

Trend Report

2007 - 2008

Emergency Calls	Jan-07		Feb-07		March-07		April-07		May-07		Jun-07		Jul-07		Aug-07		Sep-07		Oct-07		Nov-07		Dec-07	
	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile
Call Processing	00:50.6	0:01:21	00:50.8	0:01:23	01:01.4	0:01:29	00:52.5	0:01:23	00:53.8	0:01:29	00:51.2	0:01:22	00:51.5	0:01:18	01:02.1	0:01:36	01:06.0	0:01:31	00:59.7	0:01:30	00:49.7	0:01:26	00:49.7	0:01:26
Activation	00:44.0	0:01:35	00:43.7	0:01:35	00:36.5	0:01:24	00:32.2	0:01:25	00:31.9	0:01:24	00:30.8	0:01:23	00:32.1	0:01:29	00:36.5	0:01:27	00:38.4	0:01:30	00:44.8	0:01:29	00:43.2	0:01:45	00:43.8	0:01:44
Response All	0:06:33	0:12:14	06:35.5	0:11:19																				
Response La X County	05:36.6	0:08:39	05:44.2	0:09:31	05:31.5	0:09:37	05:04.0	0:09:45	05:14.1	0:09:52	05:32.3	0:09:34	05:09.6	0:09:47	04:49.3	0:08:19	05:15.9	0:09:19	05:22.7	0:10:02	05:21.0	0:08:32	05:32.0	0:09:05
% Before or simul with 1st Resp.										29.6%		28.7%		27.3%		30.9%		33.4%		35.1%		24.8%		31.9%
Response La X City					04:32.2	0:07:33	04:12.0	0:06:40	04:09.1	0:06:59	04:44.2	0:07:49	04:08.3	0:07:15	04:32.5	0:07:49	04:23.0	0:07:59	04:03.4	0:06:32	04:24.5	0:06:48	04:21.4	0:07:05
% Before or simul with 1st Resp.										36.1%		33.8%		33.3%		34.3%		37.1%		43.1%		26.0%		36.9%
Time on Task	0:44:08	1:06:01	0:45:01	1:05:18	0:40:43	1:08:42	0:38:48	1:01:38	54:00.0	1:03:26	45:38.4	1:16:27	56:54.4	1:31:04	52:43.8	1:39:11	55:45.4	1:45:34	59:14.8	1:36:20	56:15.7	1:39:21	55:24.0	1:34:19

Non-emergency Calls	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile	Average	Fractile
Call Processing	01:14.9	0:01:44	02:14.8	0:02:04	02:09.4	0:02:34	01:03.4	0:01:42	01:27.3	0:01:47	01:13.2	0:01:57	01:19.9	0:01:57	01:20.7	0:02:02	02:39.2	0:02:26	01:47.4	0:03:17	02:28.7	0:02:59	02:28.7	0:02:59
Activation	01:05.9	0:02:04	00:59.9	0:01:54	00:38.3	0:01:30	00:47.3	0:01:35	00:48.6	0:01:55	01:09.1	0:01:57	00:38.8	0:01:22	00:57.8	0:01:45	01:08.9	0:02:07	00:49.2	0:01:56	01:18.3	0:02:10	01:05.0	0:02:41
Response All			09:12.4	0:16:24																				
Response La X County					08:33.2	0:15:01	07:20.6	0:12:41	07:06.5	0:11:31	08:32.9	0:15:46	08:03.2	0:14:09	07:07.2	0:13:13	07:54.5	0:12:55	07:48.7	0:13:06	08:00.9	0:14:34	07:59.7	0:14:49
Response La X City	05:56.0	0:09:45	08:19.1	0:14:57	07:12.7	0:13:10	06:25.7	0:09:53	05:03.8	0:08:10	06:16.4	0:10:32	06:14.1	0:11:16	06:08.3	0:09:52	06:10.9	0:09:49	06:33.3	0:10:54	06:10.2	0:09:40	06:31.7	0:11:14

Financial Performance Indicators																									
Revenue per Unit Hour	\$ 76.79		\$ 76.57		\$ 86.31		\$ 81.41		\$ 68.70		\$ 71.56		\$ 74.84		\$ 67.65		\$ 77.39		\$ 76.41		\$ 60.63		\$ 78.04		
Cost per Unit Hour	\$ 72.99		\$ 74.59		\$ 75.08		\$ 76.86		\$ 72.90		\$ 79.20		\$ 75.62		\$ 67.96		\$ 67.04		\$ 72.70		\$ 69.99		\$ 71.77		
Margin per Unit Hour	\$ 3.80		\$ 1.98		\$ 11.23		\$ 4.55		\$ (4.20)		\$ (7.64)		\$ (0.78)		\$ (0.31)		\$ 10.36		\$ 3.70		\$ (9.37)		\$ 6.27		
Revenue per Transport	\$ 481.67		\$ 429.05		\$ 464.25		\$ 474.42		\$ 427.31		\$ 426.01		\$ 447.66		\$ 462.16		\$ 496.32		\$ 498.38		\$ 394.53		\$ 500.45		
Cost per Transport	\$ 457.84		\$ 417.98		\$ 403.87		\$ 447.92		\$ 453.44		\$ 466.04		\$ 452.32		\$ 464.28		\$ 429.89		\$ 474.22		\$ 455.50		\$ 460.22		
Margin per Transport	\$ 23.83		\$ 11.07		\$ 60.38		\$ 26.50		\$ (26.13)		\$ (40.03)		\$ (4.66)		\$ (2.12)		\$ 66.43		\$ 24.16		\$ (60.97)		\$ 40.23		

Billable Transports	728		691		789		702		666		688		743		760		809		796		772		809	
Unit Hours	4,101		3,984		4,416		4,061		4,305		4,272		4,444		5,192		5,188		5,024		5,024		5,188	
Unit Hour Utilization	0.178		0.173		0.179		0.173		0.155		0.161		0.167		0.146		0.156		0.158		0.154		0.156	

