

Emergency Response Times
 NU New Hampshire work orders from 12/01/2013 to 12/31/2013
 Total orders in sample: 110

Orders responded to in < 30 minutes: 43 (39% 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
12/2/2013	2:25:56 PM 6 OLD ROCHESTER RD Pyl. 1	DOVER	NH	Kevin Clifford	David Martineau	9000	LEAK INSIDE	WF0560347N	0	16	12/2/2013 14:26	12/2/2013 14:29	12/2/2013 14:30	12/2/2013 14:45	12/2/2013 4:09:32 PM	83	19	Regular Hours	< 30 minutes
12/3/2013	8:27:37 AM 101 CHAPEL ST	PORTSMOUTH	NH	Ryan Kelleher	Lynne Copp	9100	LEAK OUTSIDE	WF0560460N	0	8	12/3/2013 8:27	12/3/2013 8:39	12/3/2013 8:39	12/3/2013 8:47	12/3/2013 12:33:05 PM	225	19	Regular Hours	< 30 minutes
12/3/2013	8:56:54 AM 52 ASHWORTH AVE	HAMPTON	NH	Kevin Clifford	David Martineau	9100	LEAK OUTSIDE	WF0560482N	0	16	12/3/2013 8:57	12/3/2013 8:57	12/3/2013 8:58	12/3/2013 9:14	12/3/2013 10:30:27 AM	95	17	Regular Hours	< 30 minutes
12/3/2013	9:55:13 AM 8 HAVERHILL AVE	HAMPTON	NH	Kevin Ruel	Lynne Copp	9100	LEAK OUTSIDE	WF0560491N	0	23	12/3/2013 9:55	12/3/2013 9:54	12/3/2013 9:57	12/3/2013 10:20	12/3/2013 1:08:31 PM	167	25	Regular Hours	< 30 minutes
12/3/2013	10:37:20 AM 128 OCEAN BLVD	SEABROOK	NH	Anthony Beck	Lynne Copp	9100	LEAK OUTSIDE	WF0560508N	0	22	12/3/2013 10:37	12/3/2013 10:38	12/3/2013 10:39	12/3/2013 11:00	12/3/2013 12:48:08 PM	107	23	Regular Hours	< 30 minutes
12/3/2013	11:51:21 AM 281 HIGH ST	SOMERSWORTH	NH	Alex Groetz	Lynne Copp	9100	LEAK OUTSIDE	WF0560521N	0	9	12/3/2013 11:52	12/3/2013 11:53	12/3/2013 11:55	12/3/2013 12:02	12/3/2013 3:20:14 PM	197	11	Regular Hours	< 30 minutes
12/3/2013	1:11:48 PM 12 ALBURN AVE	HAMPTON	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0560544N	0	18	12/3/2013 13:12	12/3/2013 13:12	12/3/2013 13:13	12/3/2013 13:30	12/3/2013 2:45:28 PM	75	18	Regular Hours	< 30 minutes
12/3/2013	1:40:20 PM 95 MECHANIC ST Apt. 2	PORTSMOUTH	NH	John Wiley	David Martineau	9100	LEAK OUTSIDE	WF0560552N	2	24	12/3/2013 13:42	12/3/2013 13:45	12/3/2013 13:45	12/3/2013 14:10	12/3/2013 2:12:36 PM	2	29	Regular Hours	< 30 minutes
12/3/2013	1:58:27 PM 158 ASHWORTH AVE	HAMPTON	NH	John Wiley	Michael Telle	9100	LEAK OUTSIDE	WF0560556N	0	0	12/3/2013 13:58	12/3/2013 13:58	12/3/2013 13:58	12/3/2013 13:58	12/3/2013 2:26:36 PM	27	0	Regular Hours	< 30 minutes
12/3/2013	3:49:59 PM 325 LAFAYETTE RD B Apt. L Pst. RETAI	SEABROOK	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0560580N	1	13	12/3/2013 15:51	12/3/2013 15:51	12/3/2013 15:52	12/3/2013 16:04	12/3/2013 4:59:14 PM	54	14	Regular Hours	< 30 minutes
12/4/2013	12:19:17 PM 9 PROSPECT ST	SOMERSWORTH	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WF0560684N	0	16	12/4/2013 12:19	12/4/2013 12:21	12/4/2013 12:22	12/4/2013 12:37	12/4/2013 3:06:39 PM	149	18	Regular Hours	< 30 minutes
12/5/2013	9:14:28 AM 210 GATES ST	PORTSMOUTH	NH	Alex Groetz	David Martineau	9100	LEAK OUTSIDE	WF0560739N	0	3	12/5/2013 9:14	12/5/2013 9:15	12/5/2013 9:16	12/5/2013 9:19	12/5/2013 12:00:59 PM	161	4	Regular Hours	< 30 minutes
12/5/2013	11:38:52 AM 161 THORNTON ST	PORTSMOUTH	NH	Kevin Ruel	David Martineau	9000	LEAK INSIDE	WF0560778N	1	10	12/5/2013 11:39	12/5/2013 11:41	12/5/2013 11:43	12/5/2013 11:52	12/5/2013 12:23:06 PM	30	13	Regular Hours	< 30 minutes
