

# Guernsey Office Products' Perspective on National Capital Region Transportation Challenges



**FREIGHT SUBCOMMITTEE  
MEETING**

**Thursday, March 19, 2008**

**Metropolitan Washington Council of Governments**

Serving the National Capital Region

**We Can Do That!**  
**GUERNSEY**  
OFFICE PRODUCTS  
[www.guernseyop.com](http://www.guernseyop.com)



# Guernsey Office Products Profile-

## Background

- established 1971
- B2B sales- OS&F, CBS, Promo, Jan San, RMS
- Approximately \$50M in revenue & 180 employees
- Sales have increased every year
- Except this most recent year (off < 2%)
- Have never laid an employee off

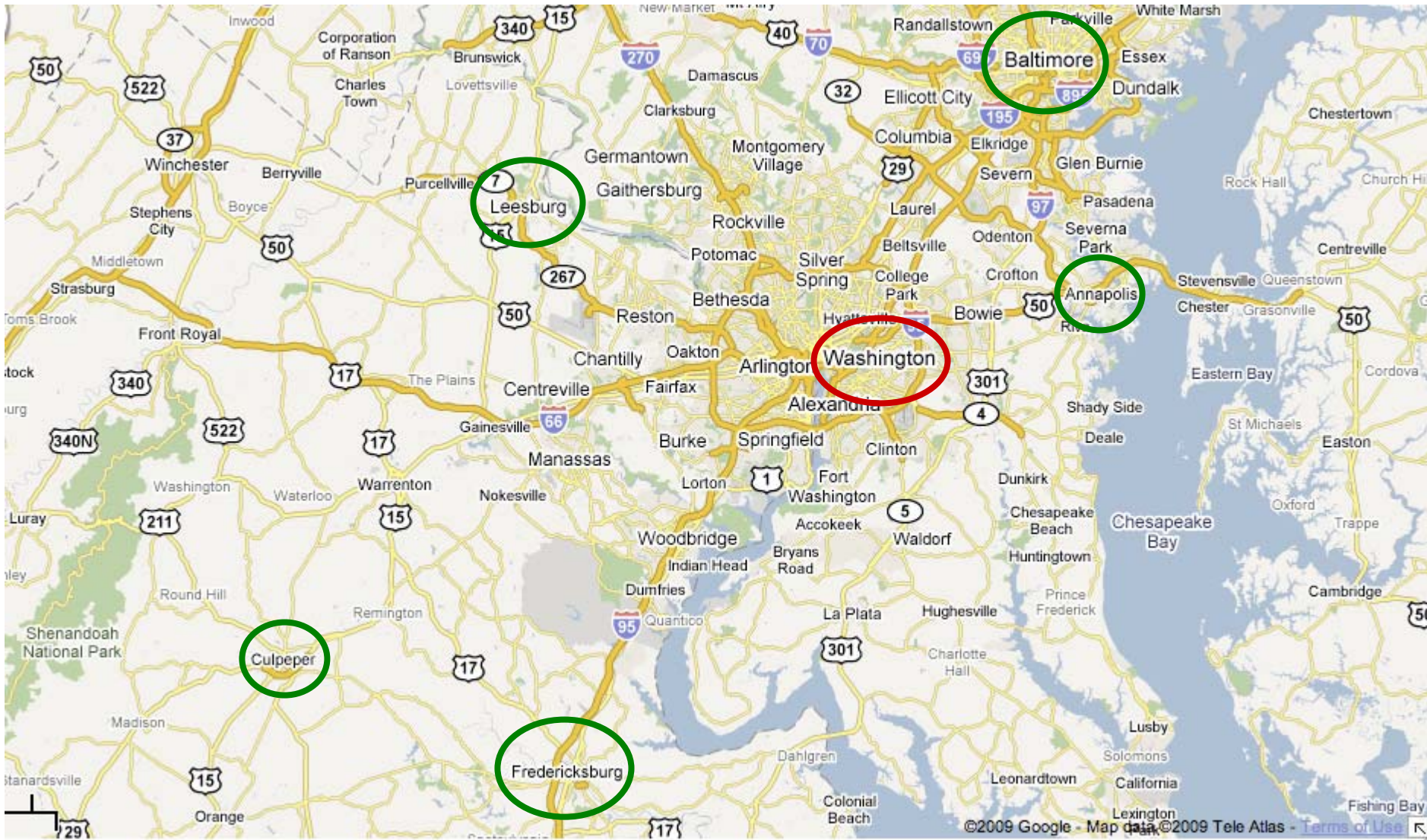


# Guernsey Office Products Profile-

## Background – cont'd:

- 4 locations – Chantilly, B'ville, VB & Richmond
- Serving Baltimore, Annapolis, Culpepper & Stafford
- Fleet of 44 trucks w/ 40 in the metro DC area
- Approximately 40 Sales Reps conducting business

# Metro Area Serviced





# Vehicle Types

- CBS service vans
- OS delivery 14' box truck cab-over
- Furniture 24' w/ lift-gates cab-over
