

Move Services, Handyman, Courier and Chauffeur Activities

November 2005 Mover Services Combined Statistics

Task	Orders	Actions/items		
Delivery	96	0	180	0
Furniture	50	0	72	0
Handyman	75	0	122	0
Special/Other	55	0	68	0
Courier	64	0	119	0
Chauffeur	215	0	215	806 miles
Total FHDS Requests	555	0	776	806
UPS & FedEx Deliveries	572	0	619	0
Combined Total	1,127	1,395		
MIC room setups	5 (included in Furniture and Handyman actions)			

	Same day	Next day	Two days	Three days
Timeliness of request completion:	20.0%	40.0%	20.0%	20.0%

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Workload for past 12 months	Actions/ items
November	1,759
December	1,842
January	1,630
February	2,181
March	1,966
April	1,440
May	1,402
June	1,194
July	1,431
August	1,658
September	1508
October	1781
November	1,395
Total	21,187
Monthly Average	1,766
Variance: Current month to average	-21.0%

Vehicle mileage for month	806
Average Monthly Mileage	727

Definition of Terms

Delivery – Any item except furniture or UPS/FedEx being moved within or between metro DC, NASA facilities

Furniture – Any furniture moved within or between metro DC, NASA facilities.

Handyman – Repair services (hang pictures, fix furniture, etc.)

Special – Special event support (awards ceremony, exhibit moves & set ups).

Courier – Messenger service between NASA HQ and outside locations (State Dept., embassies, etc.)

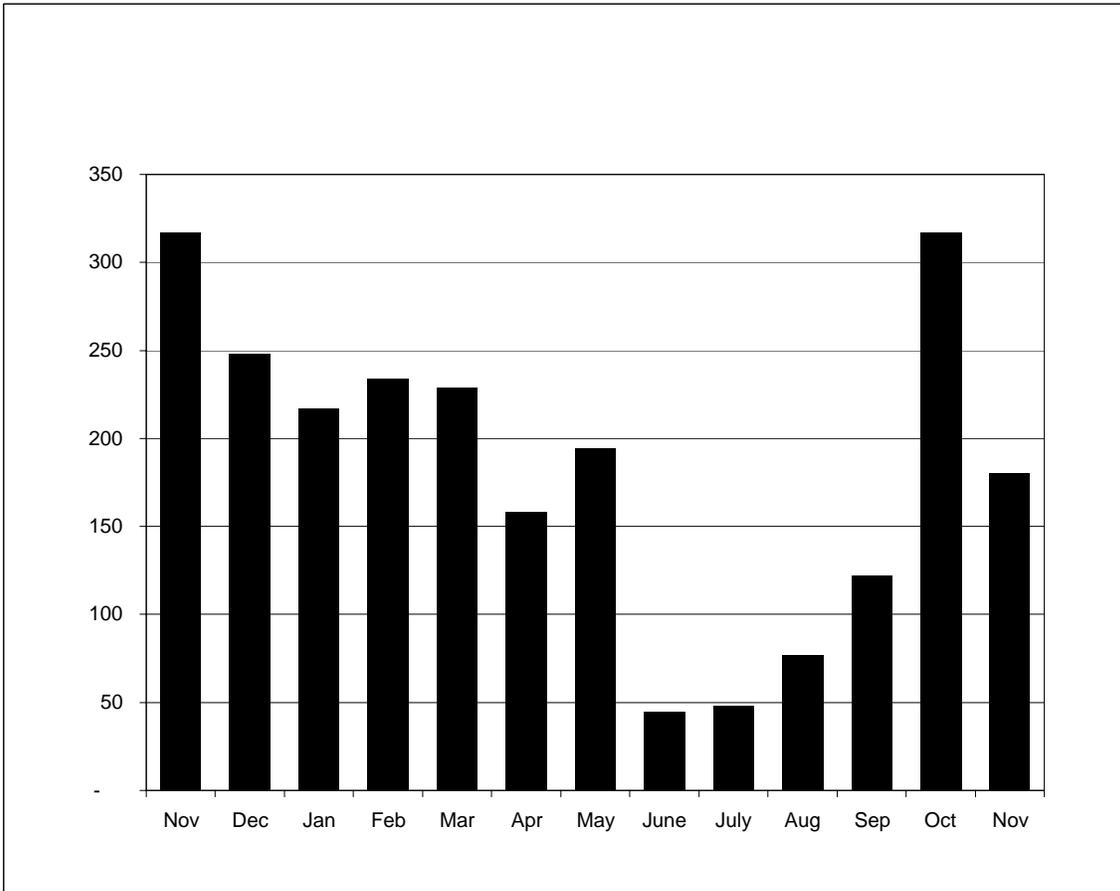
UPS/FedEx – Express delivery items being distributed throughout NASA HQ.