12/6/2013	1:31:21 PM 20 RIVER AVE	HAMPTON	NH	Lance Keely	Lynne Copp	9000	LEAK INSIDE	WF0560909N	0	5	12/6/2013 13:31	12/6/2013 13:32	12/6/2013 13:32	12/6/2013 13:37	12/6/2013 2:21:10 PM	43	6	Regular Hours	< 30 minutes
12/9/2013	9:43:08 AM 5 TOWLE AVE	EXETER	NH	David Emerson	Lynne Copp	9100	LEAK OUTSIDE	WF0561011N	0	14	12/9/2013 9:43	12/9/2013 9:44	12/9/2013 9:45	12/9/2013 9:58	12/9/2013 12:16:41 PM	137	15	Regular Hours	< 30 minutes
12/9/2013	10:10:32 AM 157 KINGS HWY	HAMPTON	NH	Alex Groetz	Lynne Copp	9100	LEAK OUTSIDE	WF0561017N	1	20	12/9/2013 10:11	12/9/2013 10:12	12/9/2013 10:15	12/9/2013 10:33	12/9/2013 11:57:58 AM	84	22	Regular Hours	< 30 minutes
12/10/2013	11:27:10 AM 46 PARK ST	PORTSMOUTH	NH	Alex Groetz	David Martineau	9100	LEAK OUTSIDE	WF0561167N	0	11	12/10/2013 11:27	12/10/2013 11:28	12/10/2013 11:30	12/10/2013 11:40	12/10/2013 1:42:34 PM	132	13	Regular Hours	< 30 minutes
12/11/2013	9:24:08 AM 103 WASHINGTON ST	EXETER	NH	Lance Keely	David Martineau	9100	LEAK OUTSIDE	WF0561258N	1	16	12/11/2013 9:25	12/11/2013 9:27	12/11/2013 9:27	12/11/2013 9:43	12/11/2013 11:40:58 AM	117	19	Regular Hours	< 30 minutes
12/12/2013	7:04:02 AM 19 ELAINE ST	HAMPTON	NH	John Wiley	David Martineau	9000	LEAK INSIDE	WF0561355N	2	11	12/12/2013 7:06	12/12/2013 7:17	12/12/2013 7:18	12/12/2013 7:29	12/12/2013 8:01:36 AM	31	25	Regular Hours	< 30 minutes
12/16/2013	9:08:16 AM 28 PORTSMOUTH AVE	STRATHAM	NH	Alex Groetz	William Jones	9000	LEAK INSIDE	WF0561667N	0	19	12/16/2013 9:09	12/16/2013 9:10	12/16/2013 9:12	12/16/2013 9:30	12/16/2013 11:52:57 AM	142	22	Regular Hours	< 30 minutes
12/17/2013	9:47:21 AM 121 SHATTUCK WAY Pyl. 16	NEWINGTON	NH	Kevin Ruel	William Jones	9100	LEAK OUTSIDE	WF0561830N	1	13	12/17/2013 9:49	12/17/2013 9:49	12/17/2013 9:50	12/17/2013 10:03	12/17/2013 11:12:30 AM	69	16	Regular Hours	< 30 minutes
12/17/2013	12:44:07 PM 31 WILDFLOWER CIR Pyl. E	SOMERSWORTH	NH	David Emerson	David Martineau	9000	LEAK INSIDE	WF0561888N	2	17	12/17/2013 12:46	12/17/2013 12:57	12/17/2013 12:58	12/17/2013 13:14	12/17/2013 1:58:06 PM	43	30	Regular Hours	< 30 minutes
12/17/2013	3:44:14 PM 413 HIGH ST Apt. EAST	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0561914N	0	9	12/17/2013 15:44	12/17/2013 15:45	12/17/2013 15:45	12/17/2013 15:54	12/17/2013 4:15:41 PM	21	10	Regular Hours	< 30 minutes

12/18/2013	8:30-40 AM	695 ISLINGTON ST	PORTSMOUTH	NH	Kevin Ruel	William Jones	9000	LEAK INSIDE	WF0561946N	0	10	12/18/2013 8:31	12/18/2013 8:33	12/18/2013 8:34	12/18/2013 8:45	12/18/2013 9:12:24 AM	28	13	Regular Hours	< 30 minutes
12/18/2013	9:00-47 AM	22 EVERGREEN DR	SEABROOK	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0561947N	0	25	12/18/2013 9:01	12/18/2013 9:03	12/18/2013 9:03	12/18/2013 9:28	12/18/2013 10:36:35 AM	58	27	Regular Hours	< 30 minutes
12/18/2013	10:10-40 AM	824 STATE ST	PORTSMOUTH	NH	Kevin Ruel	David Martineau	9000	LEAK INSIDE	WF0561961N	0	3	12/18/2013 10:11	12/18/2013 10:12	12/18/2013 10:12	12/18/2013 10:16	12/18/2013 10:50:34 AM	34	5	Regular Hours	< 30 minutes
12/18/2013	10:19:37 AM	28 DEPOT SQ Apt. C	HAMPTON	NH	Alex Groetz	William Jones	9000	LEAK INSIDE	WF0561964N	0	9	12/18/2013 10:20	12/18/2013 10:20	12/18/2013 10:23	12/18/2013 10:30	12/18/2013 11:24:28 AM	53	11	Regular Hours	< 30 minutes
