

MPOO AREA (2) 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: 9,811			Tot Retail Var Hrs: 8,041			Tot Admin Var Hrs: 5,911				
Tot Auto/Mech Var Vol: 0			Tot Manual Var Vol: 11,467			Tot Retail Trans: - 89,088			Tot Fun 4 Var Hrs: 23,762				
FTES CLERKS/MAILHANDLERS ACTUAL: 56			FTES CLERKS/MAILHANDLERS EARNED: 31						FTES Variance: 25.3				
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	
ING-INGLEWOOD CARRIER	0.00%	56.21%	60.69%	54.11%	0.00%	45.13%	- 100.00%	55.67%	9046	21.70	12.08	9.62	
ING-NORTH INGLEWOOD S	0.00%	60.18%	58.43%	45.23%	0.00%	1.79%	1.19%	55.29%	4563	10.85	6.00	4.85	
INGLEWOOD PO	0.00%	22.48%	62.02%	42.69%	0.00%	6.25%	2.95%	47.49%	4529	9.17	4.36	4.82	
ING-ALLA VISTA STA	0.00%	0.00%	54.11%	59.48%	0.00%	0.00%	11.29%	54.41%	2354	5.49	2.99	2.50	
ING-CRENSHAW-IMPERIAL	0.00%	83.47%	50.60%	81.75%	0.00%	6.56%	4.01%	56.62%	1474	3.61	2.05	1.57	
ING-LENNOX STA	0.00%	31.27%	48.40%	372.04%	0.00%	3.21%	- 0.69%	56.84%	1123	2.77	1.57	1.19	
ING-MORNINGSIDE PARK	0.00%	93.09%	90.06%	46.41%	0.00%	0.59%	3.98%	75.02%	673	2.87	2.15	0.72	

