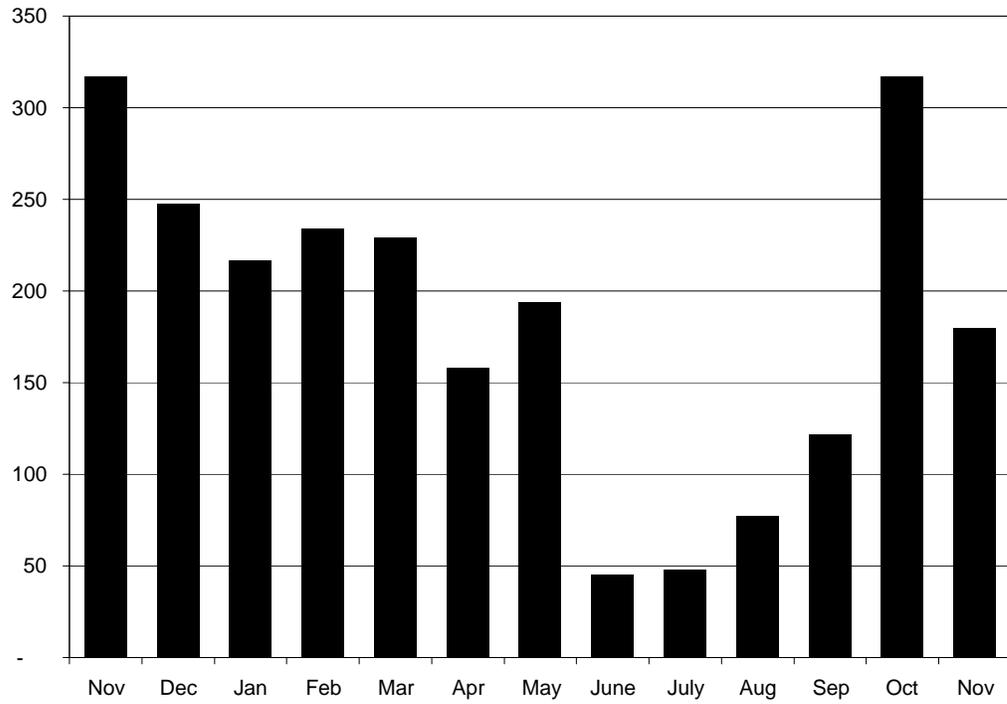


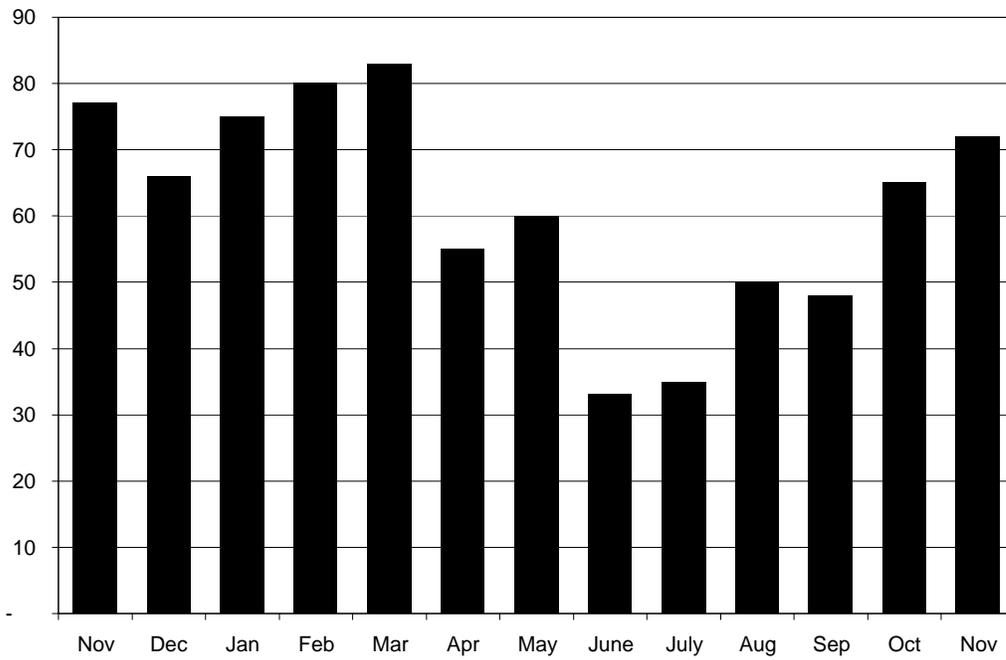
November 2005 Mover Services Combined Statistics

| 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% | 1 |
| | Actions/ | | | | |
| Workload for past 12 months | 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.) | | | | | |