**Move Services, Handyman,
Courier and Chauffeur Activities**

Monthly report covers: September 26, 2005 through [October 25, 2005](#)

SOW Reference: 15.10.6

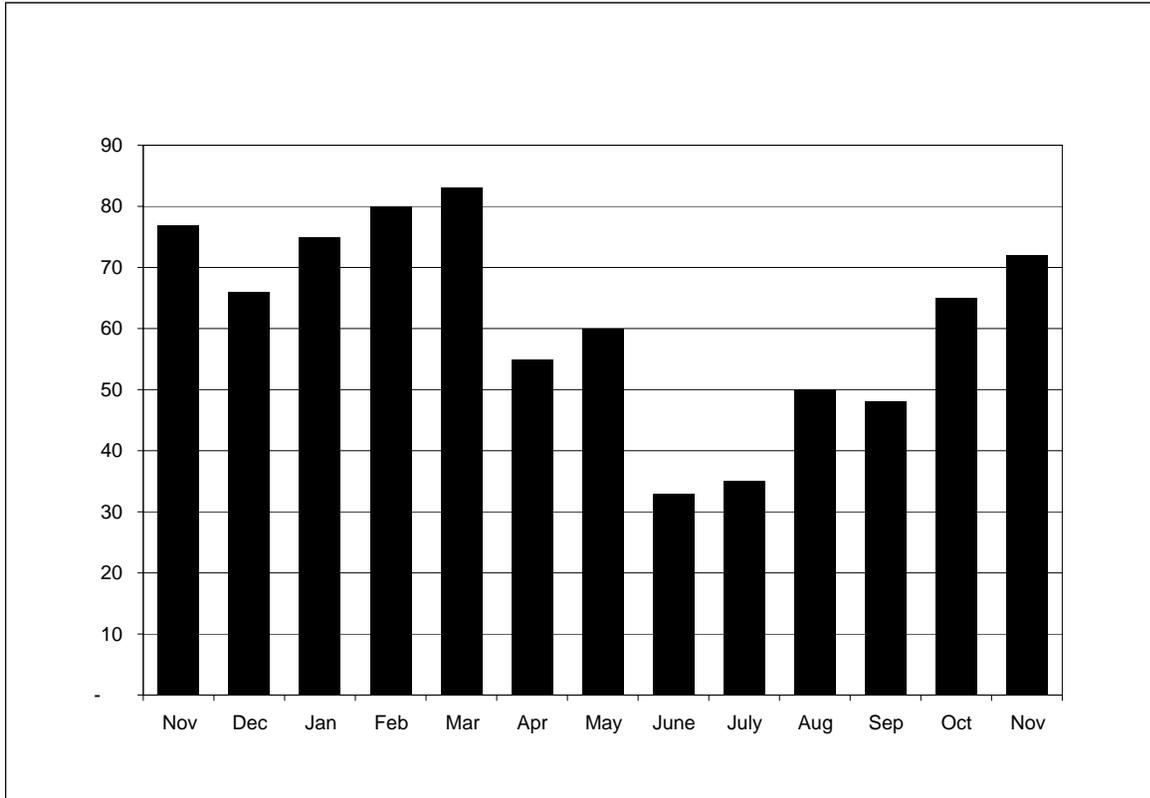
Deliveries (Non-Furniture) Number of Items



Number of Items Delivered	
Nov	317
Dec	248
Jan	217
Feb	234
Mar	229
Apr	158
May	194
June	45
July	48
Aug	77
Sep	122
Oct	317
Nov	180
Total	2,386