12/18/2013	11:01:57 AM	215 OCEAN BLVD	HAMPTON	NH	John Wiley	David Martineau	9100	LEAK OUTSIDE	WF0561970N	1	16	12/18/2013 11:03	12/18/2013 11:03	12/18/2013 11:04	12/18/2013 11:20	12/18/2013 12:51:32 PM	91	18	Regular Hours	< 30 minutes
12/18/2013	11:39:19 AM	34 HILLSIDE DR	PORTSMOUTH	NH	Kevin Ruel	David Martineau	9000	LEAK INSIDE	WF0561972N	1	7	12/18/2013 11:39	12/18/2013 11:45	12/18/2013 11:45	12/18/2013 11:52	12/18/2013 12:06:01 PM	13	13	Regular Hours	< 30 minutes
12/19/2013	8:58:49 AM	595 LAFAYETTE RD	HAMPTON	NH	Lance Keefly	William Jones	9100	LEAK OUTSIDE	WF0562025N	1	7	12/19/2013 9:00	12/19/2013 9:00	12/19/2013 9:01	12/19/2013 9:08	12/19/2013 11:09:36 AM	120	9	Regular Hours	< 30 minutes
12/19/2013	11:03:06 AM	205 HIMBLE HILL RD	NEWINGTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0562044N	1	15	12/19/2013 11:04	12/19/2013 11:04	12/19/2013 11:05	12/19/2013 11:20	12/19/2013 11:37:09 AM	16	17	Regular Hours	< 30 minutes
12/19/2013	11:46:48 AM	333 NORTHWICK AVE	PORTSMOUTH	NH	Alex Groetz	Michael Talis	9100	LEAK OUTSIDE	WF0562048N	2	16	12/19/2013 11:49	12/19/2013 11:49	12/19/2013 11:50	12/19/2013 12:05	12/19/2013 1:30:39 PM	84	19	Regular Hours	< 30 minutes
12/19/2013	12:02:50 PM	0 TROUBLE CALL	PORTSMOUTH	NH	David Emerson	Lynne Copp	9000	LEAK INSIDE	WF0562049N	2	11	12/19/2013 12:05	12/19/2013 12:05	12/19/2013 12:06	12/19/2013 12:16	12/19/2013 1:39:59 PM	83	13	Regular Hours	< 30 minutes
12/19/2013	3:52:13 PM	19 SPRUCE LN	DOVER	NH	David Emerson	Lynne Copp	9000	LEAK INSIDE	WF0562080N	0	17	12/19/2013 15:52	12/19/2013 15:53	12/19/2013 15:54	12/19/2013 16:11	12/19/2013 4:31:49 PM	20	19	Regular Hours	< 30 minutes
12/23/2013	3:27:54 PM	680 LAFAYETTE RD Pyl. SOUTH	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0562181N	0	9	12/23/2013 15:28	12/23/2013 15:28	12/23/2013 15:28	12/23/2013 15:37	12/23/2013 4:01:42 PM	24	9	Regular Hours	< 30 minutes
12/24/2013	8:46:26 AM	986 OCEAN BLVD	HAMPTON	NH	Lance Keefly	Lynne Copp	9000	LEAK INSIDE	WF0562405N	0	0	12/24/2013 8:46	12/24/2013 8:47	12/24/2013 8:47	12/24/2013 8:48	12/24/2013 9:38:46 AM	50	2	Regular Hours	< 30 minutes
12/24/2013	9:08:02 AM	67 FIFTH ST Apt. 14	DOVER	NH	David Perreault	William Jones	9000	LEAK INSIDE	WF0562408N	0	0	12/24/2013 9:08	12/24/2013 9:11	12/24/2013 9:11	12/24/2013 9:11	12/24/2013 9:14:50 AM	3	3	Regular Hours	< 30 minutes
12/24/2013	3:45:30 PM	517 S BROADWAY Apt. 3	SALEM	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0562462N	0	19	12/24/2013 15:46	12/24/2013 15:48	12/24/2013 15:48	12/24/2013 16:08	12/24/2013 4:36:11 PM	18	22	Regular Hours	< 30 minutes
12/30/2013	8:14:57 AM	11 GARABEDIAN DR	NEWTON	NH	Anthony Beck	David Martineau	9100	LEAK OUTSIDE	WF0562615N	0	8	12/27/2013 8:24	12/27/2013 8:25	12/27/2013 8:25	12/27/2013 8:34	12/27/2013 10:17:33 AM	103	9	Regular Hours	< 30 minutes
12/30/2013	8:24:37 AM	0 TROUBLE CALL	SALEM	NH	Anthony Beck	Lynne Copp	9100	LEAK OUTSIDE	WF0562760N	0	18	12/30/2013 8:15	12/30/2013 8:15	12/30/2013 8:16	12/30/2013 8:34	12/30/2013 10:07:37 AM	93	19	Regular Hours	< 30 minutes
12/30/2013	10:21:46 AM	406 HIGH ST Apt. 4	HAMPTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0562786N	0	4	12/30/2013 10:22	12/30/2013 10:23	12/30/2013 10:24	12/30/2013 10:28	12/30/2013 11:15:00 AM	46	6	Regular Hours	< 30 minutes
