, and ability to set clear expectations during startup enable the ongoing success of our courier programs.

As an additional layer of oversight, and providing further efficiencies, STAT Courier has invested in significant technological resources. With AVL and GPS tracking of all vehicles, and barcode scanning at each stop, STAT Courier is able to automatically verify the effectiveness and timeliness of routes and drivers. Potentially late or missed stops are flagged and reported so that they may be immediately addressed. Comprehensive reporting is also automated, ensuring that STAT Courier and our clients are continually aware of the key performance indicators.

Library-Specific Experience

STAT Courier has provided routed courier service since our inception; more specifically, we have provided statewide library courier service since 2007. STAT Courier currently manages several library courier programs nationwide including:

- MOBIUS Consortium (Missouri and Iowa)
- Jefferson County Library System (Colorado)
- Pikes Peak Library System (Colorado)
- Georgia Pines Library System (Georgia)
- Georgia University Library Loan (Georgia)
- Flint River Regional Library System (Georgia)
- Northeast Georgia Regional Library (Georgia)
- Mountain Regional Library (Georgia)
We maintain exceptional results and customer satisfaction across our book of business, demonstrated by our 99+% on-time delivery rate and our 99% customer satisfaction rate. We are the only courier solution provider to offer all the conveniences of a large national company with library experience, without sacrificing the personalized customer service, hands-on attention to details, and knowledgeable operational oversight of a small business. STAT Courier is large enough to exceed your service expectations, yet small enough to give you personalized service.

We have provided experience summaries representing a sample of our current library contracts which demonstrate STAT Courier’s qualifications to manage the efficient and timely delivery of large volumes of items in Section 3 below. The projects demonstrate STAT Courier’s ability to set-up and efficiently manage library contracts of any size and in any location nationwide.

2. Multi Location and Tiered Delivery Service

*Description of your experience providing delivery services you can provide to three library network systems:*

- Tiered (2-5 days a week) delivery service will be provided to 117 libraries in Connecticut.
- Tiered service is defined as per day service on selected days Monday-Friday that the library is open, any hours between 8:00AM and 5PM. A detailed listing of libraries and addresses appear in Appendix I.

STAT Courier has provided a description of our experience providing delivery services to programs of similar size and scope and with multiple network systems in Section 3 below. We are able to provide service to multiple networks holistically to allow same day delivery where available and direct resource sharing, while maintaining separate accounts for invoicing and reporting needs. The following outlines our proposed approach to managing programs similar to the Connecticut Library Program.

**Overview of Approach**

In order to provide the participating libraries and institutions with the level of service that best fits your needs, STAT Courier will perform all routes using a fleet of dedicated drivers whose sole focus is the integrated library program. Each route is assigned to a professional delivery driver who has been screened and passed all background checks.

STAT Courier will primarily utilize cargo mini vans and full size cargo vans which will be sufficient for fluctuations in volume. Each proposed route will be developed based not only by geographical location but also by estimated volumes per library type. This will ensure that the volume is spread evenly amongst vehicles and routes. Every vehicle will also be inspected and
approved prior to being placed into service. Once the drivers and vehicles are assigned and approved, the drivers will perform test runs of their respective routes prior to go live. Each driver will introduce themselves at the libraries and conduct a brief orientation.

Once the contract begins, as each driver completes his/her route materials that are destined to locations that are next in the drivers scheduled route will be delivered the same day. Other outgoing materials would be delivered to a designated sorting location. When the materials arrive at their respective sorting facility, they are sorted by destination library using a designated sort/location code which would be printed on the label. A location code allows materials to be handled quickly and effective, reducing error.

Materials will be transferred between routes at the sorting facilities. When the materials arrive at the sorting facility, they are sorted by destination library within the provided containers, totes, etc. All materials will be held overnight in locked and secured facilities. The units will be dry and weather proof to ensure library items are protected from the elements. Every evening the sorting sites will be cleared of items picked-up and sorted that day and the outgoing items are staged for drivers to load onto their vehicles the following morning.

