Move Services, Handyman, Courier and Chauffeur Activities

December 2005 Mover Services Combined Statistics

Task	Orders	Actions/items	
Delivery	68	95	
Furniture	57	114	
Handyman	76	125	
Special/Other	55	122	
Courier	68	85	
Chauffeur	159	159	546 miles
Total FHDS Requests	483	700	
UPS & FedEx Deliveries	522	480	
Combined Total	**1,005**	**1,180**	
MIC room setups	68	(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%	1

Workload for past 12 months	**Actions/ items**
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	1395
December	1,180
Total	**20,608**
Monthly Average	1,717
Variance: Current month to average	-31.3%

Vehicle mileage for month	546
Average Monthly Mileage	721

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.

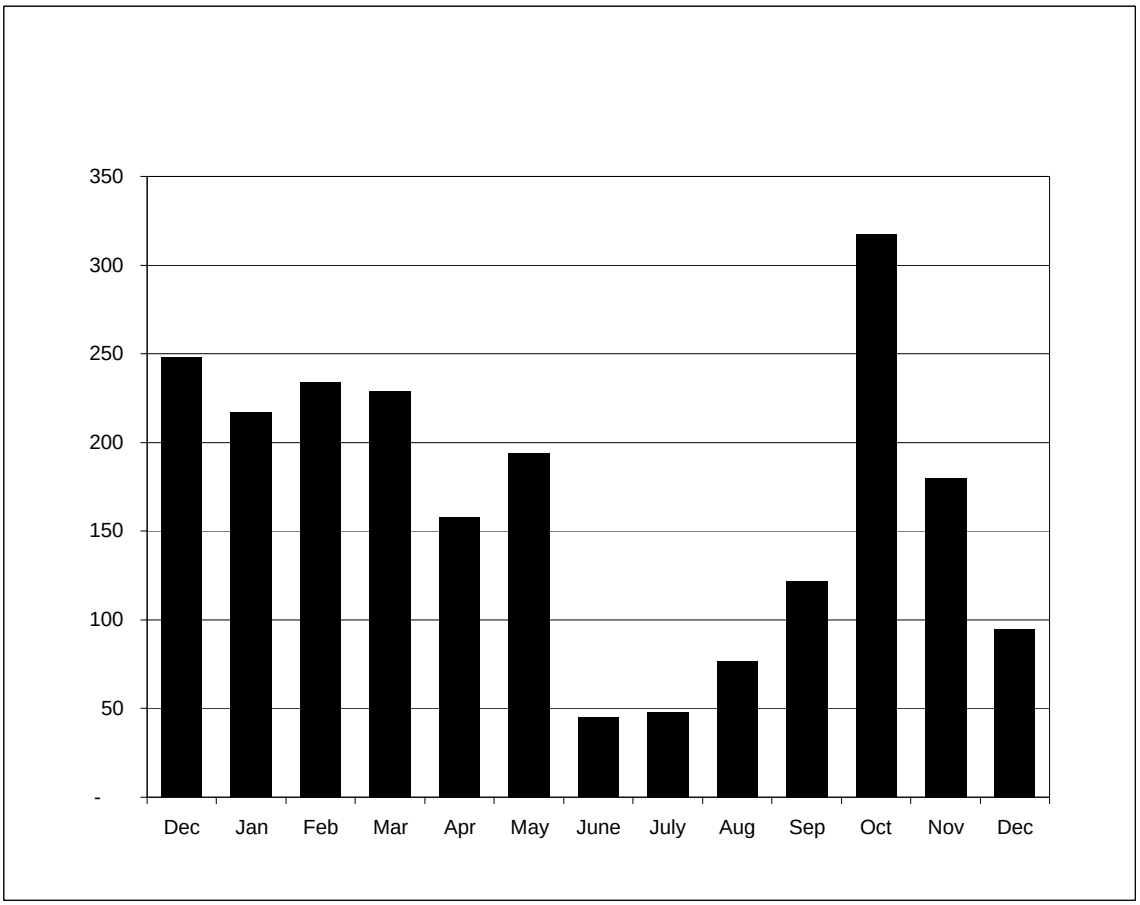
Move Services, Handyman, Courier and Chauffeur Activities

