



Delivery Man Experience Survey

Prepared by: Vincent Omondi, UI/UX Designer

Date: 07/02/2024

Introduction

Hello,

My name is Vincent Omondi, and I'm part of the DeliverNow design team. We're working on improving the delivery management experience. Your input will help us understand the challenges you face—such as fleet visibility, resource allocation, performance tracking, and communication systems—so that we can design a better management platform. This survey will take approximately 5-7 minutes, and all responses will remain anonymous. Thank you for sharing your insights!

Screening / Demographic Questions

1. What is your age?

- ☐ 18–24
- ☐ 25–34
- ☐ 35–44
- ☐ 45–54
- ☐ 55+
- ☐ Other: _____

2. What is your current role in delivery operations?

- ☐ Regional Delivery Manager
- ☐ Area Supervisor
- ☐ Operations Coordinator
- ☐ Fleet Manager
- ☐ Other: _____

3. How many years of experience do you have in delivery operations management?

- ☐ Less than 1 year
- ☐ 1–3 years
- ☐ 3–5 years
- ☐ 5+ years
- ☐ Prefer not to say

4. How many drivers do you currently manage or oversee?

- ☐ 1–10
- ☐ 11–25
- ☐ 26–50
- ☐ 51–100
- ☐ More than 100

Objective & Hypotheses

Objective:

To collect quantitative data on the challenges delivery managers face with fleet oversight, resource allocation, performance monitoring, and communication systems.

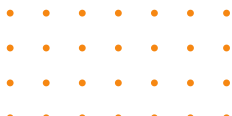
Hypotheses:

- 1.A majority of delivery managers struggle with limited real-time visibility of their delivery operations.
- 2.Inefficient resource allocation during peak periods is a significant challenge for delivery management.
- 3.There is a strong need for integrated performance analytics and communication tools to improve operational efficiency.

Main Survey Questions

Topic 1: Fleet Visibility & Tracking

- 1.How satisfied are you with your current ability to track drivers and deliveries in real-time?
 - Very satisfied
 - Satisfied
 - Neutral
 - Unsatisfied
 - Very unsatisfied
- 2.How often do you experience issues with real-time fleet visibility?
 - Daily
 - Weekly
 - Monthly
 - Rarely
 - Never
- 3.What is your biggest challenge regarding fleet visibility?
 - Delayed location updates
 - Limited driver status information
 - Inability to see current delivery details
 - Poor map interface
 - System crashes during peak hours
 - Other: _____



Topic 2: Resource Allocation & Demand Management

1. How challenging is it to allocate drivers efficiently during peak demand periods?

- Very challenging
- Somewhat challenging
- Neutral
- Somewhat easy
- Very easy

2. Does your current system help you predict demand patterns effectively?

- Yes, very effectively
- Somewhat effectively
- No, not really
- Not at all
- We don't have predictive capabilities

3. How many different tools/systems do you use to manage delivery operations?

- 1
- 2-3
- 4-5
- More than 5

Topic 3: Performance Monitoring & Analytics

1. How satisfied are you with your ability to track driver and operational performance?

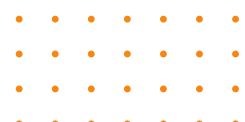
- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

2. How would you rate the quality of analytics available in your current system?

- Excellent
- Good
- Average
- Below average
- Poor

3. Which performance metrics are most difficult to track effectively?

- Driver efficiency
- Delivery time accuracy
- Customer satisfaction
- Resource utilization
- Peak period performance
- Other: _____



Topic 4: Desired Improvements & Features

1. Which feature would most improve your delivery management experience?

- Comprehensive real-time fleet dashboard
- AI-powered demand forecasting
- Automated performance analytics
- Integrated communication platform
- Smart resource allocation tools
- Other: _____

2. How important is it to have a single, integrated system for all management functions?

- Extremely important
- Very important
- Moderately important
- Slightly important
- Not important

3. What type of communication tools would most improve your operations?

- Unified messaging system connecting all stakeholders
- Emergency broadcast capability
- Automated status updates
- In-app video calling for training
- Multilingual support
- Other: _____

Follow-Up Interview Request

1. Would you be available for an anonymous follow-up interview (via phone, video chat, or in-person) to discuss your experiences further?

- Yes
- No
- Maybe
- If yes, please provide your preferred contact method (optional):

Conclusion

Thank you for taking the time to complete our survey. Your feedback is essential to help us enhance the delivery management experience and address the challenges you face. We'd appreciate it if you could share this survey with other delivery managers who might be interested in participating.

