



Making People Smile

Responsive Repairs Customer Satisfaction April to December 2010

Month	No. of Jobs Completed	No. of Surveys taken	% of surveys against jobs completed	Q1		Q2		Q3		Q4		Q5		Q6		Q7		Q8				Q9				Q10																	
				Did the tradesperson arrive on time?	96%	356	96%	342	92%	363	98%	352	95%	368	99%	368	99%	370	100%	370	100%	VS	S	NS/ND	D	VD	VS	S	NS/ND	D	VD	Overall how Satisfied were you with the service ? Very Satisfied, Satisfied, Neither Satisfied/Nor Satisfied, Dissatisfied, Very Dissatisfied	Rating out of 10										
April	2065	370	18%	356	96% <td>342</td> <td>92% <td>363</td> <td>98% <td>352</td> <td>95% <td>368</td> <td>99% <td>370</td> <td>100% <td>370</td> <td>100% <td>274</td> <td>80</td> <td>8</td> <td>6</td> <td>2</td> <td>279</td> <td>75</td> <td>10</td> <td>2</td> <td>4</td> <td>279</td> <td>75</td> <td>10</td> <td>2</td> <td>4</td> <td>75%</td> <td>20%</td> <td>3%</td> <td>1%</td> <td>1%</td> <td>9</td> </td></td></td></td></td></td>	342	92% <td>363</td> <td>98% <td>352</td> <td>95% <td>368</td> <td>99% <td>370</td> <td>100% <td>370</td> <td>100% <td>274</td> <td>80</td> <td>8</td> <td>6</td> <td>2</td> <td>279</td> <td>75</td> <td>10</td> <td>2</td> <td>4</td> <td>279</td> <td>75</td> <td>10</td> <td>2</td> <td>4</td> <td>75%</td> <td>20%</td> <td>3%</td> <td>1%</td> <td>1%</td> <td>9</td> </td></td></td></td></td>	363	98% <td>352</td> <td>95% <td>368</td> <td>99% <td>370</td> <td>100% <td>370</td> <td>100% <td>274</td> <td>80</td> <td>8</td> <td>6</td> <td>2</td> <td>279</td> <td>75</td> <td>10</td> <td>2</td> <td>4</td> <td>279</td> <td>75</td> <td>10</td> <td>2</td> <td>4</td> <td>75%</td> <td>20%</td> <td>3%</td> <td>1%</td> <td>1%</td> <td>9</td> </td></td></td></td>	352	95% <td>368</td> <td>99% <td>370</td> <td>100% <td>370</td> <td>100% <td>274</td> <td>80</td> <td>8</td> <td>6</td> <td>2</td> <td>279</td> <td>75</td> <td>10</td> <td>2</td> <td>4</td> <td>279</td> <td>75</td> <td>10</td> <td>2</td> <td>4</td> <td>75%</td> <td>20%</td> <td>3%</td> <td>1%</td> <td>1%</td> <td>9</td> </td></td></td>	368	99% <td>370</td> <td>100% <td>370</td> <td>100% <td>274</td> <td>80</td> <td>8</td> <td>6</td> <td>2</td> <td>279</td> <td>75</td> <td>10</td> <td>2</td> <td>4</td> <td>279</td> <td>75</td> <td>10</td> <td>2</td> <td>4</td> <td>75%</td> <td>20%</td> <td>3%</td> <td>1%</td> <td>1%</td> <td>9</td> </td></td>	370	100% <td>370</td> <td>100% <td>274</td> <td>80</td> <td>8</td> <td>6</td> <td>2</td> <td>279</td> <td>75</td> <td>10</td> <td>2</td> <td>4</td> <td>279</td> <td>75</td> <td>10</td> <td>2</td> <td>4</td> <td>75%</td> <td>20%</td> <td>3%</td> <td>1%</td> <td>1%</td> <td>9</td> </td>	370	100% <td>274</td> <td>80</td> <td>8</td> <td>6</td> <td>2</td> <td>279</td> <td>75</td> <td>10</td> <td>2</td> <td>4</td> <td>279</td> <td>75</td> <td>10</td> <td>2</td> <td>4</td> <td>75%</td> <td>20%</td> <td>3%</td> <td>1%</td> <td>1%</td> <td>9</td>	274	80	8	6	2	279	75	10	2	4	279	75	10	2	4	75%	20%	3%	1%	1%	9					
