

MPOO AREA (2) Customer Service Variance Summary 142 Customer Service Days 09/30/2006 to 03/23/2007												
Tot Auto/Mech Var Hrs: 147			Tot Manual Var Hrs: - 1,459			Tot Retail Var Hrs: 3,995			Tot Admin Var Hrs: 13,296			
Tot Auto/Mech Var Vol: 0			Tot Manual Var Vol: 7,471			Tot Retail Trans: 15,378			Tot Fun 4 Var Hrs: 15,979			
FTES CLERKS/MAILHANDLERS ACTUAL: 51			FTES CLERKS/MAILHANDLERS EARNED: 34						FTES Variance: 17.0			
Unit Name	Auto Mech Hours % Achd	Manual Hours % Achd	Retail Hours % Achd	Admin Hours % Achd	Auto Mech Volume % Var	Manual Volume % Var	Retail Trans % Var	Total F4 Hours % Achd	Total F4 Hours Var	FTES Actual	FTES Earned	FTES Variance
REDONDO BEACH PO	0.00%	109.33%	58.60%	31.32%	0.00%	19.06%	3.32%	61.28%	16958	46.58	28.54	18.03
RED- HERMOSA BCH BR	0.00%	67.28%	107.01%	215.45%	0.00%	14.93%	7.04%	105.26%	- 127	2.58	2.71	-0.14
RED-NORTH REDONDO BCH	0.00%	40047.00%	114.77%	303.09%	0.00%	16.04%	5.27%	150.94%	- 851	1.78	2.68	-0.91
												