



# Performance Dashboard

## ON TIME

March 18 – 22, 2013

**97.37%**

Delivery before bell

**96.05%**

Delivery 35 - 5 min before bell

**93.21%**

On-Time Delivery  
30 - 10 min before bell

## CUSTOMER FOCUSED

March 18 – 22, 2013

Avg. Call Duration **1:03 min**

Avg. Call Wait Time **1:59 min**

# Calls Answered **1264**

% Calls Answered **78.3%**

Parent Resource Center

## SAFE

February 2013

**1.59**

Preventable accidents  
per 100,000 miles

## RELIABLE

As of March 1, 2013

**7.9 years**

Average age of fleet

## EFFICIENT

March 18 – 22, 2013

**100%**

Routing changes  
implemented within 3 days