**Pre-Sorting and Storage Containers**

STAT Courier has successfully reduced transit times for similar programs by recommending all items be transported in sturdy, sealed, waterproof containers. The containers allow libraries to presort the books by destination for locations on their respective routes (optional), thus reducing the time spent sorting at collection sites. This recommendation also allows drivers to stack the containers in their vehicles in the order the stops will be made on their respective routes, resulting in faster deliveries. STAT Courier recommends 10-15 gallon plastic lidded totes to transport materials. Delivery times and overall customer satisfaction has improved greatly when STAT Courier clients move to a standardized shipping container.

STAT Courier recommends a two-bin pre-sorting system at each library to encourage same-day deliveries for in-route transfers. These totes will be sealed, waterproof containers, which will provide protection from the elements during inclement weather conditions. We will place two totes at each location; one small bin for transfers to libraries within the route, and one large bin (or more depending on volume) for all other transfers. We will encourage library staff to perform this simple pre-sort function to improve turnaround times. The driver will be responsible for delivering the pre-sorted in-route items on the same day if the location has not yet been serviced. By having the libraries pre-sort and store their items, STAT Courier clients have realized increased efficiencies and a reduction in complaints.
Technology

STAT Courier’s technology solution allows for barcode scanning and container tracking, GPS vehicle tracking, and robust reporting. STAT Courier is able to capture all courier operations including order entry, pick-up and delivery times and locations, barcode printing, and data management. This web technology provides real-time tracking information any time, from anywhere. All pertinent pick-up and delivery information is captured via barcode scan. The deliveries are routed electronically to the dispatch screen, where a knowledgeable dispatcher oversees the timeliness and accuracy of all deliveries.

As the drivers perform each stop, the driver will first ensure that each item has a barcode label affixed to the container. STAT Courier’s system can scan any barcode, so it is capable of using library-generated barcodes if they are included on label. Alternatively, shipping labels with barcodes may be generated through our system. Depending on your preference, barcodes can be printed by STAT Courier in advance, and drivers can restock libraries as needed; or library staff can print labels in bulk or on demand through our system. All barcodes on items will be scanned at the time of pick up.

Each driver will carry a smartphone which is equipped with a scanning application or a Bluetooth enabled scanner. Upon pick-up at each location, the barcodes will be scanned and the geocoded time stamp is uploaded instantly into the dispatch and reporting system. The barcodes will be scanned again upon delivery. If required, signatures may be obtained through the smartphone touch screen. This information will be available to the participating library staff through STAT Courier’s website and dedicated program portal for tracking, reporting, and invoicing purposes.

Through driver scans and updates, valuable information regarding each stop is collected and monitored, improving the transparency of our program. STAT Courier’s technology allows our staff to track the status of drivers in a visual way as shown below. GPS enabled functionality within the smartphone application monitors the drivers’ progress as they complete their routes.
When a driver scans a barcode, the stop is shown as a pin on the map, which is color-coded for convenience. Results in blue represent early deliveries, green represents on-time, and red designates a late stop. Because drivers can be monitored on the screen in real time, this technology will not only result in enhanced reporting and data collection, but also guarantees driver performance and timeliness. In this way, we can ensure that all drivers are providing the service your staff and libraries expect, verify performance against delivery and pick-up commitments, and provide proof of delivery.

As an additional layer of oversight and to ensure that drivers stop at every location, regardless of whether there were any items to pick up, we propose affixing a “location barcode” on the wall or a bulletin board near the designated pick up area at each institution. If there are no items needing pick-up during a scheduled stop, the driver will scan the location barcode so that the stop is still recorded in the system for service confirmation and timeliness monitoring.

