



# Performance Dashboard

## ON TIME

June 24 – June 28, 2013

**93.6%**

Delivery before bell

**85.8%**

Delivery 35 - 5 min before bell

**83.4%**

On-Time Delivery  
30 - 10 min before bell

## CUSTOMER FOCUSED

June 24 – June 28, 2013

Avg. Call Duration **1:48 min**

Avg. Call Wait Time **1:21 min**

# Calls Answered **1150**

% Calls Answered **94.5%**

Parent Resource Center

## SAFE

June 2013

**1.36**

Preventable accidents  
per 100,000 miles

## RELIABLE

As of July 1, 2013

**7.5 years**

Average age of fleet

## EFFICIENT

June 24 – June 28, 2013

**100%**

Routing changes  
implemented within 3 days