

Emergency Response Times
 NJ New Hampshire work orders from 05/01/2014 to 05/31/2014
 Total orders in sample: 88

Orders responded to in < 30 minutes: 45 (51% of total) for Regular Hours:		Order Index	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc	Work Order	Hold Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
5/1/2014	11:14:15 AM	BLDG	14 BRANMOOR WOODS RD Apt. 11 Pkt.	SALEM	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0574307N	0	24	5/1/2014 11:14	5/1/2014 11:16	5/1/2014 11:18	5/1/2014 11:41	5/1/2014 1:30:49 PM	109	27	Regular Hours	< 30 minutes
5/1/2014	11:43:24 AM	0 TROUBLE CALL		PORTSMOUTH	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF05743116N	0	10	5/1/2014 11:44	5/1/2014 11:44	5/1/2014 11:44	5/1/2014 11:54	5/1/2014 1:51:13 PM	116	10	Regular Hours	< 30 minutes
5/5/2014	9:09:58 AM	241 ONAKESIDE RD PNL GENER		HAMPTON	NH	Daniel Laforlune	Lynne Copp	9100	LEAK OUTSIDE	WF0574501N	0	10	5/5/2014 9:04	5/5/2014 9:05	5/5/2014 9:05	5/5/2014 9:15	5/5/2014 10:32:05 AM	76	11	Regular Hours	< 30 minutes
5/6/2014	1:21:11 PM	5 MILTON RD Apt. 219		ROCHESTER	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0574895N	0	22	5/6/2014 13:21	5/6/2014 13:22	5/6/2014 13:23	5/6/2014 13:44	5/6/2014 4:46:50 PM	182	23	Regular Hours	< 30 minutes
5/7/2014	9:32:11 AM	31 SAKATOGA WAY		PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0574991N	0	9	5/7/2014 9:12	5/7/2014 9:34	5/7/2014 9:34	5/7/2014 9:44	5/7/2014 11:21:54 AM	97	11	Regular Hours	< 30 minutes
5/7/2014	10:14:16 AM	120 LEDGEWOOD DR		PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0575017N	1	8	5/7/2014 10:15	5/7/2014 10:20	5/7/2014 10:20	5/7/2014 10:28	5/7/2014 11:31:24 AM	52	14	Regular Hours	< 30 minutes
5/7/2014	10:28:06 AM	9 HIGH ST Apt. 6		SOMERSWORTH	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0575020N	0	17	5/7/2014 10:28	5/7/2014 10:29	5/7/2014 10:33	5/7/2014 10:46	5/7/2014 1:10:52 PM	144	18	Regular Hours	< 30 minutes
5/7/2014	11:12:51 AM	19 F ST Apt. REAR		HAMPTON	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0575033N	0	4	5/7/2014 11:13	5/7/2014 11:19	5/7/2014 11:19	5/7/2014 11:23	5/7/2014 1:48:59 PM	145	10	Regular Hours	< 30 minutes
5/7/2014	12:42:01 PM	9 HIGH ST Apt. 6		SOMERSWORTH	NH	Jeffrey Croteau	Michael Talis	3000	LEAK INSIDE	WF0575044N	0	16	5/7/2014 12:42	5/7/2014 12:43	5/7/2014 12:44	5/7/2014 13:00	5/7/2014 1:13:40 PM	13	18	Regular Hours	< 30 minutes
5/7/2014	1:13:24 PM	697 ISLINGTON ST		PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0575058N	3	16	5/7/2014 13:16	5/7/2014 13:17	5/7/2014 13:18	5/7/2014 13:34	5/7/2014 1:51:50 PM	17	20	Regular Hours	< 30 minutes