May	2889	423	15%	407	96% <td>366</td> <td>87% <td>419</td> <td>99% <td>405</td> <td>96% <td>421</td> <td>100% <td>422</td> <td>100% <td>422</td> <td>100% <td>312</td> <td>96</td> <td>8</td> <td>2</td> <td>5</td> <td>332</td> <td>72</td> <td>9</td> <td>4</td> <td>6</td> <td>332</td> <td>72</td> <td>9</td> <td>4</td> <td>6</td> <td>78%</td> <td>17%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td>9</td> </td></td></td></td></td></td>	366	87% <td>419</td> <td>99% <td>405</td> <td>96% <td>421</td> <td>100% <td>422</td> <td>100% <td>422</td> <td>100% <td>312</td> <td>96</td> <td>8</td> <td>2</td> <td>5</td> <td>332</td> <td>72</td> <td>9</td> <td>4</td> <td>6</td> <td>332</td> <td>72</td> <td>9</td> <td>4</td> <td>6</td> <td>78%</td> <td>17%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td>9</td> </td></td></td></td></td>	419	99% <td>405</td> <td>96% <td>421</td> <td>100% <td>422</td> <td>100% <td>422</td> <td>100% <td>312</td> <td>96</td> <td>8</td> <td>2</td> <td>5</td> <td>332</td> <td>72</td> <td>9</td> <td>4</td> <td>6</td> <td>332</td> <td>72</td> <td>9</td> <td>4</td> <td>6</td> <td>78%</td> <td>17%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td>9</td> </td></td></td></td>	405	96% <td>421</td> <td>100% <td>422</td> <td>100% <td>422</td> <td>100% <td>312</td> <td>96</td> <td>8</td> <td>2</td> <td>5</td> <td>332</td> <td>72</td> <td>9</td> <td>4</td> <td>6</td> <td>332</td> <td>72</td> <td>9</td> <td>4</td> <td>6</td> <td>78%</td> <td>17%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td>9</td> </td></td></td>	421	100% <td>422</td> <td>100% <td>422</td> <td>100% <td>312</td> <td>96</td> <td>8</td> <td>2</td> <td>5</td> <td>332</td> <td>72</td> <td>9</td> <td>4</td> <td>6</td> <td>332</td> <td>72</td> <td>9</td> <td>4</td> <td>6</td> <td>78%</td> <td>17%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td>9</td> </td></td>	422	100% <td>422</td> <td>100% <td>312</td> <td>96</td> <td>8</td> <td>2</td> <td>5</td> <td>332</td> <td>72</td> <td>9</td> <td>4</td> <td>6</td> <td>332</td> <td>72</td> <td>9</td> <td>4</td> <td>6</td> <td>78%</td> <td>17%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td>9</td> </td>	422	100% <td>312</td> <td>96</td> <td>8</td> <td>2</td> <td>5</td> <td>332</td> <td>72</td> <td>9</td> <td>4</td> <td>6</td> <td>332</td> <td>72</td> <td>9</td> <td>4</td> <td>6</td> <td>78%</td> <td>17%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td>9</td>	312	96	8	2	5	332	72	9	4	6	332	72	9	4	6	78%	17%	2%	1%	1%	9					
June	3098	395	13%	374	95% <td>370</td> <td>94% <td>393</td> <td>99% <td>387</td> <td>98% <td>392</td> <td>99% <td>394</td> <td>100% <td>394</td> <td>100% <td>307</td> <td>73</td> <td>7</td> <td>6</td> <td>2</td> <td>317</td> <td>60</td> <td>14</td> <td>3</td> <td>1</td> <td>317</td> <td>60</td> <td>14</td> <td>3</td> <td>1</td> <td>80%</td> <td>15%</td> <td>4%</td> <td>1%</td> <td>0%</td> <td>9</td> </td></td></td></td></td></td>	370	94% <td>393</td> <td>99% <td>387</td> <td>98% <td>392</td> <td>99% <td>394</td> <td>100% <td>394</td> <td>100% <td>307</td> <td>73</td> <td>7</td> <td>6</td> <td>2</td> <td>317</td> <td>60</td> <td>14</td> <td>3</td> <td>1</td> <td>317</td> <td>60</td> <td>14</td> <td>3</td> <td>1</td> <td>80%</td> <td>15%</td> <td>4%</td> <td>1%</td> <td>0%</td> <td>9</td> </td></td></td></td></td>	