

Emergency Response Times
NU New Hampshire work orders from 11/01/2012 to 11/30/2012
Total orders in sample: 96

Orders responded to in < 30 minutes: 53 (55% 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
11/1/2012 9:08:22 AM	2 CLOVERDALE CIR	DOVER	NH	Mark Goldstein	David Martinage	9000	LEAK INSIDE	WF0516495N	0	8	11/1/2012 9:08	11/1/2012 9:17	11/1/2012 9:17	11/1/2012 9:26	11/1/2012 10:29:04 AM	62	18	Regular Hours	< 30 minutes
11/1/2012 12:55:43 PM	1275 MAPLEWOOD AVE Apt. 41	PORTSMOUTH	NH	Kevin Ruel	Michael Talis	9000	LEAK INSIDE	WF0516539N	0	10	11/1/2012 12:55	11/1/2012 13:06	11/1/2012 13:06	11/1/2012 13:16	11/1/2012 1:59:55 PM	43	20	Regular Hours	< 30 minutes
11/5/2012 8:04:34 AM	15 SHORE LANE	DOVER	NH	Mark Goldstein	David Martinage	9100	LEAK OUTSIDE	WF0516806N	0	12	11/5/2012 8:05	11/5/2012 8:06	11/5/2012 8:07	11/5/2012 8:18	11/5/2012 9:23:07 AM	64	14	Regular Hours	< 30 minutes
11/5/2012 1:08:18 PM	0 TROUBLE CALL	PORTSMOUTH	NH	Kevin Ruel	David Martinage	9100	LEAK OUTSIDE	WF0517028N	0	2	11/5/2012 13:08	11/5/2012 13:08	11/5/2012 13:09	11/5/2012 13:11	11/5/2012 2:11:57 PM	60	2	Regular Hours	< 30 minutes
11/5/2012 1:11:10 PM	425 OCEAN BLVD Apt. #4	HAMPTON	NH	Daniel Lafortune	Michael Talis	9000	LEAK INSIDE	WF0517031N	0	9	11/5/2012 13:11	11/5/2012 13:13	11/5/2012 13:14	11/5/2012 13:22	11/5/2012 1:55:17 PM	32	11	Regular Hours	< 30 minutes
11/5/2012 3:10:34 PM	7 FITTS FARM DR	DURHAM	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0517067N	1	23	11/5/2012 15:11	11/5/2012 15:11	11/5/2012 15:13	11/5/2012 15:35	11/5/2012 3:56:45 PM	21	24	Regular Hours	< 30 minutes
11/6/2012 10:04:20 AM	16 BRIDGE ST Apt. REAR Pst. SCHL	ROCHESTER	NH	Laurie Rousseau	Michael Talis	9000	LEAK INSIDE	WF0517189N	0	18	11/6/2012 10:04	11/6/2012 10:11	11/6/2012 10:12	11/6/2012 10:30	11/6/2012 10:59:34 AM	29	25	Regular Hours	< 30 minutes
11/6/2012 12:41:45 PM	54 WOODLAND GRN	ROCHESTER	NH	Laurie Rousseau	Michael Talis	9000	LEAK INSIDE	WF0517243N	0	13	11/6/2012 12:42	11/6/2012 12:44	11/6/2012 12:46	11/6/2012 12:58	11/6/2012 2:00:22 PM	62	16	Regular Hours	< 30 minutes
11/7/2012 7:23:37 AM	0 TROUBLE CALL	NEWINGTON	NH	Kevin Ruel	Michael Talis	9000	LEAK INSIDE	WF0517351N	1	5	11/7/2012 7:24	11/7/2012 7:25	11/7/2012 7:26	11/7/2012 7:31	11/7/2012 8:12:10 AM	40	7	Regular Hours	< 30 minutes
11/7/2012 9:27:13 AM	0 TROUBLE CALL	ROCHESTER	NH	Laurie Rousseau	Michael Talis	9000	LEAK INSIDE	WF0517396N	1	8	11/7/2012 9:28	11/7/2012 9:30	11/7/2012 9:31	11/7/2012 9:38	11/7/2012 10:22:10 AM	43	11	Regular Hours	< 30 minutes
11/7/2012 10:10:59 AM	55 BACK RIVER RD Apt. 1	DOVER	NH	Mark Goldstein	Michael Talis	9000	LEAK INSIDE	WF0517407N	0	6	11/7/2012 10:11	11/7/2012 10:20	11/7/2012 10:20	11/7/2012 10:26	11/7/2012 11:03:10 AM	36	15	Regular Hours	< 30 minutes
11/7/2012 11:30:11 AM	208 MARKET ST	PORTSMOUTH	NH	Kevin Ruel	David Martinage	9000	LEAK INSIDE	WF0517442N	0	13	11/7/2012 11:30	11/7/2012 11:32	11/7/2012 11:33	11/7/2012 11:46	11/7/2012 12:14:43 PM	28	16	Regular Hours	< 30 minutes