Library staff will also have the ability to review the status of each bag, tote, or container at any time. The summary will include the timeliness of the delivery, an image of the collected signature (if applicable), and the number of items that were included within the pick up or delivery, as shown below.
During the pick-up barcode scan, the driver will identify any items with missing labels or invalid library codes, minimizing the number of undeliverable items leaving the originating library. If an item is undeliverable, STAT Courier will return the item(s) on the next scheduled delivery and notify the appropriate staff at the originating library of the reason the transfer could not be completed. This service is provided at no additional cost.
Quality Monitoring
The State Library can be assured that STAT Courier guarantees materials will be handled with care, and drivers will provide professional and timely services. STAT Courier will and does maintain a 99% on-time stop rate each month. Should there be an issue of any kind with STAT Courier's service, the issue will be resolved immediately. STAT Courier’s regular business hours are Monday- Friday from 7:00am to 5:30pm CST; however, STAT Courier offers 24-hour customer service, ensuring open lines of communication between our staff and couriers, and guarantees immediate response to any inquiry. Courier cell phone and contact information may be provided, as well as multiple methods of communication for all key STAT Courier staff.

Quality Improvement Program
Satisfactory contract performance can only be guaranteed by establishing a proactive Quality Improvement (QI) Program. STAT Courier’s QI Program proactively manages every aspect of the courier services provided. Our Quality Improvement Committee (QIC), headed by Tresa Agee, Customer Service Manager, is dedicated to monitoring the quality of services being delivered to our clients on a daily basis.

The QIC monitors:
- On-time percentages of deliveries
- Vehicle maintenance
- Driver performance
- Client satisfaction

STAT Courier sets performance goals that are higher than the courier industry averages. Checks and balances are established to allow for multiple reviews of the daily aspects of the contract so that any negative results can be identified quickly and responded to immediately. STAT Courier’s QI Program is designed to measure all aspects of daily operations. Each department is monitored with indicators. The indicators are assigned numeric goals, which are to be met on a daily, weekly, and monthly basis.

The Quality Improvement Committee is made up of the managers and supervisors of each department. The QIC meets weekly to report the previous week’s performance values. The performance values are reevaluated to determine needs such as a revision or addition of protocols, hiring of additional drivers, and development of customized programs for our clients.

At any given moment, our management team has a full understanding of STAT Courier’s level of quality services being offered. The QI Program pinpoints the operational strengths and weaknesses, allowing for proactive management rather than reactive solutions.
The QI Program and QIC monitor the following areas within STAT Courier:

- **Incident Reports.** Incident monitoring occurs weekly. Each incident report must be investigated, resolved, and documented. The reports are used to track performance issues and watch for trends.

- **Complaint resolution and follow-up.** Any complaint or incident must be resolved within 24 hours. A follow-up call is made within 30 days of the resolved incident to ensure client satisfaction.

- **Satisfaction surveys.** Calls are placed periodically to clients surveying each aspect of our services. The responses are discussed to determine areas of improvement.

- **Late trips notification.** Should drivers be running late due to weather/traffic/accident/mechanical issues, a call will be placed to the appropriate representative(s). Should this result in a late delivery, an Incident Report will be filed as part of the QI program.

- **Complaint/Incident reporting process.** All complaints or incidents reported are directed to our Customer Service Manager. All details are documented and reviewed. Individuals are educated and corrective actions take place, as needed. A full investigation is completed and a resolution is provided in writing within 24 hours. An Incident Report is fully executed, stating details of the resolution, corrective actions taken, and signatures of supervisors and individuals educated on corrective actions. The report is faxed/e-mailed to the person who initiated the report.

The Customer Service Manager updates a complaint resolution file identifying the parties involved and describing the nature of the complaint. The Customer Service Manager then researches the complaint, identifying in the file who and when the responsible parties were contacted and what information was contributed to the resolution. Once a resolution is reached to the satisfaction of the client, it is identified in the file. A follow-up is conducted 30 days after the resolution to ensure complete and continued satisfaction.

STAT Courier will work with the participating libraries closely to fully integrate a program that meets the needs of the participating libraries and their patrons. We will review operations daily during implementation and then monthly (or more frequent if needed) thereafter, identify benchmarks, and establish goals to work to achieve on a regular basis. We also will provide the libraries with regular reports and feedback, including an overview of all program activity, accomplishments, challenges, and any recommendations to improve the program.
3. Route Logistics Design, Operations, and Management

Describe your experience designing smart, efficient route systems to serve multiple library locations in a defined geographical area.

