

Emergency Response Times
 NU New Hampshire work orders from 11/01/2013 to 11/30/2013
 Total orders in sample: 106

Orders responded to in < 30 minutes: 46 (43% 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
11/1/2013 11:01:38 AM	13 APPALDOSA DR	DOVER	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0557308N	0	8	11/1/2013 11:02	11/1/2013 11:07	11/1/2013 11:08	11/1/2013 11:15	11/1/2013 11:43:33 AM	27	14	Regular Hours	< 30 minutes
11/1/2013 1:12:04 PM	188 JONES AVE	PORTSMOUTH	NH	Kevin Ruel	David Martineau	9000	LEAK INSIDE	WF0557335N	0	9	11/1/2013 13:12	11/1/2013 13:17	11/1/2013 13:21	11/1/2013 13:26	11/1/2013 1:48:56 PM	22	14	Regular Hours	< 30 minutes
11/4/2013 7:32:18 AM	19 WILSB PL Apt. A	DOVER	NH	David Perreault	David Martineau	9000	LEAK INSIDE	WF0557440N	0	22	11/4/2013 7:32	11/4/2013 7:32	11/4/2013 7:33	11/4/2013 7:55	11/4/2013 9:16:10 AM	81	22	Regular Hours	< 30 minutes
11/4/2013 2:11:21 PM	18 PERRINS AVE Apt. FL 1	HAMPTON	NH	Kevin Clifford	David Martineau	9000	LEAK INSIDE	WF0557590N	2	21	11/4/2013 14:14	11/4/2013 14:14	11/4/2013 14:15	11/4/2013 14:35	11/4/2013 3:16:21 PM	40	24	Regular Hours	< 30 minutes
11/4/2013 3:12:29 PM	3 BAYBERRY DR	ATKINSON	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0557603N	0	18	11/4/2013 15:12	11/4/2013 15:14	11/4/2013 15:15	11/4/2013 15:32	11/4/2013 4:11:53 PM	39	20	Regular Hours	< 30 minutes
11/6/2013 8:03:42 AM	11 HUBBARD RD	DOVER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0557803N	1	12	11/6/2013 8:04	11/6/2013 8:06	11/6/2013 8:06	11/6/2013 8:18	11/6/2013 9:15:12 AM	56	14	Regular Hours	< 30 minutes
11/6/2013 10:31:48 AM	150 GRIFFIN RD Apt. A1	PORTSMOUTH	NH	Kevin Ruel	William Jones	9100	LEAK OUTSIDE	WF0557845N	0	10	11/6/2013 10:32	11/6/2013 10:32	11/6/2013 10:33	11/6/2013 10:42	11/6/2013 1:01:18 PM	118	10	Regular Hours	< 30 minutes
11/6/2013 11:23:55 AM	64 COURT ST	EXETER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0557854N	0	8	11/6/2013 11:24	11/6/2013 11:24	11/6/2013 11:27	11/6/2013 11:38	11/6/2013 12:24:47 PM	51	9	Regular Hours	< 30 minutes
11/7/2013 7:10:17 AM	1001 SLEIGHTON ST	PORTSMOUTH	NH	Kevin Ruel	David Martineau	9000	LEAK INSIDE	WF0557945N	0	4	11/7/2013 7:11	11/7/2013 7:11	11/7/2013 7:11	11/7/2013 7:16	11/7/2013 8:15:59 AM	59	5	Regular Hours	< 30 minutes
11/7/2013 10:58:29 AM	21 PLYMOUTH ST	HAMPTON	NH	David Emerton	David Martineau	9000	LEAK INSIDE	WF0558005N	0	10	11/7/2013 10:58	11/7/2013 10:59	11/7/2013 10:59	11/7/2013 11:09	11/7/2013 12:17:51 PM	68	10	Regular Hours	< 30 minutes
11/8/2013 8:18:34 AM	59 BROCK ST	ROCHESTER	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0558092N	0	17	11/8/2013 8:18	11/8/2013 8:18	11/8/2013 8:19	11/8/2013 8:36	11/8/2013 12:38:36 PM	232	17	Regular Hours	< 30 minutes