Monthly report covers: November 26, 2005 through December 25, 2005

SOW Reference: 15.10.6

Deliveries (Non-Furniture)

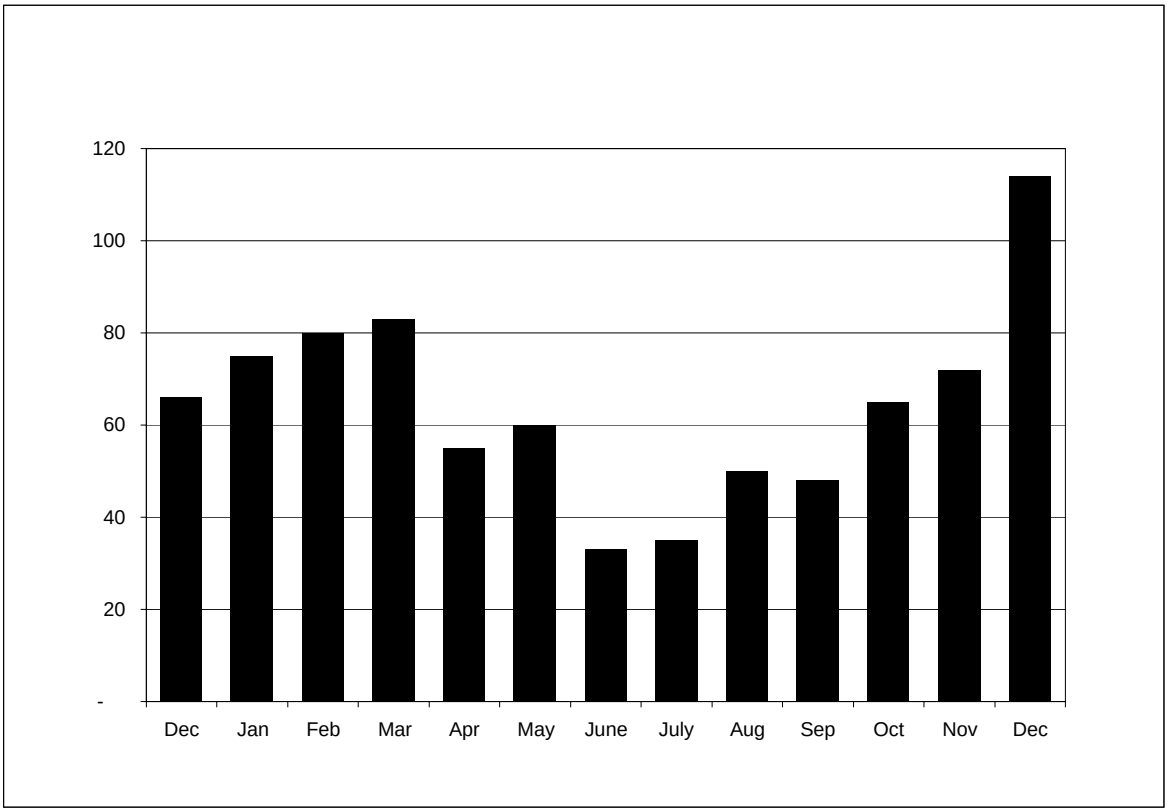
Number of Items



	Number of Items Delivered
Dec	248
Jan	217
Feb	234
Mar	229
Apr	158
May	194
June	45
July	48
Aug	77
Sep	122
Oct	317
Nov	180
Dec	95
Total	**2,164**

SOW Ref. 15.10.6

Furniture
Number of Pieces Handled



	Pieces of Furniture Handled
Dec	66
Jan	75
Feb	80
Mar	83
Apr	55
May	60
June	33
July	35
Aug	50
Sep	48
Oct	65
Nov	72
Dec	114
Total	**836**

