

Emergency Response Times
NH New Hampshire work orders from 01/01/2014 to 03/31/2014
Total orders in sample: 138

Orders responded to in < 30 minutes: 67 (57% of total) for Regular Hours:																			
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Hold Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Est. Time	Response Time	Phone Class	Response Category
1/2/2014 7:28 AM	280 PMO TROUBLE CALL	FLAGSTOWN	NH	David Perreault	David Martineau	9000	LEAK INSIDE	WF056404AN	0	10	1/2/2014 14:28	1/2/2014 14:31	1/2/2014 14:36	1/2/2014 14:51	1/2/2014 1:43:42 PM	77	23	Regular Hours	< 30 minutes
1/2/2014 8:59 AM	24 ALBANY DR Apt. 8 PUL. ENC.	EXETER	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0564110N	0	23	1/2/2014 9:00	1/2/2014 9:02	1/2/2014 9:05	1/2/2014 9:25	1/2/2014 10:16:25 AM	55	25	Regular Hours	< 30 minutes
1/2/2014 11:08 AM	284 MAIN ST Apt. 8	SOMERSWORTH	NH	Ryan Kelleher	William Jones	9000	LEAK INSIDE	WF0564114AN	3	12	1/2/2014 11:12	1/2/2014 11:13	1/2/2014 11:14	1/2/2014 11:25	1/2/2014 12:21:08 PM	55	27	Regular Hours	< 30 minutes
1/2/2014 1:54:43 PM	64 LAFAYETTE RD Apt. 6	NORTH HAMPTON	NH	Alex Grootz	Michael Tails	9100	LEAK OUTSIDE	WF0564138AN	1	25	1/2/2014 13:55	1/2/2014 13:56	1/2/2014 13:57	1/2/2014 14:22	1/2/2014 4:53:49 PM	155	27	Regular Hours	< 30 minutes
1/2/2014 2:48:48 PM	52 LANGDALE DR	HAMPTON	NH	Alex Grootz	David Martineau	9100	LEAK OUTSIDE	WF0564037N	0	10	1/2/2014 14:49	1/2/2014 14:49	1/2/2014 14:51	1/2/2014 15:00	1/2/2014 4:43:24 PM	103	11	Regular Hours	< 30 minutes
1/2/2014 3:26:20 PM	4 ASPEN DR	ATKINSON	NH	Ryan Kelleher	Lynne Copp	9100	LEAK OUTSIDE	WF0564355AN	0	7	1/2/2014 13:26	1/2/2014 13:27	1/2/2014 13:27	1/2/2014 13:34	1/2/2014 2:49:30 PM	74	8	Regular Hours	< 30 minutes
1/2/2014 3:32:28 PM	5 CHURCH ST Apt. 1	HAMPTON	NH	Troy Kimball	David Martineau	9100	LEAK OUTSIDE	WF05643571N	0	5	1/2/2014 13:32	1/2/2014 13:35	1/2/2014 13:35	1/2/2014 13:40	1/2/2014 3:08:12 PM	87	8	Regular Hours	< 30 minutes
1/2/2014 10:26:30 AM	325 MILLER AVE	PORTSMOUTH	NH	Alex Grootz	Lynne Copp	5000	LEAK LEAKS - SERVICE	WF05646131N	2	8	1/2/2014 10:29	1/2/2014 10:29	1/2/2014 10:30	1/2/2014 10:38	1/2/2014 12:01:52 PM	83	11	Regular Hours	< 30 minutes
1/2/2014 11:02:31 PM	17 CROFT CHASE RD	SEABROOK	NH	Laure Rousseau	William Jones	9000	LEAK INSIDE	WF0564673N	0	5	1/2/2014 12:03	1/2/2014 12:03	1/2/2014 12:03	1/2/2014 12:08	1/2/2014 12:44:51 PM	86	5	Regular Hours	< 30 minutes
1/2/2014 1:25:16 PM	11 PERKINS AVE PUL. REAR	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0564602N	0	10	1/2/2014 13:26	1/2/2014 13:26	1/2/2014 13:27	1/2/2014 13:37	1/2/2014 2:43:50 PM	66	11	Regular Hours	< 30 minutes
1/2/2014 8:30:11 AM	24 SECOND ST	DOVER	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0564744N	0	11	1/2/2014 8:30	1/2/2014 8:31	1/2/2014 8:34	1/2/2014 8:22	1/2/2014 9:10:50 AM	48	12	Regular Hours	< 30 minutes
1/2/2014 9:20:47 AM	26 SECOND ST	DOVER	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0564763N	0	0	1/2/2014 9:21	1/2/2014 9:21	1/2/2014 9:21	1/2/2014 9:21	1/2/2014 9:44:51 AM	23	0	Regular Hours	< 30 minutes
1/2/2014 12:07:54 PM	31 RAYNES AVE	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0564806N	0	6	1/2/2014 12:06	1/2/2014 12:22	1/2/2014 12:22	1/2/2014 12:28	1/2/2014 1:28:06 PM	59	20	Regular Hours	< 30 minutes
1/2/2014 12:23:13 PM	164 EPPING RD Apt. FRONT	EXETER	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF05648112N	1	23	1/2/2014 12:24	1/2/2014 12:25	1/2/2014 12:26	1/2/2014 12:49	1/2/2014 3:01:25 PM	74	24	Regular Hours	< 30 minutes
1/2/2014 2:30:21 PM	205 WILBIRD ST	PORTSMOUTH	NH	Jeffrey Croteau	David Martineau	9000	LEAK INSIDE	WF0564823N	0	6	1/2/2014 14:30	1/2/2014 14:33	1/2/2014 14:39	1/2/2014 14:39	1/2/2014 3:21:21 PM	41	9	Regular Hours	< 30 minutes
