



Performance Dashboard

ON TIME

May 13 - 17, 2013

98.6%

Delivery before bell

97.0%

Delivery 35 - 5 min before bell

95.1%

On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED

May 13 - 17, 2013

Avg. Call Duration **1:20 min**

Avg. Call Wait Time **1:20 min**

Calls Answered **1427**

% Calls Answered **88.8%**

Parent Resource Center

SAFE

April 2013

1.7

Preventable accidents
per 100,000 miles

RELIABLE

As of April 29, 2013

7.9 years

Average age of fleet

EFFICIENT

May 13 - 17, 2013

100%

Routing changes
implemented within 3 days