

We were wondering if other companies offer local delivery service and, if so, what is your radius? Do you charge a fee for this service?

Also, is anyone having issues finding drivers? How are you finding yours?

*Summary: 24 responses. 19 do offer delivery; of these responses, Wisconsin members are more likely to offer the service free of charge. 6 members said they charge, and 3 members say they build the cost into the job. Three members use messenger service. One GLGA member who specializes in air freight and local trucking has offered to help members review their options.*

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**FROM ILLINOIS-BASED MEMBERS:**

Not enough local business to offer this service.

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We build in the cost of pick-up and delivery in our estimates, we employ 2 full time CDL drivers and they rotate between our truck and our van.

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We have a company van and have a part time driver (he works from around 9a-2p daily). We have a 25-30 mile radius. We do charge for the delivery.

We have had great luck with drivers by hiring recent retirees who are looking for some extra income (aged 64-72 or so). We find them through word of mouth from our employees.

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We charge for delivery. Most stuff goes by messenger and mark up 10%. Never seem to have problem with messenger showing up.

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On Time messenger system is good  
Paul Oswald  
Elk Grove IL

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**FROM INDIANA-BASED MEMBERS:**

We offer local delivery for our customers. We do not have a defined radius but we keep it within a 2-3 hour drive. We charge a fee for this service based on the amount of time involved in delivery and unloading. We also base the fee on what it would have cost to hire a delivery company. If the customer is in the same town and it is a small order we do not charge a fee. Because driving is not a full-time position we have had some problems with finding someone. Therefore, we have changed the position to be full-time and when the employee is not driving they work with facility maintenance. We found our driver through an employee referral.

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We do some limited local deliveries, if it will fit in our van (not a box truck). Our radius is about 50 miles. We generally charge \$25 if close, or \$50 if further away or if a complicated delivery.

We do not have a person designated as only a driver. We use a plant employee who does some production and some warehouse/driver duties.

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Local Delivery – Yes

Radius – 70/80 miles +/- (Use UPS for small packages when we don't have a truck going that direction)

Fee for Service – No, part of our BHR calculation we deliver 90% of our work

No problem finding drivers, our employees find people and we hire firemen part time.

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**FROM WISCONSIN-BASED MEMBERS:**

For the majority of our shipments we use a 3PL company which uses Fed Ex , UPS, and all OTR trucking firms, however we have done deliveries using our own drivers based on the situation and customer, especially if it means the difference between delighting a customer or losing a customer. In those cases we would either charge what a normal ground delivery would cost (such as Fed ex or UPS) or we would not charge any freight costs depending on the situation.

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Yes, we do offer free delivery within approx. 50 miles.

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We offer local delivery with our truck and do not charge for this service. We have a 50 mile radius but often make exceptions to this rule.

We have had our driver for a number of years so cannot comment on how we would find a new driver.

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We do not charge for straight local deliveries. Our local delivery area is roughly Milwaukee to Madison and Fond du Lac to the north side of Chicago. We do charge a monthly management fee for scheduled deliveries that have additional requirements associated to them i.e. stocking of customer materials, assembly line replenishment and recording inventory counts.

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We do not charge for local deliveries which cover an approx. 10 to 20-mile radius. We have had retired UPS and FedEx drivers on staff as well as using production employees who ask to drive either as a change of career or occasional change of pace. Local newspaper classified ads and Craigslist (free postings) is the place to find drivers.

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We offer free delivery within a 30 mile radius.  
We place ads in our local papers for drivers. Retired individuals are usually interested in the job.

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We deliver generally within a 90 minute radius of our facility. The majority is within 60 minutes. Generally we charge \$20 for furthest away and about \$5-10 for closer drops. In the vast majority of instances we are delivering 5+ jobs on a single route.