- Provide background and information on logistics, operations and management experience and qualifications.
- Provide information on knowledge of materials handling including sorting by route and/or location.
- Provide information on types of vehicles maintained and facilities to support a large logistics.
- Provide information on drivers and materials handler experience.

Experience

STAT Courier’s proven client satisfaction and timely response to inquiries clearly demonstrates our ability to understand all types of library delivery service needs. The following program descriptions highlight STAT Courier’s experience and success operating similar programs. References for these, and other courier programs, are available upon request.

PINES Library System

STAT Courier has successfully managed the statewide courier delivery program for Georgia PINES Interlibrary Loan Program for nine years. STAT Courier was originally awarded the contract in May 2007, and was reselected during two subsequent RFP bidding processes. Providing pick-up, sorting, and distribution of 140,000 plus library items per month throughout the state of Georgia for PINES each month has given STAT Courier the first-hand knowledge required to manage the Connecticut program.

The PINES contract services 130 libraries, including every regional and county library in the state of Georgia five (5) days per week. This contract requires large vehicles, primarily vans and box trucks, to service the locations on a daily. Large volumes of books and other materials are picked up from each location, brought back to a sorting facility, sorted by destination, and then delivered to the appropriate library.

Summary of Key Achievements

✓ Successfully adjusted for an increase in volume from 65,000 to 140,000 items monthly
✓ Reduced average transit time from 4-6 days (under previous vendor) to 24-48 hours
✓ Improved PINES customer satisfaction and reduced complaints
Our lending stats are jaw-dropping and STAT Courier has always stayed on top of demand. STAT has adapted its services to meet our demanding and ever-changing program needs. Our customer satisfaction rates are exceptional, and STAT is what runs behind the scenes to make our people happy. If STAT can handle the statewide service for us, they can handle it for anyone!

Elizabeth McKinney, PINES Program Director

Statewide Library Delivery Service Implementation Expertise

STAT Courier managed an implementation throughout the state of Georgia with many unknowns, including volume statistics. The successful implementation was due to the strategic planning and hands on oversight of our key management staff. STAT Courier developed calculated routes and pin-pointed the strategic locations of collection points known as hubs to ensure the rapid and streamlined movement of thousands of library materials every day.

Each route was assigned to a professional and dedicated delivery driver. All drivers were screened and passed background checks. Every vehicle was inspected and approved prior to being placed into service. Once the drivers and vehicles were assigned and approved, the drivers performed test runs of their respective routes prior to go live. Each driver introduced themselves at the libraries and conducted a brief orientation alongside the Implementation Manager.

Through proper planning and driver selection STAT Courier implemented a new contract with improved performance meeting PINES expectations seamlessly and without error. This experience and expertise directly applies to the Connecticut program as STAT Courier will need to take the same steps to ensure a seamless transition to STAT Courier. STAT Courier understands the attention to detail, strategic planning, and fully dedicated approach needed to ensure a successful contract implementation.

Effectively Adjusting due to Volume Increases

Shortly after STAT Courier implemented the PINES contract, the program substantially increased the number of items requested each month. The initial volume, estimated to be 65,000 items per month, had continually grown to the current volume of approximately 140,000 items per month that are currently transported. The number of libraries also increased with the addition of 13 PINES locations and 25 local locations. STAT Courier swiftly adjusted for the increase in volume and number of stops without impacting quality or timeliness of service.
To accommodate for the increased volume, STAT Courier added additional vehicles and drivers, sorting staff, and facilities. The main sorting facility in Atlanta was relocated on two different occasions to acquire more space, and two regional sorting facilities were added.

STAT Courier’s seamless library service delivery for the PINES program and successful adaptation to the dramatic increase in utilization is a testament of our agility and ability to meet the ever-changing needs of our clients. The volume of items handled for the PINES program can be quantified in actual numbers, but the expertise gained from understanding how the volume relates to space required to house items, man-hours needed to sort items, and equipment needed to accurately manage the sorting process has prepared STAT Courier to meet the needs of the Connecticut program.