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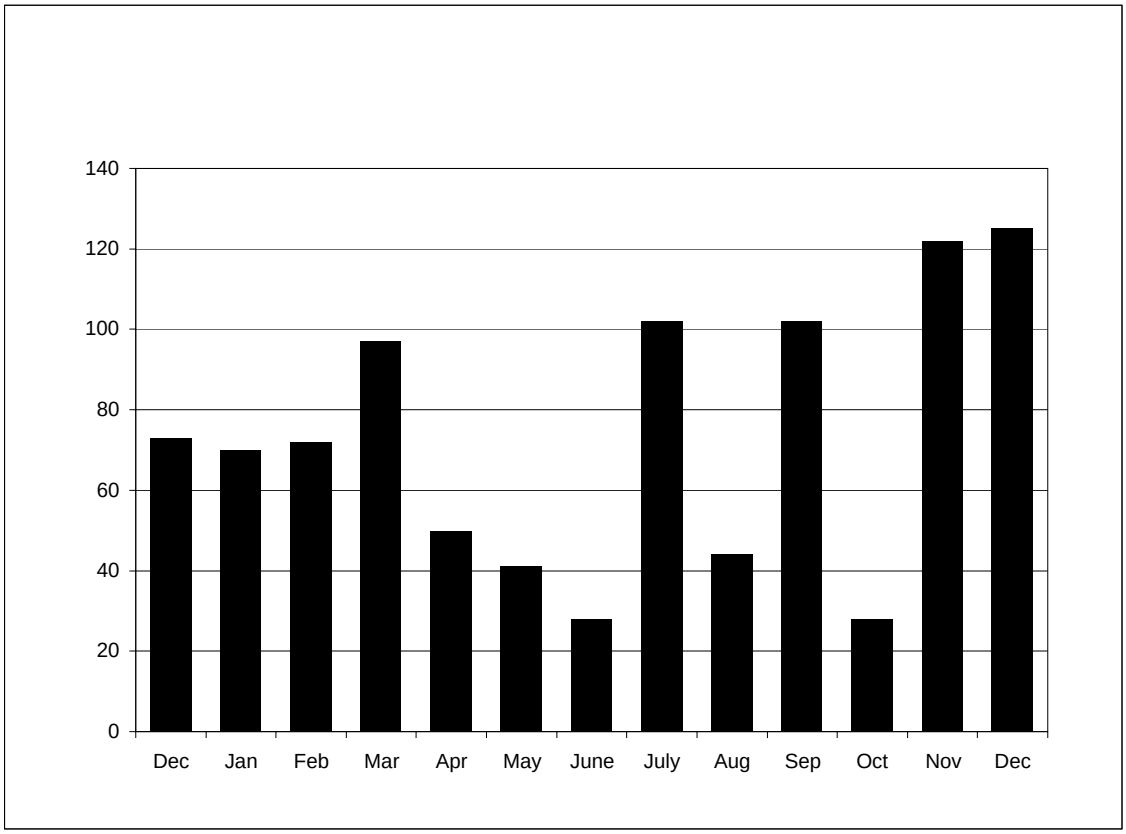
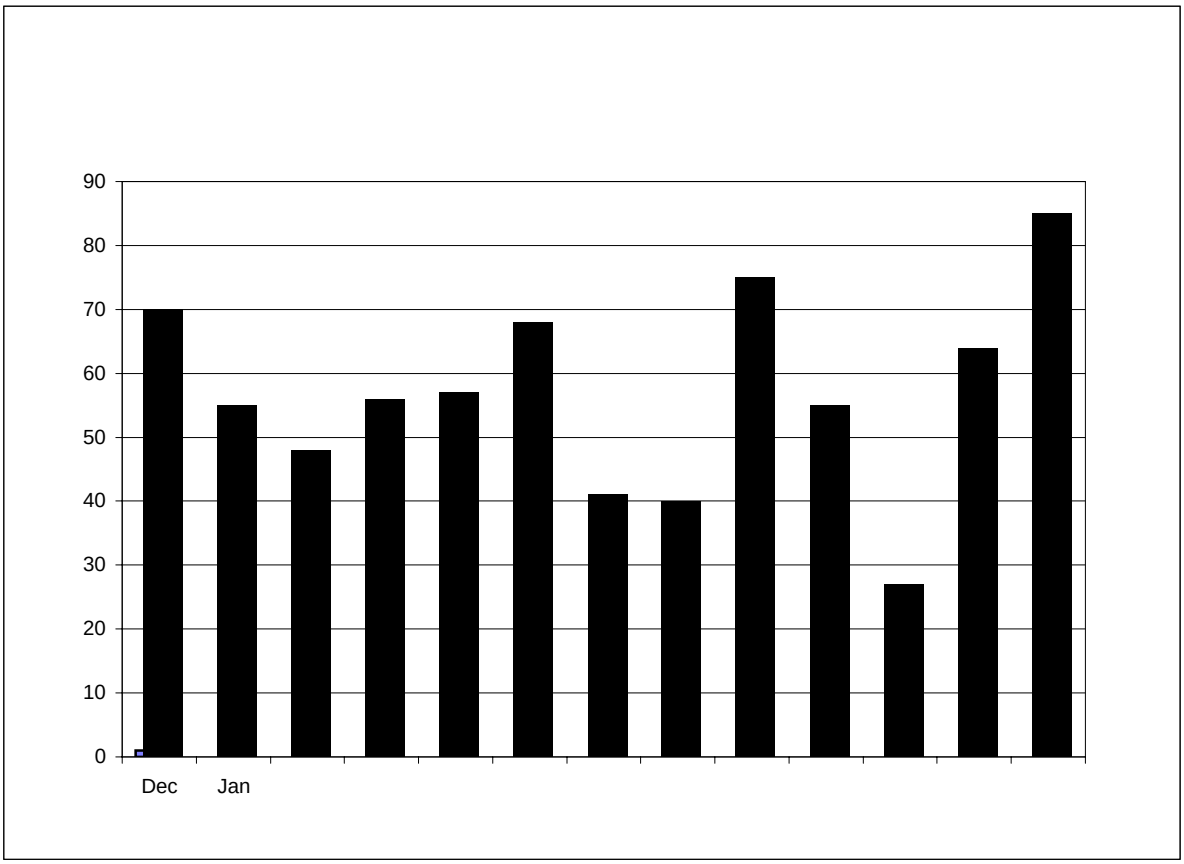
Handyman
Number of Repairs/Actions



