



Performance Dashboard

ON TIME

April 1 – 5, 2013

98.13%

Delivery before bell

96.49%

Delivery 35 - 5 min before bell

95.55%

On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED

April 1 – 5, 2013

Avg. Call Duration **1:18 min**

Avg. Call Wait Time **2:19 min**

Calls Answered **229**

% Calls Answered **90.0%**

Parent Resource Center

SAFE

March 2013

2.2

Preventable accidents
per 100,000 miles

RELIABLE

As of March 1, 2013

7.9 years

Average age of fleet

EFFICIENT

April 1 – 5, 2013

100%

Routing changes
implemented within 3 days