



# Performance Dashboard



## CUSTOMER FOCUSED

Aug 5 – 9, 2013

Avg. Call Duration	<b>1:47 min</b>
Avg. Call Wait Time	<b>24 sec</b>
# Calls Answered	<b>341</b>
% Calls Answered	<b>94.7%</b>
<b>Parent Resource Center</b>	

## SAFE

July 2013

**1.55**

Preventable accidents  
per 100,000 miles

## RELIABLE

As of July 1, 2013

**7.9 years**

Average age of fleet

## EFFICIENT

Aug 5 – Aug 9, 2013

**100%**

Routing changes  
implemented within 3 days