



# Performance Dashboard

## ON TIME

March 11 – 15, 2013

**95.92%**

Delivery before bell

**93.69%**

Delivery 35 - 5 min before bell

**90.73%**

On-Time Delivery  
30 - 10 min before bell

## CUSTOMER FOCUSED

March 11 – 15, 2013

Avg. Call Duration **1:09 min**

Avg. Call Wait Time **1:16 min**

# Calls Answered **1275**

% Calls Answered **80.9%**

Parent Resource Center

## SAFE

February 2013

**1.59**

Preventable accidents  
per 100,000 miles

## RELIABLE

As of March 1, 2013

**7.9 years**

Average age of fleet

## EFFICIENT

March 11 – 15, 2013

**100%**

Routing changes  
implemented within 3 days