

Emergency Response Times
 NU New Hampshire work orders from 10/01/2013 to 10/31/2013
 Total orders in sample: 304

Orders responded to in < 30 minutes: 57 (55% of total) for Regular Hours:																			
Order Token	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Hold Time	Travel Time	Assigned	Accepted	In Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
10/1/2013 7:11:06 AM	14 FARADAY DR	DOVER	NH	Jeffrey Croteau	David Martinge	9000	LEAK INSIDE	WF0552879N	1	10	10/1/2013 7:12	10/1/2013 7:13	10/1/2013 7:13	10/1/2013 7:23	10/1/2013 8:00:11 AM	36	12	Regular Hours	< 30 minutes
10/1/2013 12:23:17 PM	58 PLAISTOW RD	PLAISTOW	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0552971N	0	8	10/1/2013 12:23	10/1/2013 12:24	10/1/2013 12:24	10/1/2013 12:32	10/1/2013 2:41:04 PM	128	9	Regular Hours	< 30 minutes
10/1/2013 1:39:53 PM	6 LANCELOT CT Pst. 6	SALEM	NH	Anthony Beck	David Martinge	9000	LEAK INSIDE	WF0552985N	2	4	10/1/2013 13:42	10/1/2013 13:43	10/1/2013 13:44	10/1/2013 13:47	10/1/2013 2:52:59 PM	65	7	Regular Hours	< 30 minutes
10/2/2013 8:43:47 AM	128 FORTSMOUTH AVE	EXETER	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0553057N	0	12	10/2/2013 8:44	10/2/2013 8:52	10/2/2013 8:52	10/2/2013 9:04	10/2/2013 11:00:47 AM	116	20	Regular Hours	< 30 minutes
10/2/2013 9:18:06 AM	7 STONEYBROOK LN	STRATHAM	NH	Kevin Ruel	David Martinge	9000	LEAK INSIDE	WF0553079N	1	21	10/2/2013 9:19	10/2/2013 9:23	10/2/2013 9:26	10/2/2013 9:44	10/2/2013 9:57:36 AM	12	26	Regular Hours	< 30 minutes
10/2/2013 12:08:16 PM	54 WASHINGTON ST	SEABROOK	NH	John Wiley	David Martinge	9100	LEAK OUTSIDE	WF0553138N	0	9	10/2/2013 12:08	10/2/2013 12:13	10/2/2013 12:13	10/2/2013 12:22	10/2/2013 12:52:06 PM	29	13	Regular Hours	< 30 minutes
10/2/2013 12:18:54 PM	15 RIVERVIEW TER	HAMPTON	NH	David Emerton	David Martinge	9000	LEAK INSIDE	WF0553136N	2	13	10/2/2013 12:21	10/2/2013 12:27	10/2/2013 12:29	10/2/2013 12:40	10/2/2013 1:41:03 PM	60	22	Regular Hours	< 30 minutes
10/2/2013 1:56:26 PM	10 CROSBY RD	DOVER	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0553145N	1	9	10/2/2013 13:52	10/2/2013 14:01	10/2/2013 14:01	10/2/2013 14:30	10/2/2013 5:08:03 PM	177	14	Regular Hours	< 30 minutes
10/3/2013 8:35:37 AM	289 LAFAYETTE RD	HAMPTON	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0553211N	0	6	10/3/2013 8:35	10/3/2013 8:37	10/3/2013 8:39	10/3/2013 8:44	10/3/2013 11:23:13 AM	159	8	Regular Hours	< 30 minutes
10/3/2013 2:52:56 PM	3 GULFETH AVE	HAMPTON	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0553294N	0	9	10/3/2013 14:53	10/3/2013 14:54	10/3/2013 15:03	10/3/2013 15:03	10/3/2013 5:15:38 PM	131	10	Regular Hours	< 30 minutes
10/4/2013 8:13:33 AM	59 LADY HILL AVE	EXETER	NH	Daniel LaFortune	David Martinge	9100	LEAK OUTSIDE	WF0553336N	0	17	10/4/2013 8:14	10/4/2013 8:14	10/4/2013 8:21	10/4/2013 8:31	10/4/2013 9:23:14 AM	51	18	Regular Hours	< 30 minutes
10/4/2013 8:42:34 AM	4 ASHWOOD CT Apt. 812 Pst. G	ATKINSON	NH	David Emerton	William Jones	5000	GAS LEAKS - SERVICE	WF0553339N	0	9	10/4/2013 8:43	10/4/2013 8:44	10/4/2013 8:44	10/4/2013 8:54	10/4/2013 9:19:07 AM	25	11	Regular Hours	< 30 minutes