Number of Items
Delivered

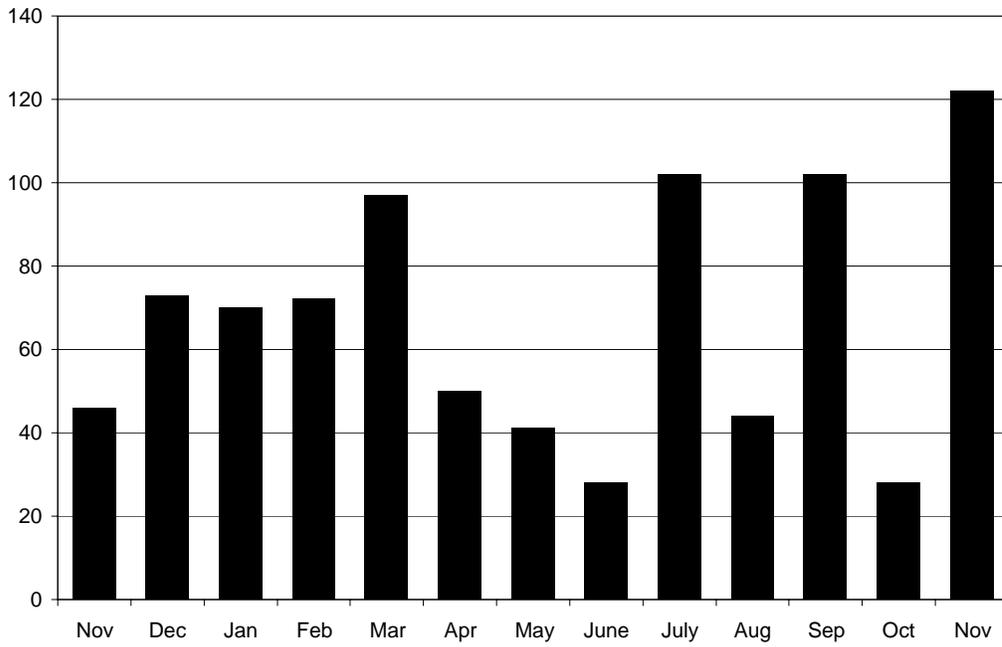
| | |
|--------------|--------------|
| Nov | 317 |
| Dec | 248 |
| Jan | 217 |
| Feb | 234 |
| Mar | 229 |
| Apr | 158 |
| May | 194 |
| June | 45 |
| July | 48 |
| Aug | 77 |
| Sep | 122 |
| Oct | 317 |
| Nov | 180 |
| Total | 2,386 |



