



Performance Dashboard

ON TIME

April 8 - 12, 2013

96.75%

Delivery before bell

95.22%

Delivery 35 - 5 min before bell

91.80%

On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED

April 8 - 12, 2013

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

Avg. Call Wait Time **42 sec**

Calls Answered **1324**

% Calls Answered **87.9%**

Parent Resource Center

SAFE

March 2013

2.9

Preventable accidents
per 100,000 miles

RELIABLE

As of March 1, 2013

7.9 years

Average age of fleet

EFFICIENT

April 8 - 12, 2013

100%

Routing changes
implemented within 3 days