11/8/2013 8:57:46 AM	2 CHEVY CHASE RD	SEABROOK	NH	Anthony Beck	Lynne Copp	9000	IL-4K: INSIDE	WF0558097N	2	16	11/8/2013 8:59	11/8/2013 9:00	11/8/2013 9:04	11/8/2013 9:17	11/8/2013 10:14:33 AM	57	19	Regular Hours	< 30 minutes
11/8/2013 9:28:11 AM	25 MAPLEWOOD AVE	PORTSMOUTH	NH	Kevin Ruel	Lynne Copp	9000	LEAK INSIDE	WF0558110N	0	5	11/8/2013 9:28	11/8/2013 9:28	11/8/2013 9:28	11/8/2013 9:36	11/8/2013 10:02:17 AM	27	6	Regular Hours	< 30 minutes
11/8/2013 1:06:17 PM	59 BROCK ST	ROCHESTER	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0558199N	0	3	11/8/2013 13:07	11/8/2013 13:07	11/8/2013 13:10	11/8/2013 13:10	11/8/2013 1:22:54 PM	12	3	Regular Hours	< 30 minutes
11/12/2013 8:33:10 AM	848 LAFAYETTE RD Apt. REAR	HAMPTON	NH	Kevin Ruel	William Jones	9000	LEAK INSIDE	WF0558325N	0	7	11/12/2013 8:33	11/12/2013 8:34	11/12/2013 8:35	11/12/2013 8:41	11/12/2013 9:10:42 AM	28	8	Regular Hours	< 30 minutes
11/12/2013 11:35:49 AM	0 TROUBLE CALL	SEABROOK	NH	Kevin Ruel	David Martineau	9100	LEAK OUTSIDE	WF0558413N	1	12	11/12/2013 11:36	11/12/2013 11:36	11/12/2013 11:38	11/12/2013 11:49	11/12/2013 1:08:37 PM	79	13	Regular Hours	< 30 minutes
11/12/2013 12:30:14 PM	15 CULVER ST Apt. 1	PLASTOW	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0558466N	0	5	11/12/2013 12:30	11/12/2013 12:31	11/12/2013 12:32	11/12/2013 12:37	11/12/2013 1:10:37 PM	33	6	Regular Hours	< 30 minutes
11/13/2013 7:29:11 AM	0 TROUBLE CALL	HAMPTON	NH	Kevin Ruel	David Martineau	9100	LEAK OUTSIDE	WF0558584N	1	19	11/13/2013 7:30	11/13/2013 7:31	11/13/2013 7:32	11/13/2013 7:51	11/13/2013 8:57:10 AM	65	22	Regular Hours	< 30 minutes
11/13/2013 11:09:22 AM	9 CREST ST	HAMPTON	NH	Kevin Ruel	David Martineau	5000	GAS LEAKS - SERVICE	WF0558629N	0	9	11/13/2013 11:09	11/13/2013 11:10	11/13/2013 11:11	11/13/2013 11:20	11/13/2013 11:35:42 AM	15	11	Regular Hours	< 30 minutes
11/13/2013 11:16:58 AM	20 DEERFIELD DR	DOVER	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0558637N	0	11	11/13/2013 11:17	11/13/2013 11:18	11/13/2013 11:18	11/13/2013 11:49	11/13/2013 2:22:16 PM	152	12	Regular Hours	< 30 minutes
11/13/2013 3:04:17 PM	109 SILVER ST	DOVER	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0558646N	0	5	11/13/2013 15:04	11/13/2013 15:08	11/13/2013 15:08	11/13/2013 15:14	11/13/2013 4:15:48 PM	61	9	Regular Hours	< 30 minutes
11/14/2013 9:41:08 AM	2 STERLING HILL Apt. 241	EXETER	NH	David Emerton	David Martineau	9000	LEAK INSIDE	WF0558755N	0	8	11/14/2013 9:42	11/14/2013 9:43	11/14/2013 9:44	11/14/2013 9:52	11/14/2013 11:03:06 AM	70	10	Regular Hours	< 30 minutes
11/14/2013 1:05:19 PM	9 CHARLES ST	HAMPTON	NH	Daniel LaFortune	David Martineau	9000	LEAK INSIDE	WF0558795N	0	19	11/14/2013 13:05	11/14/2013 13:06	11/14/2013 13:20	11/14/2013 13:25	11/14/2013 1:46:41 PM	21	20	Regular Hours	< 30 minutes