11/7/2012 11:53:31 AM	14 CROGHAN LN	DURHAM	NH	Mark Goldstein	David Martinage	9000	LEAK INSIDE	WF0517451N	0	17	11/7/2012 11:53	11/7/2012 12:00	11/7/2012 12:01	11/7/2012 12:18	11/7/2012 1:13:47 PM	55	24	Regular Hours	< 30 minutes
11/7/2012 1:18:57 PM	50 BROOKSIDE DR Apt. H1	EXETER	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0517480N	0	8	11/7/2012 13:19	11/7/2012 13:19	11/7/2012 13:20	11/7/2012 13:28	11/7/2012 2:10:22 PM	41	9	Regular Hours	< 30 minutes
11/7/2012 2:05:51 PM	0 ROCKINGHAM PARK BLVD Pst. 3	SALEM	NH	Troy Kimball	Michael Talis	9000	LEAK INSIDE	WF0517510N	0	15	11/7/2012 14:06	11/7/2012 14:07	11/7/2012 14:07	11/7/2012 14:23	11/7/2012 3:02:27 PM	39	17	Regular Hours	< 30 minutes
11/8/2012 8:31:18 AM	39 SUMMER ST Apt. H5E	ROCHESTER	NH	Mark Goldstein	David Martinage	9100	LEAK OUTSIDE	WF0517612N	0	24	11/8/2012 8:31	11/8/2012 8:32	11/8/2012 8:34	11/8/2012 8:56	11/8/2012 10:33:14 AM	96	25	Regular Hours	< 30 minutes
11/8/2012 8:36:33 AM	197 W HIGH ST	SOMERSWORTH	NH	Kevin Ruel	Michael Talis	9000	LEAK INSIDE	WF0517618N	0	3	11/8/2012 8:37	11/8/2012 8:37	11/8/2012 8:39	11/8/2012 8:41	11/8/2012 9:15:12 AM	33	5	Regular Hours	< 30 minutes
11/8/2012 12:15:29 PM	455 CENTRAL AVE	DOVER	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WF0517732N	0	3	11/8/2012 12:16	11/8/2012 12:20	11/8/2012 12:21	11/8/2012 12:23	11/8/2012 1:00:47 PM	37	8	Regular Hours	< 30 minutes
11/8/2012 2:01:39 PM	8 EASTERN AVE Apt. 4	ROCHESTER	NH	Laurie Rousseau	Michael Talis	9000	LEAK INSIDE	WF0517791N	0	2	11/8/2012 14:02	11/8/2012 14:02	11/8/2012 14:04	11/8/2012 14:05	11/8/2012 2:28:36 PM	22	4	Regular Hours	< 30 minutes
11/9/2012 9:45:22 AM	0 COMMERCIAL ALY	PORTSMOUTH	NH	Laurie Rousseau	Michael Talis	9000	LEAK INSIDE	WF0517946N	0	9	11/9/2012 9:45	11/9/2012 9:45	11/9/2012 9:46	11/9/2012 9:55	11/9/2012 10:56:30 AM	61	10	Regular Hours	< 30 minutes
11/9/2012 10:01:47 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Kevin Ruel	David Martinage	9100	LEAK OUTSIDE	WF0517951N	0	18	11/9/2012 10:02	11/9/2012 10:02	11/9/2012 10:02	11/9/2012 10:21	11/9/2012 1:58:24 PM	217	19	Regular Hours	< 30 minutes
11/9/2012 12:24:31 PM	215 COMMERCE WAY Apt. 1 Pst.	PORTSMOUTH	NH	Laurie Rousseau	Michael Talis	9000	LEAK INSIDE	WF0518016N	0	11	11/9/2012 12:24	11/9/2012 12:30	11/9/2012 12:30	11/9/2012 12:42	11/9/2012 1:08:20 PM	26	17	Regular Hours	< 30 minutes
11/9/2012 3:53:59 PM	28 CHESTNUT ST	EXETER	NH	Kevin Ruel	Michael Talis	9000	LEAK INSIDE	WF0518071N	1	25	11/9/2012 15:55	11/9/2012 15:55	11/9/2012 15:57	11/9/2012 16:20	11/9/2012 4:35:17 PM	14	26	Regular Hours	< 30 minutes
11/13/2012 3:17:09 PM	325 LAFAYETTE RD Pst. &L	HAMPTON	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0518452N	0	21	11/13/2012 15:17	11/13/2012 15:17	11/13/2012 15:19	11/13/2012 15:39	11/13/2012 4:53:00 PM	73	22	Regular Hours	< 30 minutes
11/14/2012 8:04:34 AM	200 GRANT AVE	PORTSMOUTH	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0518505N	0	20	11/14/2012 8:05	11/14/2012 8:06	11/14/2012 8:06	11/14/2012 8:26	11/14/2012 9:14:48 AM	48	22	Regular Hours	< 30 minutes