10/7/2013 9:30:09 AM	46 BELLAMY RD	DOVER	NH	Kevin C. Ford	William Jones	9100	LEAK OUTSIDE	WF0553524N	0	15	10/7/2013 9:30	10/7/2013 9:31	10/7/2013 9:41	10/7/2013 9:47	10/7/2013 10:46:27 AM	59	17	Regular Hours	< 30 minutes
10/7/2013 11:38:43 AM	577 RICHARDS AVE	PORTSMOUTH	NH	Kevin Ruel	William Jones	9100	LEAK OUTSIDE	WF0553624N	0	8	10/7/2013 11:39	10/7/2013 11:39	10/7/2013 11:39	10/7/2013 11:42	10/7/2013 12:36:07 PM	53	4	Regular Hours	< 30 minutes
10/7/2013 11:43:02 AM	14 BRAEMOOR WOODS RD Apt. A-6 Pst.	SALEM	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0553625N	0	9	10/7/2013 11:43	10/7/2013 11:43	10/7/2013 11:46	10/7/2013 11:52	10/7/2013 2:36:49 PM	163	9	Regular Hours	< 30 minutes
10/9/2013 9:19:15 AM	199 SOUTH RD	KENSINGTON	NH	Kevin Ruel	Lynne Copp	9100	LEAK OUTSIDE	WF0553846N	0	24	10/9/2013 9:19	10/9/2013 9:23	10/9/2013 9:27	10/9/2013 9:47	10/9/2013 11:48:19 AM	120	28	Regular Hours	< 30 minutes
10/9/2013 11:44:57 AM	12 ALDEN AVE	GREENLAND	NH	Kevin Clifford	Michael Talis	9000	LEAK INSIDE	WF0553883N	0	10	10/9/2013 11:45	10/9/2013 11:47	10/9/2013 11:47	10/9/2013 11:57	10/9/2013 1:13:49 PM	76	12	Regular Hours	< 30 minutes
10/10/2013 10:39:00 AM	149 PLAISTOW RD	PLAISTOW	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0553997N	0	20	10/10/2013 10:39	10/10/2013 10:47	10/10/2013 10:48	10/10/2013 11:06	10/10/2013 1:03:49 PM	115	29	Regular Hours	< 30 minutes
10/10/2013 3:43:35 PM	50 BROOKSIDE DR Apt. 5 Pst. P	EXETER	NH	John Wiley	David Martinge	9000	LEAK INSIDE	WF0554077N	0	8	10/10/2013 15:44	10/10/2013 15:50	10/10/2013 15:51	10/10/2013 15:59	10/10/2013 4:26:18 PM	28	15	Regular Hours	< 30 minutes
10/11/2013 1:55:04 PM	10 TROUBLE CALL	HAMPTON	NH	Kevin Clifford	David Martinge	9100	LEAK OUTSIDE	WF0554214N	0	0	10/11/2013 13:55	10/11/2013 13:59	10/11/2013 13:59	10/11/2013 13:59	10/11/2013 2:42:41 PM	42	4	Regular Hours	< 30 minutes
10/15/2013 7:54:35 AM	1 CASS ST Apt. 2 Pst. APT	EXETER	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0554551N	0	27	10/15/2013 7:54	10/15/2013 7:57	10/15/2013 7:57	10/15/2013 8:24	10/15/2013 11:30:49 AM	186	29	Regular Hours	< 30 minutes
10/15/2013 8:45:16 AM	174 KINGS HWY	HAMPTON	NH	Anthony Beck	Michael Talis	9100	LEAK OUTSIDE	WF0554563N	1	20	10/15/2013 8:46	10/15/2013 8:49	10/15/2013 8:49	10/15/2013 9:00	10/15/2013 10:48:51 AM	98	24	Regular Hours	< 30 minutes
10/16/2013 12:24:19 PM	581 OCEAN BLVD Apt. 26	HAMPTON	NH	Kevin Clifford	Michael Talis	9100	LEAK OUTSIDE	WF0554827N	0	6	10/16/2013 12:24	10/16/2013 12:25	10/16/2013 12:25	10/16/2013 12:31	10/16/2013 2:45:34 PM	133	7	Regular Hours	< 30 minutes
10/17/2013 10:26:18 AM	58 UNION ST	DOVER	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0554975N	0	18	10/17/2013 10:26	10/17/2013 10:26	10/17/2013 10:27	10/17/2013 10:45	10/17/2013 11:41:06 AM	55	18	Regular Hours	< 30 minutes
10/17/2013 11:22:01 AM	233 MILL RD	HAMPTON	NH	Daniel LaFortune	Michael Talis	9000	LEAK INSIDE	WF0554994N	0	17	10/17/2013 11:22	10/17/2013 11:23	10/17/2013 11:24	10/17/2013 11:41	10/17/2013 12:01:28 PM	20	19	Regular Hours	< 30 minutes