1/2/2014 7:58:21 AM	183 RICHARDS AVE	PORTSMOUTH	NH	Alex Grootz	William Jones	9000	LEAK INSIDE	WF0564867N	0	10	1/2/2014 7:59	1/2/2014 8:00	1/2/2014 8:01	1/2/2014 8:11	1/2/2014 10:30:19 AM	138	13	Regular Hours	< 30 minutes
1/2/2014 8:17:14 AM	21 HAMPTON RD	EXETER	NH	Kevin Buel	Lynne Copp	9000	LEAK INSIDE	WF0564883N	2	20	1/2/2014 8:19	1/2/2014 8:42	1/2/2014 8:42	1/2/2014 9:02	1/2/2014 9:17:08 AM	14	24	Regular Hours	< 30 minutes
1/2/2014 9:18:37 AM	100 EDUCATION WAY	DOVER	NH	Lance Keely	William Jones	9000	LEAK INSIDE	WF0564899N	0	9	1/2/2014 9:19	1/2/2014 9:19	1/2/2014 9:19	1/2/2014 9:28	1/2/2014 12:49:27 PM	200	10	Regular Hours	< 30 minutes
1/2/2014 9:45:11 AM	40 MAIN ST	SALEM	NH	Ryan Kelleher	Lynne Copp	9100	LEAK OUTSIDE	WF0564051N	1	22	1/2/2014 9:46	1/2/2014 9:46	1/2/2014 9:47	1/2/2014 10:09	1/2/2014 12:36:17 PM	147	23	Regular Hours	< 30 minutes
1/2/2014 2:12:18 PM	15 A AVE	HAMPTON	NH	Alex Grootz	William Jones	9000	LEAK INSIDE	WF0564103N	1	18	1/2/2014 14:13	1/2/2014 14:14	1/2/2014 14:14	1/2/2014 14:32	1/2/2014 3:00:54 PM	38	20	Regular Hours	< 30 minutes
1/2/2014 3:14:17 PM	15 A ST	HAMPTON	NH	Alex Grootz	David Martineau	9100	LEAK OUTSIDE	WF0564113N	0	0	1/2/2014 15:14	1/2/2014 15:23	1/2/2014 15:23	1/2/2014 15:23	1/2/2014 6:14:19 PM	171	9	Regular Hours	< 30 minutes
1/2/2014 8:28:03 AM	472 HIGH ST	SOMERSWORTH	NH	Jeffrey Croteau	Michael Tails	9000	LEAK INSIDE	WF0564115N	0	11	1/2/2014 8:28	1/2/2014 8:30	1/2/2014 8:30	1/2/2014 8:41	1/2/2014 9:27:54 AM	46	13	Regular Hours	< 30 minutes
1/2/2014 9:00:57 AM	117 BOW ST PUL. A2	PORTSMOUTH	NH	Laure Rousseau	David Martineau	9000	LEAK INSIDE	WF0564167N	0	8	1/2/2014 9:00	1/2/2014 9:02	1/2/2014 9:05	1/2/2014 9:11	1/2/2014 1:35:37 PM	264	11	Regular Hours	< 30 minutes
1/2/2014 9:24:14 AM	0 TROUBLE CALL	DOVER	NH	David Perreault	Michael Tails	9100	LEAK OUTSIDE	WF0564173N	0	19	1/2/2014 9:25	1/2/2014 9:32	1/2/2014 9:32	1/2/2014 9:51	1/2/2014 11:52:59 PM	181	27	Regular Hours	< 30 minutes
1/2/2014 9:39:31 AM	821 LAFAYETTE RD Apt. REAR	HAMPTON	NH	Kevin Clifford	Michael Tails	9100	LEAK OUTSIDE	WF0564179N	0	14	1/2/2014 9:40	1/2/2014 9:42	1/2/2014 9:43	1/2/2014 10:01	1/2/2014 11:42:03 AM	101	21	Regular Hours	< 30 minutes
1/2/2014 3:18:54 PM	430 HIGH ST	SOMERSWORTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0564262N	0	24	1/2/2014 15:39	1/2/2014 15:40	1/2/2014 15:40	1/2/2014 16:05	1/2/2014 5:03:18 PM	58	26	Regular Hours	< 30 minutes
1/2/2014 9:43:40 AM	26 TENNYSON AVE	DOVER	NH	Lance Keely	David Martineau	9000	LEAK INSIDE	WF0564297N	0	6	1/2/2014 9:44	1/2/2014 9:44	1/2/2014 9:45	1/2/2014 9:51	1/2/2014 10:13:33 AM	42	7	Regular Hours	< 30 minutes
1/2/2014 12:21:19 PM	19 PEARL ST	EAST ROCHESTER	NH	David Perreault	David Martineau	9100	LEAK OUTSIDE	WF0564319N	0	18	1/2/2014 12:21	1/2/2014 12:23	1/2/2014 12:23	1/2/2014 12:43	1/2/2014 2:55:45 PM	133	20	Regular Hours	< 30 minutes
1/2/2014 12:21:55 PM	32 WHITEHOUSE RD	ROCHESTER	NH	Lance Keely	Lynne Copp	9100	LEAK OUTSIDE	WF0564322N	0	19	1/2/2014 12:22	1/2/2014 12:22	1/2/2014 12:22	1/2/2014 12:43	1/2/2014 2:47:22 PM	124	20	Regular Hours	< 30 minutes

1/15/2014	3:44:28 PM	361 HANOVER ST	PORTSMOUTH	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0564346N	0	23	1/15/2014 15:44	1/15/2014 15:45	1/15/2014 15:45	1/15/2014 16:08	1/15/2014	4:59:03 PM	50	24	Regular Hours	< 30 minutes
1/16/2014	9:00:13 AM	6 CLIFF AVE	HAMPTON	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WF0564339N	1	21	1/16/2014 9:01	1/16/2014 9:02	1/16/2014 9:04	1/16/2014 9:24	1/16/2014	10:13:40 AM	59	23	Regular Hours	< 30 minutes