Number of Actions	
Dec	73
Jan	70
Feb	72
Mar	97
Apr	50
May	41
June	28
July	102
Aug	44
Sep	102
Oct	28
Nov	122
Dec	125
Total	**954**

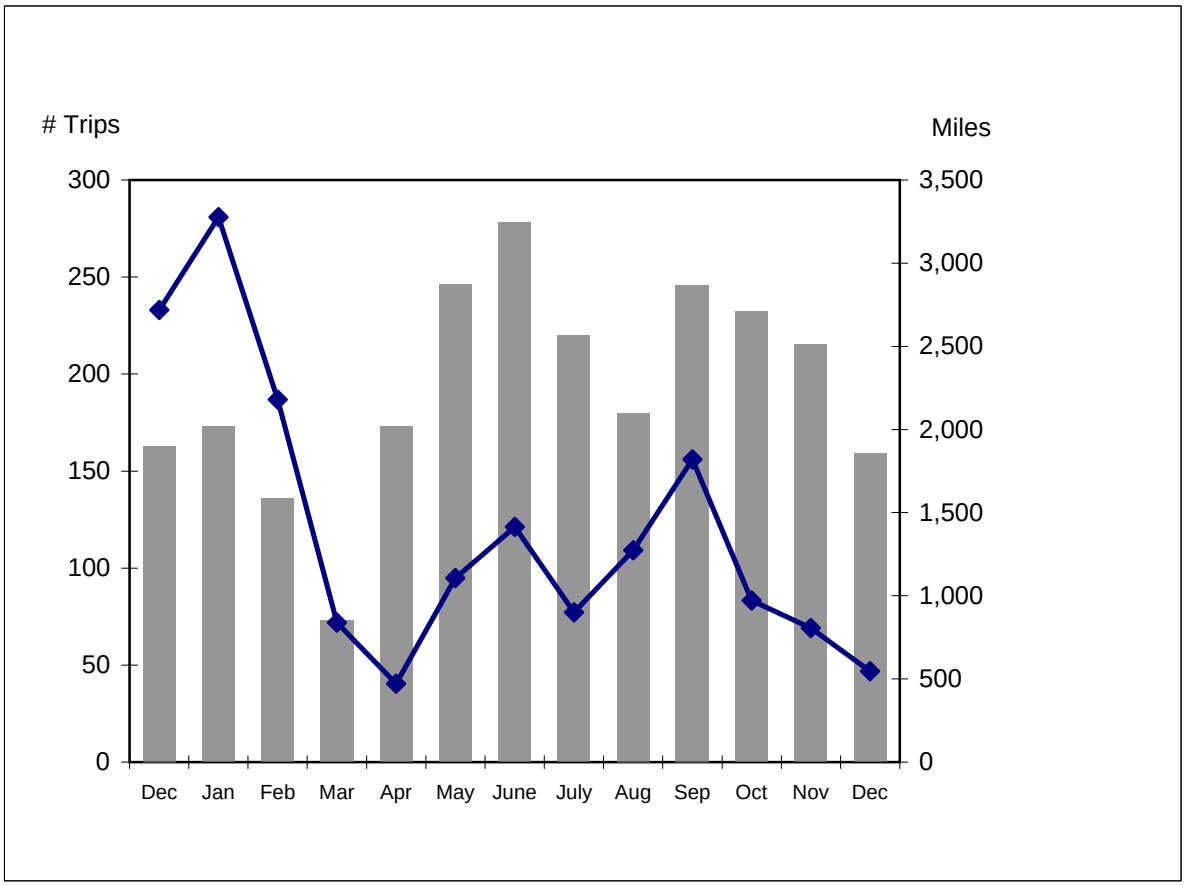
SOW. Ref. 15.10.6

Courier Activity
Number of Items Delivered or Retrieved