- Vehicles outfitted w/ gps units



# Distribution Events & Challenges

- moved from Arlington to Chantilly 1989
- explored the 'dawn patrol'
- opened Beltsville cross-dock platform 2000
- 'Same Day' service



# DOT Regulations

- Small business - tough to keep current w/ changes
- Info regarding weighing requirements
- Physicals and other obligations



# Two Distribution Challenges

- Traffic Issues
- Loading zone availability





# Traffic Congestion

- The normal impediments due to road use over-capacity, road maintenance, 'construction', weather etc
- Most issues are related to roads into, around & travel within Washington DC although there are other problem roads as well
- Recognize the balance between environmental concerns, funding and human misery wrt new road construction



## Traffic Issues –Cont'd

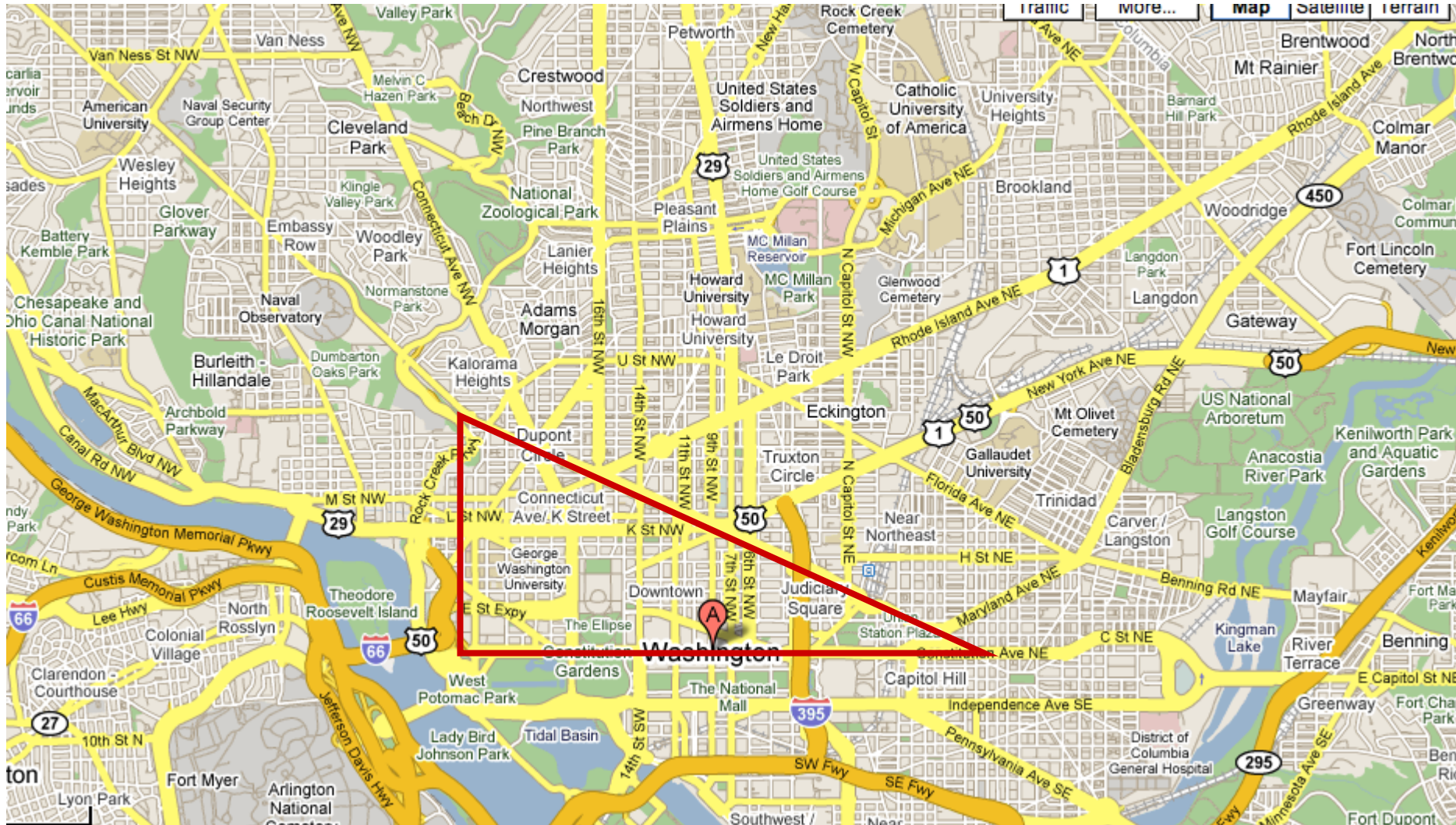
- Potholes prevail to certain extent—  
can dial 311 within DC
- 11<sup>th</sup> St NW – a mess but being  
fixed
- Security Issues – recent & are  
necessary but difficult – no access
- Pedestrians in street while texting  
– extreme hazard