1/16/2014	1:40:59 PM	116 ULAC CN	DOVER	NH	Lance Keely	David Martingale	9000	LEAK INSIDE	WF0564441N	0	9	1/16/2014 13:41	1/16/2014 13:42	1/16/2014 13:42	1/16/2014 13:51	1/16/2014	2:37:54 PM	45	11	Regular Hours	< 30 minutes
1/17/2014	1:44:42 PM	79 MERRIMAC ST Apt. 2	PORTSMOUTH	NH	Alex Groetz	David Martingale	9000	LEAK INSIDE	WF0564458N	1	20	1/17/2014 13:46	1/17/2014 13:47	1/17/2014 13:47	1/17/2014 14:07	1/17/2014	3:30:01 PM	87	22	Regular Hours	< 30 minutes
1/22/2014	8:41:47 AM	3 KIMBALL ST	ROCHESTER	NH	Lance Keely	David Martingale	9100	LEAK OUTSIDE	WF0564447N	0	21	1/22/2014 8:42	1/22/2014 8:43	1/22/2014 8:43	1/22/2014 9:05	1/22/2014	11:04:42 AM	119	23	Regular Hours	< 30 minutes
1/22/2014	2:46:01 PM	19 SUSANNAHS KING	DOVER	NH	Lance Keely	William Jones	9000	LEAK INSIDE	WF0564904N	0	9	1/22/2014 14:46	1/22/2014 14:46	1/22/2014 14:47	1/22/2014 14:56	1/22/2014	4:00:13 PM	63	10	Regular Hours	< 30 minutes
1/22/2014	3:22:59 PM	30 RAILROAD AVE	SONIC	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0564911N	0	7	1/22/2014 15:23	1/22/2014 15:29	1/22/2014 15:29	1/22/2014 15:37	1/22/2014	4:27:53 PM	50	14	Regular Hours	< 30 minutes
1/23/2014	8:12:30 AM	60 TIDE MILL RD	HAMPTON	NH	Alex Groetz	David Martingale	9100	LEAK OUTSIDE	WF0564943N	0	12	1/23/2014 8:13	1/23/2014 8:13	1/23/2014 8:14	1/23/2014 8:26	1/23/2014	10:51:36 AM	145	14	Regular Hours	< 30 minutes
1/23/2014	8:25:51 AM	15 SIGNAL ST	ROCHESTER	NH	Lance Keely	Lynne Copp	9100	LEAK OUTSIDE	WF0564944N	0	16	1/23/2014 8:25	1/23/2014 8:25	1/23/2014 8:26	1/23/2014 8:44	1/23/2014	11:07:58 AM	143	19	Regular Hours	< 30 minutes
1/23/2014	9:44:31 AM	454 WINNACUNNET RD Apt. 23	HAMPTON	NH	Jeffrey Croteau	David Martingale	9100	LEAK OUTSIDE	WF0564972N	0	7	1/23/2014 9:45	1/23/2014 9:46	1/23/2014 9:47	1/23/2014 9:54	1/23/2014	11:37:57 AM	83	10	Regular Hours	< 30 minutes
1/23/2014	11:12:47 AM	96 CABOT ST	PORTSMOUTH	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WF0564981N	1	8	1/23/2014 11:13	1/23/2014 11:14	1/23/2014 11:16	1/23/2014 11:23	1/23/2014	12:13:46 PM	60	10	Regular Hours	< 30 minutes
1/23/2014	11:42:30 AM	75 ROCHESTER AVE Apt. 3	PORTSMOUTH	NH	Kevin Ruel	Lynne Copp	9100	LEAK OUTSIDE	WF0564988N	0	13	1/23/2014 11:42	1/23/2014 11:49	1/23/2014 11:51	1/23/2014 12:03	1/23/2014	12:57:14 PM	54	20	Regular Hours	< 30 minutes
1/23/2014	2:41:27 PM	229 WASHINGTON ST Apt. A	DOVER	NH	Lance Keely	David Martingale	9000	LEAK INSIDE	WF0565019N	0	7	1/23/2014 14:41	1/23/2014 14:42	1/23/2014 14:43	1/23/2014 14:50	1/23/2014	3:22:46 PM	32	8	Regular Hours	< 30 minutes
1/23/2014	3:41:05 PM	21 GROVE ST	SOMERSWORTH	NH	Lance Keely	William Jones	9100	LEAK OUTSIDE	WF0565037N	4	12	1/23/2014 15:45	1/23/2014 15:48	1/23/2014 15:48	1/23/2014 16:01	1/23/2014	5:31:50 PM	90	20	Regular Hours	< 30 minutes
1/24/2014	7:51:57 AM	19 PRESIDENTIAL CIR	HAMPTON	NH	Ryan Kelleher	Lynne Copp	9000	LEAK INSIDE	WF0565066N	1	22	1/24/2014 7:58	1/24/2014 7:59	1/24/2014 7:40	1/24/2014 8:03	1/24/2014	9:42:37 AM	100	24	Regular Hours	< 30 minutes
1/24/2014	8:12:48 AM	16 CLIFF AVE	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0565067N	0	15	1/24/2014 8:13	1/24/2014 8:16	1/24/2014 8:16	1/24/2014 8:31	1/24/2014	9:28:33 AM	57	18	Regular Hours	< 30 minutes
1/24/2014	9:38:52 AM	2400 LAFAYETTE RD	PORTSMOUTH	NH	David Emerton	David Martingale	9100	LEAK OUTSIDE	WF0565086N	0	4	1/24/2014 9:39	1/24/2014 9:39	1/24/2014 9:40	1/24/2014 9:44	1/24/2014	11:24:33 AM	100	5	Regular Hours	< 30 minutes
1/24/2014	1:06:02 PM	44 N MAIN ST	ROCHESTER	NH	John Wiley	David Martingale	9000	LEAK INSIDE	WF0565138N	1	26	1/24/2014 13:07	1/24/2014 13:09	1/24/2014 13:11	1/24/2014 13:35	1/24/2014	2:41:18 PM	65	29	Regular Hours	< 30 minutes