11/14/2012	9:40:42 AM	52 TIDE MILL RD	HAMPTON	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0518540N	0	8	11/14/2012 9:41	11/14/2012 9:43	11/14/2012 9:44	11/14/2012 9:51	11/14/2012	10:28:41 AM	36	11	Regular Hours	< 30 minutes
11/15/2012	9:02:04 AM	260 MAIN ST Apt. 1	SOMERSWORTH	NH	Jeffrey Croteau	Michael Talis	9100	LEAK OUTSIDE	WF0518753N	0	10	11/15/2012 9:02	11/15/2012 9:02	11/15/2012 9:03	11/15/2012 9:13	11/15/2012	10:30:57 AM	77	11	Regular Hours	< 30 minutes
11/15/2012	9:11:29 AM	111 MAPLEWOOD AVE Apt. A Pst. SUITE	PORTSMOUTH	NH	Kevin Ruel	William Jones	9000	LEAK INSIDE	WF0518758N	0	8	11/15/2012 9:11	11/15/2012 9:13	11/15/2012 9:14	11/15/2012 9:22	11/15/2012	9:44:58 AM	22	10	Regular Hours	< 30 minutes
11/15/2012	3:02:10 PM	1275 MAPLEWOOD AVE Apt. 1S	PORTSMOUTH	NH	Kevin Ruel	David Martinage	9000	LEAK INSIDE	WF0518895N	0	10	11/15/2012 15:02	11/15/2012 15:06	11/15/2012 15:06	11/15/2012 15:17	11/15/2012	3:45:20 PM	28	14	Regular Hours	< 30 minutes
11/16/2012	8:31:56 AM	10 PARKER ST Apt. 1	EXETER	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0518927N	0	15	11/16/2012 8:32	11/16/2012 8:33	11/16/2012 8:34	11/16/2012 8:48	11/16/2012	9:32:03 AM	43	16	Regular Hours	< 30 minutes
11/19/2012	8:20:15 AM	28 PORTSMOUTH AVE	STRATHAM	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0519148N	0	9	11/19/2012 8:20	11/19/2012 8:21	11/19/2012 8:22	11/19/2012 8:31	11/19/2012	9:11:10 AM	40	10	Regular Hours	< 30 minutes
11/19/2012	11:28:06 AM	15 HAWTHORNE ST	PORTSMOUTH	NH	Kurt House	Michael Talis	9000	LEAK INSIDE	WF0519260N	1	6	11/19/2012 11:30	11/19/2012 11:41	11/19/2012 11:41	11/19/2012 11:48	11/19/2012	12:15:16 PM	26	20	Regular Hours	< 30 minutes
11/20/2012	12:31:42 PM	9 TROUBLE CALL	DOVER	NH	Kevin Ruel	William Jones	9100	LEAK OUTSIDE	WF0519487N	0	7	11/20/2012 12:32	11/20/2012 12:42	11/20/2012 12:43	11/20/2012 12:50	11/20/2012	1:26:06 PM	35	18	Regular Hours	< 30 minutes
11/20/2012	12:59:13 PM	1465 WOODBURY AVE	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0519504N	1	5	11/20/2012 13:00	11/20/2012 13:03	11/20/2012 13:04	11/20/2012 13:08	11/20/2012	1:36:05 PM	27	9	Regular Hours	< 30 minutes
11/20/2012	2:37:42 PM	1811 WOODBURY AVE	PORTSMOUTH	NH	Kevin Ruel	Michael Talis	9000	LEAK INSIDE	WF0519559N	0	17	11/20/2012 14:38	11/20/2012 14:43	11/20/2012 14:43	11/20/2012 15:01	11/20/2012	3:27:22 PM	26	23	Regular Hours	< 30 minutes
11/20/2012	3:33:11 PM	1 GLENWOOD AVE	DOVER	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0519572N	0	17	11/20/2012 15:33	11/20/2012 15:35	11/20/2012 15:37	11/20/2012 15:53	11/20/2012	4:54:11 PM	60	20	Regular Hours	< 30 minutes
11/20/2012	3:57:52 PM	28 PORTSMOUTH AVE	STRATHAM	NH	Daniel LaFortune	David Martinage	9100	LEAK OUTSIDE	WF0519579N	0	10	11/20/2012 15:58	11/20/2012 15:58	11/20/2012 15:59	11/20/2012 16:09	11/20/2012	4:39:52 PM	30	11	Regular Hours	< 30 minutes
11/26/2012	7:00:30 AM	615 OCEAN BLVD Apt. 4	HAMPTON	NH	Daniel LaFortune	David Martinage	9100	LEAK OUTSIDE	WF0519811N	2	20	11/26/2012 7:03	11/26/2012 7:08	11/26/2012 7:09	11/26/2012 7:29	11/26/2012	8:36:16 AM	66	29	Regular Hours	< 30 minutes
11/26/2012	3:05:22 PM	2 NOREAST LN	HAMPTON	NH	Mark Goldstein	William Jones	9100	LEAK OUTSIDE	WF0520047N	1	24	11/26/2012 15:06	11/26/2012 15:07	11/26/2012 15:07	11/26/2012 15:31	11/26/2012	4:43:12 PM	70	26	Regular Hours	< 30 minutes
11/27/2012	7:18:57 AM	4 STERLING HILL LN Apt. 442	EXETER	NH	Mark Goldstein	David Martinage	9000	LEAK INSIDE	WF0520098N	0	21	11/27/2012 7:19	11/27/2012 7:26	11/27/2012 7:27	11/27/2012 7:47	11/27/2012	8:57:43 AM	70	28	Regular Hours	< 30 minutes
11/27/2012	8:23:19 AM	115 PORTLAND AVE Pst. B	DOVER	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WF0520115N	0	6	11/27/2012 8:23	11/27/2012 8:24	11/27/2012 8:25	11/27/2012 8:30	11/27/2012	9:05:17 AM	34	7	Regular Hours	< 30 minutes
11/27/2012	8:39:03 AM	4 STERLING HILL LN Apt. 432	EXETER	NH	Mark Goldstein	David Martinage	5000	GAS LEAKS - SERVICE	WF0520123N	0	13	11/27/2012 8:39	11/27/2012 8:44	11/27/2012 8:57	11/27/2012 8:57	11/27/2012	9:00:25 AM	2	18	Regular Hours	< 30 minutes