11/15/2013	9:57:45 AM	4 HAMPSHIRE AVE PH. A	DURHAM	NH	David Emerton	David Martineau	9100	LEAK OUTSIDE	WF055909H	0	17	11/15/2013 9:54	11/15/2013 9:54	11/15/2013 9:54	11/15/2013 10:14	11/15/2013	12:16:57 PM	320	18	Regular Hours	< 30 minutes
11/15/2013	12:04:06 PM	2 AUBURN AVE EXT	DURHAM	NH	Kevin Ruel	David Martineau	9100	LEAK OUTSIDE	WF055938H	3	15	11/15/2013 12:09	11/15/2013 12:10	11/15/2013 12:12	11/15/2013 12:26	11/15/2013	4:17:32 PM	231	19	Regular Hours	< 30 minutes
11/15/2013	12:21:38 PM	32 PLATOW RD	PLATOW	NH	Anthony Beck	David Martineau	9000	LEAK INSIDE	WF055939H	0	18	11/15/2013 12:21	11/15/2013 12:22	11/15/2013 12:22	11/15/2013 12:41	11/15/2013	1:16:24 PM	35	19	Regular Hours	< 30 minutes
11/15/2013	1:39:59 PM	37 BAYCLIFF RD	PORTSMOUTH	NH	Kevin Clifford	David Martineau	9100	LEAK OUTSIDE	WF055945H	0	7	11/15/2013 13:40	11/15/2013 13:42	11/15/2013 13:43	11/15/2013 13:50	11/15/2013	2:52:20 PM	62	10	Regular Hours	< 30 minutes
11/18/2013	9:01:16 AM	210 GATES ST	PORTSMOUTH	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0559041H	0	14	11/18/2013 9:01	11/18/2013 9:02	11/18/2013 9:02	11/18/2013 9:17	11/18/2013	10:32:13 AM	75	15	Regular Hours	< 30 minutes
11/18/2013	10:45:14 AM	74 WINTER ST	ROCHESTER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0559061H	0	1	11/18/2013 10:45	11/18/2013 10:46	11/18/2013 10:46	11/18/2013 10:48	11/18/2013	12:26:45 PM	98	2	Regular Hours	< 30 minutes
11/18/2013	12:33:52 PM	12 HAMPSHIRE RD	PORTSMOUTH	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0559097H	0	8	11/18/2013 12:54	11/18/2013 12:57	11/18/2013 12:57	11/18/2013 13:05	11/18/2013	1:30:02 PM	24	11	Regular Hours	< 30 minutes
11/19/2013	8:49:14 AM	20 REEF AVE Apt. 7 PH. UNIT	HAMPTON	NH	Kevin Ruel	William Jones	9100	LEAK OUTSIDE	WF055918H	0	20	11/19/2013 8:49	11/19/2013 8:50	11/19/2013 8:50	11/19/2013 9:10	11/19/2013	9:58:08 AM	47	21	Regular Hours	< 30 minutes
11/20/2013	9:24:54 AM	95 MAPLE ST	SOMERSWORTH	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WF055931H	0	10	11/20/2013 9:25	11/20/2013 9:26	11/20/2013 9:26	11/20/2013 9:36	11/20/2013	10:04:28 AM	29	11	Regular Hours	< 30 minutes
11/20/2013	9:28:29 AM	5 MERRILL IND DR	HAMPTON	NH	Jeffrey Croteau	Michael Talis	9100	LEAK OUTSIDE	WF0559315H	0	5	11/20/2013 9:28	11/20/2013 9:29	11/20/2013 9:30	11/20/2013 9:35	11/20/2013	10:16:28 AM	61	6	Regular Hours	< 30 minutes
11/20/2013	9:43:58 AM	24 NEW ZEALAND RD Apt. 1 PH. UNIT	SEABROOK	NH	Kevin Ruel	Michael Talis	9100	LEAK OUTSIDE	WF0559323H	0	11	11/20/2013 9:44	11/20/2013 9:48	11/20/2013 9:49	11/20/2013 10:00	11/20/2013	10:40:36 AM	40	16	Regular Hours	< 30 minutes
11/20/2013	1:42:04 PM	413 SPRINGBROOK CIR	PORTSMOUTH	NH	Kevin Ruel	Lynne Copp	9000	LEAK INSIDE	WF0559357H	2	16	11/20/2013 13:44	11/20/2013 13:44	11/20/2013 13:44	11/20/2013 14:00	11/20/2013	2:54:14 PM	53	18	Regular Hours	< 30 minutes
11/20/2013	2:35:37 PM	134 OSPEY DR	PORTSMOUTH	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0559365H	0	21	11/20/2013 14:26	11/20/2013 14:26	11/20/2013 14:26	11/20/2013 14:48	11/20/2013	3:35:57 PM	47	23	Regular Hours	< 30 minutes
