



# **Delivery Services Parcel Locker Program**

## **Parcel Locker Program:**

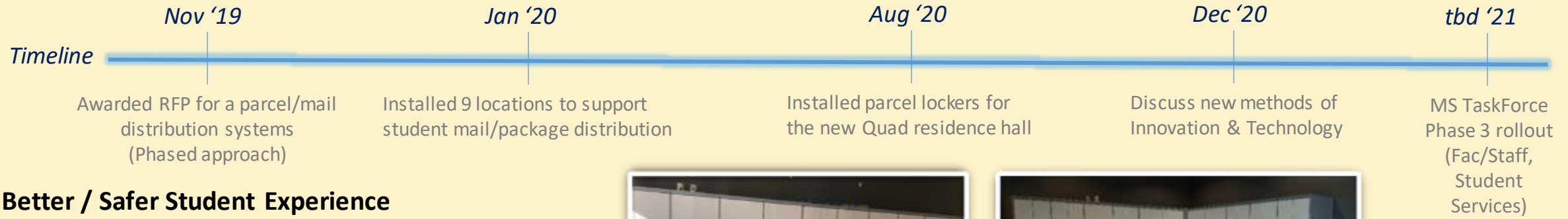
- Phase 1- Residential Facilities and Tech Bridge and UH Sugar Land
- Phase 2- The Quad Project

## **Mail Services Task Force Recommendation and BOR Approval:**

- Phase 3- Departmental Lockers and College of Medicine



# Strategic Partnership



## Better / Safer Student Experience

- Self-service, limited/no contact with staff
- Promotes social distancing
- Packages are ready for pickup much sooner
- Instant email notification
  - Daily reminder messages sent until pickup occurs
- Pick up packages in less than 30 seconds – 24/7/365



## Improved Operational Efficiency

- Hand sorting and storing packages is mostly eliminated
  - Vast majority of packages go straight into lockers
  - Package handling frequency is drastically reduced
- Package storage areas were reconfigured to create more space
- Reclaim countless labor hours, and free up resources for other jobs

## Great feedback from students & staff

- ✓ **Lockers are more efficient**
- ✓ **Less time spent distributing lockers**
- ✓ **Students really love the lockers**



# Business Intelligence Dashboards | Sept. 2020 – Aug. 2021

(includes residential and Tech Bridge & UH Sugar Land departmental lockers)