1/24/2014	1:37:23 PM	195 COMMERCE WAY Apt. 1-2-4	PORTSMOUTH	NH	Ryan Kelleher	David Martingale	9000	LEAK INSIDE	WF0565148N	1	11	1/24/2014 13:38	1/24/2014 13:41	1/24/2014 13:42	1/24/2014 13:52	1/24/2014	3:10:18 PM	77	15	Regular Hours	< 30 minutes
1/24/2014	3:53:24 PM	73 NEWTON RD	PLAISTOW	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0565175N	0	9	1/24/2014 15:54	1/24/2014 15:58	1/24/2014 15:58	1/24/2014 16:07	1/24/2014	4:28:16 PM	20	14	Regular Hours	< 30 minutes
1/28/2014	11:04:08 AM	14 KELLEY RD	SALEM	NH	Ryan Kelleher	David Martingale	9000	LEAK INSIDE	WF0565176N	0	19	1/28/2014 11:06	1/28/2014 11:06	1/28/2014 11:08	1/28/2014 11:23	1/28/2014	1:55:24 PM	149	19	Regular Hours	< 30 minutes
1/28/2014	11:17:30 AM	31 SUMNER ST Apt. A	ROCHESTER	NH	Lance Keely	David Martingale	9000	LEAK INSIDE	WF0565177N	0	15	1/28/2014 11:12	1/28/2014 11:13	1/28/2014 11:13	1/28/2014 11:28	1/28/2014	11:58:10 AM	29	16	Regular Hours	< 30 minutes
1/28/2014	12:28:20 PM	777 MIDDLE RD Apt. 13	PORTSMOUTH	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WF0565350N	1	20	1/28/2014 12:29	1/28/2014 12:29	1/28/2014 12:30	1/28/2014 12:50	1/28/2014	2:50:16 PM	120	21	Regular Hours	< 30 minutes
1/28/2014	2:19:04 PM	470 S BROADWAY	SALEM	NH	Troy Kimball	Lynne Copp	9100	LEAK OUTSIDE	WF0565409N	0	26	1/28/2014 14:19	1/28/2014 14:19	1/28/2014 14:19	1/28/2014 14:46	1/28/2014	3:46:22 PM	60	27	Regular Hours	< 30 minutes
1/28/2014	3:07:10 PM	17 SNOWS CT	DOVER	NH	Lance Keely	William Jones	9000	LEAK INSIDE	WF0565417N	1	13	1/28/2014 15:08	1/28/2014 15:08	1/28/2014 15:08	1/28/2014 15:21	1/28/2014	4:14:23 PM	57	14	Regular Hours	< 30 minutes
1/29/2014	10:11:01 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0565479N	0	13	1/29/2014 10:11	1/29/2014 10:12	1/29/2014 10:12	1/29/2014 10:26	1/29/2014	1:34:11 PM	188	15	Regular Hours	< 30 minutes

1/29/2014	12:09:54 PM	143 MARKET ST	PORTSMOUTH	NH	Alex Groetz	William Jones	9000	LEAK INSIDE	WF0565505N	0	3	1/29/2014 12:10	1/29/2014 12:13	1/29/2014 12:14	1/29/2014 12:16	1/29/2014	3:53:25 PM	216	6	Regular Hours	< 30 minutes
1/29/2014	2:15:11 PM	19 OLD ROLLINGFORD RD	DOVER	NH	Lance Keeley	Lynne Copp	9000	LEAK INSIDE	WF0565543N	0	4	1/29/2014 14:35	1/29/2014 14:37	1/29/2014 14:37	1/29/2014 14:41	1/29/2014	5:13:18 PM	151	6	Regular Hours	< 30 minutes
1/29/2014	3:22:51 PM	18 DOVER AVE Apt. F Pk. FRONT	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0565556N	0	18	1/29/2014 15:23	1/29/2014 15:23	1/29/2014 15:23	1/29/2014 15:41	1/29/2014	4:11:41 PM	32	18	Regular Hours	< 30 minutes
1/30/2014	8:31:51 AM	230 LAFAYETTE RD Pk. CS	PORTSMOUTH	NH	Alex Groetz	William Jones	9000	LEAK INSIDE	WF05654215N	0	6	1/30/2014 8:32	1/30/2014 8:33	1/30/2014 8:34	1/30/2014 8:39	1/30/2014	9:28:04 AM	48	8	Regular Hours	< 30 minutes
1/30/2014	8:37:47 AM	230 LAFAYETTE RD Pk. CS	PORTSMOUTH	NH	Alex Groetz	David Martingale	9100	LEAK OUTSIDE	WF05654215N	0	0	1/30/2014 9:37	1/30/2014 9:38	1/30/2014 9:38	1/30/2014 9:38	1/30/2014	11:32:30 AM	113	0	Regular Hours	< 30 minutes
1/30/2014	10:24:14 AM	55 ORCHARD ST	ROCHESTER	NH	Lance Keeley	David Martingale	9000	LEAK INSIDE	WF0565438N	0	16	1/30/2014 10:24	1/30/2014 10:25	1/30/2014 10:25	1/30/2014 10:41	1/30/2014	11:44:24 AM	62	17	Regular Hours	< 30 minutes
1/30/2014	12:15:24 PM	5 BAYBERRY DR	ATKINSON	NH	David Emerson	William Jones	9000	LEAK INSIDE	WF0565467N	0	21	1/30/2014 12:16	1/30/2014 12:16	1/30/2014 12:16	1/30/2014 12:38	1/30/2014	4:03:09 PM	204	22	Regular Hours	< 30 minutes
1/30/2014	1:19:11 PM	154 COTTONWOOD DR	DOVER	NH	Lance Keeley	David Martingale	9100	LEAK OUTSIDE	WF0565480N	0	8	1/30/2014 13:19	1/30/2014 13:21	1/30/2014 13:21	1/30/2014 13:29	1/30/2014	3:52:24 PM	142	10	Regular Hours	< 30 minutes
