Trend Report **2010**

Emergency Calls	Jan-10		Feb-10		Mar-10		Apr-10		May-10		Jun-10		Jul-10		Aug-10		Sep-10		Oct-10		Nov-10		Dec-10		YTD	
	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	00:56.5	0:01:35	00:55.5	0:01:27	00:35.2	0:01:24	00:54.7	0:01:20	01:05.2	0:01:34															00:53.4	0:01:28
Activation	00:39.6	0:01:29	00:36.7	0:01:24	00:34.3	0:01:23	00:33.3	0:01:26	00:31.4	0:01:24															00:35.1	0:01:25
Response LaX County	0:06:16	0:10:40	0:06:19	0:10:27	0:06:00	0:10:11	0:05:24	0:09:07	0:05:41	0:11:13															05:56.0	0:10:20
Response LaX City	**0:04:51**	**07:41.0**	**0:05:02**	**07:50.0**	**0:04:36**	**07:01.0**	**0:04:30**	**07:10.0**	**0:04:13**	**06:28.0**															04:38.5	0:07:14
Time on Task	53:49.3	1:30:11	52:13.5	1:24:48	51:41.1	1:24:35	49:27.8	1:24:14	47:25.7	1:21:05															50:55.5	1:24:59

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	0:01:11	0:01:46	0:00:56	0:01:27	0:01:04	0:01:21	0:00:59	0:01:30	0:00:59	0:01:27															01:01.8	**0:01:30**
Activation	0:00:40	0:01:29	0:00:42	0:01:39	0:00:35	0:01:26	0:00:33	0:01:19	0:00:32	0:01:16															00:36.4	**0:01:26**
Response La X County	0:08:05	0:13:41	0:08:13	0:13:50	0:06:51	0:11:07	0:07:01	0:12:22	0:06:32	0:11:10															07:20.6	**0:12:26**
Response La X City	0:06:12	0:09:38	0:06:31	0:10:24	0:05:48	0:09:05	0:05:34	0:09:08	0:05:04	0:07:22															05:49.7	**0:09:07**

Financial Performance Indicators																									Average	Total
Revenue per Unit Hour	$ 82.47		$ 79.77		$ 75.63		$ 69.57		$ 83.54																$ 78.20	
Cost per Unit Hour	$ 90.16		$ 95.33		$ 83.82		$ 89.29		$ 76.76																$ 87.07	
Margin per Unit Hour	$ (7.69)		$ (15.56)		$ (8.18)		$ (19.72)		$ 6.79		$ -		$ -		$ -		$ -		$ -		$ -		$ -		$ (4.03)	
Revenue per Transport	$ 513.02		$ 507.60		$ 507.15		$ 510.31		$ 516.32																$ 510.88	
Cost per Transport	$ 560.86		$ 606.59		$ 562.02		$ 654.97		$ 474.37																$ 571.76	
Margin per Transport	$ (47.84)		$ (98.99)		$ (54.87)		$ (144.66)		$ 41.95		$ -		$ -		$ -		$ -		$ -		$ -		$ -		$ (27.67)	

Billable Transports	703		650		692		635		777																691.40	
Unit Hours	4,373		4,136		4,640		4,658		4,802																4,521.80	
Unit Hour Utilization	**0.199**		**0.188**		**0.173**		**0.152**		**0.175**																0.18	