Effective Statewide Library Materials Logistics Management
As each driver completes his/her route, materials are delivered to one of the three regional sorting facilities, which are strategically located in the Northern, Central, and Southern areas of the state. These locations serve as hubs. Each library location and daily route is assigned to one of the nearest primary hubs. STAT Courier utilizes its three indoor sorting facilities to organize the materials for final distribution to destination locations.

When the materials arrive at the sorting facility, they are sorted by destination library within totes. Any materials that need to be delivered to libraries corresponding to one of the other two hubs are prepared for pick-up by the line-haul driver. STAT Courier operates a nightly line haul round trip between all hubs. The line hauls, which are completed using large box trucks, operate during evening hours to ensure quick turnaround times for all materials. Consistently throughout the state, STAT Courier delivers more than 75% of items within 24 hours, 95% within 48 hours, and all within the three day maximum.

STAT Courier also successfully reduced transit times by replacing the previous contractor’s plastic collection bags with sturdy, sealed, waterproof containers. The containers allow libraries to presort the books by destination location for locations on their respective routes (optional), thus reducing the time spent sorting at collection sites. This change also allows drivers to stack the containers in their vehicles in the order the stops will be made on their respective routes, resulting in faster deliveries. STAT Courier implemented additional collection sites throughout the state, keeping items within their regions and enabling next-day delivery for the majority of requests.
By having the libraries pre-sort and store their items, improving organization and protection against weather elements through the use of new containers, and reducing transit times, the Georgia PINES program has realized increased efficiencies and a reduction in complaints relating to long transit times.

In addition to proper route planning and strategically located hubs, STAT Courier developed location codes to aid in the sorting and routing of materials. The custom developed codes lead to a high accuracy rating by sorting staff and improved delivery times. STAT Courier’s understanding of what is needed to provide a two-day turnaround time of materials throughout a large geographical area such as Georgia gives us the experience needed to meet requirements of the Connecticut program.

**Service Expansion and Program Integration**

In July of 2009, STAT Courier began operation of an addition to the statewide library contract in the state of Georgia. STAT Courier added the Georgia University Library Loan (GIL) Program to the PINES contract. The GIL Program services 35 university locations across Georgia. STAT Courier is responsible for the transfer of approximately 180,000 books each year under this contract. Prior to STAT Courier providing services for GIL, the program utilized the services of UPS for its delivery needs which proved to be a very costly delivery method. STAT Courier provided a customized solution to meet the needs of GIL, starting from scratch, building routes and processes and working in conjunction with its existing PINES program to provide improved service with significant cost savings. STAT Courier now operates these two programs together with seamless integration and benefit to both clients.

**Providing Best in Class Customer Service**

When PINES selected STAT Courier to manage the delivery component of its library loan program in 2007, the organization sought customer service improvements and a reduction in untimely delivery delays. STAT Courier helped PINES achieve its goals by providing reliable and timely service with minimal oversight of PINES staff. PINES Directors no longer have to respond to driver issue complaints and are able to focus their efforts and attention on other areas. Customer satisfaction with the program is at an all-time high due to timeliness and reliability of STAT Courier’s service. STAT Courier has been awarded the contract for PINES twice, demonstrating PINES’ satisfaction and confidence in our ability to provide reliable and efficient large volume courier services for their program.
MOBIUS Consortium

STAT Courier manages the MOBIUS Interlibrary Loan program for MOBIUS Consortium which consists of more than 70 daily stops and transfers more than 275,000 library items annually. A consortium originally started in Missouri, MOBIUS has expanded to serve users in Oklahoma, Iowa, Kansas and Texas. STAT Courier operates daily routes which are assigned to one of our four regional sorting facilities located in St. Louis, Columbia, Kansas City, and Springfield. Line-hauls and routes connect these locations, transporting items daily between the sites. We carefully scheduled our routes to reduce turnaround times and improve program efficiency. Our logistical planning ensures that all items moving intra-region (to and from institutions within the same region) are delivered same or next-day. Many inter-region deliveries will also arrive at their destination within 24 hours, 90% within 48 hours, and all within the three day target.

