

# Growing the Team, Enhancing the UW Community

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***BE BOUNDLESS***



# Creative Communications *Mailing Services*

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- > Who we were
- > Who we are
- > Where we've come
- > Where we're headed



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# Growing the Team

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- > You have to start somewhere. We started with an idea, from a Mail Carrier wanting to deliver mail on a bicycle.



# Realignment

- > We started out with two bicycles, then four
- > The idea started showing us limitations



# Reset. Revisit. Reform

- > **We debriefed & revisited**
- > **We decided to relaunch**
- > **We researched**
- > **We took our time**
- > **More ideas were generated**



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# Research, what's the new improved vision?



# Research



## Success, Time to Rebuild.

- > **\$88,000.00 Grant Awarded**
- > **Vendors from Portland to Seattle**
- > **Time to build our new team**
- > **Revamp deliveries to campus**





# NEW Team Starts to Form



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# e-Bike Mail Route Stats & abilities

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- > 26,000+ miles since program launched
- > 452 unique stops for e-Bikes
- > I have pedaled 57 miles in one day – averaging 130 miles a week
- > Our e-Bikes regularly go across the 520 floating bridge, making deliveries to UW offices in Bellevue and Kirkland
- > Our fleet of seven e-Bike were originally planned to just service the main UW Seattle campus, but our team realized we can go farther and handle much more
- > Our newest e-Bikes have updated technology with regenerative braking to recharge themselves on the fly



# **e-Bike Mail Route Stats & abilities**

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- > Year round usage**
- > Water resistant cargo boxes**
- > No loading docks required**
- > No parking permits needed**
- > e-Bikes have proven to be faster than our mail trucks**
  
- > The e-Bike team continues to expand and explore possibilities**



## Recent Example of Lean Power



- > I was talking to my supervisor when our Director walked past and join us. We talked about the challenge of lifting heavy item from the bike boxes with concerns for our backs. Our Director mentioned this at her Lean huddle the very next day.
- > Other managers are working to use smaller boxes in production to help lighten the load. We are also looking into a spring lift system that will fix inside cargo boxes.

# Mapping out Challenges

MAIL BICYCLE DELIVERY PROPOSAL



- >Mapping out Challenges
- >Initial Phase was to service the Green & Blue areas
- >After a few months the team moved to service off campus areas as well
- >Our shipping department was added within the last year, sending e-Bikes to locations around Seattle

# UW Presidents Mansion

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>15/20 minutes by e-Bike

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# Long Distance Mail Delivery

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# Future

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- >How I see our future as a Mail Carrier Bicyclist
- >Equipment
- >Routes
- >Customers are able to track packages



# Team Grows Quickly

- > The right people. The right equipment. The right direction.



# Success

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- > What we did right
- > Always a work in progress