11/27/2012	9:20:25 AM	43 MAIN ST Apt. 2	DOVER	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WF0520147N	0	7	11/27/2012 9:21	11/27/2012 9:21	11/27/2012 9:23	11/27/2012 9:29	11/27/2012	10:28:36 AM	59	8	Regular Hours	< 30 minutes
11/27/2012	3:30:07 PM	4 WOODLAND RD	DOVER	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0520239N	0	12	11/27/2012 15:30	11/27/2012 15:32	11/27/2012 15:33	11/27/2012 15:44	11/27/2012	7:40:28 PM	235	14	Regular Hours	< 30 minutes
11/28/2012	11:10:26 AM	25 LAUREL CT	PORTSMOUTH	NH	Mark Goldstein	William Jones	9000	LEAK INSIDE	WF0520296N	0	11	11/28/2012 11:10	11/28/2012 11:11	11/28/2012 11:11	11/28/2012 11:22	11/28/2012	11:55:34 AM	32	12	Regular Hours	< 30 minutes
11/29/2012	8:13:11 AM	5 WATERLOO CIR	DOVER	NH	Mark Goldstein	David Martinage	9100	LEAK OUTSIDE	WF0520382N	0	12	11/29/2012 8:13	11/29/2012 8:14	11/29/2012 8:15	11/29/2012 8:26	11/29/2012	9:44:18 AM	77	13	Regular Hours	< 30 minutes
11/29/2012	9:53:46 AM	23 FIRST ST Apt. PUB Pre. 25	DOVER	NH	Mark Goldstein	David Martinage	9000	LEAK INSIDE	WF0520402N	0	11	11/29/2012 9:54	11/29/2012 9:55	11/29/2012 9:57	11/29/2012 10:07	11/29/2012	10:53:13 AM	46	13	Regular Hours	< 30 minutes
11/29/2012	10:19:05 AM	4 HAMPSHIRE AVE Pst. A	DURHAM	NH	Laurie Rousseau	Michael Talis	9100	LEAK OUTSIDE	WF0520407N	0	8	11/29/2012 10:19	11/29/2012 10:28	11/29/2012 10:28	11/29/2012 10:36	11/29/2012	11:04:30 AM	27	17	Regular Hours	< 30 minutes
11/29/2012	10:35:10 AM	215 S BROADWAY	SALEM	NH	Troy Kimball	David Martinage	9000	LEAK INSIDE	WF0520412N	0	18	11/29/2012 10:35	11/29/2012 10:37	11/29/2012 10:37	11/29/2012 10:56	11/29/2012	11:30:11 AM	33	21	Regular Hours	< 30 minutes
11/29/2012	10:59:25 AM	43 RAILROAD AVE	SEABROOK	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0520427N	0	22	11/29/2012 10:59	11/29/2012 11:00	11/29/2012 11:00	11/29/2012 11:23	11/29/2012	12:00:28 PM	37	23	Regular Hours	< 30 minutes
11/29/2012	10:59:43 AM	12 CAPTAIN COOK WAY	PLAISTOW	NH	Troy Kimball	David Martinage	9000	LEAK INSIDE	WF0520426N	1	10	11/29/2012 11:00	11/29/2012 11:09	11/29/2012 11:10	11/29/2012 11:20	11/29/2012	12:28:42 PM	68	20	Regular Hours	< 30 minutes
11/29/2012	3:11:55 PM	98 HENRY LAW AVE Apt. 31	DOVER	NH	Mark Goldstein	William Jones	9100	LEAK OUTSIDE	WF0520487N	1	12	11/29/2012 15:12	11/29/2012 15:12	11/29/2012 15:13	11/29/2012 15:25	11/29/2012	4:33:15 PM	67	13	Regular Hours	< 30 minutes
11/30/2012	12:20:23 PM	22 POST RD	GREENLAND	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0520594N	0	13	11/30/2012 12:20	11/30/2012 12:21	11/30/2012 12:21	11/30/2012 12:34	11/30/2012	1:06:07 PM	31	14	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 22 (23% of total) for After Hours:																					
11/1/2012	6:23:41 PM	15 LONGWOOD DR	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0516585N	0	15	11/1/2012 18:24	11/1/2012 18:24	11/1/2012 18:24	11/1/2012 18:40	11/1/2012	7:28:03 PM	48	16	After Hours	< 30 minutes
11/1/2012	7:42:14 PM	250 HIGHLAND ST	PORTSMOUTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0516591N	3	9	11/1/2012 19:45	11/1/2012 19:45	11/1/2012 19:45	11/1/2012 19:54	11/1/2012	8:14:48 PM	19	12	After Hours	< 30 minutes
11/1/2012	8:10:11 PM	29 SPINNAKER WAY	PORTSMOUTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0516592N	1	9	11/1/2012 20:11	11/1/2012 20:11	11/1/2012 20:14	11/1/2012 20:21	11/1/2012	10:17:08 PM	115	11	After Hours	< 30 minutes
11/6/2012	4:19:55 PM	359 PORTLAND ST Apt. 2	ROCHESTER	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0517305N	1	14	11/6/2012 16:21	11/6/2012 16:24	11/6/2012 16:25	11/6/2012 16:38	11/6/2012	5:24:29 PM	45	19	After Hours	< 30 minutes
11/6/2012	5:18:44 PM	151 OCEAN DR	SEABROOK	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0517331N	1	9	11/6/2012 17:19	11/6/2012 17:24	11/6/2012 17:26	11/6/2012 17:34	11/6/2012	6:24:56 PM	50	15	After Hours	< 30 minutes