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Good question. We are a small shop doing a little over 2 million/yr. sales to give you some perspective. Most of our business is within a 50 mile radius of our shop & we do offer delivery & do not generally charge for it unless it's outside that radius in which case we will most likely ship via FedEx or UPS. At times we will deliver outside that radius if we can coordinate multiple jobs going in the same direction. Over the years I know this service has proved to be valuable to our customers because they are often let us know how much it's appreciated.

As for drivers, we used to hire part time college students, or younger retirees, but found that we were spending too much time retraining, & starting over with new drivers. It may seem like a simple job, but it often is a critical contact with our customers. A few years ago we hired a full time employee who spends most mornings helping in bindery & then spends afternoons delivering. It's been a great move to have the consistency of a driver who has come to know & build relationships with customers.

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Yes we offer local delivery service (usually within a 50 miles radius although we have exceptions). In some cases the delivery is built in to the quote but it does vary based on type of order and client.

We have two of our own delivery drivers that have been with us for more than 10 years.

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We offer free local delivery (50 mile radius) and we do not have trouble finding drivers.

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We offer delivery service with a radius of approximately 150 miles.  
We use a per mile rate.

Yes, we are having issues finding drivers. We have no magic answer for finding them as we have been short a driver for the past 4 months.

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Yes, we offer local delivery within 10 miles that we don't charge for. This is usually for clients that have orders greater than \$150 and are repeat customers.

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We offer free delivery to our business customers. There is no defined radius.

Yes, we have had issues finding drivers. Believe it or not, Craig's List has been the best place to find them.

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We deliver within a 50+ mile radius and do not charge a fee. We have not had a problem finding drivers.

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We offer local delivery “free” in a 35 mile radius as a service to our customers.

At this time it is extremely difficult to hire “entry level” employees of all types and I would include local delivery drivers in this category as well. However, a few things separate them for the general “entry level” pool such as:

1. Demeanor/Image – If your name is on your delivery vehicle, they represent you while delivering and on the road. Do they fit what your culture is? Do you provide shirts?
2. Forklift trained – They require specific OSH training on various forklifts such as hand jacks, sit down, stand up, and walk behind by a certified trainer.
3. Storage trained – Do you store on the floor or on a rack? Does the rack storage “float?” – this requires different OSH training as well as location training.
4. Independent Direction – The ability to plan, schedule, and reroute when necessary.
5. CDL and a valid Driver’s License – Do you require a CDL because of the weight you are carrying?
6. Validity of License – Do you have their written permission and a written policy to check their license validity? What happens when they disqualify – are they subject to termination? Is it in writing?

Now – Can they drive and who tests them?

Like all employment – newspapers are not read anymore so job boards are the best inexpensive method. Of 100 applicants, expect 90 to be unqualified, and you bring 3 in for an interview after the Manager has taken a “look see.” One candidate will emerge and you hope he passes the drug test. Once hired- you hope they stay, but expect that within two years that you will replace them.

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I have both an air freight and local trucking operation, Pilot Freight Services, that specializes in critical nationwide, global and local on time delivery.

We actually handle the local trucking for several printers and POP companies as it is much easier to outsource this to an expert as with all the DOT, Workman's Comp and wages necessary to pay for a driver and truck it is cost prohibited. A good estimate for a 26ft straight truck, including a full time driver, fuel, insurance and workman's comp, annually, is over \$70,000.

The companies I do business with do charge for the local deliveries. However, the cost for them when they use me becomes variable, not fixed and they can have a truck there in an hour.

I have been a member of PIW/GLGA for over 15 years so have watched all the changes take place. If you have any printers that would like some additional information I would be happy to help them figure what works best for them, company driver or outsource.

Pilot does service Illinois and Indiana as well but not under my umbrella. Please feel free to share my contact information for both critical air shipments as well as local trucking issues, concerns etc. I would be more than happy to help any of our members filter the necessary data to make a sound business decision.

Hope that helps.

Jim Best  
Pilot Air & Freight Services  
Rush Transportation  
414-856-9992  
jbest@pilotdelivers.com