



# Performance Dashboard

## ON TIME

April 29 – May 3, 2013

**98.33%**

Delivery before bell

**97.16%**

Delivery 35 - 5 min before bell

**95.27%**

On-Time Delivery  
30 - 10 min before bell

## CUSTOMER FOCUSED

April 29 – May 3, 2013

Avg. Call Duration **1:17 min**

Avg. Call Wait Time **41.4 sec**

# Calls Answered **1170**

% Calls Answered **95.7%**

Parent Resource Center

## SAFE

April 2013

**1.6**

Preventable accidents  
per 100,000 miles

## RELIABLE

As of April 29, 2013

**7.9 years**

Average age of fleet

## EFFICIENT

April 29 – May 3, 2013

**100%**

Routing changes  
implemented within 3 days