Top Five Impacts of Last Mile Delivery on Fleet Maintenance Practices

Changing trends in consumer purchasing has more fleets also handling last mile deliveries within cities and neighborhoods. Here are the top five impacts to the growing last-mile delivery trend.

1 Vehicle Choices

Specifying and fielding vehicles designed to meet operational needs is especially important in last-mile delivery operations. Making multiple stops each day requires equipment that enables drivers and delivery personnel to productively handle cargo. Operating in congested environments requires highly maneuverable vehicles while fuel efficiency is a key cost factor in both urban and rural operations. Today, last-mile delivery fleets have an opportunity to specify vehicles, bodies and cargo handling systems to meet these needs.

2 Maintenance Needs

The stop-and-go nature of last-mile delivery operations puts added stress on vehicles, making effective service programs a key cost control factor. Preventive maintenance practices that help ensure reliability are essential to on-time goods delivery. Shop operations for last-mile delivery fleets require trained technicians and other service personnel in order to maintain vehicles for efficient, productive and safe operations. Using advanced information systems to manage maintenance and repair activities is important as well.

3 Dispatch & Routing

Efficient and effective operations are the backbone of any successful last-mile delivery operation. Routing efficiency, enabled by advanced mapping and driving direction software solutions, and integrated sales, order and financial systems, all help achieve on-time performance and meet customer delivery requirements. Efficient routing also leads to reduced fuel use, longer tire life, and lower overall maintenance costs, as well as improves driver satisfaction by limiting their frustration on the road.

4 On-Board Technology

The management of last-mile delivery operations requires modern communications systems and capabilities that enable fleets and drivers to share up to the minute information on an as needed basis. Included are delivery and load details, routes and driving directions, and customer specific instructions. On-board systems also enable vehicle tracking for more efficient and productive planning, and provide a means of communicating proof of delivery and other operational details that can vastly improve and streamline business processes.

5 Supply Chain Management Solutions

Driving the rapid growth of last-mile delivery operations is the rise in e-commerce among online vendors as well as a growing number of traditional brick and mortar retailers. With shippers making service and goods delivery a key part of their value proposition for customers, they are driving demand for comprehensive supply chain management solutions at last-mile delivery fleets that incorporate vehicles, technologies, drivers, and a range of support services.

Created for Chevron Lubricants by Fleet Partner. All rights reserved, do not use without approval of Chevron Lubricants and Fleet Partner.