10/17/2013	1:22:49 PM	1 GREENLEAF WOODS DR Apt. 102 Pst.	PORTSMOUTH	NH	Kevin Ruel	Michael Tails	9000	LEAK INSIDE	WF055033N	0	7	10/17/2013 13:23	10/17/2013 13:23	10/17/2013 13:24	10/17/2013 13:31	10/17/2013	2:12:53 PM	41	8	Regular Hours	< 30 minutes
10/17/2013	3:19:57 PM	104 GULF RD	DOVER	NH	Jeffrey Croteau	Michael Tails	9100	LEAK OUTSIDE	WF055059N	0	26	10/17/2013 15:20	10/17/2013 15:20	10/17/2013 15:21	10/17/2013 15:47	10/17/2013	4:35:25 PM	47	28	Regular Hours	< 30 minutes
10/18/2013	11:13:38 AM	49 RIDGEWOOD DR Apt. 13 Pst. E	ATKINSON	NH	Kevin Clifford	Michael Tails	9100	LEAK OUTSIDE	WF055186N	0	25	10/18/2013 11:14	10/18/2013 11:14	10/18/2013 11:16	10/18/2013 11:40	10/18/2013	12:50:49 PM	70	26	Regular Hours	< 30 minutes
10/18/2013	1:44:30 PM	426 HIGH ST	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF055207N	1	9	10/18/2013 13:45	10/18/2013 13:46	10/18/2013 13:47	10/18/2013 13:56	10/18/2013	2:36:54 PM	40	12	Regular Hours	< 30 minutes
10/18/2013	2:30:19 PM	108 MAIN ST	PLAISTOW	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF055217N	0	6	10/18/2013 14:31	10/18/2013 14:32	10/18/2013 14:33	10/18/2013 14:59	10/18/2013	3:32:32 PM	53	8	Regular Hours	< 30 minutes
10/18/2013	2:39:29 PM	118 SWEET HILL RD	PLAISTOW	NH	Troy Kimball	David Martine	9100	LEAK OUTSIDE	WF055230N	0	28	10/18/2013 14:39	10/18/2013 14:39	10/18/2013 14:43	10/18/2013 15:08	10/18/2013	3:34:01 PM	25	29	Regular Hours	< 30 minutes
10/21/2013	10:15:24 AM	25 OLD DOVER RD Pst. B-C	ROCHESTER	NH	David Emerton	David Martine	9000	LEAK INSIDE	WF055334N	0	13	10/21/2013 10:15	10/21/2013 10:16	10/21/2013 10:17	10/21/2013 10:29	10/21/2013	12:44:00 PM	134	13	Regular Hours	< 30 minutes
10/22/2013	3:35:11 PM	75 PARTRIDGE GRN	ROCHESTER	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF055566N	0	10	10/22/2013 15:35	10/22/2013 15:36	10/22/2013 15:36	10/22/2013 15:47	10/22/2013	4:50:01 PM	62	11	Regular Hours	< 30 minutes
10/23/2013	8:26:50 AM	725 LAFAYETTE RD Pst. 5	HAMPTON	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF055569N	0	3	10/23/2013 8:27	10/23/2013 8:29	10/23/2013 8:31	10/23/2013 8:33	10/23/2013	9:14:17 AM	41	6	Regular Hours	< 30 minutes
10/23/2013	1:49:15 PM	163 MAIN ST	PLAISTOW	NH	Troy Kimball	David Martine	9000	LEAK INSIDE	WF055580N	0	19	10/23/2013 13:49	10/23/2013 13:50	10/23/2013 13:51	10/23/2013 14:10	10/23/2013	2:59:12 PM	49	20	Regular Hours	< 30 minutes
10/23/2013	2:11:46 PM	17 HOLLY LN	HAMPTON	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0555810N	0	5	10/23/2013 14:12	10/23/2013 14:13	10/23/2013 14:13	10/23/2013 14:18	10/23/2013	2:56:33 PM	38	6	Regular Hours	< 30 minutes
10/23/2013	3:14:41 PM	15 EASTERN AVE	ROCHESTER	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0555830N	0	13	10/23/2013 15:14	10/23/2013 15:17	10/23/2013 15:18	10/23/2013 15:21	10/23/2013	3:58:46 PM	27	16	Regular Hours	< 30 minutes
10/24/2013	10:02:11 AM	10 ELM ST	PLAISTOW	NH	John Wiley	David Martine	9100	LEAK OUTSIDE	WF0555911N	0	12	10/24/2013 10:02	10/24/2013 10:02	10/24/2013 10:03	10/24/2013 10:14	10/24/2013	11:19:54 AM	65	12	Regular Hours	< 30 minutes
10/24/2013	10:19:22 AM	189 STATE ST Apt. FL 1	PORTSMOUTH	NH	Laurie Rousseau	Michael Tails	9000	LEAK INSIDE	WF0555915N	0	4	10/24/2013 10:19	10/24/2013 10:20	10/24/2013 10:21	10/24/2013 10:25	10/24/2013	12:15:57 PM	110	5	Regular Hours	< 30 minutes
10/24/2013	11:06:46 AM	16 SICARD ST	HAMPTON	NH	David Emerton	David Martine	9100	LEAK OUTSIDE	WF0555929N	0	16	10/24/2013 11:07	10/24/2013 11:09	10/24/2013 11:10	10/24/2013 11:25	10/24/2013	2:01:57 PM	156	18	Regular Hours	< 30 minutes
10/24/2013	2:34:56 PM	19 OLD ROLLINSFORD RD	DOVER	NH	Jeffrey Croteau	David Martine	9000	LEAK INSIDE	WF0556011N	0	12	10/24/2013 14:35	10/24/2013 14:36	10/24/2013 14:38	10/24/2013 14:48	10/24/2013	4:00:26 PM	71	14	Regular Hours	< 30 minutes
10/25/2013	8:30:15 AM	1390 LAFAYETTE RD Pst. AMIGO	PORTSMOUTH	NH	David Perreault	David Martine	9100	LEAK OUTSIDE	WF0556074N	0	11	10/25/2013 8:30	10/25/2013 8:30	10/25/2013 8:31	10/25/2013 8:42	10/25/2013	10:58:30 AM	135	12	Regular Hours	< 30 minutes
10/25/2013	8:54:25 AM	14 MONROE ST	DOVER	NH	David Emerton	David Martine	9000	LEAK INSIDE	WF0556078N	0	15	10/25/2013 8:54	10/25/2013 8:58	10/25/2013 8:58	10/25/2013 9:13	10/25/2013	10:14:25 AM	61	18	Regular Hours	< 30 minutes
10/25/2013	10:59:34 AM	59 CLUFF RD 2 Pst. 1	SALEM	NH	Troy Kimball	David Martine	9000	LEAK INSIDE	WF0556121N	4	15	10/25/2013 11:04	10/25/2013 11:04	10/25/2013 11:05	10/25/2013 11:20	10/25/2013	11:43:56 AM	23	20	Regular Hours	< 30 minutes
