



Performance Dashboard



CUSTOMER FOCUSED

May 20 – May 24, 2013

Avg. Call Duration **1:21 min**

Avg. Call Wait Time **1:17 min**

Calls Answered **1483**

% Calls Answered **89.3%**

Parent Resource Center

SAFE

April 2013

1.6

Preventable accidents
per 100,000 miles

RELIABLE

As of April 29, 2013

7.9 years

Average age of fleet

EFFICIENT

May 20 – May 24, 2013

100%

Routing changes
implemented within 3 days