11/6/2012	5:19:55 PM	35 HAMPTON MDWS	HAMPTON	NH	Kurt House	William Jones	9000	LEAK INSIDE	WF0517332N	2	22	11/6/2012 17:22	11/6/2012 17:23	11/6/2012 17:23	11/6/2012 17:45	11/6/2012	6:16:40 PM	31	25	After Hours	< 30 minutes
11/6/2012	5:40:21 PM	50 BROOKSIDE DR Apt. M7	EXETER	NH	Kurt House	William Jones	9000	LEAK INSIDE	WF0517333N	4	23	11/6/2012 17:45	11/6/2012 17:46	11/6/2012 17:47	11/6/2012 18:10	11/6/2012	7:08:32 PM	58	29	After Hours	< 30 minutes
11/6/2012	6:25:39 PM	904 SPRINGBROOK CIR	PORTSMOUTH	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0517335N	1	25	11/6/2012 18:27	11/6/2012 18:27	11/6/2012 18:30	11/6/2012 18:52	11/6/2012	7:09:55 PM	17	27	After Hours	< 30 minutes
11/8/2012	5:19:15 PM	215 S BROADWAY	SALEM	NH	Troy Kimball	William Jones	9100	LEAK OUTSIDE	WF0517881N	0	9	11/8/2012 17:19	11/8/2012 17:19	11/8/2012 17:20	11/8/2012 17:29	11/8/2012	6:05:01 PM	35	9	After Hours	< 30 minutes
11/9/2012	4:36:03 PM	60 LEAVITT RD	HAMPTON	NH	Kevin Ruel	Michael Talis	9000	LEAK INSIDE	WF0518076N	0	15	11/9/2012 16:36	11/9/2012 16:37	11/9/2012 16:38	11/9/2012 16:53	11/9/2012	5:28:41 PM	35	17	After Hours	< 30 minutes
11/14/2012	4:05:03 PM	1465 WOODBURY AVE	PORTSMOUTH	NH	Laurie Rousseau	David Martinage	9000	LEAK INSIDE	WF0518687N	1	15	11/14/2012 16:06	11/14/2012 16:06	11/14/2012 16:06	11/14/2012 16:21	11/14/2012	5:19:08 PM	57	16	After Hours	< 30 minutes
11/14/2012	4:29:02 PM	45 PINE MEADOWS DR	EXETER	NH	Daniel LaFortune	David Martinage	5000	GAS LEAKS - SERVICE	WF0518695N	0	9	11/14/2012 16:30	11/14/2012 16:30	11/14/2012 16:30	11/14/2012 16:39	11/14/2012	4:55:50 PM	16	10	After Hours	< 30 minutes
11/14/2012	6:55:12 PM	0 TROUBLE CALL	EXETER	NH	Daniel LaFortune	David Martinage	9100	LEAK OUTSIDE	WF0518710N	0	15	11/14/2012 18:56	11/14/2012 19:02	11/14/2012 19:02	11/14/2012 19:18	11/14/2012	8:34:50 PM	76	23	After Hours	< 30 minutes
11/15/2012	6:45:32 PM	0 TROUBLE CALL	DOVER	NH	Kevin Ruel	David Martinage	9100	LEAK OUTSIDE	WF0518912N	1	6	11/15/2012 18:46	11/15/2012 18:52	11/15/2012 18:54	11/15/2012 18:58	11/15/2012	7:58:13 PM	59	13	After Hours	< 30 minutes
11/19/2012	4:38:05 PM	0 TROUBLE CALL	DOVER	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0519350N	0	20	11/19/2012 16:38	11/19/2012 16:44	11/19/2012 16:48	11/19/2012 17:05	11/19/2012	6:10:50 PM	65	27	After Hours	< 30 minutes
11/20/2012	6:41:57 PM	6 N MAIN ST Pst. MSTR	ROCHESTER	NH	Kevin Ruel	David Martinage	5000	GAS LEAKS - SERVICE	WF0519601N	0	18	11/20/2012 18:42	11/20/2012 18:44	11/20/2012 18:44	11/20/2012 19:02	11/20/2012	7:47:02 PM	44	20	After Hours	< 30 minutes
11/20/2012	6:52:37 PM	120 NEWTON RD Apt. 1A	PLAISTOW	NH	Troy Kimball	David Martinage	9000	LEAK INSIDE	WF0519603N	0	22	11/20/2012 18:53	11/20/2012 18:54	11/20/2012 18:55	11/20/2012 19:17	11/20/2012	7:45:04 PM	28	24	After Hours	< 30 minutes
11/23/2012	11:44:26 PM	9 CEDARBROOK VLG Apt. C	ROCHESTER	NH	Jeffrey Croteau	Edward Charlton	9100	LEAK OUTSIDE	WF0519777N	0	14	11/23/2012 23:45	11/23/2012 23:51	11/23/2012 23:53	11/24/2012 0:06	11/24/2012	1:21:40 AM	75	21	After Hours	< 30 minutes
11/26/2012	4:56:31 PM	24 PINE ST	ROCHESTER	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0520075N	0	8	11/26/2012 16:57	11/26/2012 17:04	11/26/2012 17:06	11/26/2012 17:12	11/26/2012	6:00:43 PM	47	16	After Hours	< 30 minutes
11/28/2012	4:28:34 PM	50 BROOKSIDE DR Apt. L2	EXETER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0520359N	1	26	11/28/2012 16:29	11/28/2012 16:30	11/28/2012 16:30	11/28/2012 16:56	11/28/2012	6:05:25 PM	68	28	After Hours	< 30 minutes
11/28/2012	5:47:49 PM	133 MAPLE ST	SOMERSWORTH	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0520368N	0	13	11/28/2012 17:48	11/28/2012 17:49	11/28/2012 17:50	11/28/2012 18:03	11/28/2012	7:08:58 PM	65	15	After Hours	< 30 minutes
11/29/2012	5:47:49 PM	101 DOVER POINT RD	DOVER	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0520515N	0	26	11/29/2012 17:48	11/29/2012 17:49	11/29/2012 17:50	11/29/2012 18:15	11/29/2012	6:50:49 PM	34	28	After Hours	< 30 minutes

