

Route Driver's Handbook

Updated 12/16/2016

| Task # | Task to be performed |
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| 1 | Driver is in the correct location at the correct time to start work. |
| 2 | Driver listens to any announcements and assignments made that day |
| 3 | Driver Pulls all of the mail for all of the day's schools. |
| 4 | Checks the printing racks and computer repair Lab. |
| 5 | Checks for Testing |
| 6 | Loads all boxes for the route he is delivering by the doors |
| 7 | Counts all boxes and verifies orders to be delivered that day |
| 7B | On payroll days verifies all schools payroll before leaving mailroom. |
| 8 | Checks the vehicle and electric pallet jacks for fluids and safety inspection. |
| 9 | Ensure all records/ school to school book transfers have scan labels. |
| 10 | Empties the truck of everything for each school |
| 11 | Picks up all outgoing mail and boxes |
| 12 | Checks school for furniture , books , boxes to be picked up |
| 13 | Communicates effectively with schools |
| 14 | Returns to warehouse in efficient and timely manner |
| 15 | Unloads truck of all items |
| 16 | Sorts and puts mail up at end of day |
| 17 | Loads truck for the following day |
| 18 | WITS Scanner Information |
| 19 | Additional duties and responsibilities as assigned |

Task # 1 Driver is in the correct location at the correct time to start work.

Driver is to be in the correct location at the correct time which is typically 7:00 am in the mailroom for route drivers and furniture drivers. For maintenance drivers it is 6:30 am in the manager's office. Early arriving drivers should stop in each morning so the manager can see that they are here and give them additional information. If drivers are to be more than 6 minutes late they can be charged leave time and if they are to be past 15 minutes late they need to call to notify

manager of their absence or tardiness. For 6:30 am employees please see additional attachment entitled "Early Arrival Attachment".

Task #2 Driver listens to any announcements and assignments made that day

Each morning instructions are given that pertain to the deliveries and events going on that day. Examples of items to be announced are textbooks, testing, laptop repairs, scanned student folders as well as task such as furniture pickups to be accomplished each day. A person arriving late is not excused from knowing the announcements that were made. It is the late arriving employee's responsibility to seek out the manager or the person leading the announcements that day to find out what is to be completed

Task #3 Driver pulls all of the mail for all of the day's schools

Each school is assigned a specific mailbox in the mailroom. Charter schools are given mailboxes in the mailroom on the north wall. Scan documents are placed outside the mailroom on the grey metal racks. Every route has mailbags for its schools and those mail bags are placed in the boxes assigned to the route. The mail bags should be checked against the route sheet to verify that every school has a mailbag, once that is verified the mail is placed in the mail bag and all bags are taken to the truck. Any records are to be taken each time the route is ran. All scan documents are to scanned, pulled and placed in the same area as the mail bags.

Task #4 Checks the printing racks and computer repair lab.

Each driver is responsible for checking the print racks outside the print shop each morning to see if any printing exist for the route they are delivering that day. Each afternoon the Red print bags are to be delivered to the print shop for the new print jobs to be completed. Each morning the driver should check the outgoing racks in the repair lab to see if any of the schools ready are for the route being ran that day. Items on the print rack are to be scanned using the WITS scanner or current scanning program.

Task #5 **Checks for Testing**

Just as with the printing rack each morning you will need to check and see if testing will be going out. Each driver will need to sign for the testing items they are to receive. Those items are to be safeguarded and kept locked up in the truck until delivery is made to the school. When delivery is made to the school the school personnel must sign for the items they receive. After testing in the school is completed the same care needs to be given to the testing items as used during delivery. All items are to be returned to the testing cage upon returning to the warehouse. A scanner will be used for pickup and delivery of all testing materials.

Task #6 **Loads all boxes for the route he is delivering by the doors**

Boxes for various items are placed by the route doors and each time the route is ran those individual boxes need to be delivered. If there is not a signature sheet provided the driver needs to have the school sign a materials delivered signature sheet. In time this will all be replaced by scanner but until that time a signature is required for all items delivered. In the event a scanner is not working correctly use the materials delivery sheet as a backup and notify management of the problem with the scanner.

Task #7 **Counts all boxes and verifies orders to be delivered that day**

When general storeroom orders are to be delivered to schools you will need to check the box in the front office for the route # you are running. Get the orders from the box and take them to where the orders are placed at for the route being ran. At the bottom of each order on the front page you will see a signature or initials of the puller, the date it was pulled and the number of pieces there are in the order. Each box will be identified by the writing on the box which will include the school #, the document # and the box number. Identify the boxes of the order

and count them, if it varies from the number on the paperwork you need to get the manager over the storeroom or the person who pulled it to correct the problem. While they correct it move on to the next order to be checked. When delivering it to the school try to make it easy for the school to count the boxes to speed it up. If the school does not verify the count mark that on the paperwork that the school did not count it. May sure each order has a driver signature, a date of delivery and a readable school person signature.

