



Performance Dashboard

ON TIME

May 6 – 10, 2013

98.0%

Delivery before bell

97.2%

Delivery 35 - 5 min before bell

94.9%

On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED

May 6 – 10, 2013

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

Avg. Call Wait Time **1:04 min**

Calls Answered **1378**

% Calls Answered **91.7%**

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

May 6 – 10, 2013

100%

Routing changes
implemented within 3 days