



Performance Dashboard



CUSTOMER FOCUSED

Sept 3 – 6, 2013

Avg. Call Duration **2:24 min**

Avg. Call Wait Time **23 sec**

Calls Answered **1984**

% Calls Answered **95.9%**

Parent Resource Center

SAFE

August 2013

2.25

Preventable accidents
per 100,000 miles

RELIABLE

As of July 1, 2013

7.9 years

Average age of fleet

EFFICIENT

Sept 3 – 6, 2013

100%

Routing changes
implemented within 3 days