

MPOO AREA (1) Customer Service Variance Summary 142 Customer Service Days 09/30/2006 to 03/23/2007												
Tot Auto/Mech Var Hrs: 0			Tot Manual Var Hrs: 3,876			Tot Retail Var Hrs: 2,556			Tot Admin Var Hrs: 13,772			
Tot Auto/Mech Var Vol: 0			Tot Manual Var Vol: 13,653			Tot Retail Trans: 20,574			Tot Fun 4 Var Hrs: 20,204			
FTES CLERKS/MAILHANDLERS ACTUAL: 60			FTES CLERKS/MAILHANDLERS EARNED: 38						FTES Variance: 21.5			
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
BEVERLY HILLS PO	0.00%	86.17%	87.74%	24.97%	0.00%	17.86%	4.42%	62.22%	17649	49.68	30.91	18.77
BHL-BEVERLY STA	0.00%	56.11%	65.14%	45.33%	0.00%	8.35%	6.43%	60.19%	2240	5.98	3.60	2.38
BHL-CRESCENT STA	0.00%	0.00%	79.83%	2682.22%	0.00%	0.00%	9.95%	89.39%	237	2.37	2.12	0.25
BHL-EASTGATE STA	0.00%	0.00%	81.35%	0.00%	0.00%	0.00%	4.55%	94.74%	78	1.57	1.48	0.08

