



DELIVERY TEAM INSTRUCTIONS

Safety, Respect and Great Customer Service!

You are the key to keeping the deliveries moving safely and efficiently - BRING WORK GLOVES!

Each parent team has 3 drivers – 26 foot truck, lead car, and chase car, except the cargo vans which have only a lead car driver.

BASIC RESPONSIBILITIES

- **Lead car driver** is responsible for navigating to delivery addresses *as routed*, supervising offloading and stacking, and noting delivery completion on manifest after verifying that the correct number of bags has been delivered
- **Truck/Cargo van driver** follows the lead car, supervises offloading
- **Chase car driver** tails the caravan, watches for problems with truck, supervises offloading and stacking. Determine how to communicate danger - honking horn really loud and long.

DRIVER CHECK-IN:

- **Check-in with Volunteer coordinator and Dispatch no later than 7 am Saturday/ 7:30 am Sunday morning**
- Each parent team will be issued one box containing supplies, phone lists and first Delivery Manifest of the day (likely inclusive of map). Find the other adults on your team and gather at your designated team spot. Athletes will be directed to you as their assigned lead/chase car and delivery team.
- Once all the athletes have assembled, Lead / Chase car drivers share their phone number with all the athletes in their car.
- **Decide which car is lead, and which car is chase.**
- **Decide which adult will maintain responsibility for the Manifest documentation.**

TRUCK DRIVER:

- Each truck will normally be loaded with 225 bags (5 pallets, 45 bags per pallet) and some additional bags in case of one or more bags are broken and any additional bags to complete the deliveries.
- **You must confirm with Dispatch that the truck is fully loaded** prior to departure.

LEAD CAR DRIVER:

- Get route Manifest from Dispatch (except for first route of the day)
- Access navigation directions for your assigned route on your mobile device (download Google Maps prior to check in)
- Mark on Manifest completed deliveries and, when applicable, hard to reach addresses
- On return to MHS, return completed Manifest to Dispatch
- If a route is not safe/reasonable for a 26 foot truck, note that on the manifest and let Dispatch know that delivery needs to be reassigned to a cargo van.



DRIVING:

- **STAY TOGETHER with your caravan, and in order.** The order should be: lead car, truck, chase car. Ensure everyone is ready before you leave for the next delivery location.
- **FOLLOW the maps and the order in the Manifest and navigation directions.** Years of experience and lessons learned have been applied to create the safest and most efficient delivery order.
- **TRUST THE ROUTING!**
- **DO NOT make any unplanned stops.** Only drive to and stop at routed mulch deliveries.
- **Rowers should not leave without permission and supervision.** Contact the POCs (see bottom) if you need something (for yourself or a rower). They will address the situation.

SPECIAL SAFETY INSTRUCTIONS FOR TRUCK DRIVERS – CAR DRIVERS PLEASE ASSIST:

- **NO ONE is to ride in the back of the truck!** Pallets weigh 3,000 pounds and could kill someone if they shift.
- **Use a spotter to help direct you** when maneuvering, backing up, making turns!
- **Delegate tasks.** Don't attempt anything unsafe. The truck driver should drive and supervise offload. Car drivers should call the POCs, handle manifest, supervise stacking and navigate.
- **Right-hand turns** are easier when driving in a caravan.
- **BUT... Right-hand turns** increase load shift and truck overturn potential due to tighter turning radius.
- **Turn corners gently and slowly** or the mulch pallets will shift inside. If it happens, stop in a safe location and get rowers to move mulch bags inside the truck so it doesn't tip over.
- **Don't drive on any kind of dirt.** If you do and get stuck, STOP. Don't make it worse by spinning the wheels.
- **Reverse up a driveway WITH A SPOTTER,** if able. It's less work for the rowers.
- **Watch for overhanging trees** and think about overhead clearance.
- **Watch for parked cars.** Note the clearance needed for **side mirrors**.
- **Leave substantial following distance.** Full trucks take much longer to slow and stop.
- **Parking brake differences:** The parking brake (yellow diamond) must be set (pulled) every time you stop; also, some trucks do not have a P gear so need to be in N to start.