5/8/2014	8:44:58 AM	115 OCEAN BLVD		HAMPTON	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0575154N	1	11	5/8/2014 8:46	5/8/2014 8:46	5/8/2014 8:49	5/8/2014 8:58	5/8/2014 11:36:08 AM	157	13	Regular Hours	< 30 minutes
5/8/2014	8:50:46 AM	19 HIGHLAND AVE Apt. FRONT		HAMPTON	NH	Daniel Laforlune	Lynne Copp	9100	LEAK OUTSIDE	WF0575155N	0	23	5/8/2014 8:50	5/8/2014 8:53	5/8/2014 8:53	5/8/2014 9:15	5/8/2014 10:21:19 AM	65	24	Regular Hours	< 30 minutes
5/9/2014	1:28:07 PM	42 DOVER POINT RD Apt. B		DOVER	NH	John Wiley	David Martineau	9100	LEAK OUTSIDE	WF0575170N	0	10	5/9/2014 14:28	5/9/2014 14:29	5/9/2014 14:30	5/9/2014 14:49	5/9/2014 7:13:33 PM	261	21	Regular Hours	< 30 minutes
5/9/2014	11:06:54 AM	298 CENTRAL AVE		DOVER	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0575189N	0	5	5/9/2014 11:07	5/9/2014 11:07	5/9/2014 11:08	5/9/2014 11:12	5/9/2014 1:24:32 PM	132	5	Regular Hours	< 30 minutes
5/9/2014	3:16:44 PM	0 TROUBLE CALL		ROCHESTER	NH	John Wiley	David Martineau	9100	LEAK OUTSIDE	WF0575186N	0	9	5/9/2014 15:16	5/9/2014 15:17	5/9/2014 15:18	5/9/2014 15:27	5/9/2014 4:35:06 PM	67	10	Regular Hours	< 30 minutes
5/12/2014	1:25:27 PM	1275 MAPLEWOOD AVE Apt. 1		PORTSMOUTH	NH	Kevin Ruel	William Jones	9100	LEAK OUTSIDE	WF0575616N	0	4	5/12/2014 13:25	5/12/2014 13:26	5/12/2014 13:26	5/12/2014 13:31	5/12/2014 3:07:06 PM	95	5	Regular Hours	< 30 minutes
5/12/2014	1:47:29 PM	19 THORWALD AVE Apt. B		HAMPTON	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0575644N	0	8	5/12/2014 13:48	5/12/2014 13:48	5/12/2014 13:49	5/12/2014 13:56	5/12/2014 3:00:19 PM	63	9	Regular Hours	< 30 minutes
5/12/2014	3:18:19 PM	6 ELM DR		HAMPTON	NH	Troy Kimball	Lynne Copp	9100	LEAK OUTSIDE	WF0575703N	0	8	5/12/2014 15:19	5/12/2014 15:19	5/12/2014 15:19	5/12/2014 15:28	5/12/2014 4:20:07 PM	51	10	Regular Hours	< 30 minutes
5/12/2014	3:51:58 PM	4 ROBERTS DR		HAMPTON	NH	John Wiley	David Martineau	9100	LEAK OUTSIDE	WF0575717N	0	21	5/12/2014 15:52	5/12/2014 15:53	5/12/2014 15:53	5/12/2014 16:14	5/12/2014 4:48:31 PM	33	23	Regular Hours	< 30 minutes

5/13/2014	9:56:16 AM	APPL	4 GREENLEAF WOODS DR Apt. 201 Pst.	PORTSMOUTH	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0575798N	0	9	5/13/2014 9:56	5/13/2014 9:57	5/13/2014 9:57	5/13/2014 10:06	5/13/2014	10:46:48 AM	40	10	Regular Hours	< 30 minutes
5/13/2014	11:34:03 AM	171 ALDRICH RD	PORTSMOUTH	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0575823N	0	12	5/13/2014 11:34	5/13/2014 11:34	5/13/2014 11:35	5/13/2014 11:47	5/13/2014	1:16:12 PM	89	12	Regular Hours	< 30 minutes	