10/25/2013	11:03:50 AM	0 TROUBLE CALL	ROCHESTER	NH	Jeffrey Croteau	Michael Tails	9100	LEAK OUTSIDE	WF0556126N	0	25	10/25/2013 11:04	10/25/2013 11:07	10/25/2013 11:07	10/25/2013 11:37	10/25/2013	12:32:20 PM	60	28	Regular Hours	< 30 minutes
10/28/2013	10:25:04 AM	6 MEETING PLACE DR Apt. 401 Pst. UNIT	EXETER	NH	Kevin Clifford	Michael Tails	5000	GAS LEAKS - SERVICE	WF0556417N	0	12	10/28/2013 10:25	10/28/2013 10:25	10/28/2013 10:26	10/28/2013 10:37	10/28/2013	10:51:28 AM	19	12	Regular Hours	< 30 minutes
10/28/2013	10:28:53 AM	56 OVERLOOK DR	ATKINSON	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0556440N	0	17	10/28/2013 10:29	10/28/2013 10:36	10/28/2013 10:37	10/28/2013 10:54	10/28/2013	12:56:26 PM	122	25	Regular Hours	< 30 minutes
10/28/2013	11:49:37 AM	0 TROUBLE CALL	HAMPTON	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0556484N	0	23	10/28/2013 11:49	10/28/2013 11:50	10/28/2013 11:50	10/28/2013 12:14	10/28/2013	1:24:19 PM	70	24	Regular Hours	< 30 minutes
10/29/2013	7:46:42 AM	70 GROVE ST	DOVER	NH	Jeffrey Croteau	David Martine	9000	LEAK INSIDE	WF05564613N	1	4	10/29/2013 7:48	10/29/2013 7:50	10/29/2013 7:51	10/29/2013 7:55	10/29/2013	8:19:37 AM	23	9	Regular Hours	< 30 minutes
10/29/2013	11:05:12 AM	31 COURT ST Pst. 1	EXETER	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0556655N	0	10	10/29/2013 11:05	10/29/2013 11:05	10/29/2013 11:09	10/29/2013 11:15	10/29/2013	4:49:50 PM	333	10	Regular Hours	< 30 minutes
10/30/2013	11:28:24 AM	11 KING ST Apt. 1	ROCHESTER	NH	David Perreault	David Martine	9100	LEAK OUTSIDE	WF0556876N	0	23	10/30/2013 11:28	10/30/2013 11:30	10/30/2013 11:31	10/30/2013 11:54	10/30/2013	1:56:19 PM	121	26	Regular Hours	< 30 minutes
10/30/2013	12:03:46 PM	21 SPRINGFIELD EST Apt. 21 Pst. 6	ROCHESTER	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0556885N	0	19	10/30/2013 12:04	10/30/2013 12:04	10/30/2013 12:05	10/30/2013 12:24	10/30/2013	1:06:47 PM	42	20	Regular Hours	< 30 minutes
10/30/2013	12:45:33 PM	101 SHATTUCK WAY Pst. 1	NEWINGTON	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0556904N	0	10	10/30/2013 12:45	10/30/2013 12:50	10/30/2013 12:50	10/30/2013 13:00	10/30/2013	3:37:57 PM	157	15	Regular Hours	< 30 minutes
10/31/2013	10:32:30 AM	188 JONES AVE	PORTSMOUTH	NH	Kevin Ruel	Lynne Copp	9000	LEAK INSIDE	WF0557092N	2	26	10/31/2013 10:35	10/31/2013 10:35	10/31/2013 10:36	10/31/2013 11:01	10/31/2013	11:58:17 AM	56	29	Regular Hours	< 30 minutes
10/31/2013	12:27:21 PM	115 HIGHLAND ST	EAST ROCHESTER	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0557145N	1	12	10/31/2013 12:29	10/31/2013 12:24	10/31/2013 12:26	10/31/2013 12:37	10/31/2013	1:43:11 PM	66	14	Regular Hours	< 30 minutes
10/31/2013	3:38:55 PM	454 WINNACUNNET	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0557194N	0	2	10/31/2013 15:39	10/31/2013 15:44	10/31/2013 15:44	10/31/2013 15:47	10/31/2013	4:26:40 PM	39	8	Regular Hours	< 30 minutes
10/31/2013	3:48:54 PM	280 N MAIN ST	ROCHESTER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0557197N	1	18	10/31/2013 15:50	10/31/2013 15:51	10/31/2013 15:51	10/31/2013 16:10	10/31/2013	4:46:09 PM	36	21	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes; 25 (24% of total) for After Hours:																								
10/1/2013	6:49:46 PM	6 LANCELOT CT Pkt. 6	SALEM	NH	Troy Kimball	Lynne Copp	9000	LEAK INSIDE	WF0553039N	0	18	10/1/2013 18:50	10/1/2013 18:54	10/1/2013 18:54	10/1/2013 19:13	10/1/2013	8:13:15 PM	59	23	After Hours	< 30 minutes			
10/2/2013	5:13:20 PM	24 CROSBY RD Pkt. 1-2	DOVER	NH	Launie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0553185N	0	20	10/2/2013 17:13	10/2/2013 17:17	10/2/2013 17:37	10/2/2013 17:37	10/2/2013	5:41:30 PM	3	24	After Hours	< 30 minutes			
10/2/2013	5:50:50 PM	6 HEMLOCK ST	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0553193N	0	8	10/2/2013 17:51	10/2/2013 17:52	10/2/2013 17:52	10/2/2013 18:06	10/2/2013	6:40:26 PM	40	9	After Hours	< 30 minutes			
10/2/2013	7:04:07 PM	0 TROUBLE CALL	SOMERSWORTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0553196N	0	1	10/2/2013 19:04	10/2/2013 19:05	10/2/2013 19:05	10/2/2013 19:06	10/2/2013	8:45:35 PM	99	2	After Hours	< 30 minutes			
10/3/2013	3:19:14 AM	3 ELA CT	ROCHESTER	NH	Daniel LaFortune	Scott Lacouture	9100	LEAK OUTSIDE	WF0553199N	0	0	10/3/2013 3:19	10/3/2013 3:19	10/3/2013 3:20	10/3/2013 3:20	10/3/2013	3:59:19 AM	39	0	After Hours	< 30 minutes			
10/3/2013	9:55:36 PM	5 ATLANTIC AVE	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0553459N	0	7	10/4/2013 21:56	10/4/2013 22:00	10/4/2013 22:00	10/4/2013 22:07	10/4/2013	10:46:45 PM	39	11	After Hours	< 30 minutes			