11/21/2013	11:34:07 AM	3 WHEELWRIGHT AVE	EXETER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0559454H	1	13	11/21/2013 11:16	11/21/2013 11:16	11/21/2013 11:16	11/21/2013 11:30	11/21/2013	12:09:17 PM	39	16	Regular Hours	< 30 minutes
11/22/2013	8:48:21 AM	423 SALMON FALLS RD	ROCHESTER	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0559543H	1	10	11/22/2013 8:49	11/22/2013 8:50	11/22/2013 8:53	11/22/2013 9:00	11/22/2013	10:32:19 AM	91	12	Regular Hours	< 30 minutes
11/22/2013	1:47:17 PM	7 CHADWICK LN	SOMERSWORTH	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0559624H	1	16	11/22/2013 13:44	11/22/2013 13:50	11/22/2013 13:52	11/22/2013 14:06	11/22/2013	2:47:39 PM	40	19	Regular Hours	< 30 minutes
11/25/2013	8:04:35 AM	38 MADBURY RD	DURHAM	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0559728H	0	0	11/25/2013 8:05	11/25/2013 8:05	11/25/2013 8:06	11/25/2013 8:06	11/25/2013	10:27:37 AM	141	1	Regular Hours	< 30 minutes
11/25/2013	9:29:16 AM	46 ALDRICH RD	PORTSMOUTH	NH	Kevin Ruel	Lynne Copp	9100	LEAK OUTSIDE	WF0559753H	0	6	11/25/2013 9:29	11/25/2013 9:30	11/25/2013 9:31	11/25/2013 9:36	11/25/2013	10:55:42 AM	78	7	Regular Hours	< 30 minutes
11/25/2013	11:53:20 AM	171 SAGAMORE AVE	PORTSMOUTH	NH	Kevin Ruel	Lynne Copp	9000	LEAK INSIDE	WF0559624H	0	4	11/25/2013 11:53	11/25/2013 12:01	11/25/2013 12:02	11/25/2013 12:06	11/25/2013	12:18:17 PM	11	13	Regular Hours	< 30 minutes
11/25/2013	3:53:23 PM	151 FRANKLIN ST	ROCHESTER	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0559852H	0	6	11/25/2013 15:54	11/25/2013 15:57	11/25/2013 15:58	11/25/2013 16:04	11/25/2013	4:51:27 PM	47	10	Regular Hours	< 30 minutes
11/26/2013	7:47:45 AM	44 FRANKLIN HTS	ROCHESTER	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0559880H	0	11	11/26/2013 7:48	11/26/2013 7:54	11/26/2013 7:55	11/26/2013 8:05	11/26/2013	10:02:58 AM	117	18	Regular Hours	< 30 minutes
11/26/2013	10:24:50 AM	65 CHAMBERLAIN ST	ROCHESTER	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0559919H	0	21	11/26/2013 10:25	11/26/2013 10:26	11/26/2013 10:26	11/26/2013 10:47	11/26/2013	11:57:32 AM	69	22	Regular Hours	< 30 minutes
11/26/2013	1:39:59 PM	15 OLD ROLLINGFORD RD Apt. 201 PH. 2	DOVER	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0559977H	1	8	11/26/2013 13:21	11/26/2013 13:23	11/26/2013 13:25	11/26/2013 13:31	11/26/2013	2:06:55 PM	37	11	Regular Hours	< 30 minutes
11/26/2013	2:11:05 PM	175 HIGH ST Apt. 1	PORTSMOUTH	NH	Anthony Beck	David Martineau	9100	LEAK OUTSIDE	WF0559984H	0	14	11/26/2013 14:11	11/26/2013 14:12	11/26/2013 14:12	11/26/2013 14:26	11/26/2013	4:18:27 PM	112	15	Regular Hours	< 30 minutes
11/26/2013	3:43:04 PM	211 ULAC LN Apt. 2 PH. 1 F	DOVER	NH	Daniel LaFortune	David Martineau	9100	LEAK OUTSIDE	WF0560006H	1	0	11/26/2013 15:44	11/26/2013 15:45	11/26/2013 15:45	11/26/2013 15:45	11/26/2013	4:43:39 PM	58	2	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 15 (14% of total) for After Hours:																					
11/4/2013	6:54:01 PM	22 BOYNTON LN	SEABROOK	NH	Kurt House	Lynne Copp	9100	LEAK OUTSIDE	WF0557644N	0	23	11/4/2013 18:54	11/4/2013 18:55	11/4/2013 18:56	11/4/2013 19:18	11/4/2013	8:21:32 PM	63	24	After Hours	< 30 minutes