12/31/2013	8:32:07 AM	8 FAIRWAY AVE Apt. 1A	ROCHESTER	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WF0562894N	0	17	12/31/2013 8:32	12/31/2013 8:33	12/31/2013 8:33	12/31/2013 8:51	12/31/2013 10:39:00 AM	107	18	Regular Hours	< 30 minutes
12/31/2013	8:55:35 AM	20 EDGEWOOD RD	DURHAM	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0562897N	0	9	12/31/2013 8:56	12/31/2013 9:01	12/31/2013 9:04	12/31/2013 9:11	12/31/2013 11:54:06 AM	163	15	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 24 (22% of total) for After Hours:																					
12/2/2013	8:39:27 PM	461 OCEAN BLVD Apt. 4 Pst. B	HAMPTON	NH	John Wiley	Scott Lacouture	9000	LEAK INSIDE	WF0560453N	2	6	12/2/2013 20:41	12/7/2013 20:41	12/2/2013 20:42	12/2/2013 20:48	12/2/2013	9:03:31 PM	15	8	After Hours	< 30 minutes
12/4/2013	7:55:17 PM	46 ISLAND PATH	HAMPTON	NH	John Wiley	David Martineau	9100	LEAK OUTSIDE	WF0560728N	0	12	12/4/2013 19:55	12/4/2013 19:56	12/4/2013 19:56	12/4/2013 20:08	12/4/2013	8:31:30 PM	22	13	After Hours	< 30 minutes
12/4/2013	10:10:30 PM	111 WAKEFIELD ST Apt. A	ROCHESTER	NH	Jeffrey Croteau	Mark Severens	9000	LEAK INSIDE	WF0560730N	0	20	12/4/2013 22:11	12/4/2013 22:12	12/4/2013 22:14	12/4/2013 22:32	12/4/2013	10:53:48 PM	21	21	After Hours	< 30 minutes
12/5/2013	5:48:06 PM	12 ASPEN DR	ATKINSON	NH	Troy Kimball	William Jones	5000	GAS LEAKS - SERVICE	WF0560835N	0	16	12/5/2013 17:48	12/5/2013 17:50	12/5/2013 17:51	12/5/2013 18:07	12/5/2013	6:40:20 PM	33	19	After Hours	< 30 minutes
12/6/2013	5:35:32 PM	3 KERSHAW AVE Apt. B	HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0560951N	1	14	12/6/2013 17:36	12/6/2013 17:37	12/6/2013 17:37	12/6/2013 17:51	12/6/2013	6:27:29 PM	36	15	After Hours	< 30 minutes
12/10/2013	6:46:55 PM	59 HAMPTON MDWS	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0561226N	0	15	12/10/2013 18:47	12/10/2013 18:54	12/10/2013 18:54	12/10/2013 19:09	12/10/2013	7:47:29 PM	38	22	After Hours	< 30 minutes
12/12/2013	4:37:35 PM	120 BUCKMINSTER WAY	PORTSMOUTH	NH	Kevin Ruel	Lymre Copp	9000	LEAK INSIDE	WF0561472N	0	9	12/12/2013 16:38	12/12/2013 16:39	12/12/2013 16:39	12/12/2013 16:48	12/12/2013	4:56:42 PM	8	10	After Hours	< 30 minutes
12/13/2013	3:48:56 AM	46 RUTLAND ST	DOVER	NH	Kevin Ruel	Scott Lacouture	9100	LEAK OUTSIDE	WF0561492N	0	1	12/13/2013 3:49	12/13/2013 3:50	12/13/2013 3:51	12/13/2013 3:51	12/13/2013	5:56:16 AM	4	2	After Hours	< 30 minutes
12/13/2013	9:17:24 PM	31 WILDEWOOD LN	DOVER	NH	David Emerton	David Martineau	9000	LEAK INSIDE	WF0561612N	1	9	12/13/2013 21:19	12/13/2013 21:28	12/13/2013 21:28	12/13/2013 21:37	12/13/2013	10:18:37 PM	40	20	After Hours	< 30 minutes
12/16/2013	6:08:25 PM	60 ROBSON AVE	HAMPTON	NH	John Wiley	Lymre Copp	9100	LEAK OUTSIDE	WF0561766N	1	8	12/16/2013 18:09	12/16/2013 18:14	12/16/2013 18:14	12/16/2013 18:23	12/16/2013	6:43:27 PM	20	14	After Hours	< 30 minutes
12/16/2013	6:11:27 PM	512 BROAD ST	PORTSMOUTH	NH	Daniel LaFortune	Lymre Copp	9100	LEAK OUTSIDE	WF0561767N	0	12	12/16/2013 18:12	12/16/2013 18:13	12/16/2013 18:13	12/16/2013 18:26	12/16/2013	7:28:26 PM	62	14	After Hours	< 30 minutes
12/16/2013	8:27:08 PM	133 COTTONWOOD DR	DOVER	NH	David Emerton	Lymre Copp	9000	LEAK INSIDE	WF0561773N	0	11	12/16/2013 20:27	12/16/2013 20:28	12/16/2013 20:28	12/16/2013 20:39	12/16/2013	9:23:45 PM	44	12	After Hours	< 30 minutes