10/4/2013	10:36:14 PM	52 HIGHLAND ST Apt. 2	PORTSMOUTH	NH	Jeffrey Croteau	Edward Chanton	9000	LEAK INSIDE	WF0553460N	4	23	10/4/2013 22:40	10/4/2013 22:41	10/4/2013 22:42	10/4/2013 23:05	10/4/2013	11:48:47 PM	43	28	After Hours	< 30 minutes			
10/8/2013	6:38:30 PM	0 TROUBLE CALL	ROCHESTER	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0553806N	0	10	10/8/2013 18:38	10/8/2013 18:39	10/8/2013 18:39	10/8/2013 18:49	10/8/2013	8:55:00 PM	125	11	After Hours	< 30 minutes			
10/8/2013	7:02:44 PM	83 SPINNAKER WAY	PORTSMOUTH	NH	Daniel LaFortune	David Martinage	5000	GAS LEAKS - SERVICE	WF0553807N	0	16	10/8/2013 19:03	10/8/2013 19:04	10/8/2013 19:04	10/8/2013 19:21	10/8/2013	8:06:56 PM	45	18	After Hours	< 30 minutes			
10/9/2013	7:23:55 PM	1 LRAC LN	DOVER	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0553955N	0	9	10/9/2013 19:24	10/9/2013 19:25	10/9/2013 19:27	10/9/2013 19:35	10/9/2013	8:26:14 PM	50	11	After Hours	< 30 minutes			
10/15/2013	4:44:29 PM	380 LAVERETTE RD	SLABROOK	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0554726N	0	10	10/15/2013 16:44	10/15/2013 16:44	10/15/2013 16:45	10/15/2013 16:54	10/15/2013	5:14:20 PM	19	10	After Hours	< 30 minutes			
10/16/2013	8:48:57 PM	11 OLD PARRISH WAY	PORTSMOUTH	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0554938N	0	17	10/16/2013 20:43	10/16/2013 20:49	10/16/2013 20:50	10/16/2013 21:07	10/16/2013	10:13:38 PM	66	18	After Hours	< 30 minutes			
10/22/2013	10:04:48 PM	514 SPRINGBROOK CIR	PORTSMOUTH	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0555685N	0	28	10/22/2013 22:05	10/22/2013 22:06	10/22/2013 22:06	10/22/2013 22:35	10/22/2013	11:12:15 PM	36	30	After Hours	< 30 minutes			
10/23/2013	4:17:07 PM	563 CENTRAL AVE	DOVER	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0555845N	4	18	10/23/2013 16:21	10/23/2013 16:22	10/23/2013 16:22	10/23/2013 16:40	10/23/2013	6:24:30 PM	103	23	After Hours	< 30 minutes			
10/24/2013	4:03:20 PM	454 WINNACUNNET RD Apt. 23	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0556038N	0	9	10/24/2013 16:03	10/24/2013 16:03	10/24/2013 16:04	10/24/2013 16:12	10/24/2013	5:02:29 PM	49	9	After Hours	< 30 minutes			
10/24/2013	4:50:54 PM	76 BROADWAY Apt. 4	DOVER	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0556049N	1	20	10/24/2013 16:52	10/24/2013 16:53	10/24/2013 16:54	10/24/2013 17:13	10/24/2013	6:05:00 PM	51	22	After Hours	< 30 minutes			
10/24/2013	10:54:14 PM	2 PONDVIEW DR	DOVER	NH	Jeffrey Croteau	Mark Severens	9100	LEAK OUTSIDE	WF0556063N	2	11	10/24/2013 22:56	10/24/2013 22:57	10/24/2013 22:58	10/24/2013 23:09	10/25/2013	12:56:59 AM	107	14	After Hours	< 30 minutes			
10/25/2013	4:00:47 PM	2 WINDEMERE LN	EXETER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0556246N	0	14	10/25/2013 16:01	10/25/2013 16:02	10/25/2013 16:02	10/25/2013 16:16	10/25/2013	4:55:11 PM	38	15	After Hours	< 30 minutes			
10/29/2013	4:39:05 PM	163 WATER ST Apt. C-1 Pkt. #1	EXETER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0556778N	1	11	10/29/2013 16:40	10/29/2013 16:40	10/29/2013 16:41	10/29/2013 16:52	10/29/2013	5:14:12 PM	21	13	After Hours	< 30 minutes			
10/29/2013	7:28:25 PM	8 LANCELOT CT Pkt. 8	SALEM	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0556811N	0	16	10/29/2013 19:29	10/29/2013 19:30	10/29/2013 19:30	10/29/2013 19:46	10/29/2013	8:05:15 PM	38	18	After Hours	< 30 minutes			
10/30/2013	4:45:31 PM	13 HAMPTON MOWNS	HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0557010N	0	4	10/30/2013 16:46	10/30/2013 16:49	10/30/2013 16:50	10/30/2013 16:54	10/30/2013	5:46:27 PM	51	9	After Hours	< 30 minutes			
10/30/2013	6:22:05 PM	128 SHATTUCK WAY	NEWINGTON	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0557024N	1	13	10/30/2013 18:23	10/30/2013 18:30	10/30/2013 18:30	10/30/2013 18:43	10/30/2013	7:30:15 PM	46	21	After Hours	< 30 minutes			
10/30/2013	7:33:11 PM	17 BROAD ST	SOMERSWORTH	NH	Kevin Ruel	William Jones	9100	LEAK OUTSIDE	WF0557034N	0	10	10/30/2013 19:33	10/30/2013 19:34	10/30/2013 19:36	10/30/2013 19:45	10/30/2013	9:00:32 PM	75	12	After Hours	< 30 minutes			
10/30/2013	7:55:25 PM	126 MT VERNON ST	DOVER	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0557030N	3	19	10/30/2013 19:58	10/30/2013 19:59	10/30/2013 19:59	10/30/2013 20:18	10/30/2013	9:41:30 PM	87	23	After Hours	< 30 minutes			
10/31/2013	5:27:46 PM	9 HALL PL Apt. 1	EXETER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0557233N	0	1	10/31/2013 17:28	10/31/2013 17:28	10/31/2013 17:28	10/31/2013 17:29	10/31/2013	5:41:37 PM	11	2	After Hours	< 30 minutes			

