

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: 5,592	Tot Retail Var Hrs: 2,083	Tot Admin Var Hrs: 4,153
Tot Auto/Mech Var Vol: 0	Tot Manual Var Vol: 1,411	Tot Retail Trans: 6,870	Tot Fun 4 Var Hrs: 11,828
FTES CLERKS/MAILHANDLERS ACTUAL: 41	FTES CLERKS/MAILHANDLERS EARNED: 28		FTES Variance: 12.6

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
DOWNEY PO	0.00%	62.40%	89.45%	54.97%	0.00%	5.00%	0.66%	66.05%	8024	25.13	16.60	8.53
DOW-SOUTH	0.00%	69.55%	75.96%	74.40%	0.00%	- 0.28%	2.29%	72.74%	2811	10.96	7.97	2.99
DOWNEY STA												
DOW-NORTH	0.00%	63.99%	74.79%	125.32%	0.00%	0.41%	4.05%	76.23%	992	4.44	3.38	1.06
DOWNEY STA												

