



Performance Dashboard



CUSTOMER FOCUSED

Aug 26 – 30, 2013

Avg. Call Duration	2:54 min
Avg. Call Wait Time	1:13 min
# Calls Answered	3746
% Calls Answered	90.3%
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

Aug 26 – Aug 30, 2013

100%

Routing changes
implemented within 3 days