



# Performance Dashboard

## ON TIME

February 4 – 8, 2013

**97.06%**

Delivery before bell

**95.55%**

Delivery 35 - 5 min before bell

**93.23%**

On-Time Delivery  
30 - 10 min before bell

## CUSTOMER FOCUSED

February 4 – 8, 2013

Avg. Call Duration **1:13 min**

Avg. Call Wait Time **37 sec**

# Calls Answered **1424**

% Calls Answered **87.3%**

Parent Resource Center

## SAFE

December 2012

**1.5**

Preventable accidents  
per 100,000 miles

## RELIABLE

As of February 12, 2013

**7.9 years**

Average age of fleet

## EFFICIENT

February 4 – 8, 2013

**100%**

Routing changes  
implemented within 3 days