12/17/2013	6:22:18 PM	49 MT VERNON ST	PORTSMOUTH	NH	Daniel LaFortune	Lymre Copp	9000	LEAK INSIDE	WF0561931N	0	14	12/17/2013 18:22	12/17/2013 18:24	12/17/2013 18:25	12/17/2013 18:39	12/17/2013	6:54:26 PM	15	16	After Hours	< 30 minutes
12/17/2013	9:26:46 PM	51 PLAISTOW RD Pst. R125	PLAISTOW	NH	Kurt House	Lymre Copp	9100	LEAK OUTSIDE	WF0561935N	0	30	12/17/2013 21:27	12/17/2013 21:27	12/17/2013 21:28	12/17/2013 21:57	12/17/2013	11:11:36 PM	73	30	After Hours	< 30 minutes
12/17/2013	11:50:13 PM	121 BROADWAY Apt. 51	DOVER	NH	David Emerton	Linda Hollums	9100	LEAK OUTSIDE	WF0561938N	0	17	12/17/2013 23:50	12/17/2013 23:59	12/17/2013 23:59	12/18/2013 0:16	12/18/2013	2:34:22 AM	137	26	After Hours	< 30 minutes
12/18/2013	5:14:42 PM	111 ASHWORTH AVE	HAMPTON	NH	John Wiley	Lymre Copp	9100	LEAK OUTSIDE	WF0562010N	1	6	12/18/2013 17:15	12/18/2013 17:16	12/18/2013 17:17	12/18/2013 17:23	12/18/2013	5:48:00 PM	24	8	After Hours	< 30 minutes
12/18/2013	5:29:18 PM	165 PORTLAND AVE	DOVER	NH	Jeffrey Croteau	Lymre Copp	9000	LEAK INSIDE	WF0562012N	0	22	12/18/2013 17:29	12/18/2013 17:31	12/18/2013 17:31	12/18/2013 17:53	12/18/2013	8:06:29 PM	133	23	After Hours	< 30 minutes
12/19/2013	4:52:18 PM	20 DEERFIELD DR	DOVER	NH	Jeffrey Croteau	Lymre Copp	9000	LEAK OUTSIDE	WF0562016N	0	19	12/18/2013 18:36	12/18/2013 18:36	12/18/2013 18:36	12/18/2013 18:55	12/18/2013	8:31:22 PM	95	19	After Hours	< 30 minutes
12/19/2013	6:59:45 PM	45 ISLAND PATH Apt. A	HAMPTON	NH	John Wiley	Lymre Copp	9100	LEAK OUTSIDE	WF0562084N	0	25	12/19/2013 16:52	12/19/2013 16:54	12/19/2013 16:59	12/19/2013 17:19	12/19/2013	6:08:31 PM	48	27	After Hours	< 30 minutes
12/19/2013	11:00:47 PM	91 PORTLAND AVE Pst. APT B	DOVER	NH	David Emerton	Jason Brooks	9100	LEAK OUTSIDE	WF0562103N	0	18	12/19/2013 23:01	12/19/2013 23:09	12/19/2013 23:11	12/19/2013 23:27	12/20/2013	1:25:06 AM	117	26	After Hours	< 30 minutes
12/20/2013	2:00:17 AM	0 TROUBLE CALL	DURHAM	NH	David Emerton	Jason Brooks	9000	LEAK INSIDE	WF0562105N	1	21	12/20/2013 2:01	12/20/2013 2:06	12/20/2013 2:07	12/20/2013 2:28	12/20/2013	2:47:41 AM	19	28	After Hours	< 30 minutes
12/20/2013	6:34:43 AM	0 TROUBLE CALL	DURHAM	NH	David Emerton	David Martineau	9100	LEAK OUTSIDE	WF0562106N	1	18	12/20/2013 6:36	12/20/2013 6:43	12/20/2013 6:44	12/20/2013 7:02	12/20/2013	10:31:29 AM	209	27	After Hours	< 30 minutes
12/26/2013	6:48:11 PM	72 STILLWATER CIR	GOHC	NH	Jeffrey Croteau	Lymre Copp	9000	LEAK INSIDE	WF0562592N	0	24	12/26/2013 18:48	12/26/2013 18:50	12/26/2013 18:51	12/26/2013 19:14	12/26/2013	7:50:47 PM	35	26	After Hours	< 30 minutes

Orders responded to in < 30 minutes: 18 (16% of total) for Weekend/Holiday Hours:																					
12/17/2013	12:16:29 PM	325 LAFAYETTE RD B Apt. L Pst. RETAJ	SEABROOK	NH	John Wiley	Michael Talis	9000	LEAK INSIDE	WF0560215H	2	23	12/17/2013 12:19	12/17/2013 12:19	12/17/2013 12:20	12/17/2013 12:43	12/17/2013	1:12:07 PM	28	27	Weekend/Holiday	< 30 minutes
12/7/2013	3:02:23 PM	8 FAIRWAY AVE Apt. 1A	ROCHESTER	NH	Kevin Ruel	Scott Lacouture	9000	LEAK INSIDE	WF0560971H	1	20	12/7/2013 15:03	12/7/2013 15:08	12/7/2013 15:10	12/7/2013 15:29	12/7/2013	3:57:29 PM	27	27	Weekend/Holiday	< 30 minutes
12/8/2013	11:52:25 AM	325 LAFAYETTE RD B Apt. L Pst. RETAJ	SEABROOK	NH	John Wiley	Mark Severens	9000	LEAK INSIDE	WF0560977H	1	16	12/8/2013 11:53	12/8/2013 11:55	12/8/2013 11:56	12/8/2013 12:12	12/8/2013	12:41:06 PM	28	20	Weekend/Holiday	< 30 minutes