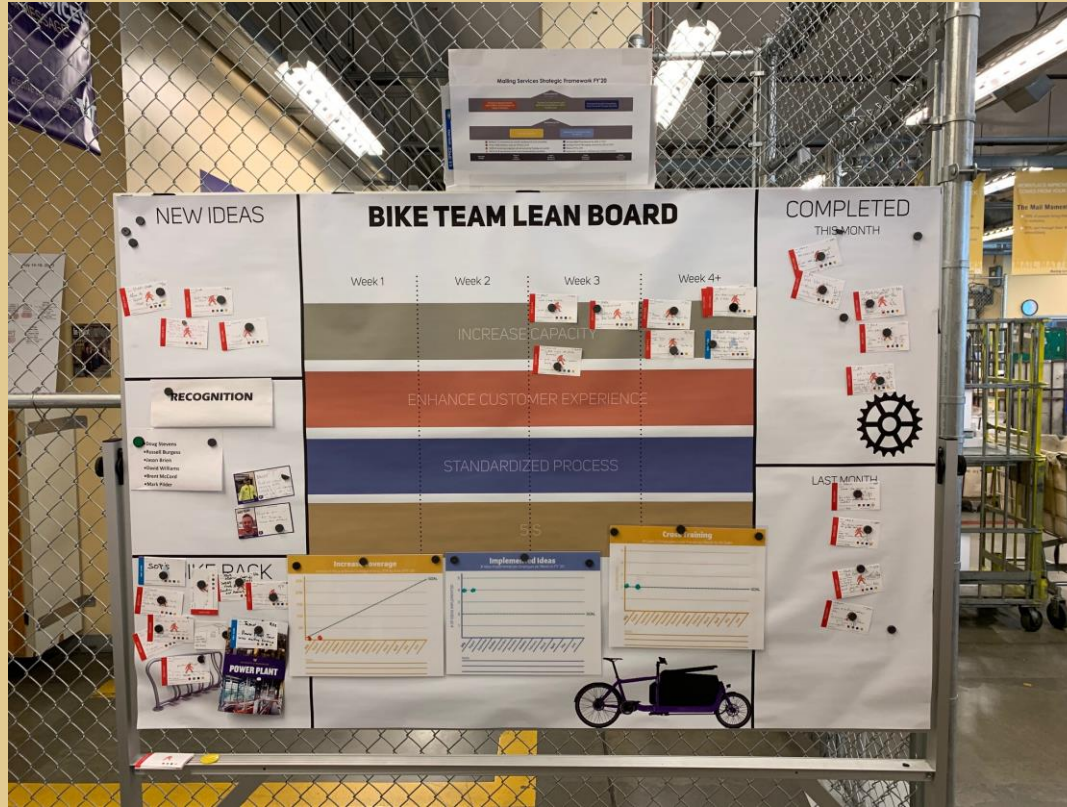
# Daily/Weekly Lean Huddles

## Maintain and Build Upon Success



- >Equipment
- >Gear
- >Routes (How we deliver)
- >Efficiencies
- >Challenges

# e-Bike Team Huddle Board



# Mailing Services Main Lean Board



# Creative Communications Main Lean Board



# Idea's

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> These little  
Cards can create  
a world of good!  
There are experts  
among us!

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# Recognition *(the key to growing a team)*



> We can see you!  
We appreciate you!  
Thank you!





# Enhancing the UW Community

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- >Husky Green Awards
- >Earth Day Campus Event
- >Campus Sustainability Summit
- >Bike in the Rain Events
- >Transportation Services Collaboration
- >Bike Month Events



# Husky Green Awards



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# Campus Involvement – Making a Difference



>Lean Showcase

# Campus Involvement – Making a Difference



- >Lean Showcase
- >Tell Your Story
- >Tell Others What You do makes a difference to them and your university, agency or business.



# Success



>Bike in the Rain

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# Mail Stores



>Copy & Mail Centers

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# Mail Stores



>Something of value to enhance the experience of our valued UW Community





# Transit Messaging Program

>Enhancing the UW Community



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# Transit Messaging Program > UW TV, Burke Museum



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# Transit Messaging Program



>College of Built  
Environments (CBE)

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# Transit Messaging Program



>How can we enhance the many campus customers we serve each day?

>How can we make ourselves valuable?



# Transit Messaging Program



>Build, grow and create something of value.

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# Transit Messaging Program



>Bus signs



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# Recognition

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>Husky Green Award  
for 2015 & 2018



# UW Distinguished Staff Award



>Doug Stevens,  
Program Supervisor

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# UW Distinguished Staff Award



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# Savings, Grants & Funding

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>\$37,500 Annual Savings from 3 less Mail Trucks, 26,000 lbs CO<sub>2</sub>

>\$263,000 Grants

>\$90,000 Security Improvements

>\$95,000 Equipment Upgrades

>\$485,500 in savings, grants and funding because of our Lean Process Improvement initiatives and daily work.

**Bottom Up Lean Management. Amazing.**



**Thank you!**

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