The MOBIUS program utilizes STAT Courier to connect to other library systems in other states including Oklahoma and Iowa. After our initial implementation for MOBIUS, and within the first few months of serving libraries in Missouri, MOBIUS expanded its contract with STAT Courier to include the entire state of Iowa, which went live on July 1, 2016. STAT Courier developed a new delivery infrastructure to allow MOBIUS to offer Iowa libraries resource sharing statewide for the first time.

Summary of Key Achievements

✓ Successfully implemented a barcode and tracking system with custom reporting
✓ Reduced average transit time from 4-6 days (under previous vendor) to 24-48 hours
✓ Improved MOBIUS customer satisfaction and reduced complaints

“\[I\] just had to share a great thing. Yesterday, I showed a student how to order a MOBIUS book and TODAY it came in. She received her notification and quickly came to pick it up - less than 24 hours from when she ordered it. I love it when plan falls together!! Thank you Columbia College and STAT for the fast turn-around.\]

Julie G. Wright, Library Circulation & Technology Coordinator, Culver-Stockton College

Statewide Library Delivery Service Implementation Expertise

STAT Courier managed an implementation throughout the state of Missouri. The successful implementation was due to the strategic planning and hands on oversight of our key management staff. STAT Courier developed calculated routes and pin-pointed the strategic locations of collection points and hubs to ensure the rapid and streamlined movement of thousands of library materials every day.
Each route was assigned to a professional and dedicated delivery driver. All drivers were screened and passed background checks. Every vehicle was inspected and approved prior to being placed into service. Once the drivers and vehicles were assigned and approved, the drivers performed test runs of their respective routes prior to go live. Sites visits were conducted with the majority of locations and a welcome packet was developed and distributed to all libraries. The packet contained the needed contact information and training details for material tracking services.

Through proper planning and driver selection, STAT Courier implemented a new contract with improved performance meeting MOBIUS’s expectations seamlessly and without error. This experience and expertise directly applies to the Connecticut program as STAT Courier will need to take the same steps to ensure a seamless transition to STAT Courier. STAT Courier understands the attention to detail, strategic planning, and fully dedicated approach needed to ensure a successful contract implementation.

Effectively Adjusting Library Needs
STAT Courier worked with the library locations to accommodate hours and staff scheduling as best possible. STAT Courier was able to accommodate the majority of scheduling requests, and worked with MOBIUS to ensure mutually acceptable outcomes.

Effective Statewide Library Materials Logistics Management
As each driver completes his/her route, materials are delivered to one of the three regional sorting facilities, which are strategically located across the state. These locations serve as hubs. Each library location and daily route is assigned to one of the nearest primary hubs. STAT Courier utilizes its three indoor sorting facilities to organize the materials for final distribution to destination locations. Each bag/tote has a barcode which is scanned at pick-up, delivery, and any transfer point in between.

When the materials arrive at the sorting facility, they are sorted by destination library within the provided totes using sort codes assigned by STAT Courier. Any materials that need to be delivered to libraries corresponding to one of the other two hubs are prepared for pick-up by the line-haul driver. STAT Courier operates a nightly line haul round trip between all hubs. The line haul, which is completed using a large box truck, operates during evening hours to ensure quick turnaround times for all materials. Consistently throughout the state, STAT Courier delivers more than 75% of items within 24 hours, 95% within 48 hours, and all within the three days.
Providing Best in Class Customer Service
When MOBIUS selected STAT Courier to manage the delivery component of its library loan program they sought customer service improvements and a reduction in untimely delivery delays. STAT Courier helped MOBIUS achieve its goals by providing reliable and timely service with minimal oversight from MOBIUS staff. Customer satisfaction with the program is at an all-time high due to timeliness and reliability of STAT Courier's service. STAT Courier's proven client satisfaction and timely response to inquiries clearly demonstrates our understanding of libraries of all types and their delivery service needs.