Orders responded to in < 30 minutes: 8 (2% of total) for Weekend/Holiday Hours:																					
10/5/2013	9:13:14 AM	0 TROUBLE CALL	SOMERSWORTH	NH	Laurie Rousseau	Scott Lacouture	9100	LEAK OUTSIDE	WF0553462N	0	15	10/5/2013 9:13	10/5/2013 9:14	10/5/2013 9:14	10/5/2013 9:30	10/5/2013	1:21:47 PM	231	17	Weekend/Holiday	< 30 minutes
10/5/2013	8:37:50 PM	563 SAGAMORE AVE	PORTSMOUTH	NH	Jeffrey Croteau	Edward Charlton	9000	LEAK INSIDE	WF0553480N	0	24	10/5/2013 20:37	10/5/2013 20:42	10/5/2013 20:42	10/5/2013 21:06	10/5/2013	9:48:43 PM	42	29	Weekend/Holiday	< 30 minutes
10/6/2013	1:13:50 AM	24 DOVER ST	DOVER	NH	Laurie Rousseau	Edward Charlton	9100	LEAK OUTSIDE	WF0553483N	1	26	10/6/2013 1:15	10/6/2013 1:16	10/6/2013 1:17	10/6/2013 1:42	10/6/2013	2:20:00 AM	37	29	Weekend/Holiday	< 30 minutes
10/26/2013	9:27:21 AM	364 BROAD ST	PORTSMOUTH	NH	John Wiley	Jason Brooks	9000	LEAK INSIDE	WF0556302N	0	28	10/26/2013 9:28	10/26/2013 9:28	10/26/2013 9:28	10/26/2013 9:56	10/26/2013	10:30:10 AM	33	29	Weekend/Holiday	< 30 minutes
10/26/2013	12:08:36 PM	373 LINCOLN AVE	PORTSMOUTH	NH	John Wiley	Jason Brooks	9100	LEAK OUTSIDE	WF0556316N	0	10	10/26/2013 12:08	10/26/2013 12:12	10/26/2013 12:13	10/26/2013 12:33	10/26/2013	12:45:58 PM	22	14	Weekend/Holiday	< 30 minutes
10/26/2013	2:14:45 PM	304 CABOT ST Apt. 1	PORTSMOUTH	NH	John Wiley	Jason Brooks	9000	LEAK INSIDE	WF0556322N	1	4	10/26/2013 14:16	10/26/2013 14:16	10/26/2013 14:17	10/26/2013 14:20	10/26/2013	3:56:06 PM	95	5	Weekend/Holiday	< 30 minutes
10/26/2013	2:15:53 PM	720 CENTRAL AVE Apt. DOWN	DOVER	NH	Daniel LaFortune	Jason Brooks	9000	LEAK INSIDE	WF0556324N	1	10	10/26/2013 14:17	10/26/2013 14:17	10/26/2013 14:18	10/26/2013 14:28	10/26/2013	2:47:58 PM	19	12	Weekend/Holiday	< 30 minutes
10/26/2013	4:19:53 PM	45 BLUE HERON DR	PORTSMOUTH	NH	John Wiley	Linda Hollums	9000	LEAK INSIDE	WF0556332N	2	7	10/26/2013 16:21	10/26/2013 16:22	10/26/2013 16:22	10/26/2013 16:30	10/26/2013	4:52:18 PM	22	10	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 2 (2% of total) for Regular Hours:																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		
10/10/2013	10:59:55 AM	7 BEAUCHWOOD CT Pst. #4	ATKINSON	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0554034N	0	42	10/10/2013 11:00	10/10/2013 11:00	10/10/2013 11:02	10/10/2013 11:43	10/10/2013	1:17:54 PM	93	44	Regular Hours	31-45 minutes
10/16/2013	7:55:06 AM	13 ELM ST	PLAISTOW	NH	Anthony Beck	Michael Tails	9100	LEAK OUTSIDE	WF0554752N	6	30	10/16/2013 8:01	10/16/2013 8:01	10/16/2013 8:02	10/16/2013 8:32	10/16/2013	10:02:15 AM	90	37	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 1 (1% of total) for After Hours:																					
10/2/2013	7:32:26 PM	1 WARREN ST	EAST ROCHESTER	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0553198N	0	35	10/2/2013 19:33	10/2/2013 19:41	10/2/2013 19:42	10/2/2013 20:17	10/2/2013	8:35:28 PM	17	45	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 7 (7% of total) for Weekend/Holiday Hours:																					