393	99% <td>387</td> <td>98% <td>392</td> <td>99% <td>394</td> <td>100% <td>394</td> <td>100% <td>307</td> <td>73</td> <td>7</td> <td>6</td> <td>2</td> <td>317</td> <td>60</td> <td>14</td> <td>3</td> <td>1</td> <td>317</td> <td>60</td> <td>14</td> <td>3</td> <td>1</td> <td>80%</td> <td>15%</td> <td>4%</td> <td>1%</td> <td>0%</td> <td>9</td> </td></td></td></td>	387	98% <td>392</td> <td>99% <td>394</td> <td>100% <td>394</td> <td>100% <td>307</td> <td>73</td> <td>7</td> <td>6</td> <td>2</td> <td>317</td> <td>60</td> <td>14</td> <td>3</td> <td>1</td> <td>317</td> <td>60</td> <td>14</td> <td>3</td> <td>1</td> <td>80%</td> <td>15%</td> <td>4%</td> <td>1%</td> <td>0%</td> <td>9</td> </td></td></td>	392	99% <td>394</td> <td>100% <td>394</td> <td>100% <td>307</td> <td>73</td> <td>7</td> <td>6</td> <td>2</td> <td>317</td> <td>60</td> <td>14</td> <td>3</td> <td>1</td> <td>317</td> <td>60</td> <td>14</td> <td>3</td> <td>1</td> <td>80%</td> <td>15%</td> <td>4%</td> <td>1%</td> <td>0%</td> <td>9</td> </td></td>	394	100% <td>394</td> <td>100% <td>307</td> <td>73</td> <td>7</td> <td>6</td> <td>2</td> <td>317</td> <td>60</td> <td>14</td> <td>3</td> <td>1</td> <td>317</td> <td>60</td> <td>14</td> <td>3</td> <td>1</td> <td>80%</td> <td>15%</td> <td>4%</td> <td>1%</td> <td>0%</td> <td>9</td> </td>	394	100% <td>307</td> <td>73</td> <td>7</td> <td>6</td> <td>2</td> <td>317</td> <td>60</td> <td>14</td> <td>3</td> <td>1</td> <td>317</td> <td>60</td> <td>14</td> <td>3</td> <td>1</td> <td>80%</td> <td>15%</td> <td>4%</td> <td>1%</td> <td>0%</td> <td>9</td>	307	73	7	6	2	317	60	14	3	1	317	60	14	3	1	80%	15%	4%	1%	0%	9					
July	2189	476	22%	446	94% <td>429</td> <td>90% <td>463</td> <td>97% <td>464</td> <td>97% <td>466</td> <td>98% <td>470</td> <td>99% <td>470</td> <td>99% <td>364</td> <td>91</td> <td>9</td> <td>8</td> <td>4</td> <td>370</td> <td>87</td> <td>6</td> <td>7</td> <td>6</td> <td>370</td> <td>87</td> <td>6</td> <td>7</td> <td>6</td> <td>78%</td> <td>18%</td> <td>1%</td> <td>1%</td> <td>1%</td> <td>9</td> </td></td></td></td></td></td>	429	90% <td>463</td> <td>97% <td>464</td> <td>97% <td>466</td> <td>98% <td>470</td> <td>99% <td>470</td> <td>99% <td>364</td> <td>91</td> <td>9</td> <td>8</td> <td>4</td> <td>370</td> <td>87</td> <td>6</td> <td>7</td> <td>6</td> <td>370</td> <td>87</td> <td>6</td> <td>7</td> <td>6</td> <td>78%</td> <td>18%</td> <td>1%</td> <td>1%</td> <td>1%</td> <td>9</td> </td></td></td></td></td>	463	97% <td>464</td> <td>97% <td>466</td> <td>98% <td>470</td> <td>99% <td>470</td> <td>99% <td>364</td> <td>91</td> <td>9</td> <td>8</td> <td>4</td> <td>370</td> <td>87</td> <td>6</td> <td>7</td> <td>6</td> <td>370</td> <td>87</td> <td>6</td> <td>7</td> <td>6</td> <td>78%</td> <td>18%</td> <td>1%</td> <td>1%</td> <td>1%</td> <td>9</td> </td></td></td></td>	464	97% <td>466</td> <td>98% <td>470</td> <td>99% <td>470</td> <td>99% <td>364</td> <td>91</td> <td>9</td> <td>8</td> <td>4</td> <td>370</td> <td>87</td> <td>6</td> <td>7</td> <td>6</td> <td>370</td> <td>87</td> <td>6</td> <td>7</td> <td>6</td> <td>78%</td> <td>18%</td> <td>1%</td> <td>1%</td> <td>1%</td> <td>9</td> </td></td></td>	