SOW Ref. 15.10.6

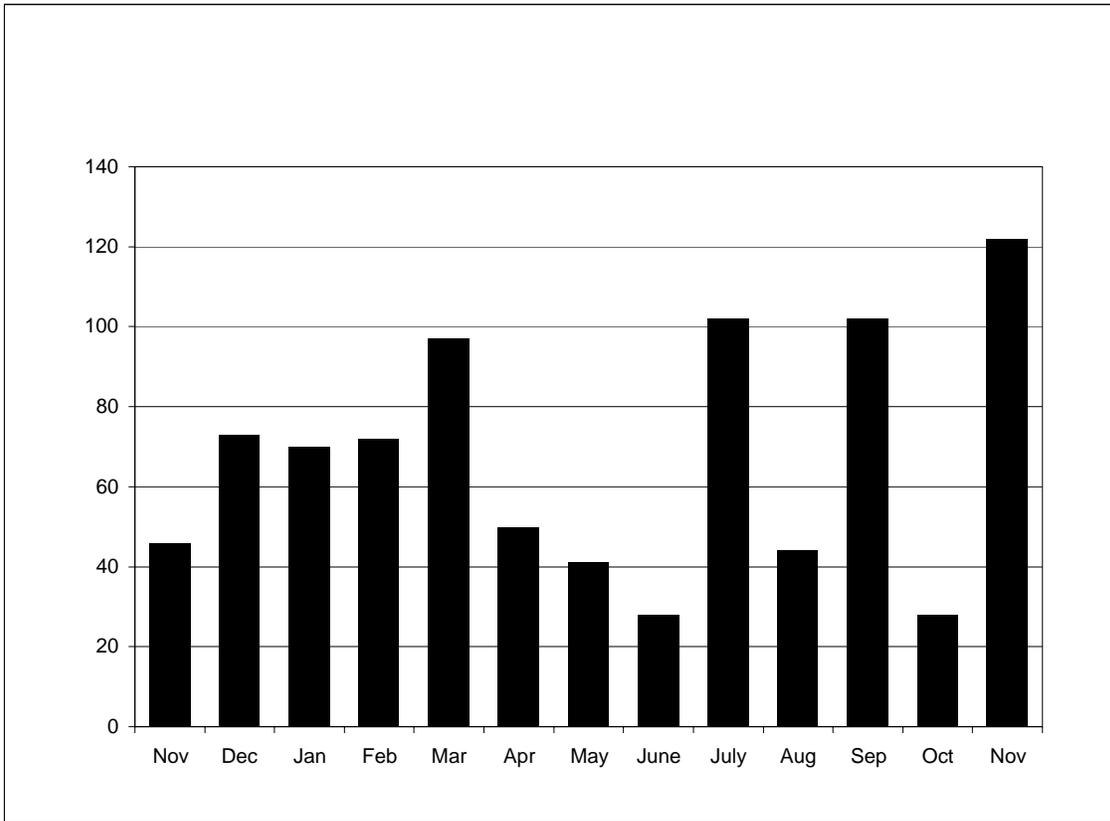
Furniture *Number of Pieces Handled*



Pieces of Furniture Handled	
Nov	77
Dec	66
Jan	75
Feb	80
Mar	83
Apr	55
May	60
June	33
July	35
Aug	50
Sep	48
Oct	65
Nov	72
Total	799