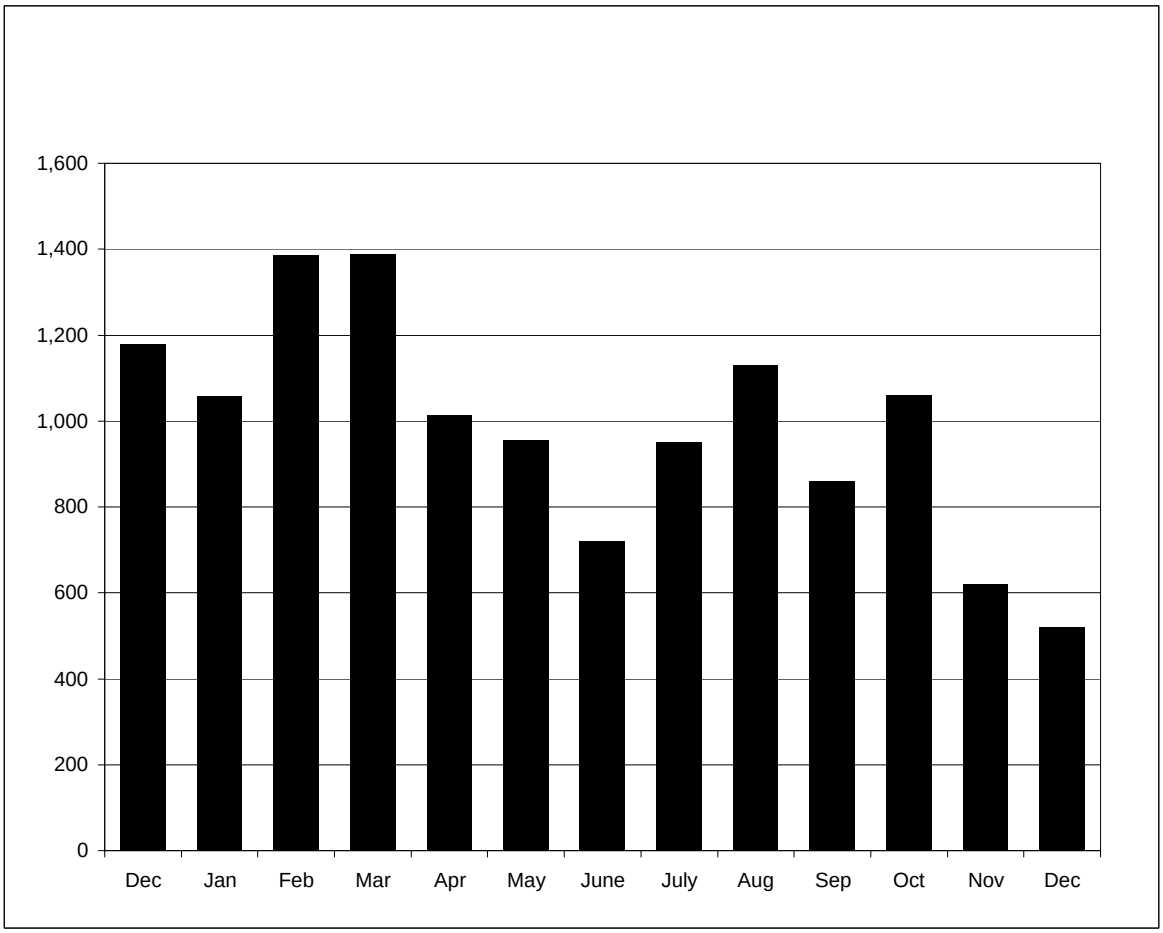
	Number of Items Delivered or Retrieved	
Dec	70	
Jan	55	
Feb	48	
Mar	56	
Apr	57	
May	68	
June	41	
July	40	
Aug	75	
Sep	55	
Oct	27	
Nov	64	
Dec	85	
Total	**741**	SOW Ref. 15.10.6