5/14/2014	8:51:06 AM	4 SQUAMSCOTT CIR	EXETER	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0575917N	0	13	5/14/2014 8:51	5/14/2014 8:53	5/14/2014 8:59	5/14/2014 9:07	5/14/2014	10:01:14 AM	53	16	Regular Hours	< 30 minutes	
5/14/2014	3:02:32 PM	43 LANGDALE DR	HAMPTON	NH	Jeffrey Croteau	David Martineau	9000	LEAK INSIDE	WF0575983N	1	5	5/14/2014 15:04	5/14/2014 15:07	5/14/2014 15:07	5/14/2014 15:12	5/14/2014	3:47:53 PM	35	10	Regular Hours	< 30 minutes	
5/15/2014	9:21:14 AM	201 SPRINGBROOK CIR	PORTSMOUTH	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0576040N	0	5	5/15/2014 9:21	5/15/2014 9:23	5/15/2014 9:23	5/15/2014 9:28	5/15/2014	10:34:44 AM	68	7	Regular Hours	< 30 minutes	
5/19/2014	9:07:57 AM	9 BROOKFIELD DR	ROCHESTER	NH	Laurie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0576320N	0	24	5/19/2014 8:00	5/19/2014 8:11	5/19/2014 8:12	5/19/2014 8:36	5/19/2014	3:31:45 PM	415	28	Regular Hours	< 30 minutes	
5/19/2014	11:38:31 AM	11 DOUGLASS WAY	EXETER	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0576374N	0	24	5/19/2014 11:39	5/19/2014 11:39	5/19/2014 11:41	5/19/2014 11:44	5/19/2014	12:49:15 PM	45	25	Regular Hours	< 30 minutes	
5/19/2014	1:29:57 PM	39 WINOMILL LN	HAMPTON	NH	Kevin Clifford	David Martineau	9000	LEAK INSIDE	WF0576396N	0	8	5/19/2014 13:30	5/19/2014 13:31	5/19/2014 13:34	5/19/2014 13:39	5/19/2014	2:05:58 PM	26	9	Regular Hours	< 30 minutes	
5/20/2014	9:46:27 AM	11 ASH ST Apt. B	SOMERSWORTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0576616N	0	24	5/20/2014 9:46	5/20/2014 9:50	5/20/2014 9:51	5/20/2014 10:14	5/20/2014	1:34:26 PM	180	27	Regular Hours	< 30 minutes	
5/21/2014	10:56:51 AM	125 MIRONA RD Apt. #3 Pst. ST	PORTSMOUTH	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0576764N	0	10	5/21/2014 10:57	5/21/2014 11:04	5/21/2014 11:04	5/21/2014 11:14	5/21/2014	11:57:44 AM	43	17	Regular Hours	< 30 minutes	
5/21/2014	12:35:09 PM	13 DUSTON AVE	HAMPTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0576789N	0	13	5/21/2014 12:35	5/21/2014 12:35	5/21/2014 12:35	5/21/2014 12:48	5/21/2014	1:23:42 PM	34	16	Regular Hours	< 30 minutes	
5/22/2014	12:46:18 PM	43 MAIN ST Apt. DOWN	EXETER	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0576940N	0	26	5/22/2014 12:46	5/22/2014 12:48	5/22/2014 12:48	5/22/2014 13:14	5/22/2014	1:30:00 PM	15	27	Regular Hours	< 30 minutes	
5/22/2014	12:54:58 PM	130 EXETER RD	HAMPTON	NH	Daniel LaFortune	David Martineau	9000	LEAK INSIDE	WF0576942N	0	8	5/22/2014 12:55	5/22/2014 12:55	5/22/2014 12:58	5/22/2014 13:04	5/22/2014	1:26:13 PM	21	9	Regular Hours	< 30 minutes	