Pikes Peak Library District
STAT Courier has been managing the Pikes Peak Library District (PPLD) contract since April of 2012. The PPLD is a system of public libraries within El Paso County, Colorado. The PPLD currently has 15 facilities and it provides mobile library services to various segments of the community.

Summary of Key Achievements
✓ Successfully implemented two closed loop routes for the library loan delivery program
✓ Developed a routing structure to accommodate extreme weather conditions while still providing timely services
✓ Improved average transit time to under 24 hours
✓ Provided a cost effective solution to PPLD for adding locations and increased volume

"I can't stress enough how helpful and supportive STAT staff has been during the first three months of our contract. Communication is the key to the success of any project involving multiple departments and multiple libraries and STAT handled the communication extremely well. Our implementation team feels that we have achieved a success and we are delighted with our customer feedback that is telling us they are thrilled with the speed of items being delivered to the holds shelf. We've even had some complaints that the service is too fast."

John Courtney, Associate Director of Support Services & HR, Pikes Peak Library District

Library Delivery Service Implementation Expertise
STAT Courier managed an implementation during the winter months in Colorado with many unknowns, including volume statistics. The successful implementation was due to the strategic planning and hands on oversight of our key management staff. STAT Courier developed calculated routes to ensure the rapid and streamlined movement of thousands of library materials every day.
Each route was assigned to a professional and dedicated delivery driver. All drivers were screened and passed background checks. Every vehicle was inspected and approved prior to being placed into service. Once the drivers and vehicles were assigned and approved, the drivers performed test runs of their respective routes prior to go live. Each driver introduced themselves at the libraries and conducted a brief orientation alongside the Implementation Manager. Through proper planning and driver selection, STAT Courier implemented a new contract with improved performance meeting PPLD’s expectations seamlessly and without error.

This experience and expertise directly applies to the Connecticut program as STAT Courier will need to take the same steps to ensure a seamless transition to STAT Courier. STAT Courier understands the attention to detail, strategic planning, and fully dedicated approach needed to ensure a successful contract implementation.

**Effectively Adjusting due to Volume Increases and Location Additions**

Shortly after STAT Courier implemented the PPLD contract, the program substantially increased the number of items requested each month. STAT Courier swiftly adjusted for the increase in volume by increasing the size of the main route vehicle to a box truck. Additional locations were added during the contract period with ease and flexibility to STAT Courier’s ability to scale and grow with our clients.

**Effective Library Materials Logistics Management**

STAT Courier provides twice daily delivery/pick-up to facilities six days a week, transporting approximately 10-15,000 items each day. Items include library materials (books, DVDS, CDs, etc.), interoffice mail, boxes, and miscellaneous packages. Approximately 50% of the materials are pre-sorted by library staff into totes for driver pick-up. The remaining items are sorted by the driver following the completion of his/her route.

Similar to the Connecticut library contract requirements, STAT Courier manages drivers, routes, and distribution. Items are picked up and delivered at pre-scheduled times and no items may be left behind. Items must be sorted prior to delivery and STAT Courier is responsible and accountable for their location and security at all times. STAT Courier’s understanding of what is needed to provide a two day turnaround time of materials throughout a large mountainous region subject to extreme weather conditions such as the Colorado Springs area gives us the experience needed to demonstrate our ability to manage contracts of varying degree of difficulty even during extreme weather conditions.
Providing Best in Class Customer Service
When PPLD selected STAT Courier to manage the delivery component of its library loan program in 2012, the organization sought customer service improvements and a value driven solution. STAT Courier helped PPLD achieve its goals by providing reliable and timely service with minimal oversight. Customer satisfaction with the program is at an all-time high due to timeliness and reliability of STAT Courier's service. PPLD awarded one of the STAT Courier’s drivers a Service Excellence Award clearly demonstrating our dedication to customer service.