11/5/2013	7:11:54 PM	0 TROUBLE CALL	SALEM	NH	Troy Kimball	Lynne Copp	9000	LEAK INSIDE	WF0557756N	0	0	11/5/2013 19:12	11/5/2013 19:12	11/5/2013 19:12	11/5/2013 19:12	11/5/2013	7:18:38 PM	6	0	After Hours	< 30 minutes
11/6/2013	4:55:20 PM	5 WINTER ST Apt. A	EXETER	NH	Jeffrey Grottau	Lynne Copp	9000	LEAK INSIDE	WF0557934N	0	23	11/6/2013 16:56	11/6/2013 16:57	11/6/2013 16:57	11/6/2013 17:21	11/6/2013	6:22:24 PM	61	25	After Hours	< 30 minutes
11/6/2013	7:40:56 PM	309 WATER ST	EXETER	NH	Jeffrey Grottau	Lynne Copp	9000	LEAK INSIDE	WF0557939N	0	15	11/6/2013 19:41	11/6/2013 19:44	11/6/2013 19:45	11/6/2013 19:59	11/6/2013	8:20:40 PM	20	18	After Hours	< 30 minutes
11/7/2013	6:09:32 PM	169 OCEAN BLVD	HAMPTON	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0558077N	1	22	11/7/2013 18:10	11/7/2013 18:11	11/7/2013 18:11	11/7/2013 18:33	11/7/2013	7:52:52 PM	79	23	After Hours	< 30 minutes
11/7/2013	9:24:00 PM	467 EXETER RD	HAMPTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0558084N	0	26	11/7/2013 21:24	11/7/2013 21:28	11/7/2013 21:33	11/7/2013 21:54	11/7/2013	10:25:21 PM	30	30	After Hours	< 30 minutes
11/13/2013	4:58:30 PM	33 DOVER POINT RD	DOVER	NH	Jeffrey Grottau	Lynne Copp	5000	GAS LEAKS - SERVICE	WF0558712N	0	25	11/13/2013 16:54	11/13/2013 17:00	11/13/2013 17:01	11/13/2013 17:26	11/13/2013	6:09:27 PM	43	27	After Hours	< 30 minutes
11/13/2013	7:08:21 PM	28 SICA RD ST	HAMPTON	NH	Daniel LeFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0558726N	1	13	11/13/2013 19:09	11/13/2013 19:11	11/13/2013 19:12	11/13/2013 19:25	11/13/2013	8:34:34 PM	69	16	After Hours	< 30 minutes
11/13/2013	9:43:41 PM	1061 SOUTH ST	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0558733N	0	20	11/13/2013 21:43	11/13/2013 21:44	11/13/2013 21:44	11/13/2013 22:05	11/13/2013	10:44:39 PM	39	21	After Hours	< 30 minutes
11/14/2013	4:31:16 PM	39 DRIFTWOOD RD	HAMPTON	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0558835N	5	17	11/14/2013 16:16	11/14/2013 16:21	11/14/2013 16:21	11/14/2013 16:38	11/14/2013	6:31:28 PM	112	27	After Hours	< 30 minutes
11/18/2013	6:12:42 PM	9 CHARLES ST	HAMPTON	NH	Daniel LeFortune	David Martineage	9100	LEAK OUTSIDE	WF0559168N	1	7	11/18/2013 18:14	11/18/2013 18:21	11/18/2013 18:22	11/18/2013 18:28	11/18/2013	7:33:12 PM	64	15	After Hours	< 30 minutes
11/21/2013	5:58:30 AM	30 OVERLOOK DR Apt. B63 PHL BLDG	ATKINSON	NH	Christopher Diffrancesco	William Jones	9000	LEAK INSIDE	WF0559413N	1	12	11/21/2013 5:59	11/21/2013 6:09	11/21/2013 6:10	11/21/2013 6:22	11/21/2013	6:30:45 AM	8	23	After Hours	< 30 minutes
11/21/2013	7:47:25 PM	25 OVERLOOK DR Apt. B8 PHL BLDG	ATKINSON	NH	Troy Kimball	David Martineage	9100	LEAK OUTSIDE	WF0559526N	0	16	11/21/2013 19:47	11/21/2013 19:49	11/21/2013 19:49	11/21/2013 20:05	11/21/2013	8:25:23 PM	20	17	After Hours	< 30 minutes
11/25/2013	5:43:54 PM	457 CENTRAL AVE	DOVER	NH	Jeffrey Grottau	David Martineage	9000	LEAK INSIDE	WF0559868N	0	19	11/25/2013 17:44	11/25/2013 17:45	11/25/2013 17:49	11/25/2013 18:04	11/25/2013	6:23:26 PM	18	21	After Hours	< 30 minutes
11/26/2013	5:46:58 PM	41 WOODMAN RD	DURHAM	NH	Jeffrey Grottau	David Martineage	9100	LEAK OUTSIDE	WF0560022N	0	27	11/26/2013 17:47	11/26/2013 17:49	11/26/2013 17:49	11/26/2013 18:17	11/26/2013	7:11:46 PM	54	30	After Hours	< 30 minutes