SOW Ref. 15.10.6

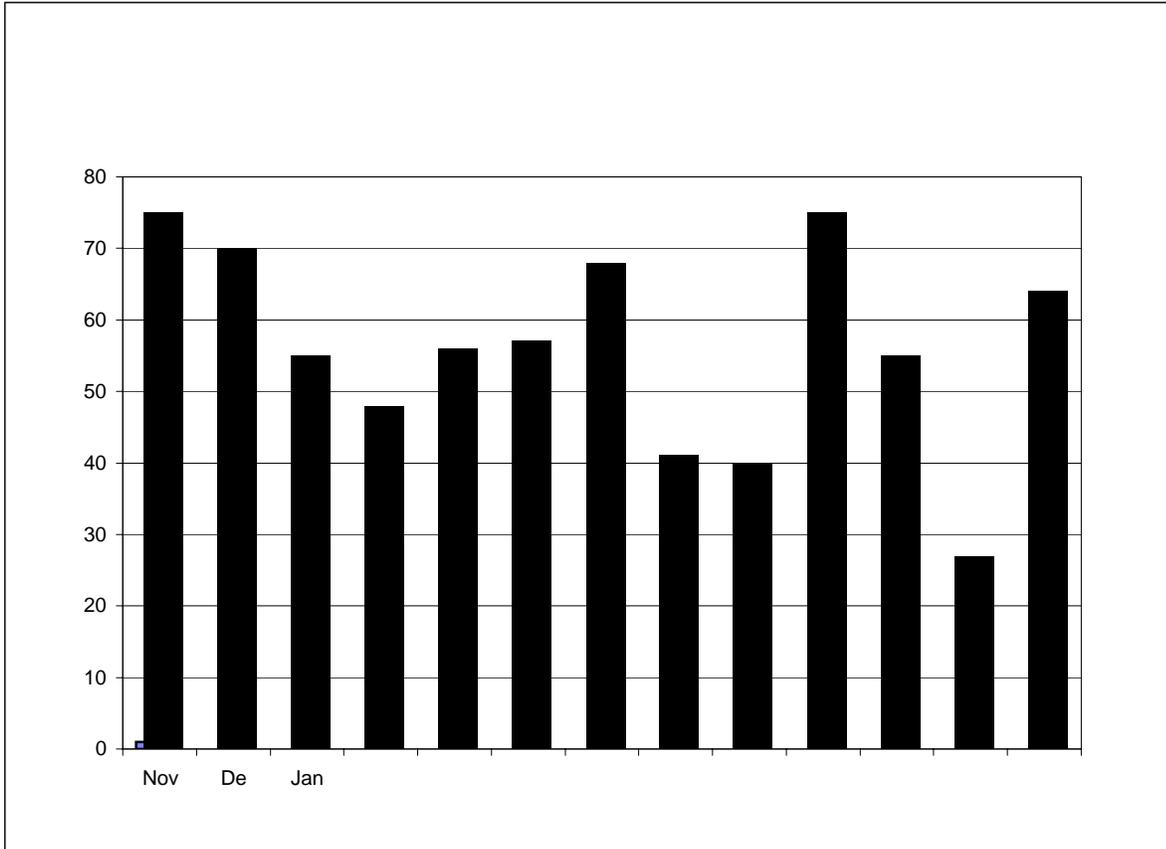
Handyman *Number of Repairs/Actions*



Number of Actions	
Nov	46
Dec	73
Jan	70
Feb	72
Mar	97
Apr	50
May	41
June	28
July	102
Aug	44
Sep	102
Oct	28
Nov	122
Total	875

