Pollo Regio Boosts Efficiency with the **Hybrid Solution**

Challenge

Pollo Regio, a restaurant chain headquartered in Grand Prairie, Texas, faced two critical challenges in its direct store delivery model, which limited efficiency and growth. Traditional 40"×48" whitewood pallets were too large to enter store locations, requiring drivers to hand-cart products. This process was labor-intensive, increased physical strain, and slowed down deliveries. At the same time, the size and layout of their 26'×96" box trucks restricted each route to only two stops, making expansion difficult without adding more trucks or drivers.

Solution

Rehrig Pacific collaborated with Pollo Regio to reengineer the delivery process for speed, safety, and scalability. After evaluating current constraints and needs, Rehrig Pacific introduced the Hybrid 29"x 42" nestable pallet system and helped pilot a new drop-and-go delivery model using the Hybrid Sled. This allowed drivers to move full pallet loads directly into stores without manual handling, simplifying the process from warehouse to store shelf and improving overall efficiency.

> "The Hybrid solution has made our deliveries faster, safer, and more efficient. It has reduced the physical strain on our team and streamlined the entire delivery process from the warehouse to the store."
>
> — Susana Aguila, COO Assistant, Pollo Regio

Results

Route Efficiency
- Achieved a 33% reduction in daily delivery routes
- Increased stops per route from two to three

Labor Savings and Driver Safety
- Eliminated the need for hand-carting
- Reduced driver fatigue and injury risk
- Improved driver retention during expansion

Pack Out Optimization
- Enabled three wide pack out in 96" trailers to maximize space
- Created capacity to support new store growth without additional trucks or labor

Financial Impact
- Generated an estimated 1.6 million dollars in savings over five years
- Avoided significant costs from fleet expansion and injury prevention
- Enabled scalable growth with no increase in headcount

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