# LEVEL OF SERVICE REPORT

## OCT. 2004 - SEPT. 2005

## FY 04-05

| | Operating Hours | Scale Hours scal. X oper | Instances of Scale Closing | Total Lane Hours Closed | Total closed hours due to Cust. Svc. | Total closed hours due to other | Achieved Svc. Level | Position Number | Total Vacant Hours | Total # Trans | Tares | Total Net Tons | Total # Errors | Accuracy Rate | Sur Charges | Manual tickets | OPS notices | Total Revenue |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **OCT** | 302 | 1,208 | 1 | 0.33 | 0 | 0.33 | 100.00% | C1388 | 48 | 27,815 | 483 | 130,199.74 | 56 | 99.79% | 25 | 1034 | 330 | $ 3,614,809.13 |
| **NOV** | 304 | 1,216 | 2 | 21.25 | 0 | 21.25 | 100.00% | 0 | 0 | 24,645 | 325 | 118,202.93 | 45 | 99.81% | 26 | 760 | 102 | $ 3,514,753.16 |
| **DEC** | 312 | 1,248 | 0 | 0 | 0 | 0 | 100.00% | 3279 | 32 | 24,198 | 338 | 125,034.61 | 42 | 99.83% | 55 | 980 | 167 | $ 3,383,726.85 |
| **JAN** | 316 | 1,264 | 0 | 0 | 0 | 0 | 100.00% | 3279/1741 | 288 | 24,050 | 331 | 125,904.68 | 29 | 99.88% | 17 | 1012 | 150 | $ 3,418,224.79 |
| **FEB** | 280 | 1,120 | 0 | 0 | 0 | 0 | 100.00% | 1966/2561 | 192 | 22,709 | 330 | 114,818.89 | 39 | 99.83% | 56 | 1097 | 146 | $ 3,231,115.17 |
| **MAR** | 316 | 1,264 | 0 | 0 | 0 | 0 | 100.00% | 3279/1741<br>1966 | 184 | 26,398 | 376 | 138,741.21 | 49 | 99.82 | 6 | 1,352 | 187 | $ 3,879,003.55 |
| **APR** | 302 | 1208 | 0 | 0 | 0 | 0 | 100.00% | 1966 | 168 | 26,717 | 311 | 130,149.16 | 54 | 99.80% | 6 | 1017 | 187 | $ 3,648,815.27 |
| **MAY** | | | | | | | 100.00% | | | | | | | | | | | |
| **JUN** | | | | | | | 100.00% | | | | | | | | | | | |
| **JULY** | | | | | | | 100.00% | | | | | | | | | | | |
| **AUG** | | | | | | | 100.00% | | | | | | | | | | | |
| **SEPT** | | | | | | | 100.00% | | | | | | | | | | | |
| **TOTAL** | **2132** | **8528** | **3** | **21.58** | **0** | **21.58** | **100.00%** | **7211** | **912** | **176532** | **2494** | **883051.22** | **314** | **99.81%** | **191** | **7252** | **1269** | **24,690,447.92** |

| | CURRENT | LAST YEAR |
|---|---|---|
| Hours | 302 | 304 |
| C/S Hours | 1,264 | 1,216 |
| Service Level | 100.00% | 100.00% |
| Tares | 311 | 380 |
| Surcharge | 6 | 26 |
| Ops Notices | 187 | 104 |
| Transactions | 26,717 | 25,344 |

**EXPLANATION OF OTHER HOURS**