



Performance Dashboard

ON TIME

February 25 –
March 1

97.4%

Delivery before bell

95.8%

Delivery 35 - 5 min before bell

93.2%

On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED

February 25 – March 1

Avg. Call Duration **1:06 min**

Avg. Call Wait Time **41 sec**

Calls Answered **1312**

% Calls Answered **83.4%**

Parent Call Center

SAFE

January 2012

1.14

Preventable accidents
per 100,000 miles

RELIABLE

As of February 12, 2013

7.9 years

Average age of fleet

EFFICIENT

February 25 – March 1

100%

Routing changes
implemented within 3 days