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	99.80%	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	99.82%	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 3279/1741	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%	1966	184	26,398	376	138,741.21	49	99.81%	6	1,352	187	$ 3,879,003.55
APR	302	1,208	0	0	0	0	100.00%	1966	168	26,717	311	130,149.16	54	99.80%	6	1,017	187	$ 3,648,815.27
MAY	304	1,216	0	0	0	0	100.00%	1966/1388 /1741	296	25,540	255	132,036.51	42	99.84%	2	1,111	159	$ 3,560,825.73
JUN	304	1,216	0	0	0	0	100.00%	1741/1900	248	26,536	428	131,756.28	48	99.82%	3	1,623	188	$ 3,659,288.82
JULY	302	1,208	0	0	0	0	100.00%	1741/1900	320	26,605	398	129,349.35	28	99.89%	6	1,316	174	$ 3,529,773.34
AUG	316	1,264					100.00%	1741/1900/ 1744						#DIV/0!				
SEPT	304	1,216					100.00%							#DIV/0!				
TOTAL	**3,662**	**14,648**	**3**	**21.58**	**0**	**21.58**	**100.00%**		**1,776**	**255,213**	**3,575**	**1,276,193.36**	**432**	**#DIV/0!**	**202**	**11,302**	**1,790**	**$ 35,440,335.81**

JULY-	CURRENT	LAST YR
Hours	302	314
C/S Hours	1,208	1256
Service Level	100%	99.85%
Tares	398	463
Surcharge	6	23
Ops Notices	174	176
Transactions	26,605	28,707