12/8/2013	12:14:57 PM	25 HAWTHORNE ST	SEABROOK	NH	John Wiley	Mark Severens	9000	LEAK INSIDE	WF0560979H	0	25	12/8/2013 12:35	12/8/2013 12:38	12/8/2013 12:41	12/8/2013 13:04	12/8/2013	1:45:25 PM	40	29	Weekend/Holiday	< 30 minutes
12/15/2013	3:27:00 PM	100 SHEFFIELD RD	PORTSMOUTH	NH	Kevin Clifford	Linca Hollums	9100	LEAK OUTSIDE	WF0561621H	1	17	12/14/2013 12:19	12/14/2013 12:22	12/14/2013 12:26	12/14/2013 12:40	12/14/2013	1:29:07 PM	49	21	Weekend/Holiday	< 30 minutes
12/15/2013	5:31:49 PM	867 CENTRAL AVE	DOVER	NH	Kevin Clifford	Linca Hollums	9000	LEAK INSIDE	WF0561644H	2	16	12/15/2013 15:29	12/15/2013 15:37	12/15/2013 15:38	12/15/2013 15:54	12/15/2013	4:79:48 PM	35	27	Weekend/Holiday	< 30 minutes
12/21/2013	8:52:04 AM	41 THORWALD AVE	HAMPTON	NH	John Wiley	Scott Lacouture	9100	LEAK OUTSIDE	WF0562232H	2	15	12/15/2013 17:34	12/15/2013 17:39	12/15/2013 17:41	12/15/2013 17:54	12/15/2013	6:26:05 PM	31	22	Weekend/Holiday	< 30 minutes
12/21/2013	12:20:19 PM	9 FOREST ST Apt. 6	EXETER	NH	John Wiley	Scott Lacouture	9100	LEAK OUTSIDE	WF0562236H	3	17	12/21/2013 12:23	12/21/2013 12:23	12/21/2013 12:24	12/21/2013 12:41	12/21/2013	1:09:48 PM	28	20	Weekend/Holiday	< 30 minutes
12/21/2013	2:11:00 PM	100 ALBANY ST Apt. 2	PORTSMOUTH	NH	John Wiley	Scott Lacouture	9000	LEAK INSIDE	WF0562239H	1	10	12/21/2013 14:12	12/21/2013 14:26	12/21/2013 14:26	12/21/2013 14:36	12/21/2013	2:47:58 PM	11	25	Weekend/Holiday	< 30 minutes
12/21/2013	6:34:50 PM	779 OCEAN BLVD	HAMPTON	NH	John Wiley	Mark Severens	9000	LEAK INSIDE	WF0562248H	1	9	12/21/2013 18:36	12/21/2013 18:46	12/21/2013 18:46	12/21/2013 18:56	12/21/2013	7:08:54 PM	12	21	Weekend/Holiday	< 30 minutes
12/25/2013	8:23:57 AM	3 GROVE ST	EXETER	NH	Anthony Beck	Scott Lacouture	9100	LEAK OUTSIDE	WF0562253H	1	13	12/22/2013 11:43	12/22/2013 11:49	12/22/2013 11:49	12/22/2013 12:02	12/22/2013	1:51:21 PM	108	20	Weekend/Holiday	< 30 minutes
12/25/2013	3:08:58 PM	15 CULVER ST Apt. 67Q	PLAISTOW	NH	John Wiley	Jason Brooks	9100	LEAK OUTSIDE	WF0562465H	0	22	12/25/2013 8:24	12/25/2013 8:29	12/25/2013 8:29	12/25/2013 8:52	12/25/2013	9:04:59 AM	12	28	Weekend/Holiday	< 30 minutes
12/28/2013	12:41:29 PM	291 COLONIAL DR	PORTSMOUTH	NH	Jeffrey Croteau	Jason Brooks	9000	LEAK INSIDE	WF0562726H	0	12	12/25/2013 15:09	12/25/2013 15:15	12/25/2013 15:15	12/25/2013 15:27	12/25/2013	4:24:14 PM	56	18	Weekend/Holiday	< 30 minutes
12/28/2013	9:18:46 PM	48 WESTVILLE RD Apt. 3 Pst. LOT	PLAISTOW	NH	Troy Kimball	Linca Hollums	9000	LEAK INSIDE	WF0562737H	0	16	12/28/2013 12:42	12/28/2013 12:46	12/28/2013 12:47	12/28/2013 13:06	12/28/2013	1:53:38 PM	45	26	Weekend/Holiday	< 30 minutes
12/29/2013	12:06:05 AM	47 WEARE RD	HAMPTON FALLS	NH	Jeffrey Croteau	Linca Hollums	9100	LEAK OUTSIDE	WF0562739H	0	0	12/29/2013 0:06	12/29/2013 0:07	12/29/2013 0:07	12/29/2013 0:07	12/29/2013	12:37:08 AM	29	1	Weekend/Holiday	< 30 minutes
12/29/2013	2:38:34 PM	26 SOUTH RD	EAST KINGSTON	NH	Troy Kimball	Jason Brooks	9100	LEAK OUTSIDE	WF0562751H	0	22	12/29/2013 14:39	12/29/2013 14:43	12/29/2013 14:43	12/29/2013 15:05	12/29/2013	3:56:37 PM	51	26	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 5 (5% 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		