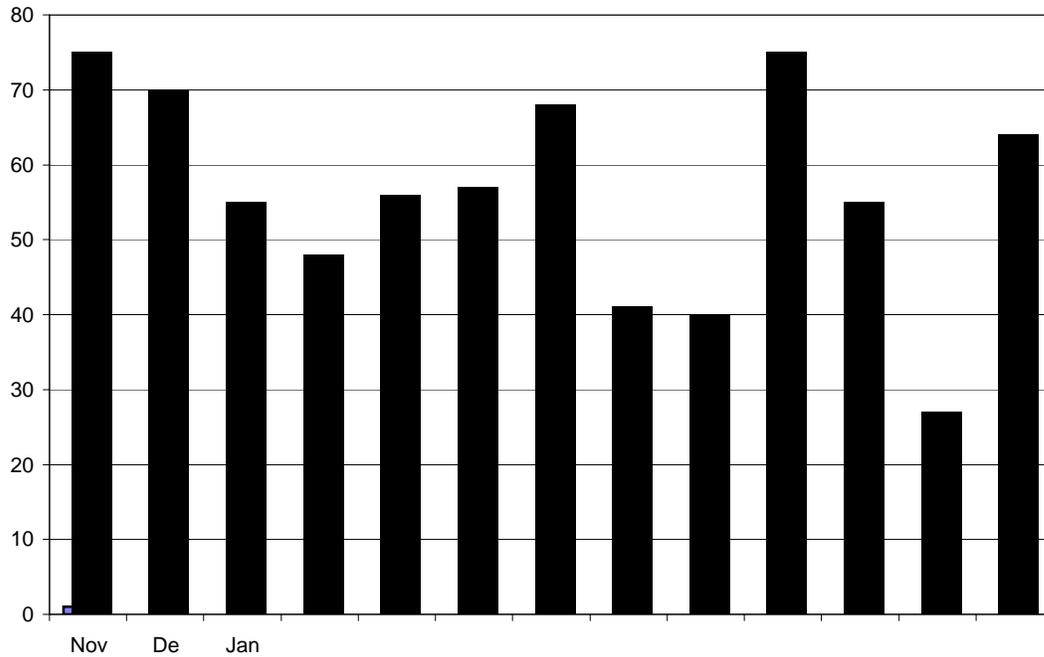
Pieces of
Furniture Handled

| | |
|--------------|------------|
| 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 |