SOW. Ref. 15.10.6

Courier Activity *Number of Items Delivered or Retrieved*

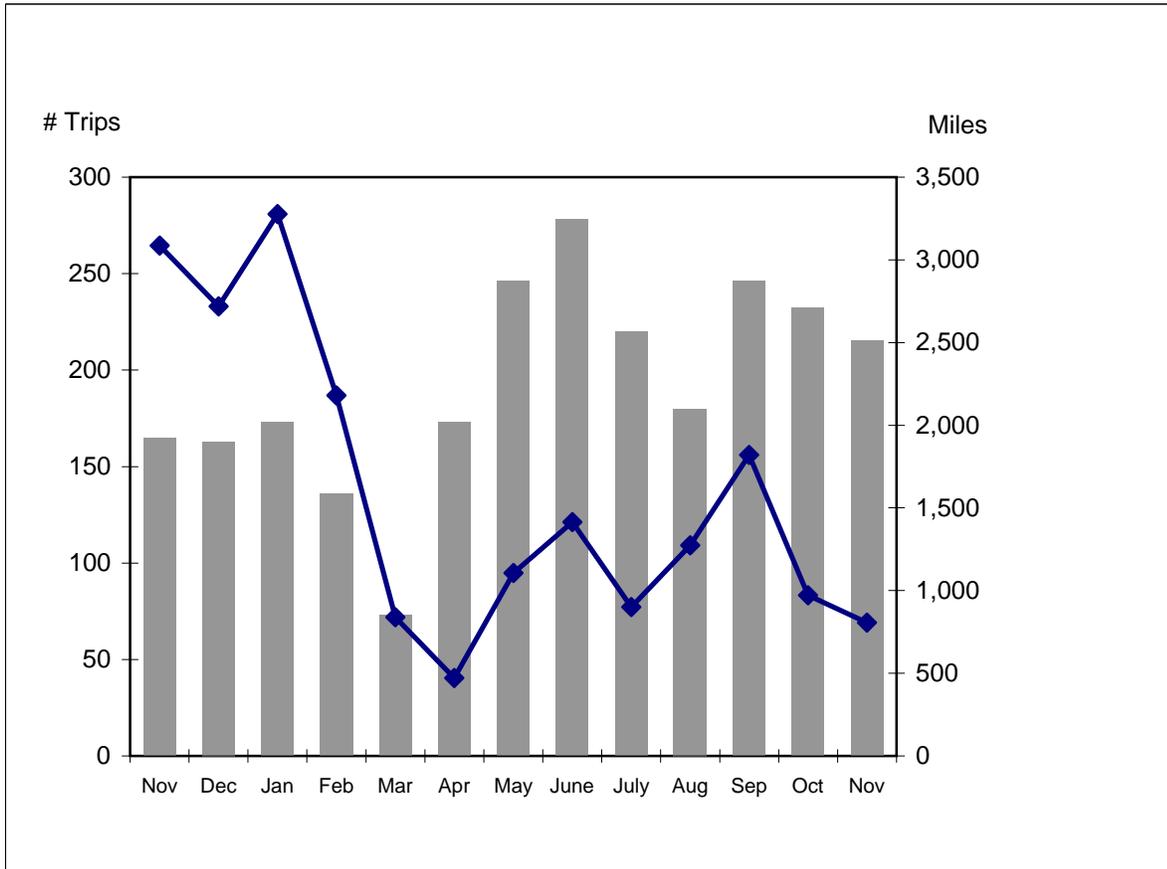


Number of Items
Delivered or Retrieved

Nov	75
Dec	70
Jan	55
Feb	48
Mar	56
Apr	57
May	68
June	41
July	40
Aug	75
Sep	55
Oct	27
Nov	64
Total	731