12/27/2013	9:18:39 AM	13 INDUSTRIAL WAY	SALEM	NH	Anthony Beck	David Martineau	9100	LEAK OUTSIDE	WF0560759H	0	17	12/27/2013 9:19	12/27/2013 9:33	12/27/2013 9:34	12/27/2013 9:51	12/27/2013 11:36:03 AM	104	32	Regular Hours	31-45 minutes	
12/27/2013	9:04:54 AM	224 MAIN ST Apt. E Pst. LOBBY	SALEM	NH	Lance Keelty	David Martineau	9000	LEAK INSIDE	WF0562617H	2	39	12/27/2013 9:07	12/27/2013 9:10	12/27/2013 9:11	12/27/2013 9:50	12/27/2013 10:42:32 AM	52	45	Regular Hours	31-45 minutes	
12/30/2013	8:58:47 AM	48 WESTVILLE RD Apt. #1 Pst. LOT	PLAISTOW	NH	Myron Gilman	Michael Talis	9100	LEAK OUTSIDE	WF0562762H	4	29	12/30/2013 9:02	12/30/2013 9:03	12/30/2013 9:03	12/30/2013 9:33	12/30/2013 12:52:22 PM	199	34	Regular Hours	31-45 minutes	
12/30/2013	10:25:04 AM	67 N MAIN ST Apt. MASTE	ROCHESTER	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WF0562787H	1	38	12/30/2013 10:26	12/30/2013 10:29	12/30/2013 10:38	12/30/2013 11:07	12/30/2013 3:01:29 PM	233	42	Regular Hours	31-45 minutes	
12/30/2013	11:31:33 AM	13 EDGEWOOD RD	DURHAM	NH	David Perreault	William Jones	9000	LEAK INSIDE	WF0562803H	2	30	12/30/2013 11:33	12/30/2013 11:33	12/30/2013 11:34	12/30/2013 12:04	12/30/2013 12:43:31 PM	39	32	Regular Hours	31-45 minutes	

Orders responded to in 31-45 minutes: 5 (5% of total) for After Hours:																					
12/9/2013	4:37:15 AM	88 PLEASANT ST	PORTSMOUTH	NH	John Wiley	Jason Brooks	9000	LEAK INSIDE	WF0560986M	0	26	12/9/2013 1:37	12/9/2013 1:48	12/9/2013 1:48	12/9/2013 2:15	12/9/2013	3:08:53 AM	53	38	After Hours	31-45 minutes
12/12/2013	4:28:56 PM	253 ASHLAND ST	SEABROOK	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0561471N	2	30	12/12/2013 16:31	12/12/2013 16:33	12/12/2013 16:34	12/12/2013 17:02	12/12/2013	6:28:00 PM	85	33	After Hours	31-45 minutes
12/13/2013	5:58:09 AM	16 DALEY DR	DOVER	NH	Kevin Ruel	Jason Brooks	9000	LEAK INSIDE	WF0561494N	1	28	12/13/2013 5:59	12/13/2013 6:01	12/13/2013 6:01	12/13/2013 6:29	12/13/2013	6:47:25 AM	17	31	After Hours	31-45 minutes
12/19/2013	5:25:39 PM	425 MIDDLE ST Apt. #5	PORTSMOUTH	NH	Kevin Ruel	Lynne Copp	9100	LEAK OUTSIDE	WF0562090N	1	19	12/19/2013 17:27	12/19/2013 17:38	12/19/2013 17:39	12/19/2013 17:57	12/19/2013	8:01:59 PM	124	32	After Hours	31-45 minutes
12/27/2013	5:56:37 PM	0 TROUBLE CALL	NEWTON	NH	Troy Kimball	Lynne Copp	9100	LEAK OUTSIDE	WF0562716N	0	35	12/27/2013 17:57	12/27/2013 18:01	12/27/2013 18:01	12/27/2013 18:36	12/27/2013	8:48:34 PM	131	40	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 8 (7% of total) for Weekend/Holiday Hours:																					
12/1/2013	12:07:27 PM	315 SPRINGBROOK CIR	PORTSMOUTH	NH	John Wiley	Edward Charlton	9000	LEAK INSIDE	WF0560214N	0	29	12/1/2013 12:07	12/1/2013 12:10	12/1/2013 12:10	12/1/2013 12:39	12/1/2013	1:04:42 PM	24	32	Weekend/Holiday	31-45 minutes
12/15/2013	7:16:57 AM	86 PORTLAND AVE	DOVER	NH	David Emerton	Linda Hollums	9000	LEAK INSIDE	WF0561637N	0	21	12/15/2013 7:17	12/15/2013 7:26	12/15/2013 7:26	12/15/2013 7:48	12/15/2013	8:59:40 AM	71	31	Weekend/Holiday	31-45 minutes
12/15/2013	9:38:35 AM	21 SHEPARD WATER DR	PORTSMOUTH	NH	Kevin Clifford	Linda Hollums	9100	LEAK OUTSIDE	WF0561639N	0	20	12/15/2013 9:39	12/15/2013 9:52	12/15/2013 9:57	12/15/2013 10:13	12/15/2013	11:24:11 AM	71	34	Weekend/Holiday	31-45 minutes
