



# Performance Dashboard

## ON TIME\*

January 22-25, 2013

**91.86%**

Delivery before bell

**88.35%**

Delivery 35 - 5 min before bell

**84.22%**

On-Time Delivery  
30 - 10 min before bell

## CUSTOMER FOCUSED\*

January 22-25, 2013

Avg. Call Duration **1:11 min**

Avg. Call Wait Time **4:13 min**

# Calls Answered **1778**

% Calls Answered **66.8%**

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 22-25, 2013

**100%**

Routing changes  
implemented within 3 days

\*A dip in performance is expected when inclement weather causes traffic problems.