466	98% <td>470</td> <td>99% <td>470</td> <td>99% <td>364</td> <td>91</td> <td>9</td> <td>8</td> <td>4</td> <td>370</td> <td>87</td> <td>6</td> <td>7</td> <td>6</td> <td>370</td> <td>87</td> <td>6</td> <td>7</td> <td>6</td> <td>78%</td> <td>18%</td> <td>1%</td> <td>1%</td> <td>1%</td> <td>9</td> </td></td>	470	99% <td>470</td> <td>99% <td>364</td> <td>91</td> <td>9</td> <td>8</td> <td>4</td> <td>370</td> <td>87</td> <td>6</td> <td>7</td> <td>6</td> <td>370</td> <td>87</td> <td>6</td> <td>7</td> <td>6</td> <td>78%</td> <td>18%</td> <td>1%</td> <td>1%</td> <td>1%</td> <td>9</td> </td>	470	99% <td>364</td> <td>91</td> <td>9</td> <td>8</td> <td>4</td> <td>370</td> <td>87</td> <td>6</td> <td>7</td> <td>6</td> <td>370</td> <td>87</td> <td>6</td> <td>7</td> <td>6</td> <td>78%</td> <td>18%</td> <td>1%</td> <td>1%</td> <td>1%</td> <td>9</td>	364	91	9	8	4	370	87	6	7	6	370	87	6	7	6	78%	18%	1%	1%	1%	9					
August	2008	373	19%	362	97% <td>362</td> <td>97% <td>371</td> <td>99% <td>360</td> <td>97% <td>372</td> <td>100% <td>371</td> <td>99% <td>371</td> <td>99% <td>312</td> <td>53</td> <td>6</td> <td>1</td> <td>1</td> <td>327</td> <td>40</td> <td>4</td> <td>2</td> <td>0</td> <td>327</td> <td>40</td> <td>4</td> <td>2</td> <td>0</td> <td>88%</td> <td>11%</td> <td>1%</td> <td>1%</td> <td>0%</td> <td>9</td> </td></td></td></td></td></td>	362	97% <td>371</td> <td>99% <td>360</td> <td>97% <td>372</td> <td>100% <td>371</td> <td>99% <td>371</td> <td>99% <td>312</td> <td>53</td> <td>6</td> <td>1</td> <td>1</td> <td>327</td> <td>40</td> <td>4</td> <td>2</td> <td>0</td> <td>327</td> <td>40</td> <td>4</td> <td>2</td> <td>0</td> <td>88%</td> <td>11%</td> <td>1%</td> <td>1%</td> <td>0%</td> <td>9</td> </td></td></td></td></td>	371	99% <td>360</td> <td>97% <td>372</td> <td>100% <td>371</td> <td>99% <td>371</td> <td>99% <td>312</td> <td>53</td> <td>6</td> <td>1</td> <td>1</td> <td>327</td> <td>40</td> <td>4</td> <td>2</td> <td>0</td> <td>327</td> <td>40</td> <td>4</td> <td>2</td> <td>0</td> <td>88%</td> <td>11%</td> <td>1%</td> <td>1%</td> <td>0%</td> <td>9</td> </td></td></td></td>	360	97% <td>372</td> <td>100% <td>371</td> <td>99% <td>371</td> <td>99% <td>312</td> <td>53</td> <td>6</td> <td>1</td> <td>1</td> <td>327</td> <td>40</td> <td>4</td> <td>2</td> <td>0</td> <td>327</td> <td>40</td> <td>4</td> <td>2</td> <td>0</td> <td>88%</td> <td>11%</td> <td>1%</td> <td>1%</td> <td>0%</td> <td>9</td> </td></td></td>	372	100% <td>371</td> <td>99% <td>371</td> <td>99% <td>312</td> <td>53</td> <td>6</td> <td>1</td> <td>1</td> <td>327</td> <td>40</td> <td>4</td> <td>2</td> <td>0</td> <td>327</td> <td>40</td> <td>4</td> <td>2</td> <td>0</td> <td>88%</td> <td>11%</td> <td>1%</td> <td>1%</td> <td>0%</td> <td>9</td> </td></td>	371	99% <td>371</td> <td>99% <td>312</td> <td>53</td> <td>6</td> <td>1</td> <td>1</td> <td>327</td> <td>40</td> <td>4</td> <td>2</td> <td>0</td> <td>327</td> <td>40</td> <td>4</td> <td>2</td> <td>0</td> <td>88%</td> <td>11%</td> <td>1%</td> <td>1%</td> <td>0%</td> <td>9</td> </td>	371	99% <td>312</td> <td>53</td> <td>6</td> <td>1</td> <td>1</td> <td>327</td> <td>40</td> <td>4</td> <td>2</td> <td>0</td> <td>327</td> <td>40</td> <td>4</td> <td>2</td> <td>0</td> <td>88%</td> <td>11%</td> <td>1%</td> <td>1%</td> <td>0%</td> <td>9</td>	312	53	6	1	1	327	40	4	2	0	327	40	4	2	0	88%	11%	1%	1%	0%	9					