12/21/2013	5:44:55 PM	0 TROUBLE CALL	DOVER	NH	Laurie Rousseau	Mark Severens	9100	LEAK OUTSIDE	WF0562747N	1	32	12/21/2013 17:45	12/21/2013 17:47	12/21/2013 17:47	12/21/2013 18:19	12/21/2013	7:23:38 PM	64	34	Weekend/Holiday	31-45 minutes
12/28/2013	8:03:17 PM	0 TROUBLE CALL	SEABROOK	NH	Jeffrey Croteau	Linda Hollums	9100	LEAK OUTSIDE	WF0562735H	0	31	12/28/2013 20:03	12/28/2013 20:14	12/28/2013 20:14	12/28/2013 20:46	12/29/2013	12:03:30 AM	197	42	Weekend/Holiday	31-45 minutes
12/29/2013	11:54:05 AM	55 EDGEWOOD DR	HAMPTON	NH	Jeffrey Croteau	Jason Brooks	9100	LEAK OUTSIDE	WF0562743N	1	34	12/29/2013 10:33	12/29/2013 10:39	12/29/2013 10:39	12/29/2013 11:13	12/29/2013	12:58:02 PM	104	41	Weekend/Holiday	31-45 minutes
12/29/2013	11:54:05 AM	55 EDGEWOOD DR	HAMPTON	NH	Myron Gilman	Jason Brooks	9100	LEAK OUTSIDE	WF0562747N	0	29	12/29/2013 11:54	12/29/2013 12:09	12/29/2013 12:12	12/29/2013 12:39	12/29/2013	1:09:45 PM	30	45	Weekend/Holiday	31-45 minutes
12/29/2013	10:37:27 PM	824 STATE ST	PORTSMOUTH	NH	Jeffrey Croteau	Linda Hollums	9000	LEAK INSIDE	WF0562759N	2	23	12/29/2013 22:39	12/29/2013 22:47	12/29/2013 22:49	12/29/2013 23:11	12/29/2013	11:47:40 PM	35	34	Weekend/Holiday	31-45 minutes
Orders responded to in 46-60 minutes: 1 (1% 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		
12/17/2013	3:45:38 PM	843 STATE ST	PORTSMOUTH	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0561912N	1	49	12/17/2013 15:47	12/17/2013 15:48	12/17/2013 16:05	12/17/2013 16:38	12/17/2013	5:25:01 PM	46	52	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 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		
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 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		
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 12/01/2013 to 12/31/2013

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	32	31%	15	21	43%	15	10	34%	15	1	4%
30	53	82%	30	22	88%	30	14	83%	30	17	69%
45	18	99%	45	5	98%	45	5	100%	45	8	100%
60	1	100%	60	1	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	49		Total	29		Total	26	

Dec-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	32	31%	15	21	43%	15	10	34%	15	1	4%
30	53	82%	30	22	88%	30	14	83%	30	17	69%
45	18	99%	45	5	98%	45	5	100%	45	8	100%
60	1	100%	60	1	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	49		Total	29		Total	26	

Nov-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	37	35%	15	30	57%	15	2	9%	15	5	16%
30	41	74%	30	18	91%	30	13	68%	30	10	48%
45	22	94%	45	3	96%	45	4	86%	45	15	97%
60	6	100%	60	2	100%	60	3	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	106		Total	53		Total	22		Total	31	

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	86%	30	4	53%
45	10	96%	45	4	94%	45	1	100%	45	7	100%
60	4	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	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	7	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	16	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	

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	387	41%	15	275	53%	15	91	40%	15	21	11%
30	395	83%	30	213	93%	30	97	82%	30	85	55%
45	136	97%	45	25	98%	45	33	97%	45	78	96%
60	23	100%	60	9	100%	60	7	100%	60	7	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	942		Total	523		Total	228		Total	191	