



Performance Dashboard

ON TIME

July 29 – Aug 2, 2013

98.4%

Delivery before bell

96.7%

Delivery 35 - 5 min before bell

95.5%

On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED

July 29 – Aug 2, 2013

Avg. Call Duration **1:16 min**

Avg. Call Wait Time **1:56 min**

Calls Answered **978**

% Calls Answered **83.6%**

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 29 – Aug 2, 2013

100%

Routing changes
implemented within 3 days