1/30/2014	1:19:19 PM	19 OLD ROLLINGFORD RD	DOVER	NH	John Wiley	Michael Tain	9000	LEAK INSIDE	WF0565484N	1	3	1/30/2014 14:30	1/30/2014 14:30	1/30/2014 14:30	1/30/2014 14:33	1/30/2014	2:51:46 PM	20	13	Regular Hours	< 30 minutes
1/31/2014	10:23:03 AM	67 MAIN ST Apt. A	EXETER	NH	Kevin Clifford	David Martingale	9000	LEAK INSIDE	WF0565788N	0	9	1/31/2014 10:23	1/31/2014 10:23	1/31/2014 10:24	1/31/2014 10:33	1/31/2014	11:30:28 AM	56	10	Regular Hours	< 30 minutes
1/31/2014	10:40:17 AM	475 S BROADWAY Apt. HOUSE Pk. WARE	SALEM	NH	Ryan Kelleher	David Martingale	9100	LEAK OUTSIDE	WF0565792N	0	17	1/31/2014 10:40	1/31/2014 10:43	1/31/2014 10:58	1/31/2014 10:59	1/31/2014	1:27:49 PM	148	18	Regular Hours	< 30 minutes
1/31/2014	1:19:11 PM	302 MAIN ST	SOMERSWORTH	NH	Laurie Rousseau	David Martingale	9000	LEAK INSIDE	WF0565841N	1	0	1/31/2014 13:40	1/31/2014 13:45	1/31/2014 13:45	1/31/2014 13:45	1/31/2014	3:26:25 PM	102	6	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 15 (13% of total) for After Hours:																					
1/27/2014	7:30:43 PM	43 CORNWALL ST Apt. UNIT	PORTSMOUTH	NH	Daniel LaFortune	David Martingale	9000	LEAK INSIDE	WF0543096N	0	17	1/27/2014 19:31	1/27/2014 19:31	1/27/2014 19:33	1/27/2014 19:49	1/27/2014	8:30:54 PM	41	18	After Hours	< 30 minutes
1/3/2014	4:37:31 PM	4 ALLUMI DR Pk. EHC	EXETER	NH	Daniel LaFortune	David Martingale	9100	LEAK OUTSIDE	WF0543118N	1	24	1/3/2014 16:38	1/3/2014 16:39	1/3/2014 16:41	1/3/2014 17:03	1/3/2014	5:51:14 PM	47	26	After Hours	< 30 minutes
1/3/2014	9:34:34 PM	299 N MAIN ST	ROCHESTER	NH	Jeffrey Croteau	David Martingale	9000	LEAK INSIDE	WF0543242N	0	18	1/3/2014 21:35	1/3/2014 21:38	1/3/2014 21:39	1/3/2014 21:57	1/3/2014	11:30:58 PM	102	22	After Hours	< 30 minutes
1/7/2014	7:04:37 PM	70 TRESTLE WAY	DOVER	NH	John Wiley	David Martingale	9100	LEAK OUTSIDE	WF0543602N	2	22	1/7/2014 19:07	1/7/2014 19:07	1/7/2014 19:08	1/7/2014 19:30	1/7/2014	8:06:33 PM	35	26	After Hours	< 30 minutes
1/8/2014	6:35:51 AM	0 TROUBLE CALL	SOMERSWORTH	NH	Kevin Ruel	Lynne Copp	9100	LEAK OUTSIDE	WF0543611N	0	19	1/8/2014 6:36	1/8/2014 6:43	1/8/2014 6:43	1/8/2014 7:03	1/8/2014	8:00:40 AM	57	27	After Hours	< 30 minutes
1/10/2014	5:04:36 PM	300 N BROADWAY	SALEM	NH	Ryan Kelleher	David Martingale	9100	LEAK OUTSIDE	WF0543778N	0	12	1/10/2014 17:05	1/10/2014 17:12	1/10/2014 17:12	1/10/2014 17:24	1/10/2014	5:42:46 PM	18	19	After Hours	< 30 minutes
1/10/2014	5:43:19 PM	300 N BROADWAY	SALEM	NH	Ryan Kelleher	David Martingale	9100	LEAK OUTSIDE	WF0543780N	0	0	1/10/2014 17:43	1/10/2014 17:43	1/10/2014 17:44	1/10/2014 17:44	1/10/2014	7:37:53 PM	113	0	After Hours	< 30 minutes
1/13/2014	5:16:46 PM	40 EMERSON RD	DURHAM	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0544126N	0	18	1/13/2014 17:17	1/13/2014 17:17	1/13/2014 17:17	1/13/2014 17:35	1/13/2014	5:53:39 PM	17	18	After Hours	< 30 minutes
1/13/2014	5:30:57 PM	12 ALBURN AVE	HAMPTON	NH	Troy Kimball	William Jones	9100	LEAK OUTSIDE	WF0544135N	0	9	1/13/2014 17:21	1/13/2014 17:21	1/13/2014 17:21	1/13/2014 17:30	1/13/2014	9:54:05 PM	267	9	After Hours	< 30 minutes
1/13/2014	11:32:24 PM	0 TROUBLE CALL	ROCHESTER	NH	David Emerson	Jason Brooks	9100	LEAK OUTSIDE	WF0544147N	1	12	1/13/2014 23:33	1/13/2014 23:46	1/13/2014 23:46	1/13/2014 23:56	1/13/2014	1:08:23 AM	89	26	After Hours	< 30 minutes
1/17/2014	4:26:13 PM	0 TROUBLE CALL	PORTSMOUTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0544177N	0	29	1/17/2014 16:27	1/17/2014 16:27	1/17/2014 16:27	1/17/2014 16:56	1/17/2014	6:17:19 PM	80	30	After Hours	< 30 minutes