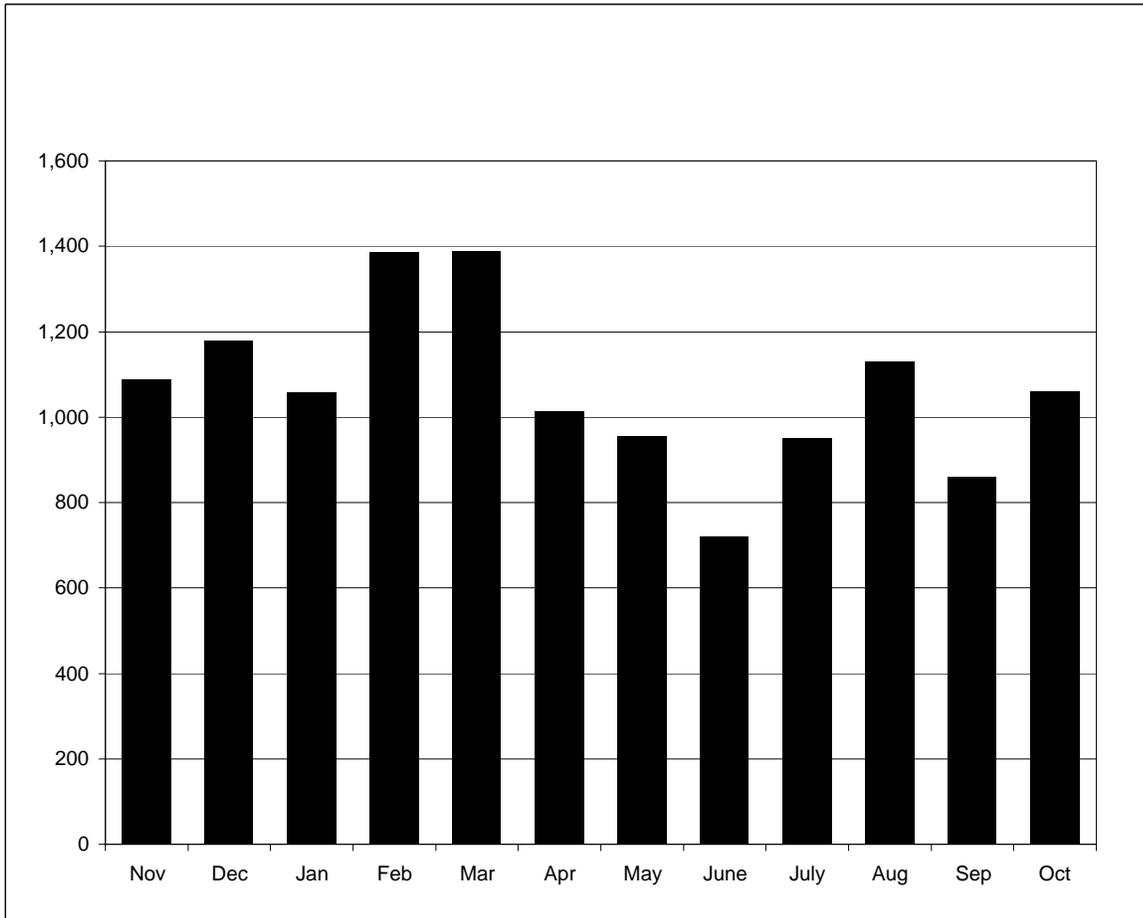
SOW Ref. 15.10.6

Chauffeur Activity Number of Trips and Mileage



	Trips	Miles	
Nov	165	3,086	
Dec	163	2,718	
Jan	173	3,277	
Feb	136	2,181	
Mar	73	838	
Apr	173	472	
May	246	1,106	
June	278	1,414	
July	220	901	
Aug	180	1,274	
Sep	246	1,820	
Oct	232	972	
Nov	215	806	
Total	2,500	20,865	SOW Ref. n/a

UPS and FedEx *Number of Pieces Delivered*

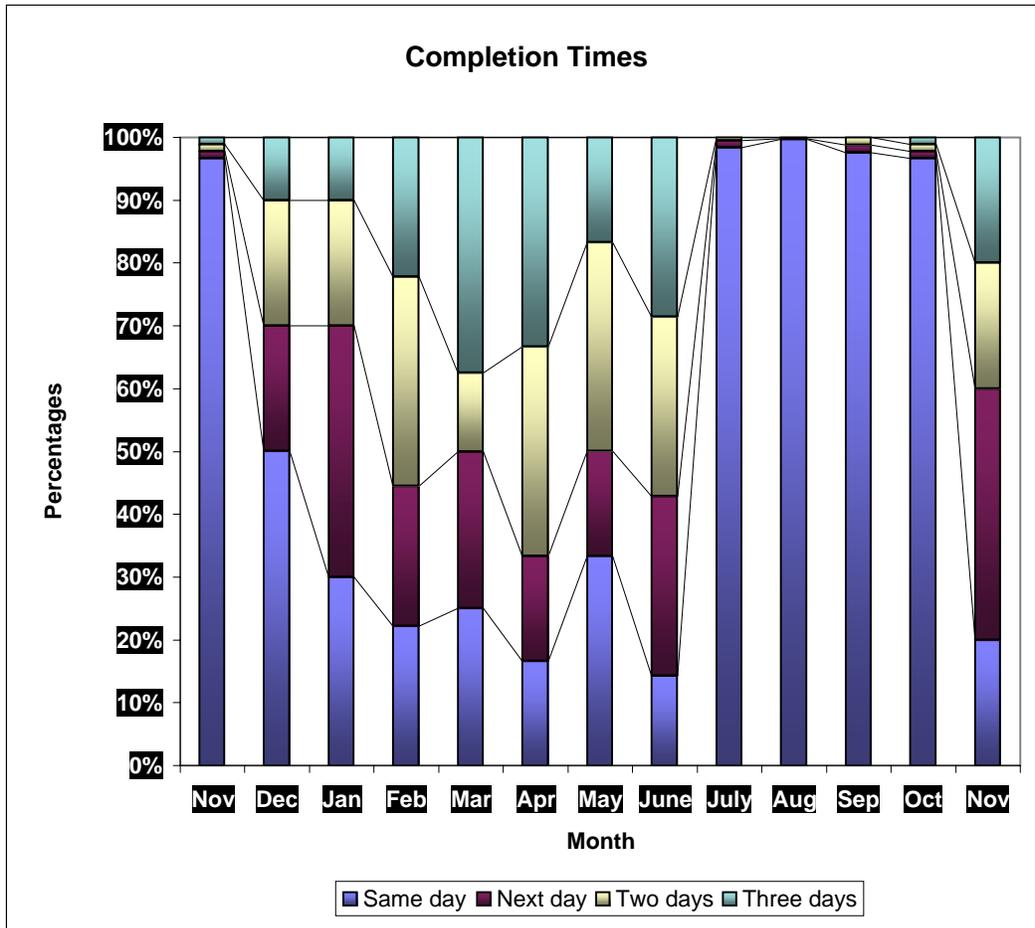


Pieces Delivered

Nov	1,087
Dec	1,180
Jan	1,057
Feb	1,386
Mar	1,389
Apr	1,015
May	957
June	719
July	951
Aug	1,130
Sep	860
Oct	1,060
Nov	619
Total	13,410

