

<b>MPOO AREA (1) Customer Service Variance Summary 142 Customer Service</b> <b>Days 09/30/2006 to 03/23/2007</b>												
Tot Auto/Mech Var Hrs: 0			Tot Manual Var Hrs: 10,064			Tot Retail Var Hrs: 5,198			Tot Admin Var Hrs: 13,968			
Tot Auto/Mech Var Vol: 0			Tot Manual Var Vol: 30,262			Tot Retail Trans: 16,622			Tot Fun 4 Var Hrs: 29,230			
FTES CLERKS/MAILHANDLERS ACTUAL: 80			FTES CLERKS/MAILHANDLERS EARNED: 49						FTES Variance: 31.1			
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
SANTA MONICA PO	0.00%	60.21%	82.90%	26.08%	0.00%	18.44%	2.48%	56.70%	12660	31.09	17.63	13.46
SMO-CMF STA	0.00%	77.40%	5.59%	46.69%	0.00%	22.73%	0.00%	62.81%	8539	24.41	15.33	9.08
SMO-COLORADO STA	0.00%	59.24%	0.00%	53.70%	0.00%	37.80%	0.00%	52.48%	5475	12.25	6.43	5.82
SMO-OCEAN PARK STA	0.00%	53.54%	69.65%	91.99%	0.00%	8.56%	4.04%	69.15%	1298	4.47	3.09	1.38
SMO-WILL ROGERS STA	0.00%	74.46%	97.44%	66.79%	0.00%	330.80%	4.70%	83.14%	1259	7.94	6.60	1.34
												