

# Trend Report

2008

| Emergency Calls                         | Jan-08         |                | Feb-08         |                | Mar-08         |                | Apr-08         |                | May-08         |                | Jun-08         |                | Jul-08         |                | Aug-08         |                |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
|   | 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        |
| 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        |
| 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        |
| <i>% Before or simul with 1st Resp.</i> |                | <b>32.9%</b>   |                | <b>33.3%</b>   |                | <b>31.3%</b>   |                | <b>30.4%</b>   |                | <b>32.6%</b>   |                | <b>26.4%</b>   |                | <b>34.6%</b>   |                | <b>41.6%</b>   |
| Response LaX City                       | <b>04:28.5</b> | <b>0:07:01</b> | <b>04:15.6</b> | <b>0:06:35</b> | <b>04:30.7</b> | <b>0:07:08</b> | <b>05:02.3</b> | <b>0:07:50</b> | <b>05:20.0</b> | <b>0:07:54</b> | <b>04:58.9</b> | <b>0:07:31</b> | <b>05:11.5</b> | <b>0:08:00</b> | <b>04:55.5</b> | <b>0:07:40</b> |
| <i>% Before or simul with 1st Resp.</i> |                | <b>38.1%</b>   |                | <b>38.1%</b>   |                | <b>32.3%</b>   |                | <b>36.5%</b>   |                | <b>38.6%</b>   |                | <b>29.4%</b>   |                | <b>38.1%</b>   |                | <b>46.9%</b>   |
| 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        |

| Non-emergency Calls  | 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  |
| 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  | 00:55.8 | 0:01:30  | 00:44.3 | 0:01:43  | 01:08.0 | 0:01:56  |
| 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  |
| 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  |

### Financial Performance Indicators

|                       |              |  |              |  |              |  |              |  |              |  |              |  |              |  |              |  |
|-----------------------|--------------|--|--------------|--|--------------|--|--------------|--|--------------|--|--------------|--|--------------|--|--------------|--|
| Revenue per Unit Hour | \$ 74.74     |  | \$ 85.97     |  | \$ 71.77     |  | \$ 72.01     |  | \$ 80.00     |  | \$ 77.28     |  | \$ 72.52     |  | \$ 79.08     |  |
| Cost per Unit Hour    | \$ 67.03     |  | \$ 71.15     |  | \$ 68.32     |  | \$ 72.40     |  | \$ 74.44     |  | \$ 70.14     |  | \$ 72.81     |  | \$ 70.34     |  |
| Margin per Unit Hour  | \$ 7.71      |  | \$ 14.82     |  | \$ 3.45      |  | \$ (0.39)    |  | \$ 5.56      |  | \$ 7.14      |  | \$ (0.29)    |  | \$ 8.75      |  |
| Revenue per Transport | \$ 490.56    |  | \$ 514.77    |  | \$ 484.21    |  | \$ 498.59    |  | \$ 552.62    |  | \$ 505.14    |  | \$ 494.13    |  | \$ 524.66    |  |
| Cost per Transport    | \$ 439.96    |  | \$ 426.04    |  | \$ 460.93    |  | \$ 501.28    |  | \$ 514.21    |  | \$ 458.46    |  | \$ 496.08    |  | \$ 466.64    |  |
| Margin per Transport  | \$ 50.60     |  | \$ 88.73     |  | \$ 23.29     |  | \$ (2.69)    |  | \$ 38.41     |  | \$ 46.68     |  | \$ (1.95)    |  | \$ 58.02     |  |
| Billable Transports   | 791          |  | 811          |  | 763          |  | 721          |  | 747          |  | 768          |  | 762          |  | 782          |  |
| Unit Hours            | 5,192        |  | 4,856        |  | 5,148        |  | 4,992        |  | 5,160        |  | 5,020        |  | 5,192        |  | 5,188        |  |
| Unit Hour Utilization | <b>0.152</b> |  | <b>0.167</b> |  | <b>0.148</b> |  | <b>0.144</b> |  | <b>0.145</b> |  | <b>0.153</b> |  | <b>0.147</b> |  | <b>0.151</b> |  |

