



Performance Dashboard

ON TIME

July 15 – July 19, 2013

91.3%

Delivery before bell

86.7%

Delivery 35 - 5 min before bell

82.2%

On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED

July 15 – July 19, 2013

Avg. Call Duration **1:33 min**

Avg. Call Wait Time **49 sec**

Calls Answered **1195**

% Calls Answered **89.6%**

Parent Resource Center

SAFE

June 2013

1.36

Preventable accidents
per 100,000 miles

RELIABLE

As of July 1, 2013

7.9 years

Average age of fleet

EFFICIENT

July 15 – July 19, 2013

100%

Routing changes
implemented within 3 days