Performance Dashboard

ON TIME
April 22 – 26, 2013

97.80%
Delivery before bell

96.23%
Delivery 35 - 5 min before bell

94.21%
On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED
April 22 – 26, 2013

Avg. Call Duration	**1:18 min**
Avg. Call Wait Time	**40.9 sec**
# Calls Answered	**1273**
% Calls Answered	**94.4%**

Parent Resource Center

SAFE
March 2013

2.9
Preventable accidents
per 100,000 miles

RELIABLE
As of April 29, 2013

7.9 years
Average age of fleet

EFFICIENT
April 22 – 26, 2013

100%
Routing changes
implemented within 3 days