

Trend Report

2008

Emergency Calls	Jan-08		Feb-08		Mar-08		Apr-08		May-08		Jun-08		Jul-08		Aug-08		Sep-08		Oct-08		Nov-08		Dec-08		Year End Average	
	Average	Fractile	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	00:49.1	0:01:29	01:01.9	0:01:45	00:57.1	0:01:27	01:19.8	0:02:03	01:12.2	0:01:48	01:04.1	0:01:46	01:07.6	0:01:58	01:00.7	0:01:34	01:01.3	0:01:37	00:56.4	0:01:28	01:01.3	0:01:33	00:54.4	0:01:26	01:02.2	0:01:40
Activation	00:55.0	0:01:45	00:44.2	0:01:56	00:53.4	0:01:50	00:46.2	0:01:45	00:41.9	0:01:37	00:46.5	0:01:34	00:49.5	0:01:53	00:43.2	0:01:52	00:40.7	0:01:39	00:44.1	0:01:51	00:40.7	0:01:48	00:46.8	0:01:51	00:46.0	0:01:47
Response LaX County	05:38.6	0:08:44	05:34.3	0:10:15	05:36.2	0:09:18	06:19.9	0:10:27	06:44.0	0:11:44	06:06.8	0:10:22	06:01.2	0:09:07	06:12.6	0:09:38	05:42.0	0:09:05	05:42.0	0:09:56	06:14.6	0:10:11	06:52.9	0:11:37	06:03.8	0:10:02
% Before or simul with 1st Resp.		32.9%		33.3%		31.3%		30.4%		32.6%		26.4%		34.6%		41.6%		37.7%		41.3%		42.2%		38.5%		35.23%
Response LaX City	04:28.5	0:07:01	04:15.6	0:06:35	04:30.7	0:07:08	05:02.3	0:07:50	05:20.0	0:07:54	04:58.9	0:07:31	05:11.5	0:08:00	04:55.5	0:07:40	04:47.9	0:07:22	04:58.1	0:07:42	04:54.9	0:07:21	05:35.4	0:08:05	04:54.9	07:30.8
% Before or simul with 1st Resp.		38.1%		38.1%		32.3%		36.5%		38.6%		29.4%		38.1%		46.9%		45.3%		48.0%		47.4%		43.2%		40.15%
Time on Task	54:22.4	1:32:03	54:04.7	1:32:50	51:06.2	1:23:47	53:03.2	1:29:26	55:37.5	1:31:48	50:16.0	1:32:43	52:36.5	1:24:11	54:02.8	1:31:18	53:05.8	1:26:55	53:24.0	1:28:59	53:05.8	1:30:02	52:48.8	1:27:11	53:07.8	1:29:16

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	Average	Fractile
Call Processing	02:49.1	0:03:00	02:47.8	0:02:52	02:05.7	0:02:48	01:48.8	0:02:33	01:57.7	0:02:43	01:23.0	0:02:23	01:16.1	0:01:47	01:22.4	0:02:12	01:10.7	0:01:53	00:59.8	0:01:39	01:08.7	0:01:55	01:47.7	0:01:48	01:43.1	0:02:14
Activation	01:40.1	0:02:28	00:48.9	0:02:10	01:15.2	0:02:22	00:48.6	0:01:43	00:44.1	0:01:39	00:56.8	0:01:30	00:44.3	0:01:43	01:08.0	0:01:56	00:57.8	0:01:54	00:47.8	0:01:46	00:52.5	0:02:10	00:48.3	0:01:39	00:57.6	0:01:57
Response La X County	07:46.5	0:13:23	07:27.9	0:13:33	07:53.4	0:14:39	07:46.6	0:12:30	08:02.8	0:12:46	08:34.6	0:14:14	08:03.4	0:12:42	08:03.1	0:12:56	07:26.4	0:12:07	06:07.3	0:09:56	08:22.5	0:14:31	08:46.5	0:14:27	07:51.7	0:13:20
Response La X City	06:25.5	0:11:10	06:21.3	0:10:02	05:34.8	0:10:36	06:44.4	0:10:33	06:55.5	0:10:28	06:58.8	0:10:25	06:58.2	0:11:08	07:12.6	0:10:52	06:24.1	0:09:56	06:19.0	0:09:37	06:49.7	0:11:16	07:14.1	0:12:02	06:39.8	0:10:45