# Techniques to adapt

- Alternate / back-road routes to DC are used frequently
- Travel during off hours
- Follow the radio for traffic conditions
- (small delivery truck access to 66 inside beltway?)

# Six of Nine DC Routes are w/in the Triangle – the Highest Density & Most Challenging but fewer miles traveled





# Loading Availability

- Is it possible to perform deliveries legally in Washington DC?
- Make deliveries the least illegally
- Balancing risk within the context of reasonable expedience
- We pay approx \$14K in DC tickets / year – cost of doing business?



# Exacerbates Poor Loading Access

- New buildings w/o loading docks or existing buildings that close them down
- Construction (interior & exterior) vehicles & equipment
- Private vehicles parked in commercial vehicle loading zones

# Parking Enforcement



- The temptation to view parking tickets as purely a quota driven revenue mechanism for the city of Washington DC, but...



## Parking Enforcement –cont'd

- Looking closer, enforcement:
  - regulates chaos
  - Is practical as executed at the local level – adjudication process
  - The primary goal seems to be to keep traffic moving – 'park abreast'
  - It could be the best that can be done under the circumstances, but there may be minor tweaks that could help





# Suggestions

- Construct an online delivery service resource center that
  - Provides general delivery regulations & tips
  - Posts traffic advisories generally and specific to the delivery activity in DC
- Docks on a slant
- Make pedestrians accountable
- Enforcement of 'blocking the box'
- Post fewer but larger & more legible signs



## Suggestions –cont'd

- Increase the fine for private vehicles in commercial loading zone spaces to \$500!
- The counter to this does currently exist
- this reciprocal provision may be more difficult to enforce because it may not be so cut and dry...

# Creative Work-around





# Conclusions

- The transportation infrastructure is necessarily a compromise and balance between several opposing forces (& market forces do apply)
- Is DC fully built-out?
- The overall framework of regulations & the necessity to work it out at the local level on a situational basis
- Generally, if we're all subject to the same rules, the misery should be equitable
- Changing the mix incrementally may prove helpful to the system



-thank you