September	2061	519	25%	513	99% <td>510</td> <td>98% <td>516</td> <td>99% <td>512</td> <td>99% <td>519</td> <td>100% <td>519</td> <td>100% <td>519</td> <td>100% <td>427</td> <td>84</td> <td>6</td> <td>2</td> <td>0</td> <td>446</td> <td>62</td> <td>7</td> <td>2</td> <td>2</td> <td>446</td> <td>62</td> <td>7</td> <td>2</td> <td>2</td> <td>86%</td> <td>12%</td> <td>1%</td> <td>0%</td> <td>0%</td> <td>10</td> </td></td></td></td></td></td>	510	98% <td>516</td> <td>99% <td>512</td> <td>99% <td>519</td> <td>100% <td>519</td> <td>100% <td>519</td> <td>100% <td>427</td> <td>84</td> <td>6</td> <td>2</td> <td>0</td> <td>446</td> <td>62</td> <td>7</td> <td>2</td> <td>2</td> <td>446</td> <td>62</td> <td>7</td> <td>2</td> <td>2</td> <td>86%</td> <td>12%</td> <td>1%</td> <td>0%</td> <td>0%</td> <td>10</td> </td></td></td></td></td>	516	99% <td>512</td> <td>99% <td>519</td> <td>100% <td>519</td> <td>100% <td>519</td> <td>100% <td>427</td> <td>84</td> <td>6</td> <td>2</td> <td>0</td> <td>446</td> <td>62</td> <td>7</td> <td>2</td> <td>2</td> <td>446</td> <td>62</td> <td>7</td> <td>2</td> <td>2</td> <td>86%</td> <td>12%</td> <td>1%</td> <td>0%</td> <td>0%</td> <td>10</td> </td></td></td></td>	512	99% <td>519</td> <td>100% <td>519</td> <td>100% <td>519</td> <td>100% <td>427</td> <td>84</td> <td>6</td> <td>2</td> <td>0</td> <td>446</td> <td>62</td> <td>7</td> <td>2</td> <td>2</td> <td>446</td> <td>62</td> <td>7</td> <td>2</td> <td>2</td> <td>86%</td> <td>12%</td> <td>1%</td> <td>0%</td> <td>0%</td> <td>10</td> </td></td></td>	519	100% <td>519</td> <td>100% <td>519</td> <td>100% <td>427</td> <td>84</td> <td>6</td> <td>2</td> <td>0</td> <td>446</td> <td>62</td> <td>7</td> <td>2</td> <td>2</td> <td>446</td> <td>62</td> <td>7</td> <td>2</td> <td>2</td> <td>86%</td> <td>12%</td> <td>1%</td> <td>0%</td> <td>0%</td> <td>10</td> </td></td>	519	100% <td>519</td> <td>100% <td>427</td> <td>84</td> <td>6</td> <td>2</td> <td>0</td> <td>446</td> <td>62</td> <td>7</td> <td>2</td> <td>2</td> <td>446</td> <td>62</td> <td>7</td> <td>2</td> <td>2</td> <td>86%</td> <td>12%</td> <td>1%</td> <td>0%</td> <td>0%</td> <td>10</td> </td>	519	100% <td>427</td> <td>84</td> <td>6</td> <td>2</td> <td>0</td> <td>446</td> <td>62</td> <td>7</td> <td>2</td> <td>2</td> <td>446</td> <td>62</td> <td>7</td> <td>2</td> <td>2</td> <td>86%</td> <td>12%</td> <td>1%</td> <td>0%</td> <td>0%</td> <td>10</td>	427	84	6	2	0	446	62	7	2	2	446	62	7	2	2	86%	12%	1%	0%	0%	10					
October	0	0		0		0		0		0		0		0		0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
November	0	0		0		0		0		0		0		0		0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