Orders responded to in < 30 minutes: 15 (14% of total) for Weekend/Holiday Hours																			
11/2/2013 12:16:57 PM	14 HARRIS AVE	HAMPTON	NH	Kevin Clifford	Mark Severens	9100	LEAK OUTSIDE	WF0557415H	1	24	11/2/2013 12:18	11/2/2013 12:21	11/2/2013 12:21	11/2/2013 12:45	11/2/2013 1:52:22 PM	66	28	Weekend/Holiday	< 30 minutes
11/2/2013 3:02:56 PM	149 HAMPTON MDWS	HAMPTON	NH	Kevin Clifford	Scott Lacouture	9000	LEAK INSIDE	WF0557423H	1	23	11/2/2013 15:04	11/2/2013 15:08	11/2/2013 15:09	11/2/2013 15:32	11/2/2013 4:12:11 PM	40	29	Weekend/Holiday	< 30 minutes
11/3/2013 9:12:34 AM	18 WHITTIER DR	SEABROOK	NH	Kevin Clifford	Mark Severens	9000	LEAK INSIDE	WF0557431H	0	18	11/3/2013 9:12	11/3/2013 9:23	11/3/2013 9:23	11/3/2013 9:41	11/3/2013 10:06:12 AM	24	29	Weekend/Holiday	< 30 minutes
11/9/2013 12:42:18 PM	28 SIGNAL ST	ROCHESTER	NH	Laurie Rousseau	Linda Hollums	9000	LEAK INSIDE	WF0558287H	1	13	11/9/2013 12:43	11/9/2013 12:44	11/9/2013 12:44	11/9/2013 12:57	11/9/2013 3:36:47 PM	159	15	Weekend/Holiday	< 30 minutes
11/9/2013 2:26:54 PM	30 DOVER ST	PORTSMOUTH	NH	Kevin Clifford	Linda Hollums	9000	LEAK INSIDE	WF0558299H	2	14	11/9/2013 14:29	11/9/2013 14:32	11/9/2013 14:33	11/9/2013 14:47	11/9/2013 3:19:32 PM	32	20	Weekend/Holiday	< 30 minutes
11/16/2013 11:33:16 AM	14 1ST APT. 155 Pk. REAR	HAMPTON	NH	Christopher DiFrancesco	Scott Lacouture	9000	LEAK INSIDE	WF0559007H	0	13	11/16/2013 11:34	11/16/2013 11:35	11/16/2013 11:36	11/16/2013 11:48	11/16/2013 12:06:47 PM	18	15	Weekend/Holiday	< 30 minutes
11/16/2013 1:17:09 PM	155 N BROADWAY Pk. 3	SALEM	NH	Christopher DiFrancesco	Scott Lacouture	9100	LEAK OUTSIDE	WF0559013H	1	8	11/16/2013 13:18	11/16/2013 13:24	11/16/2013 13:24	11/16/2013 13:32	11/16/2013 3:20:17 PM	107	15	Weekend/Holiday	< 30 minutes
11/16/2013 2:14:43 PM	243 HIGH ST	HAMPTON	NH	Kevin Clifford	Scott Lacouture	9100	LEAK OUTSIDE	WF0559017H	1	19	11/16/2013 14:16	11/16/2013 14:19	11/16/2013 14:20	11/16/2013 14:39	11/16/2013 3:51:30 PM	72	24	Weekend/Holiday	< 30 minutes
11/17/2013 7:58:04 PM	39 MORNING ST APT. #1	PORTSMOUTH	NH	Kevin Clifford	Mark Severens	9100	LEAK OUTSIDE	WF0559024H	0	13	11/17/2013 19:58	11/17/2013 20:04	11/17/2013 20:05	11/17/2013 20:18	11/17/2013 9:29:04 PM	71	19	Weekend/Holiday	< 30 minutes
11/17/2013 10:26:16 PM	11 TOWER DR	HAMPTON	NH	Kevin Clifford	Mark Severens	9000	LEAK INSIDE	WF0559027H	1	0	11/17/2013 22:27	11/17/2013 22:32	11/17/2013 22:32	11/17/2013 22:32	11/17/2013 10:55:45 PM	23	6	Weekend/Holiday	< 30 minutes
11/24/2013 11:57:15 AM	9 M ST APT. REAR	HAMPTON	NH	Jeffrey Croteau	Jason Brooks	9000	LEAK INSIDE	WF0559711H	1	18	11/24/2013 11:58	11/24/2013 12:00	11/24/2013 12:00	11/24/2013 12:19	11/24/2013 12:46:52 PM	27	21	Weekend/Holiday	< 30 minutes
11/29/2013 8:29:11 PM	114 LITTLE RIVER RD	HAMPTON	NH	Jeffrey Croteau	Linda Hollums	9000	LEAK INSIDE	WF0560155H	3	16	11/29/2013 15:32	11/29/2013 15:33	11/29/2013 15:33	11/29/2013 15:51	11/29/2013 4:09:16 PM	17	22	Weekend/Holiday	< 30 minutes
11/29/2013 8:54:11 PM	1325 LAFAYETTE RD Pk. KOHL	SEABROOK	NH	Jeffrey Croteau	Scott Lacouture	9100	LEAK OUTSIDE	WF0560163H	0	30	11/29/2013 20:55	11/29/2013 20:56	11/29/2013 20:56	11/29/2013 21:04	11/29/2013 9:45:44 PM	39	12	Weekend/Holiday	< 30 minutes
11/30/2013 12:28:52 AM	98 WINTER ST APT. DOWN	ROCHESTER	NH	Daniel LaFortune	Scott Lacouture	9100	LEAK OUTSIDE	WF0560167H	0	12	11/30/2013 0:29	11/30/2013 0:34	11/30/2013 0:41	11/30/2013 0:47	11/30/2013 1:39:26 AM	52	18	Weekend/Holiday	< 30 minutes
11/30/2013 5:28:51 PM	170 ROUTE 108	SOMERSWORTH	NH	Daniel LaFortune	Scott Lacouture	9100	LEAK OUTSIDE	WF0560209H	1	14	11/30/2013 17:30	11/30/2013 17:43	11/30/2013 17:43	11/30/2013 17:58	11/30/2013 6:37:50 PM	39	29	Weekend/Holiday	< 30 minutes