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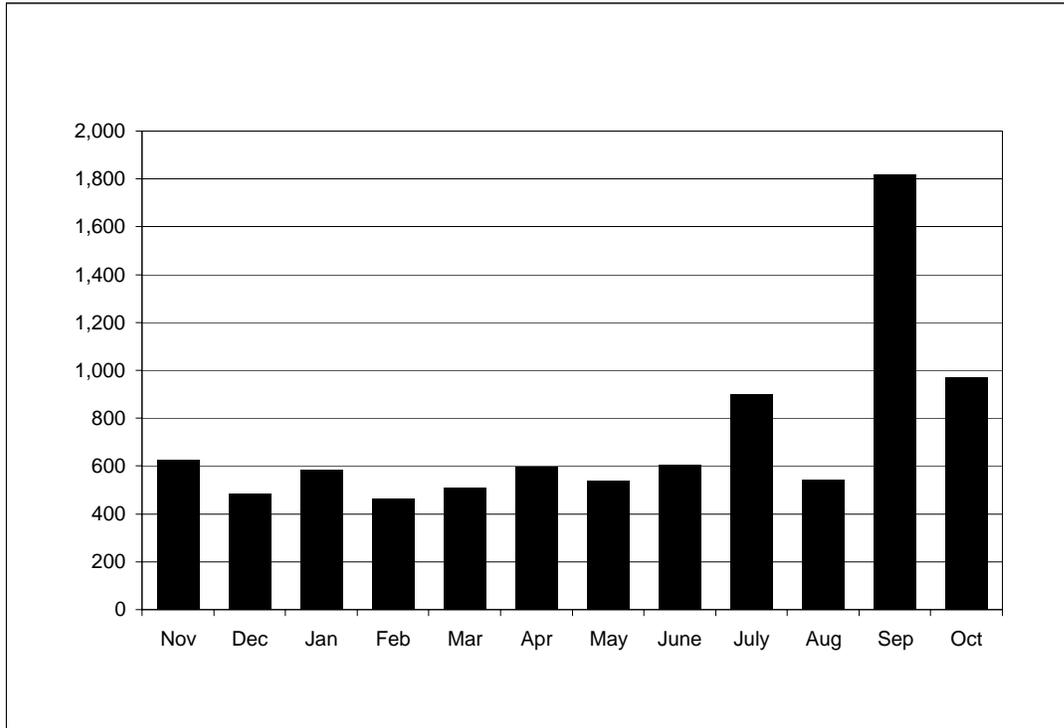
Move Services Task Completion Times



	Same day	Next day	Two days	Three days	Total
Nov	96.7%	1.1%	1.1%	1.1%	100%
Dec	50.0%	20.0%	20.0%	10.0%	100%
Jan	30.0%	40.0%	20.0%	10.0%	100%
Feb	22.2%	22.2%	33.3%	22.2%	100%
Mar	25.0%	25.0%	12.5%	37.5%	100%
Apr	16.7%	16.7%	33.3%	33.3%	100%
May	33.3%	16.7%	33.3%	16.7%	100%
June	14.3%	28.6%	28.6%	28.6%	100%
July	98.4%	1.1%	0.5%	0.0%	100%
Aug	99.7%	0.1%	0.2%	0.0%	100%
Sep	97.5%	1.2%	1.2%	0.0%	100%
Oct	96.7%	1.1%	1.1%	1.1%	100%
Nov	20.0%	40.0%	20.0%	20.0%	100%

SOW Ref. 15.10.6

Vehicle Mileage



	Mileage
Nov	626
Dec	484
Jan	583
Feb	464
Mar	509
Apr	597
May	539
June	605
July	901
Aug	542
Sep	1,820
Oct	972
Nov	806
Total	9,448
Average	727

SOW Ref. 15.10.6

Move Svcs.

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Delivery	96	180		
Furniture	50	72		
Handyman	75	122		
Special/Other	55	68		
Courier	64	119		
Chauffeurs	215	215	806	(miles drive
UPS & FedEx Deliveries	572	619		
MIC Room setups	5	(Included in Furniture and Handyman actions)		
Number of requests completed:				
Same day	1			
Next day	2			
Two days	1			
Three+ days	1			
Vehicle Mileage for month	595			
Reporting period	10/25/05	to	11/25/05	

