

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: 11,382			Tot Retail Var Hrs: 3,085			Tot Admin Var Hrs: 11,304			
Tot Auto/Mech Var Vol: 0			Tot Manual Var Vol: 764			Tot Retail Trans: - 401			Tot Fun 4 Var Hrs: 25,771			
FTES CLERKS/MAILHANDLERS ACTUAL: 45			FTES CLERKS/MAILHANDLERS EARNED: 17						FTES Variance: 27.4			
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
COMPTON PO	0.00%	39.25%	60.24%	32.28%	0.00%	3.57%	0.97%	39.71%	22179	39.12	15.53	23.58
COM-HUB CITY STA	0.00%	40.81%	50.47%	9.85%	0.00%	- 3.50%	- 2.12%	27.06%	3308	4.82	1.30	3.52
COM-WILLOWBROOK STA	0.00%	76.80%	61.39%	79.67%	0.00%	12.64%	- 6.64%	68.47%	285	0.96	0.66	0.30