UNLOADING:

- **Make sure the truck is stopped and the parking brake engaged before opening the truck to start unloading.**
- **Make sure rowers SAFELY unload mulch bags.** Slow and steady will minimize the chance of injury or strain.
- **Rowers should NOT be using box cutters or operating the truck liftgates.**
- **ONLY** if placement of mulch bags is unclear **and if after 9am:** Have a rower ring the doorbell, greet the homeowner, and confirm where to place mulch.



- o **Neither parents nor rowers should ever enter a customer's home!**
- Deliveries should be **confined to the front of the yard area only**. Instructions are noted on manifest. **Please ensure that the delivery instructions are followed.** Endeavor to deliver onto a hard surface unless directed otherwise. If the homeowner wants mulch in another part of the yard, please inform them that we cannot do that to ensure the safety of our athletes.
- **Be careful not to block access with the stacked mulch bags.** Do not block access to a garage and leave enough room for a car in the driveway or for the gate or door to open. (Unless specific delivery instructions dictate otherwise)
- Make sure rowers **DO NOT drop or throw bags of mulch**; they will split open. Have rowers **lay down the bags**.
- Stack bags 5 high, printed logo side up. Make sure stacks are in neat and tidy rows.
- **Check all bags for tears or splits; repair with duct tape** before attempting to move the bag.
- **Count and record the precise number of bags stacked at each delivery address.** Parent responsible for Manifest documentation must count and record the actual number of bags that have been delivered.
- **If short on bags**, leave a note taped in an obvious place, "*Back soon to finish delivery.*"
- **Double-check the correct number of bags have been delivered.**
- Leave a 'Thank You' note taped in an obvious place.
- **Sign the manifest as "order completed"; note on manifest if there were any issues with the delivery (hard to reach address, long driveway, etc. to help with the next year).**

RETURN to YARD:

- **LEAVE TRUCK KEYS** with the truck in the cup holder. Remove your personal items from the truck as you may not have the same truck on your next run.
- **Report any damage to the truck on the incident report and hand to Dispatch.**
- **Return Manifest to Dispatch.** Verbally point out any notes pertaining to problems on any deliveries. Account for every single bag, even broken ones.
- **Rest** by fire pit, eat, ensure athletes in your car do NOT leave the caravan or school grounds.
- **Rowers should, for themselves and their buddies, power up on food and beverage before every departure.**
- **Be ready to depart on your next route within 15 minutes.** Please be respectful of the Dispatcher request to depart promptly when your truck is loaded and ready.
- **At the end of the day** return your box of supplies to **Dispatch**. Make a note of any missing/damaged items.
- **DO NOT LEAVE AT THE END OF THE DAY UNTIL YOU CHECK OUT WITH Dispatch and Volunteer coordinator. Same for rowers. Everyone must be checked out.** We will all stay and help clean up before anyone is dismissed.

PROBLEMS:

- **YOUR GOAL IS TO KEEP MOVING.** If a truck or chase car encounters a problem, exchange driver's license info, call the POCs, who will handle the incident from there, and MOVE ON.



ROWER CONDUCT:

- **BE DIRECTIVE!! Parent drivers should feel comfortable enforcing safety, participation and efficiency with the rowers.**
- Rowers are not permitted to change assigned cars. All rowers, with the exception of a few who are excused by MCC board for a limited duration for other MHS commitments, are expected to participate for the entire weekend.
- **Confine complaining to INSIDE the car.** Remind rowers to be courteous, cheerful and appreciative of the support of every homeowner.
- NO SWEARING, SPITTING, ROUGH-HOUSING, YARD TRAMPLING, LOUD OR FOUL MUSIC

EVERY STEP OF OUR DELIVERY REFLECTS ON OUR TEAM'S PUBLIC IMAGE.
WE WANT REPEAT CUSTOMERS NEXT YEAR!
GO MCLEAN CREW!

Points of contact (POCs):

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