5/22/2014	3:22:37 PM	44 CONIFER CMNS	DOVER	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0576961N	0	10	5/22/2014 15:22	5/22/2014 15:23	5/22/2014 15:24	5/22/2014 15:33	5/22/2014	5:17:16 PM	103	11	Regular Hours	< 30 minutes	
5/23/2014	9:58:20 AM	1 BROOK RD	SALEM	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WF0577011N	0	27	5/23/2014 9:58	5/23/2014 9:59	5/23/2014 10:00	5/23/2014 10:26	5/23/2014	11:18:25 AM	51	28	Regular Hours	< 30 minutes	
5/23/2014	10:57:18 AM	46 S MAIN ST	ROCHESTER	NH	Jeffrey Croteau	David Martineau	9100	LEAK OUTSIDE	WF0577018N	2	18	5/23/2014 10:59	5/23/2014 11:05	5/23/2014 11:05	5/23/2014 11:23	5/23/2014	1:42:08 PM	138	26	Regular Hours	< 30 minutes	
5/27/2014	11:45:12 AM	154 MAIN ST	SALEM	NH	Kevin Clifford	Lynne Copp	9000	GAS LEAKS - SERVICE	WF0577272N	0	23	5/27/2014 11:45	5/27/2014 11:47	5/27/2014 11:47	5/27/2014 12:11	5/27/2014	1:05:45 PM	54	25	Regular Hours	< 30 minutes	
5/27/2014	1:05:04 PM	37 RIDGEWOOD DR Apt. BLDG	ATKINSON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0577310N	1	17	5/27/2014 13:08	5/27/2014 13:09	5/27/2014 13:09	5/27/2014 13:24	5/27/2014	1:57:54 PM	33	19	Regular Hours	< 30 minutes	
5/29/2014	8:01:07 AM	55 STILLWATER CIR	GONIC	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0577711N	0	26	5/29/2014 8:01	5/29/2014 8:02	5/29/2014 8:02	5/29/2014 8:28	5/29/2014	9:37:15 AM	68	27	Regular Hours	< 30 minutes	
5/29/2014	9:05:03 AM	903 CENTRAL AVE Pst. 5	DOVER	NH	Kevin Buel	David Martineau	9000	LEAK INSIDE	WF0577737N	2	21	5/29/2014 9:07	5/29/2014 9:10	5/29/2014 9:11	5/29/2014 9:32	5/29/2014	9:48:35 AM	16	26	Regular Hours	< 30 minutes	
5/29/2014	9:10:19 AM	21 CONCORD AVE Apt. A	HAMPTON	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0577738N	0	3	5/29/2014 9:10	5/29/2014 9:11	5/29/2014 9:11	5/29/2014 9:34	5/29/2014	10:50:51 AM	96	4	Regular Hours	< 30 minutes	
5/29/2014	9:32:28 AM	43 HIGH ST	SOMERSWORTH	NH	Kevin Clifford	David Martineau	9100	LEAK OUTSIDE	WF0577740N	0	20	5/29/2014 9:32	5/29/2014 9:36	5/29/2014 9:37	5/29/2014 9:56	5/29/2014	11:31:20 AM	94	24	Regular Hours	< 30 minutes	

5/30/2014	7:42:46 AM	36 HOBBS RD	HAMPTON	NH	Daniel LaFortune	David Martineau	9000	LEAK INSIDE	WF0577894N	0	17	5/30/2014 7:43	5/30/2014 7:43	5/30/2014 7:44	5/30/2014 8:01	5/30/2014	8:18:54 AM	17	18	Regular Hours	< 30 minutes
5/30/2014	7:49:44 AM	15 OLD ROLLINGFORD RD Apt. 201 Pbl. 2	DOVER	NH	David Emerson	David Martineau	9000	LEAK INSIDE	WF0577894N	0	12	5/30/2014 7:49	5/30/2014 7:50	5/30/2014 7:50	5/30/2014 8:02	5/30/2014	10:03:35 AM	120	12	Regular Hours	< 30 minutes