Chauffeur Activity
Number of Trips and Mileage



	Trips	Miles	
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	
Dec	159	546	
Total	**2,494**	**18,325**	SOW Ref. n/a

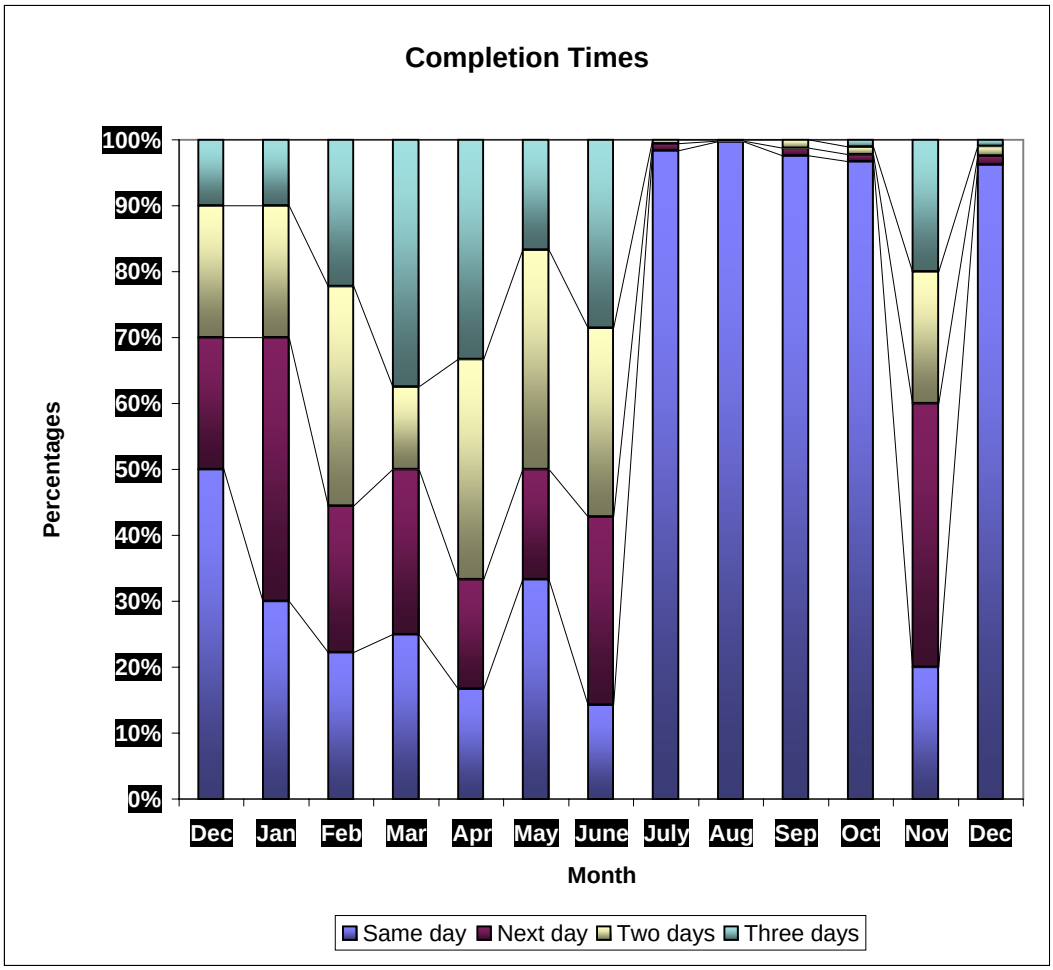
UPS and FedEx
Number of Pieces Delivered