Orders responded to in < 30 minutes: 9 (9% of total) for Weekend/Holiday Hours:																				
11/3/2012	9:17:09 AM	140 FRANKLIN ST	SEABROOK	NH	Kevin Clifford	Scott Lacouture	9000	LEAK INSIDE	WF0516746N	1	14	11/3/2012 9:18	11/3/2012 9:18	11/3/2012 9:20	11/3/2012 9:33	11/3/2012	9:57:04 AM	23	16	< 30 minutes
11/3/2012	9:54:41 AM	42 PORTSMOUTH AVE Apt. 1	EXETER	NH	Kevin Clifford	Scott Lacouture	9000	LEAK INSIDE	WF0516754N	9	17	11/3/2012 10:04	11/3/2012 10:04	11/3/2012 10:05	11/3/2012 10:22	11/3/2012	10:53:54 AM	31	27	< 30 minutes
11/3/2012	11:24:38 AM	175 MARKET ST	PORTSMOUTH	NH	Mark Goldstein	Mark Severens	9100	LEAK OUTSIDE	WF0516759N	0	17	11/3/2012 11:25	11/3/2012 11:25	11/3/2012 11:31	11/3/2012 11:43	11/3/2012	12:50:36 PM	67	18	< 30 minutes
11/10/2012	9:13:38 AM	435 EXETER RD Apt. HOUSE Pst. POOL	HAMPTON	NH	Daniel LaFortune	Mark Severens	9100	LEAK OUTSIDE	WF0518108N	1	4	11/10/2012 9:14	11/10/2012 9:15	11/10/2012 9:15	11/10/2012 9:19	11/10/2012	10:50:30 AM	90	6	< 30 minutes
11/12/2012	12:14:38 PM	1465 WOODBURY AVE	PORTSMOUTH	NH	Kevin Ruel	William Jones	9000	LEAK INSIDE	WF0518129N	0	10	11/12/2012 12:15	11/12/2012 12:15	11/12/2012 12:15	11/12/2012 12:26	11/12/2012	3:20:40 PM	174	11	< 30 minutes
11/17/2012	11:46:28 AM	8 ISAAC LUCAS CIR	DOVER	NH	Mark Goldstein	Mark Severens	9100	LEAK OUTSIDE	WF0519111N	1	17	11/17/2012 11:48	11/17/2012 11:51	11/17/2012 11:52	11/17/2012 12:08	11/17/2012	12:59:02 PM	50	22	< 30 minutes
11/17/2012	3:04:30 PM	27 GARDEN ST	PLAISTOW	NH	Kurt House	Scott Lacouture	9000	LEAK INSIDE	WF0519121N	2	20	11/17/2012 15:06	11/17/2012 15:08	11/17/2012 15:09	11/17/2012 15:28	11/17/2012	3:54:23 PM	26	23	< 30 minutes
11/23/2012	9:38:17 AM	1 BRAMBER 11	ROCHESTER	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0519766N	0	16	11/23/2012 9:38	11/23/2012 9:39	11/23/2012 9:39	11/23/2012 9:55	11/23/2012	10:50:28 AM	54	17	< 30 minutes
11/24/2012	9:10:25 AM	1 BRAMBER 11	ROCHESTER	NH	Kevin Ruel	Linda Hollums	9100	LEAK OUTSIDE	WF0519779N	0	17	11/24/2012 9:10	11/24/2012 9:12	11/24/2012 9:17	11/24/2012 9:29	11/24/2012	10:14:30 AM	44	19	< 30 minutes
Orders responded to in 31-45 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 31-45 minutes: 4 (4% of total) for After Hours:																				
11/5/2012	5:33:09 PM	9 WHITTIER DR Apt. A	SEABROOK	NH	Kurt House	William Jones	5000	GAS LEAKS - SERVICE	WF0517096N	1	34	11/5/2012 17:34	11/5/2012 17:34	11/5/2012 17:35	11/5/2012 18:08	11/5/2012	6:49:36 PM	40	35	After Hours
11/6/2012	10:18:28 PM	15 LAWRENCE ST	SEABROOK	NH	Daniel LaFortune	Mark Severens	5000	GAS LEAKS - SERVICE	WF0517346N	0	29	11/6/2012 22:19	11/6/2012 22:19	11/6/2012 22:23	11/6/2012 22:49	11/6/2012	11:28:10 PM	38	31	After Hours
11/26/2012	8:08:51 PM	88 ASH ST	PORTSMOUTH	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0520093N	1	6	11/26/2012 20:10	11/26/2012 20:34	11/26/2012 20:35	11/26/2012 20:40	11/26/2012	9:27:47 PM	47	31	After Hours
11/27/2012	6:25:22 PM	472 LAFAYETTE RD	SEABROOK	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0520260N	1	21	11/27/2012 18:26	11/27/2012 18:36	11/27/2012 18:36	11/27/2012 18:57	11/27/2012	7:17:52 PM	20	31	After Hours