10/6/2013	6:23:51 AM	777 MIDDLE RD Apt. 46	PORTSMOUTH	NH	Jeffrey Croteau	Jason Brooks	9000	LEAK INSIDE	WF0553482N	3	21	10/6/2013 6:25	10/6/2013 6:34	10/6/2013 6:34	10/6/2013 6:55	10/6/2013	8:26:17 AM	90	32	Weekend/Holiday	31-45 minutes
10/6/2013	7:13:46 AM	211 UNION ST	PORTSMOUTH	NH	Mayron Gilman	Jason Brooks	9000	LEAK INSIDE	WF0553483N	5	14	10/6/2013 7:19	10/6/2013 7:37	10/6/2013 7:39	10/6/2013 7:51	10/6/2013	8:05:47 AM	13	38	Weekend/Holiday	31-45 minutes
10/6/2013	8:59:06 AM	28 HICKORY LN	SOMERSWORTH	NH	Laurie Rousseau	Jason Brooks	9000	LEAK INSIDE	WF0553484N	0	30	10/6/2013 9:00	10/6/2013 9:10	10/6/2013 9:10	10/6/2013 9:40	10/6/2013	10:33:53 AM	73	41	Weekend/Holiday	31-45 minutes
10/6/2013	3:28:52 PM	95 COURT ST Apt. 5	EXETER	NH	Jeffrey Croteau	Jason Brooks	9000	LEAK INSIDE	WF0553485N	1	33	10/6/2013 15:30	10/6/2013 15:38	10/6/2013 15:38	10/6/2013 16:12	10/6/2013	4:45:58 PM	33	43	Weekend/Holiday	31-45 minutes
10/13/2013	10:13:04 AM	7 CHEVY CHASE RD	SEABROOK	NH	Jeffrey Croteau	Linda Hollums	9000	LEAK INSIDE	WF0554289N	1	31	10/13/2013 10:14	10/13/2013 10:20	10/13/2013 10:20	10/13/2013 10:51	10/13/2013	11:29:31 AM	37	38	Weekend/Holiday	31-45 minutes
10/19/2013	10:35:51 AM	356 LAFAYETTE RD Apt. B Pst. UNIT	HAMPTON	NH	Jeffrey Croteau	Jason Brooks	9100	LEAK OUTSIDE	WF0555271N	1	29	10/19/2013 10:37	10/19/2013 10:47	10/19/2013 10:53	10/19/2013 11:17	10/19/2013	12:51:33 PM	94	41	Weekend/Holiday	31-45 minutes
10/27/2013	1:43:15 PM	70 SHEFFIELD RD	PORTSMOUTH	NH	Daniel LaFortune	Linda Hollums	9100	LEAK OUTSIDE	WF0556350N	10	22	10/27/2013 13:53	10/27/2013 13:59	10/27/2013 13:59	10/27/2013 14:22	10/27/2013	4:02:52 PM	100	38	Weekend/Holiday	31-45 minutes
Orders responded to in 46-60 minutes: 4 (4% of total) for Regular Hours:																					
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category		
10/9/2013	3:46:04 PM	51 RIDGEWOOD DR 13 Apt. 13 Pst. F	ATKINSON	NH	Tracy Kimball	Lynne Copp	9100	LEAK OUTSIDE	WF0553529N	0	51	10/9/2013 15:46	10/9/2013 15:47	10/9/2013 15:49	10/9/2013 16:39	10/9/2013	3:05:11 PM	25	53	Regular Hours	46-60 minutes
10/18/2013	1:23:32 PM	0 TROUBLE CALL	DOVER	NH	David Emerton	Michael Tails	9100	LEAK OUTSIDE	WF0555205N	0	0	10/18/2013 13:23	10/18/2013 14:11	10/18/2013 14:11	10/18/2013 14:31	10/18/2013	2:09:27 PM	57	48	Regular Hours	46-60 minutes
10/23/2013	1:34:43 PM	401 HIGH ST	SOMERSWORTH	NH	Laurie Rousseau	David Martineau	9100	LEAK OUTSIDE	WF0555803N	0	50	10/23/2013 13:35	10/23/2013 13:37	10/23/2013 13:39	10/23/2013 14:27	10/23/2013	3:37:20 PM	69	52	Regular Hours	46-60 minutes
10/31/2013	1:57:05 PM	233 CENTRAL AVE	DOVER	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0557169N	1	0	10/31/2013 13:58	10/31/2013 14:47	10/31/2013 14:48	10/31/2013 14:48	10/31/2013	4:03:41 PM	75	51	Regular Hours	46-60 minutes

