



Performance Dashboard

ON TIME

March 4 – 8, 2013

97.71%

Delivery before bell

96.62%

Delivery 35 - 5 min before bell

94.36%

On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED

March 4 – 8, 2013

Avg. Call Duration **1:03 min**

Avg. Call Wait Time **44 sec**

Calls Answered **1127**

% Calls Answered **89.4%**

Parent Resource Center

SAFE

February 2013

1.59

Preventable accidents
per 100,000 miles

RELIABLE

As of February 12, 2013

7.9 years

Average age of fleet

EFFICIENT

March 4 – 8, 2013

100%

Routing changes
implemented within 3 days