Orders responded to in 31-45 minutes: 3 (3% of total) for Weekend/Holiday Hours:																				
11/3/2012	6:15:21 PM	ROSEWOOD CT Apt. C Pst. 20	ATKINSON	NH	John Wiley	Linda Hollums	9000	LEAK INSIDE	WF0516779N	2	37	11/3/2012 18:17	11/3/2012 18:21	11/3/2012 18:21	11/3/2012 18:58	11/3/2012 7:19:24 PM	20	43	Weekend/Holiday	31-45 minutes
11/12/2012	4:06:29 PM	7 LAFAYETTE ST Apt. 1-A	ROCHESTER	NH	Laurie Rousseau	Mark Severens	9000	LEAK INSIDE	WF0518135N	0	29	11/12/2012 16:07	11/12/2012 16:14	11/12/2012 16:14	11/12/2012 16:44	11/12/2012 5:22:35 PM	38	37	Weekend/Holiday	31-45 minutes
11/25/2012	8:13:27 AM	35 COLUMBIA ST Apt. #2	PORTSMOUTH	NH	Kevin Ruel	Jason Brooks	9000	LEAK INSIDE	WF0519802N	2	36	11/25/2012 8:15	11/25/2012 8:22	11/25/2012 8:23	11/25/2012 8:59	11/25/2012 9:14:17 AM	15	45	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	
11/15/2012	7:50:36 AM	15 CULVER ST Apt. 38	PLAISTOW	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0518724N	2	46	11/15/2012 7:52	11/15/2012 7:58	11/15/2012 7:58	11/15/2012 8:44	11/15/2012 9:41:11 AM	56	54	Regular Hours	46-60 minutes
Orders responded to in 46-60 minutes: 2 (2% of total) for After Hours:																				
11/20/2012	9:30:34 PM	90 BROADWAY	DOVER	NH	Kevin Ruel	David Martinage	9000	LEAK INSIDE	WF0519605N	0	30	11/20/2012 21:31	11/20/2012 21:49	11/20/2012 21:50	11/20/2012 22:19	11/20/2012 10:27:30 PM	7	49	After Hours	46-60 minutes
11/28/2012	4:37:52 PM	0 TROUBLE CALL	HAMPTON	NH	Laurie Rousseau	David Martinage	9100	LEAK OUTSIDE	WF0520360N	13	34	11/28/2012 16:51	11/28/2012 16:53	11/28/2012 16:53	11/28/2012 17:27	11/28/2012 6:33:48 PM	66	49	After Hours	46-60 minutes
Orders responded to in 46-60 minutes: 2 (2% of total) for Weekend/Holiday Hours:																				
11/10/2012	10:02:51 AM	386 S BROADWAY	SALEM	NH	Kurt House	Mark Severens	9000	LEAK INSIDE	WF0518111N	7	40	11/10/2012 10:10	11/10/2012 10:19	11/10/2012 10:19	11/10/2012 10:59	11/10/2012 11:29:57 AM	30	56	Weekend/Holiday	46-60 minutes
11/17/2012	12:24:40 PM	27 GARDEN ST	PLAISTOW	NH	Kurt House	Mark Severens	9000	LEAK INSIDE	WF0519114N	1	30	11/17/2012 12:26	11/17/2012 12:45	11/17/2012 12:45	11/17/2012 13:15	11/17/2012 1:47:37 PM	31	51	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 11/01/2012 to 11/30/2012