Financial Performance Indicators	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total		
Revenue per Unit Hour	\$ 74.74	\$ 78.80	\$ 85.97	\$ 90.66	\$ 71.77	\$ 72.01	\$ 80.00	\$ 77.28	\$ 72.52	\$ 79.08	\$ 92.70	\$ 65.01	\$ 83.85	\$ 90.66	\$ 78.80	\$ 72.20	\$ 85.97	\$ 90.66	\$ 71.77	\$ 72.01	\$ 80.00	\$ 77.28	\$ 72.52	\$ 79.08	\$ 92.70	\$ 65.01	\$ 83.85	\$ 90.66
Cost per Unit Hour	\$ 67.03	\$ 72.20	\$ 71.15	\$ 74.45	\$ 68.32	\$ 72.40	\$ 74.44	\$ 70.14	\$ 72.81	\$ 70.34	\$ 73.41	\$ 74.45	\$ 73.47	\$ 78.41	\$ 72.20	\$ 67.03	\$ 71.15	\$ 71.15	\$ 71.15	\$ 68.32	\$ 72.40	\$ 74.44	\$ 72.81	\$ 70.34	\$ 73.41	\$ 74.45	\$ 73.47	\$ 78.41
Margin per Unit Hour	\$ 7.71	\$ 6.60	\$ 14.82	\$ (9.44)	\$ 3.45	\$ (0.39)	\$ 5.56	\$ 7.14	\$ (0.29)	\$ 8.75	\$ 19.29	\$ (9.44)	\$ 10.38	\$ 12.25	\$ 6.60	\$ 7.71	\$ 14.82	\$ 14.82	\$ 14.82	\$ 3.45	\$ (0.39)	\$ 5.56	\$ 7.14	\$ (0.29)	\$ 8.75	\$ 19.29	\$ (9.44)	\$ 10.38
Revenue per Transport	\$ 490.56	\$ 524.13	\$ 514.77	\$ 494.30	\$ 484.21	\$ 498.59	\$ 552.62	\$ 505.14	\$ 494.13	\$ 524.66	\$ 565.92	\$ 491.30	\$ 595.40	\$ 572.23	\$ 524.13	\$ 490.56	\$ 514.77	\$ 514.77	\$ 514.77	\$ 484.21	\$ 498.59	\$ 552.62	\$ 505.14	\$ 494.13	\$ 524.66	\$ 565.92	\$ 491.30	\$ 595.40
Cost per Transport	\$ 439.96	\$ 482.59	\$ 426.04	\$ 521.69	\$ 460.93	\$ 501.28	\$ 514.21	\$ 458.46	\$ 496.08	\$ 466.64	\$ 448.16	\$ 562.68	\$ 521.69	\$ 494.91	\$ 482.59	\$ 439.96	\$ 426.04	\$ 426.04	\$ 426.04	\$ 460.93	\$ 501.28	\$ 514.21	\$ 458.46	\$ 496.08	\$ 466.64	\$ 448.16	\$ 562.68	\$ 521.69
Margin per Transport	\$ 50.60	\$ 41.54	\$ 88.73	\$ (71.37)	\$ 23.29	\$ (2.69)	\$ 38.41	\$ 46.68	\$ (1.95)	\$ 58.02	\$ 117.76	\$ (71.37)	\$ 73.70	\$ 77.32	\$ 41.54	\$ 50.60	\$ 88.73	\$ 88.73	\$ 88.73	\$ 23.29	\$ (2.69)	\$ 38.41	\$ 46.68	\$ (1.95)	\$ 58.02	\$ 117.76	\$ (71.37)	\$ 73.70
Billable Transports	791	9158	811	796	763	721	747	768	762	782	823	687	707	796	791	791	811	811	811	763	721	747	768	762	782	823	687	707
Unit Hours	5.192	5074	4.856	5.024	5.148	4.992	5.160	5.020	5.192	5.188	5.024	5.192	5.020	5.024	5.192	5.192	4.856	4.856	4.856	5.148	4.992	5.160	5.020	5.192	5.188	5.024	5.192	5.020
Unit Hour Utilization	0.152	0.150	0.167	0.132	0.148	0.144	0.145	0.153	0.147	0.151	0.164	0.132	0.141	0.158	0.152	0.152	0.167	0.167	0.167	0.148	0.144	0.145	0.153	0.147	0.151	0.164	0.132	0.141

