



Performance Dashboard

ON TIME

June 17 – June 21, 2013

98.8%

Delivery before bell

97.5%

Delivery 35 - 5 min before bell

95.3%

On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED

June 17 – June 21, 2013

Avg. Call Duration **1:19 min**

Avg. Call Wait Time **42 sec**

Calls Answered **920**

% Calls Answered **98.0%**

Parent Resource Center

SAFE

May 2013

2.9

Preventable accidents
per 100,000 miles

RELIABLE

As of April 29, 2013

7.9 years

Average age of fleet

EFFICIENT

June 17 – June 21, 2013

100%

Routing changes
implemented within 3 days