December	0	0		0		0		0		0		0		0		0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Year to Date	14310	2556	18%	2458	96% <td>2379</td> <td>93% <td>2525</td> <td>99% <td>2480</td> <td>97% <td>2538</td> <td>99% <td>2546</td> <td>100% <td>2546</td> <td>100% <td>1996</td> <td>477</td> <td>44</td> <td>25</td> <td>14</td> <td>2071</td> <td>396</td> <td>50</td> <td>20</td> <td>19</td> <td>2071</td> <td>396</td> <td>50</td> <td>20</td> <td>19</td> <td>81%</td> <td>15%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td>81%</td> <td>15%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td></td> </td></td></td></td></td></td>	2379	93% <td>2525</td> <td>99% <td>2480</td> <td>97% <td>2538</td> <td>99% <td>2546</td> <td>100% <td>2546</td> <td>100% <td>1996</td> <td>477</td> <td>44</td> <td>25</td> <td>14</td> <td>2071</td> <td>396</td> <td>50</td> <td>20</td> <td>19</td> <td>2071</td> <td>396</td> <td>50</td> <td>20</td> <td>19</td> <td>81%</td> <td>15%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td>81%</td> <td>15%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td></td> </td></td></td></td></td>	2525	99% <td>2480</td> <td>97% <td>2538</td> <td>99% <td>2546</td> <td>100% <td>2546</td> <td>100% <td>1996</td> <td>477</td> <td>44</td> <td>25</td> <td>14</td> <td>2071</td> <td>396</td> <td>50</td> <td>20</td> <td>19</td> <td>2071</td> <td>396</td> <td>50</td> <td>20</td> <td>19</td> <td>81%</td> <td>15%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td>81%</td> <td>15%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td></td> </td></td></td></td>	2480	97% <td>2538</td> <td>99% <td>2546</td> <td>100% <td>2546</td> <td>100% <td>1996</td> <td>477</td> <td>44</td> <td>25</td> <td>14</td> <td>2071</td> <td>396</td> <td>50</td> <td>20</td> <td>19</td> <td>2071</td> <td>396</td> <td>50</td> <td>20</td> <td>19</td> <td>81%</td> <td>15%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td>81%</td> <td>15%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td></td> </td></td></td>	2538	99% <td>2546</td> <td>100% <td>2546</td> <td>100% <td>1996</td> <td>477</td> <td>44</td> <td>25</td> <td>14</td> <td>2071</td> <td>396</td> <td>50</td> <td>20</td> <td>19</td> <td>2071</td> <td>396</td> <td>50</td> <td>20</td> <td>19</td> <td>81%</td> <td>15%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td>81%</td> <td>15%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td></td> </td></td>	2546	100% <td>2546</td> <td>100% <td>1996</td> <td>477</td> <td>44</td> <td>25</td> <td>14</td> <td>2071</td> <td>396</td> <td>50</td> <td>20</td> <td>19</td> <td>2071</td> <td>396</td> <td>50</td> <td>20</td> <td>19</td> <td>81%</td> <td>15%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td>81%</td> <td>15%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td></td> </td>	2546	100% <td>1996</td> <td>477</td> <td>44</td> <td>25</td> <td>14</td> <td>2071</td> <td>396</td> <td>50</td> <td>20</td> <td>19</td> <td>2071</td> <td>396</td> <td>50</td> <td>20</td> <td>19</td> <td>81%</td> <td>15%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td>81%</td> <td>15%</td> <td>2%</td> <td>1%</td> <td>1%</td> <td></td>	1996	477	44	25	14	2071	396	50	20	19	2071	396	50	20	19	81%	15%	2%	1%	1%	81%	15%	2%	1%	1%	

