



Performance Dashboard

ON TIME

July 8 – July 12, 2013

91.14%

Delivery before bell

86.49%

Delivery 35 - 5 min before bell

82.04%

On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED

July 8 – July 12, 2013

Avg. Call Duration **1:44 min**

Avg. Call Wait Time **2:22 min**

Calls Answered **2083**

% Calls Answered **76.7%**

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 8 – July 12, 2013

100%

Routing changes
implemented within 3 days