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	

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	

Oct-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	33	42%	15	26	52%	15	6	35%	15	1	9%
30	36	88%	30	22	96%	30	9	88%	30	5	55%
45	7	97%	45	2	100%	45	1	94%	45	4	91%
60	2	100%	60	0	100%	60	1	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	78		Total	50		Total	17		Total	11	

Sep-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	48%	15	25	52%	15	5	50%	15	1	14%
30	26	88%	30	19	92%	30	4	90%	30	3	57%
45	7	98%	45	4	100%	45	1	100%	45	2	86%
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	65		Total	48		Total	10		Total	7	

Aug-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	39%	15	24	53%	15	2	20%	15	0	0%
30	31	85%	30	20	98%	30	5	70%	30	6	50%
45	7	96%	45	0	98%	45	2	90%	45	5	92%
60	3	100%	60	1	100%	60	1	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	67		Total	45		Total	10		Total	12	

Jul-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	39%	15	25	43%	15	3	38%	15	0	0%
30	32	83%	30	28	91%	30	3	75%	30	1	17%
45	10	97%	45	5	100%	45	2	100%	45	3	67%
60	2	100%	60	0	100%	60	0	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	72		Total	58		Total	8		Total	6	

Jun-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	41%	15	24	51%	15	3	19%	15	4	31%
30	36	88%	30	22	98%	30	9	75%	30	5	69%
45	7	97%	45	1	100%	45	2	88%	45	4	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	76		Total	47		Total	16		Total	13	

May-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	45%	15	30	61%	15	4	21%	15	1	11%
30	32	87%	30	15	92%	30	13	89%	30	4	56%
45	9	99%	45	3	98%	45	2	100%	45	4	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	77		Total	49		Total	19		Total	9	

Apr-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	41%	15	16	46%	15	5	50%	15	2	18%
30	23	82%	30	14	86%	30	4	90%	30	5	64%
45	10	100%	45	5	100%	45	1	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	56		Total	35		Total	10		Total	11	

Mar-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	35%	15	17	50%	15	4	25%	15	3	17%
30	26	74%	30	12	85%	30	9	81%	30	5	44%
45	17	99%	45	4	97%	45	3	100%	45	10	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	68		Total	34		Total	16		Total	18	

Feb-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	18	28%	15	10	25%	15	5	38%	15	3	25%
30	34	80%	30	24	85%	30	6	85%	30	4	58%
45	9	94%	45	3	93%	45	2	100%	45	4	92%
60	4	100%	60	3	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	65		Total	40		Total	13		Total	12	

Jan-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	34%	15	24	39%	15	7	41%	15	0	0%
30	42	81%	30	27	82%	30	7	82%	30	8	73%
45	13	96%	45	7	94%	45	3	100%	45	3	100%
60	3	99%	60	3	98%	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	90		Total	62		Total	17		Total	11	

Dec-11

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	41	38%	15	35	52%	15	3	14%	15	3	15%
30	44	78%	30	26	91%	30	11	64%	30	7	50%
45	21	97%	45	5	99%	45	7	95%	45	9	95%
60	3	100%	60	1	100%	60	1	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	109		Total	67		Total	22		Total	20	

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	356	39%	15	282	48%	15	54	29%	15	20	14%
30	411	83%	30	256	91%	30	95	80%	30	60	56%
45	124	97%	45	39	98%	45	30	96%	45	55	94%
60	27	100%	60	11	100%	60	7	100%	60	9	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	919		Total	589		Total	186		Total	144	