

LEVEL OF SERVICE REPORT																		
OCT. 2004 - SEPT. 2005																		
FY 04-05																		
	Operating	Scale Hours	Instances of Scale Closing	Total Lane Hours	Total closed hours due to	Total closed hours due to	Achieved Svc.	Position	Total Vacant	Total #		Total	Total #	Accuracy	Sur	Manual	OPS	Total
	Hours	scal. X oper	Scale Closing	Closed	Cust. Svc.	other	Level	Number	Hours	Trans	Tares	Net Tons	Errors	Rate	Charges	tickets	notices	Revenue
OCT	302	1,208	1	0.33	0	0.33	100.00%	C1388	48	27,815	483	130199.74	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	118202.93	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	125034.61	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	125904.68	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	114818.89	39	99.83%	56	1097	146	3,231,115.17
MAR	316	1,264	0	0	0	0	100.00%	3279/1741	184	26,398	376	138741.21	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	130149.16	54	99.80%	6	1,017	187	3,648,815.27
MAY	304	1,216	0	0	0	0	100.00%	1966/1388	296	25,540	255	132036.51	42	99.84%	2	1,111	159	3,560,825.73
JUN	304	1,216	0	0	0	0	100.00%	/1741	248	26,536	428	131756.28	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	129349.35	28	99.89%	6	1,316	174	3,529,773.34
AUG	316	1,264	1	15	0	15	100.00%	1741/1900	640	27,352	399	130,960.58	15	99.95%	19	1,525	156	3,602,895.31
SEPT	304	1,216					100.00%	1744/3279						#DIV/0!				
TOTAL	3,662	14,648	4	36.58	0	36.58	100.00%		2,416	282,565	3,974	1407153.9	447	#DIV/0!	221	12,827	1,946	39,043,231.12
	AUG	CURRENT	LAST YR															
Hours		316	304															
C/S Hours		1,264	1216															
Service Level		100%	100%															
Tares		399	459															
Surcharge		19	23															
Ops Notices		174	211															
Transactions		27,352	23,343															