1/20/2014	4:43:44 PM	425 OCEAN BLVD Apt. #6	HAMPTON	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0544177N	2	6	1/20/2014 16:45	1/20/2014 16:46	1/20/2014 16:46	1/20/2014 16:54	1/20/2014	5:28:26 PM	33	10	After Hours	< 30 minutes
1/22/2014	7:34:25 PM	423 CENTRAL AVE	DOVER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0544177N	0	22	1/22/2014 19:14	1/22/2014 19:14	1/22/2014 19:15	1/22/2014 19:37	1/22/2014	7:49:33 PM	11	23	After Hours	< 30 minutes
1/29/2014	5:49:36 PM	110 WILBIRD ST	PORTSMOUTH	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0545396N	0	19	1/29/2014 17:50	1/29/2014 17:54	1/29/2014 17:54	1/29/2014 18:04	1/29/2014	7:06:04 PM	61	15	After Hours	< 30 minutes
1/30/2014	7:46:38 PM	8 OAK ST	EXETER	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0545399N	0	16	1/30/2014 19:47	1/30/2014 19:51	1/30/2014 19:51	1/30/2014 20:08	1/30/2014	8:34:32 PM	25	21	After Hours	< 30 minutes

Orders responded to in < 30 minutes: 17 (34% of total) for Weekend/Holiday Hours:																								
1/1/2014	12:31:48 PM	26 PARRIDGE LN	PLASLOW	NH	Troy Kimball	Edward Charbon	9000	LEAK INSIDE	WF0562980N	0	17	1/1/2014 12:32	1/1/2014 12:37	1/2/2014 12:37	1/1/2014 12:54	1/1/2014	1:03:15 PM	68	22	Weekend/Holiday	< 30 minutes			
1/4/2014	9:55:23 AM	129 FRONT ST	EXETER	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WF0563252N	1	10	1/4/2014 9:56	1/4/2014 10:02	1/4/2014 10:02	1/4/2014 10:12	1/4/2014	11:43:49 AM	90	17	Weekend/Holiday	< 30 minutes			
1/4/2014	3:32:48 PM	461 OCEAN BLVD Apt. 4 Flt. B	HAMPTON	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WF0563262N	1	19	1/4/2014 14:13	1/4/2014 14:17	1/4/2014 14:17	1/4/2014 14:36	1/4/2014	4:14:18 PM	97	24	Weekend/Holiday	< 30 minutes			
1/4/2014	4:31:53 PM	6 COLUMBUS AVE	EXETER	NH	Kurt House	Lynne Copp	9100	LEAK OUTSIDE	WF0563272N	2	16	1/4/2014 16:34	1/4/2014 16:34	1/4/2014 16:34	1/4/2014 16:51	1/4/2014	6:01:07 PM	70	19	Weekend/Holiday	< 30 minutes			
1/4/2014	5:38:47 PM	151 INDIGO HILL RD Pkt. 1	SOMERSWORTH	NH	Kevin Ruel	Jason Brooks	9100	LEAK OUTSIDE	WF0563276N	0	23	1/4/2014 17:39	1/4/2014 17:40	1/4/2014 17:40	1/4/2014 18:04	1/4/2014	7:10:32 PM	66	25	Weekend/Holiday	< 30 minutes			
1/4/2014	5:50:50 PM	200 HIGH ST	EXETER	NH	Alex Groetz	Lynne Copp	9100	LEAK OUTSIDE	WF0563278N	1	17	1/4/2014 17:52	1/4/2014 17:53	1/4/2014 18:10	1/4/2014 18:10	1/4/2014	7:47:11 PM	96	19	Weekend/Holiday	< 30 minutes			
1/4/2014	9:44:13 PM	8 SANBORN ST	EXETER	NH	Alex Groetz	Scott Lacourse	9000	LEAK INSIDE	WF0563285N	1	21	1/4/2014 21:45	1/4/2014 21:47	1/4/2014 21:53	1/4/2014 22:08	1/4/2014	10:51:46 PM	43	23	Weekend/Holiday	< 30 minutes			
1/11/2014	10:04:11 AM	101 CHAPEL ST	FORTSMOUTH	NH	Jeffrey Croteau	Mark Severens	9000	LEAK INSIDE	WF0563995N	1	27	1/11/2014 10:05	1/11/2014 10:07	1/11/2014 10:08	1/11/2014 10:14	1/11/2014	10:55:47 AM	21	30	Weekend/Holiday	< 30 minutes			
1/11/2014	4:28:55 PM	362 MAIN ST Apt. HOUSE	SOMERSWORTH	NH	Dave Emerton	Mark Severens	9100	LEAK OUTSIDE	WF0564000N	0	15	1/11/2014 16:29	1/11/2014 16:30	1/11/2014 16:30	1/11/2014 16:46	1/11/2014	5:50:56 PM	64	17	Weekend/Holiday	< 30 minutes			
1/18/2014	8:17:27 AM	34 MADISON ST	FORTSMOUTH	NH	Jeffrey Croteau	Linda Hollins	9100	LEAK OUTSIDE	WF0564586N	0	22	1/18/2014 8:18	1/18/2014 8:19	1/18/2014 8:20	1/18/2014 8:43	1/18/2014	9:58:53 AM	76	24	Weekend/Holiday	< 30 minutes			
1/18/2014	1:17:26 PM	31 EXETER RD	HAMPTON	NH	John Wiley	Linda Hollins	9000	LEAK INSIDE	WF0564596N	0	10	1/18/2014 13:17	1/18/2014 13:23	1/18/2014 13:24	1/18/2014 13:34	1/18/2014	2:07:17 PM	33	16	Weekend/Holiday	< 30 minutes			
1/25/2014	8:37:12 AM	30 ANCIENT HWY	HAMPTON	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WF0565181N	0	7	1/25/2014 8:37	1/25/2014 8:38	1/25/2014 8:38	1/25/2014 8:45	1/25/2014	9:17:31 AM	31	8	Weekend/Holiday	< 30 minutes			
