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# KEEPING THE NORTHWEST BUILDING:

## How Miles Sand & Gravel Maximizes Uptime with Papé Kenworth

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# EXECUTIVE SUMMARY



## Aggregate and ready-mix producers live and die by uptime

When a truck is down, pour windows slip, crews idle, and revenue disappears. Miles Sand & Gravel partnered with Papé Kenworth to tackle those realities through careful, line-by-line spec collaboration and a service relationship built around responsiveness, visibility, and getting trucks back to work.

Miles Sand & Gravel runs a Kenworth fleet centered on T880 models across Super Dumps, mixers, and tractors, equipment that must stay moving to justify operating costs and fuel consumption that can range from roughly 2.5 mpg in mixer duty to about 6.4 mpg in Super Dump applications. In daily practice, the company reports that this partnership protects uptime, simplifies training, sustains morale, and anchors regular planning conversations as far as three years out.

At the Federal Way location, Papé Kenworth supports Miles Sand & Gravel with warranty repairs, campaigns and recalls, PDIs on new vehicles, technical support, and emergency repairs as needed, often taking advantage of swing-shift capacity to keep trucks out of the shop during production hours. Just as importantly, the Federal Way team uses PACCAR Solutions Service Management (PSSM) to streamline communication and provide real-time visibility into service progress, helping Miles Sand & Gravel plan around repairs with fewer calls, fewer unknowns, and faster decisions. These outcomes map to broader industry pressures as the cost to operate a truck remains stubbornly elevated.



# INDUSTRY CONTEXT: COSTS AND LABOR ARE THE BIND

To understand why an uptime-first approach matters in ready-mix and aggregate, it helps to situate Miles Sand & Gravel's experience in current cost and labor conditions. Recent data show operating costs remain elevated at historic levels and workplace dynamics continue to constrain production for many producers. In particular:

## Talent Scarcity

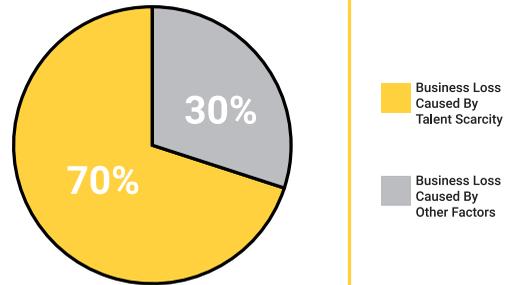
ATA reports 3.58 million professional drivers in 2024 and a highly fragmented carrier landscape<sup>2</sup>, but ready-mix producers continue to cite driver availability as a major constraint, with about 70% of NRMCA respondents reporting lost business due to driver shortages<sup>3</sup>.

## Costs Are Still High

An ATRI report lists the average non-fuel cost per mile at \$2.26 for 2024<sup>1</sup>. And even a penny increase per mile can be meaningful at scale.

These conditions heighten the value of spec discipline, after-hours service capacity, and driver-focused equipment, precisely the areas where Miles Sand & Gravel leverages its relationship with Papé Kenworth.

## Talent Scarcity Impact



# CUSTOMER PROFILE: MILES SAND & GRAVEL



Miles Sand & Gravel is a fifth-generation, family-owned aggregate and ready-mix supplier founded in 1943, serving the Pacific Northwest. The company operates a vocational Kenworth fleet anchored by T880 models. These trucks are configured across:

- Dump trucks
- Mixers
- Tractors

On a typical day, each truck is dispatched to handle as many loads as demand and scheduling allow, according to the Miles Sand & Gravel team. During busy periods, trucks are pushed to their

practical limits, making unplanned downtime particularly disruptive.

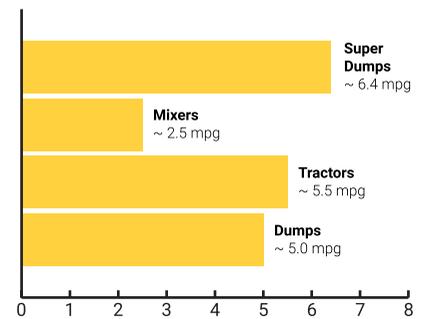
Fuel efficiency underscores just how tight the margins can be in this duty cycle:

- Super Dumps:** approximately 6.4 mpg
- Mixers:** approximately 2.5 mpg
- Tractors:** approximately 5.5 mpg
- Dumps:** approximately 5.0 mpg

In this context, avoidable repair delays, repeat trips, and inefficient routing show up immediately in fuel spend and cost per yard delivered.

Like many producers, Miles Sand & Gravel also competes in a challenging labor market for drivers. Here, vehicle choice matters. The team reports that drivers often prefer the Kenworth T880, citing the cab layout, visibility, and overall driving experience. That preference supports hiring conversations, shortens the learning curve for new operators, and contributes to longer-term retention, especially in vocational roles where day-to-day comfort and confidence in the truck shape job satisfaction.

Average Vehicle Fuel Efficiency



# BUSINESS OBJECTIVES FOR PRODUCERS LIKE MILES SAND & GRAVEL

Because cost and labor pressures intersect at the truck, producers tend to pursue a similar set of objectives. For instance:

## **Uptime Protection:**

Avoidable dwell and parts delays compound quickly into missed pour windows and higher per-load cost. When each T880 might be hauling multiple loads per day, every hour on the rack instead of the road directly reduces revenue potential.

