



Performance Dashboard

ON TIME

January 14 – 18, 2013

96.59%

Delivery before bell

94.29%

Delivery 35 - 5 min before bell

91.62%

On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED

January 14 – 18, 2013

Avg. Call Duration **1:17min**

Avg. Call Wait Time **29 sec**

Calls Answered **1372**

% Calls Answered **88.9%**

Parent Resource Center

SAFE

December 2012

1.5

Preventable accidents
per 100,000 miles

RELIABLE

As of January 14, 2013

8 years

Average age of fleet

EFFICIENT

January 14 – 18, 2013

100%

Routing changes
implemented within 3 days