Task 7B **On payroll days verifies all schools payroll before leaving mailroom**

On paydays each school except charter schools should have a green payroll bag. At times they will use a manila envelope instead of a green bag so if it looks like it is missing check to see if they used an envelope instead. It should be marked payroll. Almost every week someone will pull the wrong mail slot. Always verify the green bag and the mail being placed in the mail bag to verify it is the school it is supposed to be. When delivering this to the school pull the payroll bag from the mail bag and hand it to the person at the school and have them sign the payroll sheet verifying that they received it. When returning to the mailroom after the route the signature sheet should be placed in the correct slot for the paperwork.

Task #8 **Checks the vehicle for fluids and safety inspection**

When driving a vehicle you don't regularly drive check the fluids and do a safety inspection each time. You are responsible for your safety. If fluids are needed make someone aware of the need and take it to where you are told to for having the fluids filled.

When driving a vehicle you drive regularly see that the fluids are checked every week unless there are symptoms or evidence that it needs to be checked sooner.

See that vehicles are cleaned out regularly and on vehicles that are only driven on occasion clean it out after each use in case someone else needs to use it.

Tires need to be inspected regularly for wear and safety concerns.

The box needs to be inspected for leaks in the roof and holes in the floor. If leaks or holes exist notify the manager and the fleet manager to see where they should be taken for repairs. Driver is to see vehicle receives oil change in a timely manner once notified to take it to have oil change performed.

Task #9 Ensure all records/ school to school book transfers have scan labels.

The driver ensures that all records are scanned each morning and that all records are delivered to the correct school. The driver also verifies that all textbook deliveries have scan (WITS) labels on them and the correct documentation prior to loading on the vehicle. In the event a scanner quits working during the day have the scan sheets signed and returned to the supervisor so that he can input the information in the computer.

Task #10 The driver empties the truck of everything for each school

When arriving at the school it is easy to forget items since there is a wide variety of deliveries being made? Take time to think through all that is to be delivered at each school you are going to so that nothing is left on the truck for that school after leaving it.

Task # 11 Picks up all outgoing mail and boxes

When at a school see that you pick up all outgoing mail, printing request, laptops to be repaired and boxes that may be placed in close proximity to the mailbag.

Task # 12 Checks school for furniture, books, boxes to be picked up

When running a route the driver should ask the school personnel if there are any additional items to be picked up. Sometimes they will have more than is feasible to pick up at that time when that happens set a date to return to the school and pick up the items. If there is extenuating circumstances that items need to be

removed right away try to do it or have them email David Newton at: Newtond@duvalschools.org. Items to be removed could be used furniture, electronics, retired computers or laptops, old books or books being transferred to another school, returning testing materials, items from the media center or other items. You are there link to the CSC services.

Task #13 **Communicates effectively with schools**

When going to a school take the time to introduce yourself if it is not a school you normally go to. Ask if there is anything they need you to do i.e... pickup items, get payroll or anything else. We are there to help them so try to go out of your way to help not to dodge them. If you don't have time let them know and tell them when you can come back to get the items or tell them to email David Newton at: Newtond@Duvalschools.org, and I will schedule a pickup for them.

Task #14 **Returns to warehouse in efficient manner**

When leaving the last school you should take the most efficient path back to the warehouse. In all of your driving take the most efficient path to the place you are going to.

Task #15 **Unloads truck of all items**

Upon returning form the route all furniture is to be unloaded and placed in the correct area. If there are questions as to what is to be placed in the trash see the manager or his designee for that area. Electronics go to the area for them.

Task #16 **Sorts and puts mail up at end of day**

Upon returning form the route all furniture is to be unloaded and placed in the correct area. If there are questions as to what is to be placed in the trash see the manager or his designee for that area. Electronics go to the area for them.

Task #17 Loads truck for the following day

After all else is completed for the day get your orders for the next day and start verifying the storeroom orders for the next day. Verified orders that are correct can be loaded on the truck to keep them separate from the orders that haven't been checked yet. Quit in time to secure your door on the truck and door on the building and to be able to clean up.

Task #18 Uses WITS scanner to deliver items.

Currently as of December 2016 we use WITS scanners to deliver printing, testing, student records, laptops to and from the repair depot and it is expanding in its use in the district. Training has been offered and at the written request of an employee it will continue to be offered to those needing it. Currently David Atkinson, Jonathan Ordillas, David Newton, Mike Parker and Nathan Mobley are able to assist with scanner problems. All drivers are expected to know how to use the scanners effectively.

Task #19 Additional duties and responsibilities as assigned

There are items that are not specifically listed on this sheet that you will be expected to perform such as cleaning your truck, emptying the trash can by your door, keeping the mailroom clean and items out of the ordinary that you will be asked to do depending on the varying task assigned to our department. As long as they are in the scope of the description of a stock clerk you will be expected to step up even though they may not be a part of your normal daily task.