Orders responded to in 46-60 minutes: 0 (0% of total) for After Hours:																
Orders responded to in 46-60 minutes: 0 (0% of total) for Weekend/Holiday Hours:																
Orders responded to in 61-75 minutes: 0 (0% of total) for Regular Hours:																
Order Token	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	In Route	On Site	Work Completed	Job Time
																Response Time
																Hour Class
																Response Category
Orders responded to in 61-75 minutes: 0 (0% of total) for After Hours:																
Orders responded to in 61-75 minutes: 0 (0% of total) for Weekend/Holiday Hours:																
Orders responded to in > 75 minutes: 0 (0% of total) for Regular Hours:																
Order Token	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	In Route	On Site	Work Completed	Job Time
																Response Time
																Hour Class
																Response Category
Orders responded to in > 75 minutes: 0 (0% of total) for After Hours:																
Orders responded to in > 75 minutes: 0 (0% of total) for Weekend/Holiday Hours:																

Summary for 10/01/2013 to 10/31/2013

Summary for 10/01/2013 to 10/31/2013

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	49	47%	15	31	49%	15	14	54%	15	4	27%
30	41	87%	30	26	90%	30	11	96%	30	4	53%
45	10	96%	45	2	94%	45	1	100%	45	7	100%
60	4	100%	60	4	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	104		Total	63		Total	26		Total	15	

Oct-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	49	47%	15	31	49%	15	14	54%	15	4	27%
30	41	87%	30	26	90%	30	11	96%	30	4	53%
45	10	96%	45	2	94%	45	1	100%	45	7	100%
60	4	100%	60	4	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	104		Total	63		Total	26		Total	15	

Sep-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	45%	15	16	41%	15	8	67%	15	3	33%
30	25	87%	30	19	90%	30	2	83%	30	4	78%
45	8	100%	45	4	100%	45	2	100%	45	2	100%
60	0	100%	60	0	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	60		Total	39		Total	12		Total	9	

Aug-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	42	48%	15	25	50%	15	17	61%	15	0	0%
30	32	85%	30	18	86%	30	8	89%	30	6	67%
45	11	98%	45	6	98%	45	2	96%	45	3	100%
60	2	100%	60	1	100%	60	1	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	87		Total	50		Total	28		Total	9	

Jul-13											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	42%	15	23	70%	15	3	20%	15	1	6%
30	26	83%	30	10	100%	30	9	80%	30	7	50%
45	10	98%	45	0	100%	45	3	100%	45	7	94%
60	1	100%	60	0	100%	60	0	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	64		Total	33		Total	15		Total	16	

Jun-13											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	22	40%	15	16	44%	15	4	33%	15	2	29%
30	25	85%	30	19	97%	30	5	75%	30	1	43%
45	8	100%	45	1	100%	45	3	100%	45	4	100%
60	0	100%	60	0	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	55		Total	36		Total	12		Total	7	

May-13											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	47%	15	14	52%	15	9	50%	15	0	0%
30	21	90%	30	13	100%	30	6	83%	30	2	50%
45	5	100%	45	0	100%	45	3	100%	45	2	100%
60	0	100%	60	0	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	49		Total	27		Total	18		Total	4	

Apr-13											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	30	55%	15	24	73%	15	6	46%	15	0	0%
30	22	95%	30	9	100%	30	7	100%	30	6	67%
45	3	100%	45	0	100%	45	0	100%	45	3	100%
60	0	100%	60	0	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	55		Total	33		Total	13		Total	9	

Mar-13											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	50%	15	24	63%	15	3	50%	15	2	14%
30	22	88%	30	12	95%	30	2	83%	30	8	71%
45	5	97%	45	0	95%	45	1	100%	45	4	100%
60	1	98%	60	1	97%	60	0	100%	60	0	100%
75	1	100%	75	1	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	58		Total	38		Total	6		Total	14	

Feb-13											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	31%	15	22	45%	15	8	53%	15	1	3%
30	48	78%	30	26	98%	30	6	93%	30	16	46%
45	16	94%	45	1	100%	45	0	93%	45	15	86%
60	6	100%	60	0	100%	60	1	100%	60	5	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	101		Total	49		Total	15		Total	37	

Jan-13											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	38	38%	15	29	55%	15	7	22%	15	2	14%
30	39	78%	30	21	94%	30	14	66%	30	4	43%
45	20	98%	45	3	100%	45	9	94%	45	8	100%
60	2	100%	60	0	100%	60	2	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	99		Total	53		Total	32		Total	14	

Dec-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	47	36%	15	29	43%	15	11	37%	15	7	23%
30	58	81%	30	33	91%	30	12	77%	30	13	65%
45	20	97%	45	6	100%	45	6	97%	45	8	90%
60	4	100%	60	0	100%	60	1	100%	60	3	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	129		Total	68		Total	30		Total	31	

Nov-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	36%	15	26	48%	15	7	25%	15	2	14%
30	49	88%	30	27	98%	30	15	79%	30	7	64%
45	7	95%	45	0	98%	45	4	93%	45	3	86%
60	5	100%	60	1	100%	60	2	100%	60	2	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	96		Total	54		Total	28		Total	14	

12 Month Summary

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	400	42%	15	279	51%	15	97	41%	15	24	13%
30	408	84%	30	233	94%	30	97	83%	30	78	57%
45	123	97%	45	23	99%	45	34	97%	45	66	94%
60	25	100%	60	7	100%	60	7	100%	60	11	100%
75	1	100%	75	1	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	957		Total	543		Total	235		Total	179	