5/30/2014	12:19:17 PM	668 MIDDLE ST Apt. #2	PORTSMOUTH	NH	Kevin Clifford	David Martineau	9000	LEAK INSIDE	WF0577951N	0	12	5/30/2014 12:19	5/30/2014 12:22	5/30/2014 12:22	5/30/2014 12:34	5/30/2014	12:56:19 PM	21	15	Regular Hours	< 30 minutes
5/30/2014	12:55:22 PM	68 N BROADWAY Apt. Fl. 2	SALEM	NH	Troy Kimball	David Martineau	9000	LEAK INSIDE	WF0577960N	0	15	5/30/2014 12:54	5/30/2014 12:58	5/30/2014 12:58	5/30/2014 13:13	5/30/2014	1:29:38 PM	16	19	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 19 (22% of total) for After Hours:																					
5/1/2014	6:19:20 PM	6 WILBROD AVE	DOVER	NH	John Wiley	Lynne Cogg	9100	LEAK OUTSIDE	WF0574307N	0	18	5/1/2014 18:19	5/1/2014 18:20	5/1/2014 18:20	5/1/2014 18:38	5/1/2014	7:47:59 PM	69	19	After Hours	< 30 minutes
5/1/2014	4:00:01 PM	48 LAJAVETTE RD Apt. #1	NORTH HAMPTON	NH	Troy Kimball	David Martineau	9000	LEAK INSIDE	WF0574757N	0	10	5/1/2014 16:00	5/1/2014 16:00	5/1/2014 16:01	5/1/2014 16:11	5/1/2014	4:35:18 PM	23	11	After Hours	< 30 minutes
5/6/2014	12:15:08 AM	0 TROUBLE CALL	DURHAM	NH	David Emerson	Edward Charlton	9100	LEAK OUTSIDE	WF0574750N	0	17	5/6/2014 0:15	5/6/2014 0:26	5/6/2014 0:27	5/6/2014 0:43	5/6/2014	5:15:18 AM	271	28	After Hours	< 30 minutes
5/7/2014	7:50:03 PM	64 ESKER RD Apt. #	HAMPTON	NH	John Wiley	David Martineau	9100	LEAK OUTSIDE	WF0575137N	0	11	5/7/2014 19:50	5/7/2014 19:53	5/7/2014 19:52	5/7/2014 20:03	5/7/2014	8:25:41 PM	21	13	After Hours	< 30 minutes
5/7/2014	11:55:11 PM	0 TROUBLE CALL	EXETER	NH	Kevin Clifford	Jason Brooks	9100	LEAK OUTSIDE	WF0575143N	0	21	5/7/2014 23:55	5/8/2014 0:03	5/8/2014 0:04	5/8/2014 0:25	5/8/2014	2:49:33 AM	144	30	After Hours	< 30 minutes
5/15/2014	7:39:19 PM	38 FLAGG RD	SONIC	NH	Lance Keelby	David Martineau	9100	LEAK OUTSIDE	WF0576135N	0	23	5/15/2014 19:34	5/15/2014 19:37	5/15/2014 19:38	5/15/2014 20:01	5/15/2014	9:15:25 PM	74	27	After Hours	< 30 minutes
5/15/2014	8:34:12 PM	11 RIVERVIEW TER	HAMPTON	NH	John Wiley	David Martineau	9000	LEAK INSIDE	WF0576140N	0	8	5/15/2014 20:34	5/15/2014 20:35	5/15/2014 20:36	5/15/2014 20:43	5/15/2014	9:08:52 PM	25	9	After Hours	< 30 minutes
5/19/2014	8:41:30 PM	59 OCEAN BLVD	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0576527N	0	5	5/19/2014 16:41	5/19/2014 16:43	5/19/2014 16:43	5/19/2014 16:48	5/19/2014	10:22:16 PM	333	6	After Hours	< 30 minutes
5/19/2014	6:26:47 PM	0 TROUBLE CALL	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0576551N	1	24	5/19/2014 18:27	5/19/2014 18:30	5/19/2014 18:33	5/19/2014 18:54	5/19/2014	8:46:18 PM	111	27	After Hours	< 30 minutes