1/25/2014	8:52:12 AM	373 LINCOLN AVE	FORTSMOUTH	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0565190N	0	23	1/25/2014 8:52	1/25/2014 8:54	1/25/2014 8:56	1/25/2014 9:18	1/25/2014	10:11:14 AM	72	26	Weekend/Holiday	< 30 minutes			
1/25/2014	12:44:24 PM	104 EPPING RD	EXETER	NH	Anthony Beck	Scott Lacourse	9100	LEAK OUTSIDE	WF0565199N	0	8	1/25/2014 12:44	1/25/2014 12:45	1/25/2014 12:45	1/25/2014 12:51	1/25/2014	2:15:49 PM	82	8	Weekend/Holiday	< 30 minutes			
1/25/2014	2:09:20 PM	28 PORTSMOUTH AVE	STRATHAM	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0565205N	0	9	1/25/2014 14:09	1/25/2014 14:10	1/25/2014 14:20	1/25/2014 14:30	1/25/2014	2:37:23 PM	7	10	Weekend/Holiday	< 30 minutes			
1/25/2014	8:10:22 PM	25 ASPEN DR	ATONSON	NH	Troy Kimball	Mark Severens	9000	LEAK INSIDE	WF0565209N	0	14	1/25/2014 20:10	1/25/2014 20:15	1/25/2014 20:16	1/25/2014 20:30	1/25/2014	8:40:29 PM	19	19	Weekend/Holiday	< 30 minutes			
1/26/2014	6:49:10 PM	26 VIRGINIA LN	SEABROOK	NH	John Wiley	Mark Severens	9100	LEAK OUTSIDE	WF0565217N	0	24	1/26/2014 18:49	1/26/2014 18:52	1/26/2014 18:53	1/26/2014 19:17	1/26/2014	7:58:56 PM	41	28	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	Request Category					
1/2/2014	12:48:40 PM	43 RAILROAD AVE Pkt. A	SEABROOK	NH	Lance Keefe	Lynne Copp	9100	LEAK OUTSIDE	WF0563170N	21	14	1/2/2014 13:09	1/2/2014 13:10	1/2/2014 13:10	1/2/2014 13:25	1/2/2014	1:09:30 PM	103	16	Regular Hours	31-45 minutes			
1/2/2014	3:29:41 PM	11 ORFWOOD RD	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0563215N	1	29	1/2/2014 15:31	1/2/2014 15:31	1/2/2014 15:43	1/2/2014 16:03	1/2/2014	4:19:18 PM	18	31	Regular Hours	31-45 minutes			

Orders responded to in 31-45 minutes: 8 (7% of total) for After Hours:																				
1/2/2014	9:40:31 PM	613 MAIN ST	ROCHESTER	NH	Kevin Ruel	David Martineau	9000	LEAK INSIDE	WF05A324EN	0	29	1/3/2014 21:41	1/3/2014 21:55	1/3/2014 21:55	1/3/2014 22:15	1/4/2014 5:27:18 AM	431	35	After Hours	31-45 minutes
1/7/2014	12:39:13 AM	40 GOSLING RD	PORTSMOUTH	NH	Alex Groetz	Scott Lacourture	9100	LEAK OUTSIDE	WF0563447N	0	85	1/7/2014 0:39	1/7/2014 0:40	1/7/2014 0:50	1/7/2014 1:15	1/7/2014 2:34:58 AM	79	36	After Hours	31-45 minutes
1/8/2014	8:52:58 PM	11 RIVERVALE	HAMPTON	NH	Alex Groetz	David Martineau	9000	LEAK INSIDE	WF0563729N	2	18	1/8/2014 20:35	1/8/2014 20:47	1/8/2014 20:47	1/8/2014 21:05	1/8/2014 11:37:32 PM	151	32	After Hours	31-45 minutes
1/10/2014	6:35:22 PM	607 SPRINGBROOK CIR	PORTSMOUTH	NH	John Willey	David Martineau	9000	LEAK INSIDE	WF0563991N	0	28	1/10/2014 18:31	1/10/2014 18:35	1/10/2014 18:35	1/10/2014 19:07	1/10/2014 7:26:34 PM	18	32	After Hours	31-45 minutes
1/12/2014	4:51:47 PM	75 DORCHESTER ST	PORTSMOUTH	NH	David Emerson	William Jones	9100	LEAK OUTSIDE	WF05637557	2	29	1/12/2014 17:54	1/12/2014 17:56	1/12/2014 17:57	1/12/2014 18:25	1/12/2014 4:23:34 PM	139	31	After Hours	31-45 minutes
1/22/2014	4:09:48 AM	54 PARK ST	EXETER	NH	John Willey	Jason Brooks	9000	LEAK INSIDE	WF0563443N	1	31	1/22/2014 4:11	1/22/2014 4:23	1/22/2014 4:24	1/22/2014 4:47	1/22/2014 5:36:39 AM	40	37	After Hours	31-45 minutes
1/23/2014	10:58:44 PM	60 BROOKSIDE DR Apt. 4	EXETER	NH	John Willey	Jason Brooks	9000	LEAK INSIDE	WF0563504N	0	23	1/23/2014 22:39	1/23/2014 22:47	1/23/2014 22:47	1/23/2014 23:10	1/23/2014 11:36:56 PM	28	31	After Hours	31-45 minutes
1/29/2014	11:39:49 PM	17 WOODLAND GLEN	ROCHESTER	NH	Lauree Rousseau	Edward Charlton	9100	LEAK OUTSIDE	WF0563506N	0	26	1/29/2014 23:40	1/29/2014 23:53	1/29/2014 23:54	1/30/2014 0:20	1/30/2014 1:48:37 AM	88	40	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 6 (5% of total) for Weekend/Holiday Hours:																				