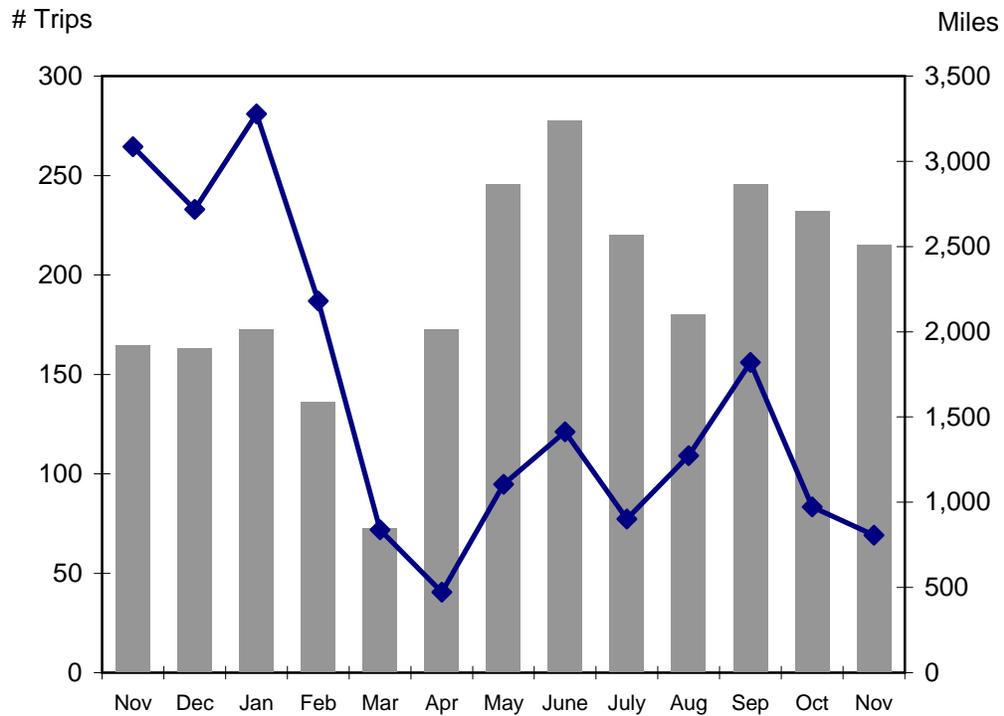
SOW Ref. 15.10.6



| 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 |



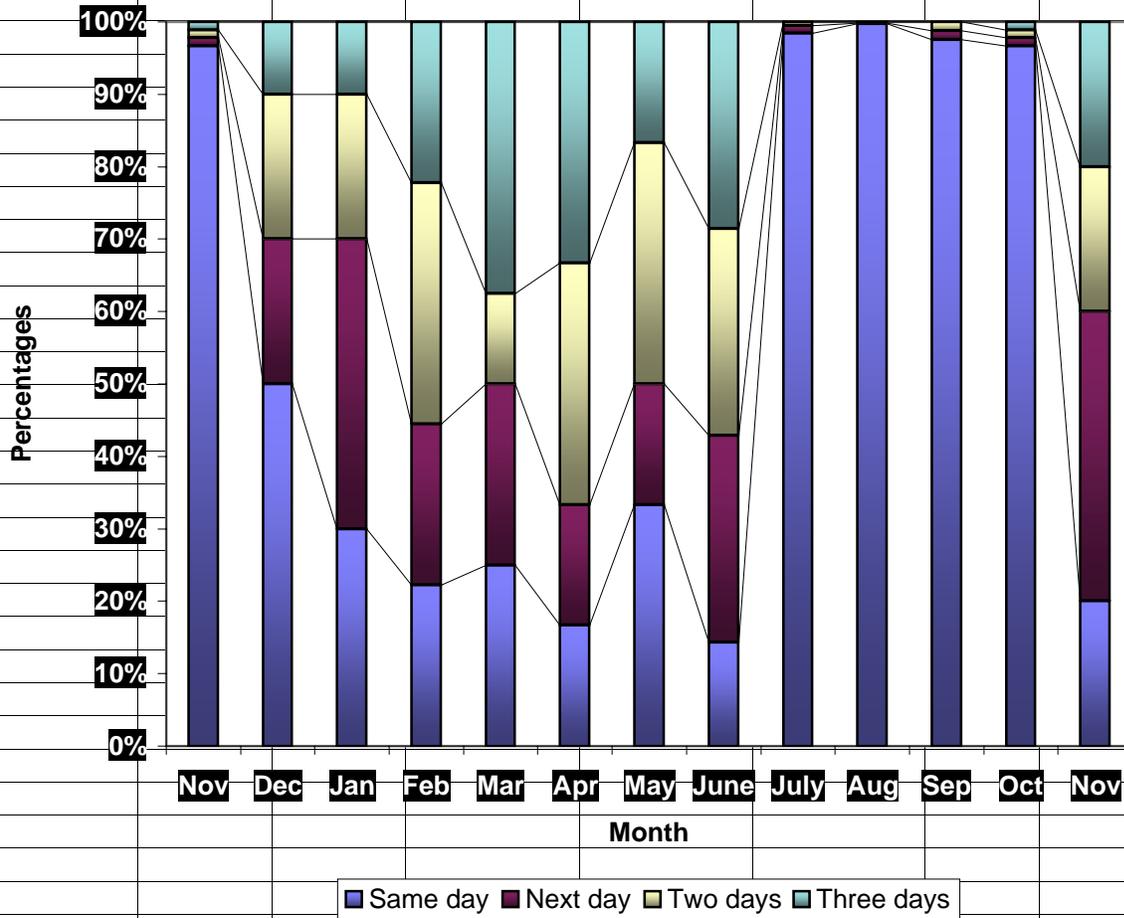
| | | Number of Items Delivered or Retrieved | | | |
|--|--------------|-------------------------------------------|------------|--|------------------|
| | Nov | | 75 | | |
| | Dec | | 70 | | |
| | Jan | | 55 | | |
| | Feb | | 48 | | |
| | Mar | | 56 | | |
| | Apr | | 57 | | |
| | May | | 68 | | |
| | June | | 41 | | |
| | July | | 40 | | |
| | Aug | | 75 | | |
| | Sep | | 55 | | |
| | Oct | | 27 | | |
| | Nov | | 64 | | |
| | Total | | 731 | | SOW Ref. 15.10.6 |



