



Performance Dashboard



CUSTOMER FOCUSED

Oct 14 – 18, 2013

Avg. Call Duration	1:27 min
Avg. Call Wait Time	43 sec
# Calls Answered	890
% Calls Answered	91.8%
Parent Resource Center	

SAFE

September 2013

1.53

Preventable accidents
per 100,000 miles

RELIABLE

As of August 1, 2013

7.9 years

Average age of fleet

EFFICIENT

Oct 14 – 18, 2013

100%

Routing changes
implemented within 3 days