Orders responded to in 31-45 minutes: 3 (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
11/13/2013 8:56:50 AM	11 TWIN POND CIR	EXETER	NH	Kevin Clifford	David Martineau	9100	LEAK OUTSIDE	WF0558556H	0	33	11/13/2013 8:57	11/13/2013 8:58	11/13/2013 8:58	11/13/2013 9:31	11/13/2013 10:28:23 AM	56
11/13/2013 1:00:14 PM	11 BAYBERRY DR	ATKINSON	NH	Kevin Clifford	David Martineau	9100	LEAK OUTSIDE	WF0558657H	2	36	11/13/2013 13:02	11/13/2013 13:02	11/13/2013 13:04	11/13/2013 13:39	11/13/2013 3:06:34 PM	86
11/24/2013 1:41:34 PM	135 OCEAN DR	SEABROOK	NH	Kevin Puel	Lynne Copp	9100	LEAK OUTSIDE	WF0559982H	1	38	11/24/2013 13:42	11/24/2013 13:43	11/24/2013 13:43	11/24/2013 14:21	11/24/2013 3:53:17 PM	91
Orders responded to in 31-45 minutes: 4 (6% of total) for After Hours:																
11/5/2013 6:56:46 AM	0 TROUBLE CALL	HAMPTON	NH	Kevin Clifford	David Martineau	9100	LEAK OUTSIDE	WF0557656H	0	32	11/5/2013 6:57	11/5/2013 6:58	11/5/2013 7:03	11/5/2013 7:30	11/5/2013 8:42:43 AM	72
11/15/2013 10:52:18 PM	18 HAMPTON RD PH. 3	EXETER	NH	Kevin Clifford	Mark Severens	9100	LEAK OUTSIDE	WF0559001H	0	25	11/15/2013 22:53	11/15/2013 23:04	11/15/2013 23:07	11/15/2013 23:32	11/16/2013 12:37:19 AM	64
11/25/2013 4:42:12 PM	519 CENTRAL AVE Apt. A	DOVER	NH	Daniel LaFortune	David Martineau	9000	LEAK INSIDE	WF0559858H	1	37	11/25/2013 16:43	11/25/2013 16:44	11/25/2013 16:51	11/25/2013 17:32	11/25/2013 5:40:31 PM	18
11/25/2013 10:45:52 PM	22 FOOT BRIDGE LN	DOVER	NH	Daniel LaFortune	Linda Hollums	9000	LEAK INSIDE	WF0559876H	0	22	11/25/2013 22:46	11/25/2013 22:58	11/25/2013 23:01	11/25/2013 23:20	11/25/2013 11:49:24 PM	28
Orders responded to in 31-45 minutes: 18 (44% of total) for Weekend/Holiday Hours:																
11/2/2013 1:40:19 AM	29 BROWN AVE	SEABROOK	NH	Kevin Clifford	Jason Brooks	9000	LEAK INSIDE	WF0557367H	1	29	11/2/2013 1:41	11/2/2013 1:51	11/2/2013 1:53	11/2/2013 2:21	11/2/2013 2:39:48 AM	18
11/2/2013 7:35:40 AM	14 MONROE ST	DOVER	NH	Kevin Clifford	Mark Severens	9000	LEAK INSIDE	WF0557398H	1	10	11/2/2013 7:36	11/2/2013 8:02	11/2/2013 8:03	11/2/2013 8:13	11/2/2013 8:41:12 AM	27
11/2/2013 10:13:55 AM	27 PINE MEADOWS DR	EXETER	NH	Kevin Clifford	Mark Severens	9100	LEAK OUTSIDE	WF0557403H	1	19	11/2/2013 10:15	11/2/2013 10:30	11/2/2013 10:30	11/2/2013 10:49	11/2/2013 11:39:52 AM	50
11/2/2013 11:07:06 AM	4 HAMPTON TOWNE EST	HAMPTON	NH	Laurie Rousseau	Mark Severens	9000	LEAK INSIDE	WF0557407H	4	27	11/2/2013 11:11	11/2/2013 11:17	11/2/2013 11:14	11/2/2013 11:39	11/2/2013 12:07:48 PM	28
11/2/2013 12:59:51 PM	7 P ST PH. #3	HAMPTON	NH	Laurie Rousseau	Mark Severens	9000	LEAK INSIDE	WF0557417H	2	33	11/2/2013 13:02	11/2/2013 13:02	11/2/2013 13:02	11/2/2013 13:35	11/2/2013 3:30:50 PM	104
11/2/2013 11:52:04 PM	21 FARMINGTON DR	DOVER	NH	Laurie Rousseau	Jason Brooks	9000	LEAK INSIDE	WF0557433H	0	20	11/2/2013 23:52	11/4/2013 0:04	11/4/2013 0:04	11/4/2013 0:24	11/4/2013 12:42:43 AM	17
11/9/2013 8:23:53 AM	176 HIGH ST	EXETER	NH	Kevin Clifford	Linda Hollums	9100	LEAK OUTSIDE	WF0558279H	0	22	11/9/2013 8:24	11/9/2013 8:34	11/9/2013 8:34	11/9/2013 8:56	11/9/2013 9:54:58 AM	62
11/10/2013 12:29:50 PM	769 OCEAN BLVD	HAMPTON	NH	Kevin Clifford	Linda Hollums	9100	LEAK OUTSIDE	WF0558302H	1	31	11/10/2013 12:31	11/10/2013 12:33	11/10/2013 12:40	11/10/2013 13:05	11/10/2013 1:57:18 PM	52
11/17/2013 8:41:33 AM	0 TROUBLE CALL	EXETER	NH	Kevin Clifford	Scott Lacouture	9100	LEAK OUTSIDE	WF0559023H	1	30	11/17/2013 8:43	11/17/2013 8:50	11/17/2013 8:52	11/17/2013 9:20	11/17/2013 10:15:25 AM	54
11/23/2013 7:01:32 PM	28 S PINE ST	DOVER	NH	Daniel LaFortune	Linda Hollums	9100	LEAK OUTSIDE	WF0559705H	0	23	11/23/2013 19:02	11/23/2013 19:10	11/23/2013 19:13	11/23/2013 19:33	11/23/2013 8:30:37 PM	56
11/24/2013 8:57:24 AM	172 BLUE HORN DR	PORTSMOUTH	NH	Jeffrey Croisau	Jason Brooks	9000	LEAK INSIDE	WF0559708H	0	16	11/24/2013 8:57	11/24/2013 9:14	11/24/2013 9:14	11/24/2013 9:31	11/24/2013 10:28:45 AM	57
11/29/2013 12:02:14 PM	119 LOWER COLLINS ST	SEABROOK	NH	Daniel LaFortune	Jason Brooks	9100	LEAK OUTSIDE	WF0560189H	0	33	11/29/2013 12:02	11/29/2013 12:04	11/29/2013 12:04	11/29/2013 12:37	11/29/2013 1:45:45 PM	48
11/29/2013 12:08:43 PM	31 ESSEX RD	HAMPTON	NH	Daniel LaFortune	Jason Brooks	9000	LEAK INSIDE	WF0560150H	2	34	11/29/2013 12:11	11/29/2013 12:12	11/29/2013 12:12	11/29/2013 12:44	11/29/2013 1:32:29 PM	45
11/29/2013 12:49:14 PM	280 PORTSMOUTH AVE	SEABROOK	NH	Kurt House	Jason Brooks	9000	LEAK INSIDE	WF0560152H	3	33	11/29/2013 12:53	11/29/2013 12:55	11/29/2013 12:55	11/29/2013 13:28	11/29/2013 1:52:19 PM	23
11/30/2013 12:36:46 PM	0 TROUBLE CALL	PLANTOW	NH	Trey Kimball	Linda Hollums	9100	LEAK OUTSIDE	WF0560189H	1	25	11/30/2013 12:38	11/30/2013 12:44	11/30/2013 12:45	11/30/2013 13:09	11/30/2013 1:34:14 PM	4