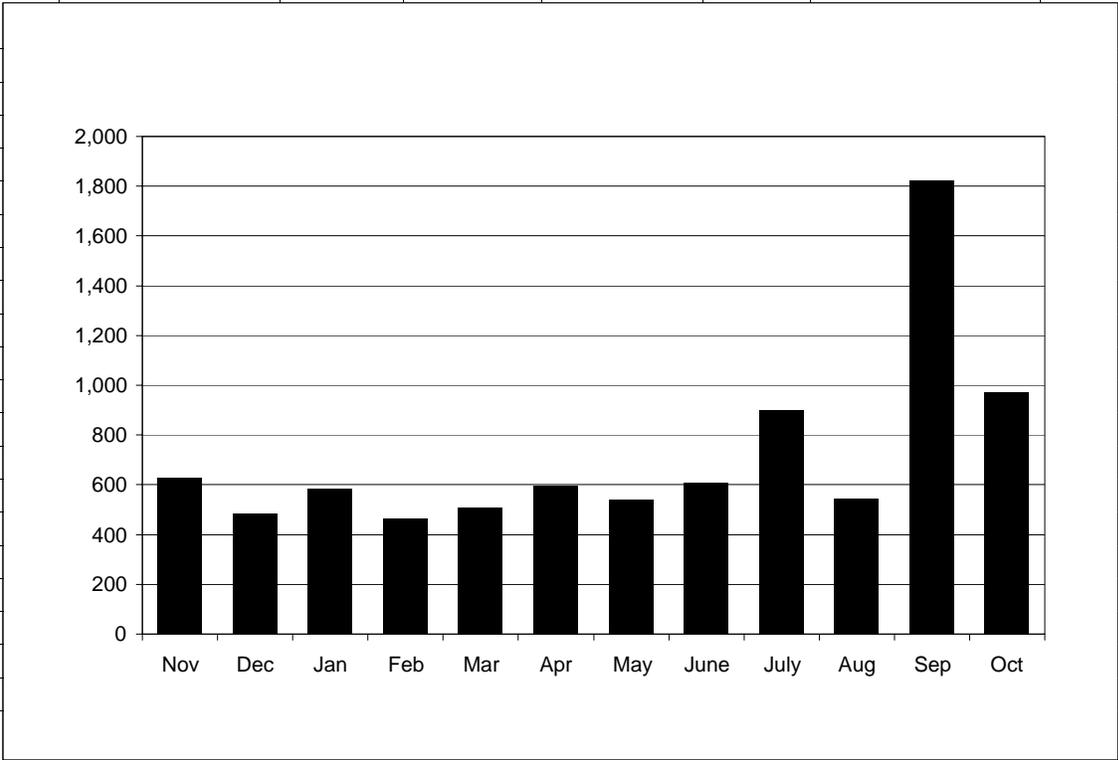
| | | | | Trips | Miles | | |
|--|--------------|--|--|--------------|---------------|--|--------------|
| | Nov | | | 165 | 3,086 | | |
| | Dec | | | 163 | 2,718 | | |
| | Jan | | | 173 | 3,277 | | |
| | Feb | | | 136 | 2,181 | | |
| | Mar | | | 73 | 838 | | |
| | Apr | | | 173 | 472 | | |
| | May | | | 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/FED- | FURN | EXCESS | SSC | HANI | COURIER | |
|--------|----------|------|--------|-----|------|---------|--|
| DEC. | 1496 | 1779 | 327 | 132 | 13 | 105 | |
| Jan-96 | 1046 | 283 | 69 | 56 | 8 | 35 | |
| FEB | 2067 | 1428 | 531 | 202 | 27 | 77 | |
| MAR | 2149 | 1758 | 376 | 188 | 46 | 338 | |
| APR | 2330 | 1994 | 486 | 218 | 13 | 129 | |
| MAY | 1856 | 3063 | 324 | 173 | 1009 | 183 | |
| JUNE | 1938 | 2644 | 389 | 215 | 49 | 188 | |
| JULY | 1902 | 2413 | 306 | 305 | 85 | 541 | |
| AUG | 1870 | 2158 | 403 | 278 | 51 | 176 | |
| SEPT | 1604 | 1668 | 401 | 238 | 10 | 220 | |
| OCT | 1899 | 1667 | 250 | 223 | 86 | 495 | |
| NOV | 1898 | | | | | | |

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% |



| | 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 |

| Task | Orders | Actions/items | | |
|-------------------------------|---------------|----------------------------------------------|----------|--------------|
| 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 | |

