

Straight Time Billing Efficiency

Sample Company

Service Type: ALL

July 1, 2003 -- July 31, 2003

	Total	Bruce Durn	Bryant Bryant	Rob Roy	Shawn Kemp
Expected Revenue Per Billing Hour	\$130.29	\$130.29	\$130.29	\$130.29	\$130.29
Actual Revenue Per Billing Hour	\$123.20	\$148.82	\$93.65	\$115.73	\$133.58
Expected Billing Efficiency	100	100	100	100	100
Actual Billing Efficiency	95	114	72	89	103
Repair Billing Analysis					
Total Repair Hours	218.55	44.42	35.38	71.08	67.67
Equivalent Repair Hours Billed	203.72	50.74	25.04	62.14	65.8
Equivalent Repair Hours Unbilled	14.83	0	10.34	8.94	1.87
Expected Repair Revenue	\$34,093.80	\$6,929.00	\$5,519.80	\$11,089.00	\$10,556.00
Actual Repair Revenue	\$31,780.19	\$7,915.33	\$3,906.00	\$9,694.60	\$10,264.26
Missed Repair Revenue	\$3,299.94	\$0.00	\$1,613.80	\$1,394.40	\$291.74
Expected Repair Revenue Per Hour	\$156.00	\$156.00	\$156.00	\$156.00	\$156.00
Actual Repair Revenue Per Hour	\$145.41	\$178.21	\$110.39	\$136.38	\$151.69
Missed Repair Revenue Per Hour	\$10.59	\$0.00	\$45.61	\$19.62	\$4.31
Travel & Diagnostic Billing Analysis					
Expected Travel & Diagnostic Revenue	\$8,064.00	\$2,232.00	\$1,656.00	\$2,664.00	\$1,512.00
Actual Travel & Diagnostic Revenue	\$8,317.00	\$2,316.00	\$1,944.00	\$2,833.00	\$1,224.00
Expected Travel & Diagnostic Revenue Per Minute	\$1.60	\$1.60	\$1.60	\$1.60	\$1.60
Actual Travel & Diagnostic Revenue Per Minute	\$1.30	\$1.59	\$1.20	\$1.27	\$1.11
Billing Time Analysis					
Average Billing Calls Per Day	1.94	2.14	1.35	2.52	1.7
Average Billing Hours Per Day	3.75	3.27	3.12	5.15	4.3
Equivalent Hours Billed Per Day	3.97	3.74	2.24	4.58	4.41
Average Repair Hours Per Day	2.67 (67%)	2.12 (65%)	1.77 (57%)	3.38 (66%)	3.38 (79%)
Average Travel Hours Per Day	0.81 (20%)	0.88 (27%)	0.75 (24%)	0.98 (19%)	0.62 (14%)
Average Diagnostic Hours Per Day	0.49 (12%)	0.28 (9%)	0.61 (19%)	0.79 (15%)	0.3 (7%)
Expected Average Repair Time	60	60	60	60	60
Actual Average Repair Time	82	59	79	80	119
Expected Average Travel Time	30	30	30	30	30
Actual Average Travel Time	36	36	39	34	35
Expected Average Diagnostic Time	15	15	15	15	15
Actual Average Diagnostic Time	22	11	32	27	17