

Actualized Residential Maintenance

Sample Company

Service Type: Residential
July 1, 2003 -- July 31, 2003

	Total	Bruce Durn	Bryant Bryant	Rob Roy	Shawn Kemp
Actualized Maintenance Performance					
Target Labor Credits Per Hour	\$132.00	\$132.00	\$132.00	\$132.00	\$132.00
Average Labor Credits Per Hour	\$120.27	\$120.81	\$86.40	\$82.88	\$146.22
Maintenance Agreement Efficiency	91%	92%	65%	63%	111%
Labor Credits Plus Repair Dollars Per Hour	\$158.56	\$164.08	\$127.03	\$96.19	\$185.91
Maintenance Call Efficiency	120%	124%	96%	73%	141%
Total Enhancements	39	7	12	3	17
Maintenance Agreement Performance					
Total Units Serviced	41	18	4	3	16
Total Service Calls	21	12	2	2	5
Allocated Labor Credits	\$4,059.00	\$1,782.00	\$396.00	\$297.00	\$1,584.00
Expended Labor Credits	\$4,455.00	\$1,947.00	\$605.00	\$473.00	\$1,430.00
Labor Credit Balance	-\$396.00	-\$165.00	-\$209.00	-\$176.00	\$154.00
Allocated Labor Credit Hours	30.75	13.5	3.0	2.25	12.0
Expended Labor Credit Hours	33.75	14.75	4.58	3.58	10.83
Labor Credit Hour Balance	-3.0	-1.25	-1.58	-1.33	1.17
Target Time Per Unit Serviced	0.75	0.75	0.75	0.75	0.75
Average Time Per Unit Serviced	0.82	0.82	1.15	1.19	0.68
Billable Repairs From Maintenance Calls					
Total Repair Revenue	\$1,653.31	\$829.43	\$230.35	\$67.58	\$525.95
Average Repair Revenue Per Hour	\$38.30	\$43.27	\$40.63	\$13.30	\$39.69