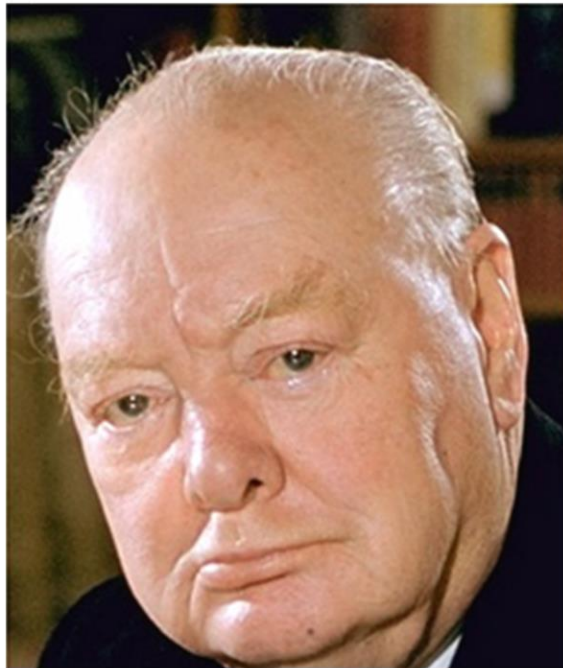


# LAST MILE DELIVERY

New Program with Solari, United Way Worldwide, and  
DoorDash





Victory is the beautiful,  
bright-colored flower. Transport is  
the stem without which it could  
never have blossomed.

— *Winston Churchill* —



**Have you heard?**

**We've got a new name!**



**Our mission:**

Inspiring *Hope*

**Our vision:**

Empowering  
transformation from HOPE  
to HEALTH

## **SOLARI**

- Changed our name in April 2021
- Solari comes from the Latin verb meaning "to console"
- "Sol" in Spanish means "sun", "ari" represents the first three letters of our home state's name!



# LAST MILE DELIVERY



10 MI RADIUS FROM PICK UP  
LOCATION



ANYTHING LESS THAN 25LBS  
AND FITS IN A 16" BOX\*



REOCCURRING DELIVERIES  
WITH NO LIMIT





# HOW TO PARTICIPATE

1. Fill out the Last Mile Delivery Program Sign Up Form.
2. Await e-mail with Approval confirmation from Solari to pick a scheduled onboarding session.
3. Confirm Point of Contact (POC) and DoorDash pick-up location.
4. Solari to send a confirmation email with the template and instructions to start deliveries.
5. Timeline to start deliveries 2-3 weeks after initial sign up!





# THE DELIVERY PROCESS



Fill out the Excel Economy Order Form.



Submit the order to  
[211Transportation@solari-inc.org](mailto:211Transportation@solari-inc.org)



Pick up for delivery within  
two business days.



YOU CAN CALL 2-1-1'S  
TRANSPORTATION  
DEPARTMENT TOLL  
FREE AT  
1.855.345.6432

- *The 2-1-1 Transportation Department can schedule deliveries over the phone for immediate pickup or schedule a pickup up to one week in advance.*
- *This option is best for single deliveries, but we can do as many as needed.*
- *The 2-1-1 Transportation Department is available 7 days a week, 8am to 5pm.*





# ADDITIONAL ITEMS

- 2-hour pick-up window with availability 15 minutes before and after.
  - 3-hour pick-up window needed for 20+
- Contactless deliveries
  - Once the delivery is complete, a text message with a picture of the delivery will be sent to confirm drop-off
- Live answer and immediate delivery will be available 7 days a week 8a-5p
  - Ability to schedule same and next day deliveries.
- Electronic Excel sheet is used to submit multiple and reoccurring orders



# LAST MILE DELIVERY NATIONAL AWARDS

## Business Intelligence Group 2021 BIG Innovation Award

### Winning Products



- United Way- Ride United Last Mile Delivery - Other

## Innovation Leader 2021 Impact Award

### United Way Worldwide Initiative: Ride United Last Mile Delivery

The emergence of COVID-19 led to tens of millions of people isolated in their homes, creating the highest unemployment levels in half a century, and leaving many struggling to meet basic needs. Many who could previously afford food for their families worried about their next meal. Due to stay-at-home orders and reduced access to public transportation, existing lifelines — like food banks, pantries, grocery stores, meal services — were suddenly unsafe and out of reach.

Recognizing this food access challenge, United Way launched a new partnership with DoorDash, the nation's largest food delivery company, to create the Ride United Last Mile Delivery program and safely deliver food and critical household goods to high-risk and food insecure homes. Across 231 communities, United Way and 211, a vital service connecting people to essential health and human services, work with local food pantry partners to



Preparing groceries for delivery.







**Solari**  
CRISIS & HUMAN SERVICES

# THANK YOU

Joe Hicks - Manager, 211 Contact Tracing Operations

[Joe.Hicks@solari-inc.org](mailto:Joe.Hicks@solari-inc.org) & [211Transportation@solari-inc.org](mailto:211Transportation@solari-inc.org)

602.541.9190