	Pieces Delivered
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
Dec	522
Total	**12,845**

SOW Ref. 15.10.6

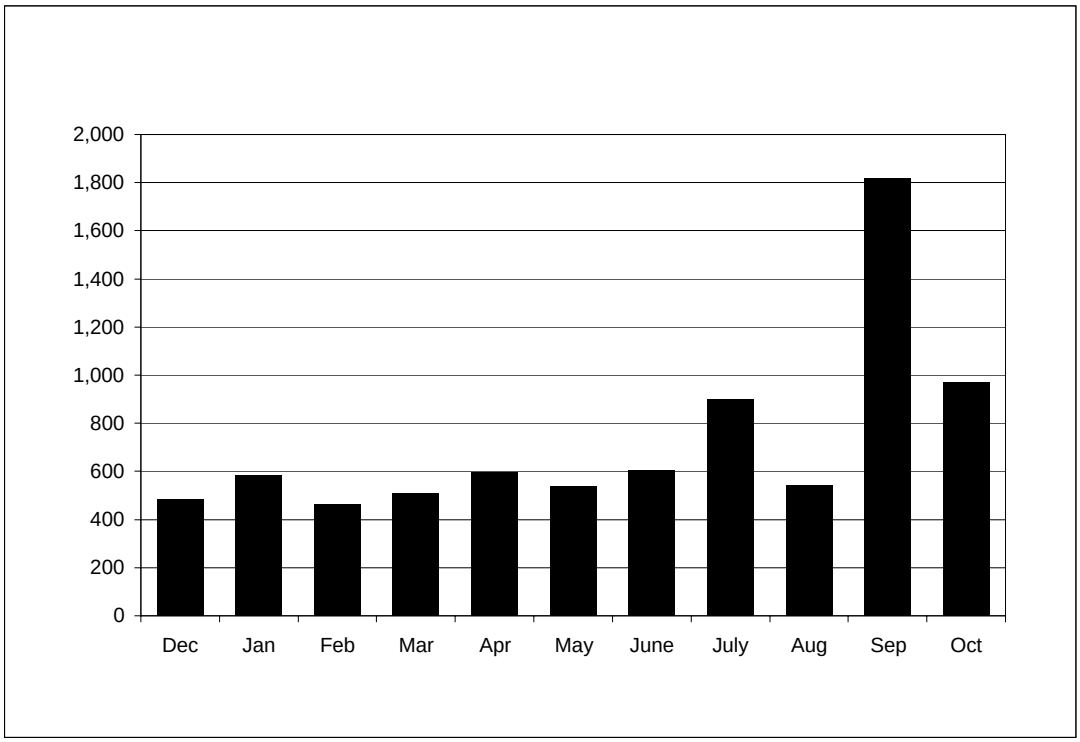
Move Services Task Completion Times



	Same day	Next day	Two days	Three days	Total
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%
Dec	96.2%	1.4%	1.4%	1.0%	100%

SOW Ref. 15.10.6

Vehicle Mileage



	Mileage
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
Dec	546
Total	**9,368**
Average	721

SOW Ref. 15.10.6

Move Services			Month:	December-05	
(Fill in shaded cells)					
Get data from Bayyinah					
Task	**Orders**		**Actions/items**		
Delivery	68		95		
Furniture	57		114		
Handyman	76		125		
Special/Other	55		122		
Courier	68		85		
Chauffeurs	159		159	546	(miles drive
UPS & FedEx Deliveries	522		480		
MIC Room setups	5		(Included in Furniture and Handyman actions)		
Number of requests completed:					
Same day	2				
Next day	1				
Two days	2				
Three+ days	2				
Vehicle Mileage for month	525				
Reporting period	11/25/05	to	12/25/05		

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