1/4/2014	3:21:58 PM	9 FLEETER ST	ISCON	NH	Kevin Ruel	Lynne Copp	9000	LEAK INSIDE	WF0561166N	1	24	1/4/2014 15:24	1/4/2014 15:39	1/4/2014 15:39	1/4/2014 16:03	1/4/2014 4:13:55 PM	10	40	Weekend/Holiday	31-45 minutes
1/4/2014	6:07:34 PM	65 PORTSMOUTH AVE	PORTSMOUTH	NH	Alex Groetz	Lynne Copp	9100	LEAK OUTSIDE	WF0563748N	0	34	1/4/2014 18:08	1/4/2014 18:11	1/4/2014 18:14	1/4/2014 18:39	1/4/2014 6:10:12 PM	90	32	Weekend/Holiday	31-45 minutes
1/5/2014	2:13:16 PM	35 BOWLING AVE	HAMPTON	NH	Alex Groetz	Edward Charlton	9000	LEAK INSIDE	WF0563237N	5	31	1/5/2014 14:16	1/5/2014 14:17	1/5/2014 14:20	1/5/2014 14:48	1/5/2014 6:06:57 PM	198	84	Weekend/Holiday	31-45 minutes
1/5/2014	4:15:56 PM	184 HIGH ST	HAMPTON	NH	Kevin Ruel	Linda Hollams	9000	LEAK INSIDE	WF0563100N	2	39	1/5/2014 16:18	1/5/2014 16:18	1/5/2014 16:23	1/5/2014 16:57	1/5/2014 3:37:34 PM	39	41	Weekend/Holiday	31-45 minutes
1/5/2014	5:59:53 PM	30 TROUBLE CALL	PORTSMOUTH	NH	Alex Groetz	Edward Charlton	9100	LEAK OUTSIDE	WF0563303N	0	27	1/5/2014 18:00	1/5/2014 18:04	1/5/2014 18:16	1/5/2014 18:31	1/5/2014 7:39:14 PM	67	43	Weekend/Holiday	31-45 minutes
1/11/2014	4:25:44 PM	147 OCEAN BLVD Apt. C3	HAMPTON	NH	Kevin Clifford	Mark Severens	9100	LEAK OUTSIDE	WF0569999N	1	30	1/11/2014 16:27	1/11/2014 16:36	1/11/2014 16:36	1/11/2014 17:06	1/11/2014 5:59:11 PM	52	43	Weekend/Holiday	31-45 minutes
Orders responded to in 46-60 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 46-60 minutes: 2 (2% of total) for After Hours:																				
1/29/2014	7:06:56 PM	114 SLINGTON ST Apt. 3	PORTSMOUTH	NH	Lauree Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0561405N	0	58	1/29/2014 19:07	1/29/2014 19:07	1/29/2014 20:05	1/29/2014 20:06	1/29/2014 8:12:51 PM	6	59	After Hours	46-60 minutes
1/30/2014	8:30:17 PM	37 IVAN LN	DOVER	NH	Lauree Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0565744N	0	25	1/30/2014 20:30	1/30/2014 20:51	1/30/2014 20:51	1/30/2014 21:17	1/30/2014 11:13:26 PM	116	46	After Hours	46-60 minutes
Orders responded to in 46-60 minutes: 1 (1% of total) for Weekend/Holiday Hours:																				
1/5/2014	2:23:46 PM	15 PEIRONS AVE	HAMPTON	NH	Kurt House	Linda Hollams	9100	LEAK OUTSIDE	WF0563298N	15	33	1/5/2014 14:39	1/5/2014 14:40	1/5/2014 14:40	1/5/2014 15:13	1/5/2014 5:06:56 PM	112	50	Weekend/Holiday	46-60 minutes
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 01/01/2014 to 01/31/2014

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	42	36%	15	35	51%	15	4	16%	15	3	13%
30	57	84%	30	32	97%	30	11	60%	30	14	71%
45	16	97%	45	2	100%	45	8	92%	45	6	96%
60	3	100%	60	0	100%	60	2	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	118		Total	69		Total	25		Total	24	

Jan-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	42	36%	15	35	51%	15	4	16%	15	3	13%
30	57	84%	30	32	97%	30	11	60%	30	14	71%
45	16	97%	45	2	100%	45	8	92%	45	6	96%
60	3	100%	60	0	100%	60	2	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	118		Total	69		Total	25		Total	24	

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	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	79%	15	3	20%	15	2	6%
30	26	83%	30	10	100%	30	9	80%	30	7	52%
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	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	101		Total	49		Total	15		Total	37	

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	391	41%	15	281	52%	15	88	40%	15	22	11%
30	413	84%	30	224	94%	30	94	82%	30	95	58%
45	132	97%	45	24	98%	45	32	97%	45	76	96%
60	24	100%	60	9	100%	60	7	100%	60	8	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	961		Total	539		Total	221		Total	201	