**24.08** % Occupancy

**43,333** Inputs  
43,333 Carrier deliveries  
0 Customer returns

**43,064** Outputs  
40,847 Customer retrieved  
2,217 Carrier collected

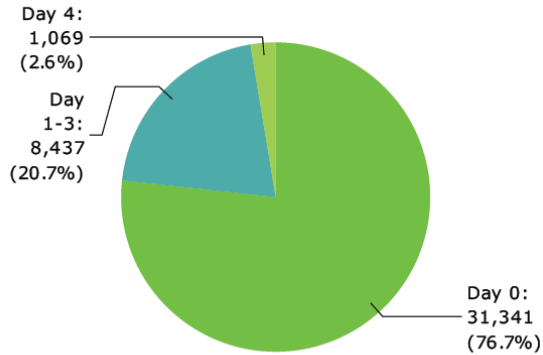
**1.10** Days  
Rotation

Total Deliveries & Pickups

Average Time Until Package Pickup

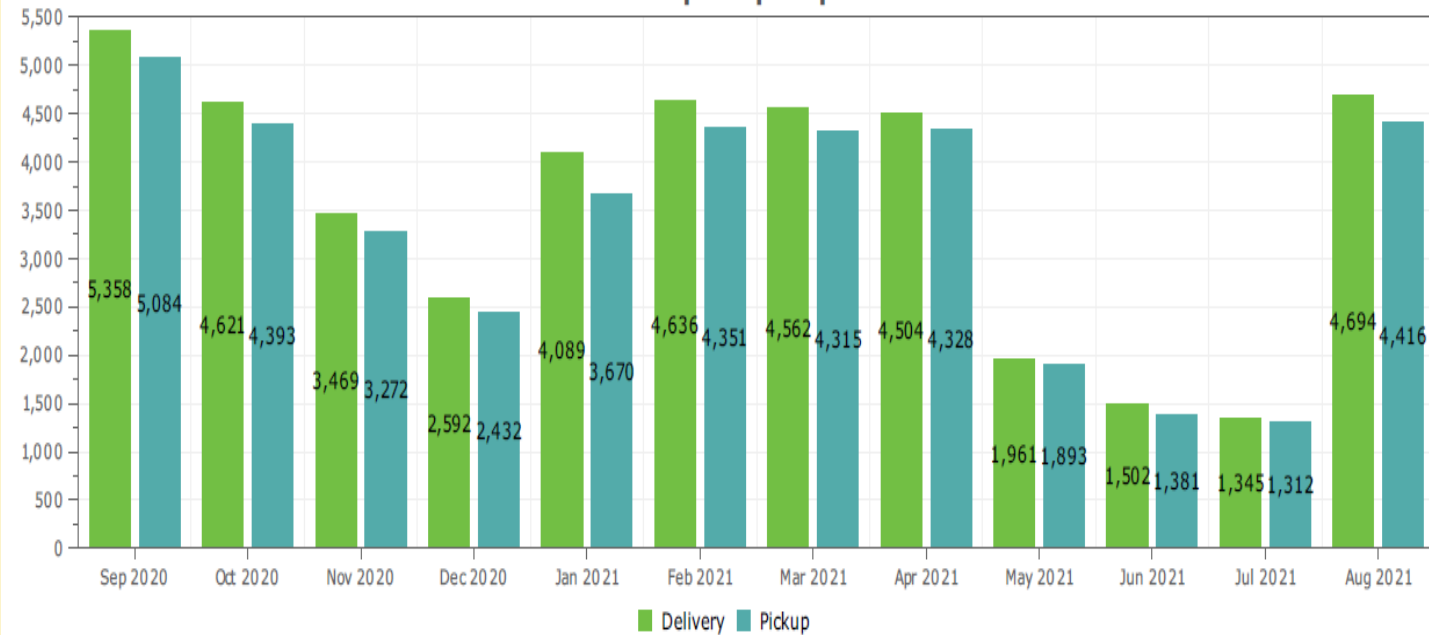
Average % of Lockers Occupied

## Pickup period



% of Pickups by Span of Days

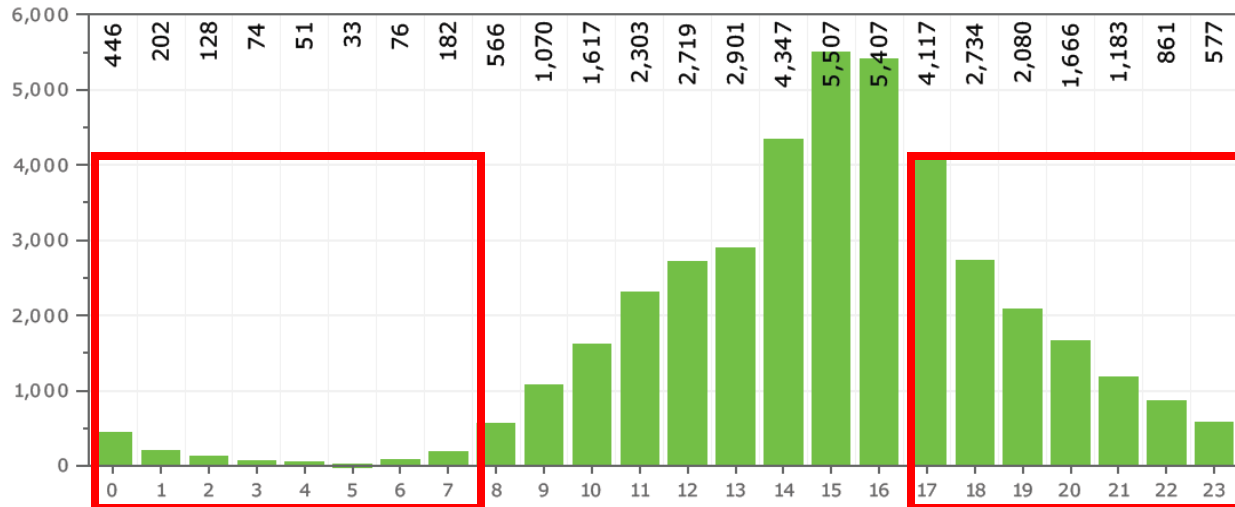
## Deliveries and pickups - per month



Total # Deliveries in Lockers by Month

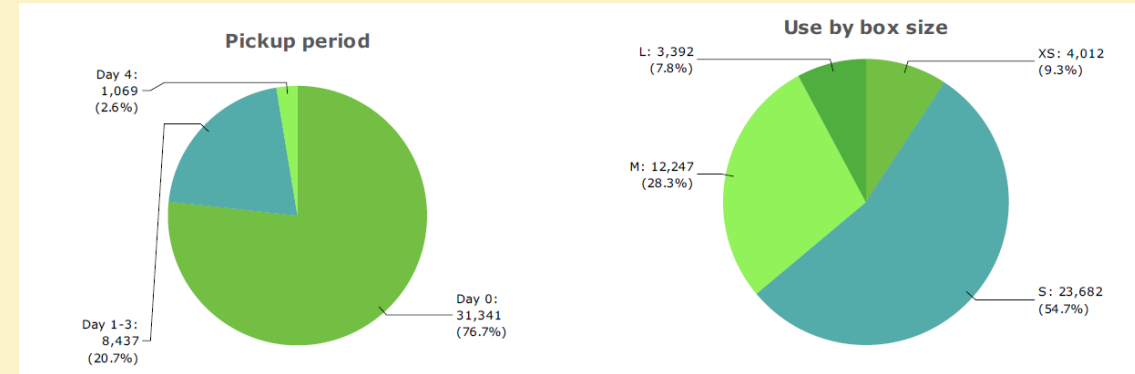


## Number of pickups by hour



**Over 33% of packages picked up after typical mail services hours**

## Pickup Period



### Data:

- UH DAY 0 **76.7%**
- INDUSTRY DAY 0 72.6%





# UH Current Locker Sites



Bayou Oaks



Cougar Place



Cougar Village 1



Cougar Village 2



Moody Towers



University Lofts



The Quad



Tech Bridge Bldg. 1 & Bldg. 4



Sugar Land

# UH Proposed New Locker Sites (Spring 2022)



Arts District



Biomedical District



Central District



Central District E. Cullen



Professional District



# CHALLENGES AND OPPORTUNITIES



Enhance efficiencies



Streamline process



Reduce expenses