## **Dependable Parts and Service Access:**

Ideally near operations and with extended hours or swing-shift capacity to keep maintenance out of production time.

## **Hiring, Training, and Retention:**

Quiet cabins, strong visibility, intuitive controls, and consistent platforms shorten ramp-up for trainees and boost morale. Standardizing around driver-preferred models like the T880 supports retention in markets where mixer-driver capacity is a limiting factor.

## **Fit-for-Purpose Specifications:**

Translating routes, terrain, stop-start duty cycles, and jobsite constraints into choices that influence payload, maneuverability, visibility, and driver fatigue.

## **Multi-Year Planning Discipline:**

Using recurring reviews of maintenance loads, parts lead times, expected job mix, and fleet composition to smooth lifecycle costs and avoid reactive capital expenditure.

In practice, these are not isolated initiatives: they reinforce one another when spec decisions, service accessibility, and workforce outcomes are planned together.



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## How Partnering with Papé Kenworth Addresses These Goals

The partnership begins with collaborative spec reviews (line-by-line sessions that convert duty-cycle realities into configuration decisions) and extends into an uptime-first service model that aligns maintenance with production. Together, Miles Sand & Gravel and Papé Kenworth have refined T880 configurations that fit Miles Sand & Gravel's routes, payload requirements, and jobsite constraints.

At the Federal Way Papé Kenworth location, Papé supports Miles Sand & Gravel with warranty repairs, campaigns and recalls, PDIs on new vehicles, technical support, and emergency repairs as needed. According to the Miles team, a few parts of the working relationship make the biggest difference day to day:

### **Spec Collaboration That Standardizes the Fleet:**

Line-by-line spec reviews help Miles Sand & Gravel align trucks to real routes and duty cycles, supporting repeatable configurations across dumps, mixers, and tractors.

### **Swing-Shift Scheduling and Production-Aware Service Execution:**

The Federal Way shop's swing-shift capacity helps move repairs and maintenance into off-peak windows and reduce disruption during busy delivery schedules.

### **Clear Service Visibility Through PSSM:**

Federal Way leverages PACCAR Solutions Service Management (PSSM) to provide near real-time service status: check-in, work start, repair progress, and release. With PSSM, Miles Sand & Gravel has consistent information without relying on repeated calls.

### **A Reliable Parts-and-Service Relationship:**

The Miles team emphasizes the practical value of responsiveness and follow-through when repairs, approvals, and parts decisions need to happen quickly.

### **A Regular Planning Cadence:**

Ongoing conversations help align maintenance loads, anticipated job mix, lead times, and replacement horizons, often looking multiple years ahead.

# OUTCOMES: UPTIME WON, PLANS IN MOTION

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For Miles Sand & Gravel, the value of the Papé Kenworth partnership shows up in connected ways: a more standardized fleet, fewer operational disruptions, stronger driver continuity, and clearer long-range planning, supported by better visibility into service progress.

## Training, Coverage, and Maintenance Predictability

By standardizing much of its vocational fleet around repeatable Kenworth T880 configurations, Miles Sand & Gravel improved training efficiency, schedule coverage, and maintenance predictability. Drivers are able to rotate between dumps, mixers, and tractors with minimal adjustment thanks to consistent cab layout and controls. And the team reports the T880 is driver-preferred, supporting recruiting and retention. For technicians, fewer configuration variations mean faster familiarity, more repeatable service workflows, and steadier maintenance patterns. This has reduced operational friction when trucks shift across applications and protects morale when downtime puts pressure on the schedule.

## Operational Continuity Through the Federal Way Shop

The Federal Way location functions as a practical hub for keeping the fleet moving, especially when swing-shift hours allow maintenance and repairs to happen outside the most demanding delivery windows. With clearer visibility into repair status and next steps, the Miles team can plan dispatch more confidently, reduce check-in time, and make faster decisions on approvals and scheduling that keep loads moving.

## Fuel and Lifecycle Awareness Through Planning

With fuel efficiency and utilization realities in view, planning becomes a tool for controlling lifecycle cost, not just scheduling purchases. Ongoing conversations with Papé Kenworth help Miles Sand & Gravel evaluate replacement timing, anticipate parts and service needs, and make spec adjustments that support efficiency as trucks age. Over time, that cadence reduces reactive decision-making and keeps uptime objectives aligned with long-range fleet strategy.

Together, these outcomes demonstrate how spec decisions, shop support, and driver experience reinforce one another, especially when service communication is structured to be proactive, transparent, and fast.



# CONCLUSION

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For ready-mix and aggregate operations, uptime is shaped by more than the truck itself. It depends on how well the truck is spec'd for the job, how accessible and capable the service department is, and how quickly accurate information moves between the shop and the fleet team.

Miles Sand & Gravel's partnership with Papé Kenworth combines hands-on T880 spec collaboration

with a service-first relationship at the Federal Way location, supported by swing-shift capacity and PSSM-driven, real-time service visibility that reduces uncertainty and helps the operation plan around repairs with fewer disruptions. Alongside driver-preferred equipment and a steady planning cadence, these factors help Miles Sand & Gravel keep trucks moving, people working, and long-term fleet strategy on track, essential to keeping the Northwest building.



# NOTES

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**KENWORTH**



**M**  
**MILES**  
SAND & GRAVEL

**T330**  
GVW 105,500 USDOT 51238

COLUMBIA  
BODY MFG. CO.

230208

**PAPÉ**

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[papekenworth.com](http://papekenworth.com)