Orders responded to in 46-60 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
11/14/2013 3:48:57 PM	1600 WOODBURY AVE Apt. C PHL UNIT	PORTSMOUTH	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WFO558823N	0	40	11/14/2013 15:49	11/14/2013 15:57	11/14/2013 15:58	11/14/2013 16:38	11/14/2013 6:53:47 PM	135
11/26/2013 7:04:04 AM	45 FRANKLIN HTS	ROCHESTER	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WFO559877N	4	40	11/26/2013 7:08	11/26/2013 7:24	11/26/2013 7:27	11/26/2013 8:04	11/26/2013 9:58:11 AM	113
Orders responded to in 46-60 minutes: 3 (3% of total) for After Hours:																
11/17/2013 4:56:22 PM	3 THIRD ST	HAMPTON	NH	Tracy Kimball	Lynne Copp	9100	LEAK OUTSIDE	WFO558846N	0	51	11/17/2013 16:56	11/17/2013 16:59	11/17/2013 16:59	11/17/2013 17:51	11/17/2013 7:01:03 PM	70
11/27/2013 3:49:35 AM	6 BARRY ST	DOVER	NH	Daniel LaFortune	Mark Severens	9000	LEAK INSIDE	WFO540031N	1	8	11/27/2013 3:51	11/27/2013 4:34	11/27/2013 4:42	11/27/2013 4:42	11/27/2013 4:48:52 AM	5
11/27/2013 6:24:59 AM	389 HIGH ST Apt. LEFT	HAMPTON	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WFO540034N	2	34	11/27/2013 6:27	11/27/2013 6:43	11/27/2013 6:43	11/27/2013 7:37	11/27/2013 8:52:52 AM	94
Orders responded to in 46-60 minutes: 1 (1% of total) for Weekend/Holiday Hours:																
11/30/2013 12:14:33 PM	156 TRI CITY PLZ	SCHEMAS WORTH	NH	Daniel LaFortune	Edward Charlton	9100	LEAK OUTSIDE	WFO540188N	0	35	11/30/2013 12:14	11/30/2013 12:24	11/30/2013 12:27	11/30/2013 13:00	11/30/2013 1:42:23 PM	41
Orders responded to in 61-75 minutes: 0 (0% of total) for Regular Hours:																
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:																
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 11/01/2013 to 11/30/2013

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	11	64%	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	

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	70%	15	3	20%	15	1	6%
30	26	83%	30	10	100%	30	9	80%	30	7	50%
45	10	98%	45	0	100%	45	3	100%	45	7	94%
60	1	100%	60	0	100%	60	0	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	64		Total	33		Total	15		Total	16	

Jun-13

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

May-13

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

Apr-13

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

Mar-13

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

Feb-13

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

Jan-13

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

Dec-12

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

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	402	42%	15	283	52%	15	92	40%	15	27	14%
30	400	83%	30	224	94%	30	95	82%	30	81	55%
45	138	97%	45	26	98%	45	34	97%	45	78	95%
60	26	100%	60	8	100%	60	8	100%	60	10	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	967		Total	542		Total	229		Total	196	