5/19/2014	7:15:09 PM	354 BROAD ST	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0576555N	4	13	5/19/2014 19:19	5/19/2014 19:19	5/19/2014 19:20	5/19/2014 19:33	5/19/2014	9:08:01 PM	94	18	After Hours	< 30 minutes
5/19/2014	7:41:10 PM	119 BOWWOOD LN	DOVER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0576558N	0	25	5/19/2014 19:41	5/19/2014 19:48	5/19/2014 19:47	5/19/2014 20:12	5/19/2014	9:08:00 PM	55	30	After Hours	< 30 minutes
5/19/2014	8:12:17 PM	0 TROUBLE CALL	DOVER	NH	Lance Keelby	William Jones	9100	LEAK OUTSIDE	WF0576561N	3	20	5/19/2014 20:16	5/19/2014 20:16	5/19/2014 20:16	5/19/2014 20:36	5/19/2014	10:06:59 PM	90	24	After Hours	< 30 minutes

5/19/2014	9:45-23 PM 0 TROUBLE CALL	DOVER	NH	Lance Keely	William Jones	9000	LEAK INSIDE	WF0576544N	0	20	5/19/2014 21:45	5/19/2014 21:46	5/19/2014 22:06	5/19/2014 22:06	5/19/2014 22:11 PM	4	21	After Hours	< 30 minutes
5/19/2014	10:17-40 PM 20 PORTLAND AVE	DOVER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0576561N	0	2	5/19/2014 22:18	5/19/2014 22:18	5/19/2014 22:21	5/19/2014 22:21	5/19/2014 22:25 PM	4	3	After Hours	< 30 minutes
5/23/2014	4:08-39 PM 100 ALBANY ST Apt. 2	PORTSMOUTH	NH	John Wiley	William Jones	5000	GAS LEAKS - SERVICE	WF0577096N	0	22	5/23/2014 16:09	5/23/2014 16:09	5/23/2014 16:09	5/23/2014 16:31	5/23/2014 5:02:01 PM	29	23	After Hours	< 30 minutes
5/23/2014	4:39-01 PM 1 KILBURN DRIVE	HAAMPTON	NH	Alex Groetz	William Jones	9000	LEAK INSIDE	WF0577110N	0	18	5/23/2014 16:39	5/23/2014 16:40	5/23/2014 16:41	5/23/2014 16:58	5/23/2014 6:39:08 PM	100	29	After Hours	< 30 minutes
5/29/2014	8:36-31 PM 1 DEARBORN BROOK CIR	EXETER	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0577876N	0	23	5/29/2014 20:36	5/29/2014 20:37	5/29/2014 20:37	5/29/2014 21:00	5/29/2014 9:38:11 PM	37	24	After Hours	< 30 minutes
5/30/2014	4:57-22 PM 63 LAFAYETTE ST	ROCHESTER	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0578098N	0	9	5/30/2014 16:57	5/30/2014 16:58	5/30/2014 17:00	5/30/2014 17:08	5/30/2014 7:10:28 PM	122	10	After Hours	< 30 minutes
5/30/2014	5:22-39 PM 10 STARK AVE Apt. 1	DOVER	NH	Murt House	William Jones	9000	LEAK INSIDE	WF0578161N	5	18	5/30/2014 17:23	5/30/2014 17:26	5/30/2014 17:26	5/30/2014 17:44	5/30/2014 6:25:34 PM	41	21	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 59 (13% of total) for Weekend/Holiday Hours:																			
5/4/2014	11:09-48 AM 40 DRAKES LNDG	HAAMPTON	NH	Kevin Clifford	Jason Brooks	9000	LEAK INSIDE	WF0574570N	1	19	5/4/2014 11:11	5/4/2014 11:16	5/4/2014 11:16	5/4/2014 11:35	5/4/2014 12:09:31 PM	33	25	Weekend/Holiday	< 30 minutes
5/10/2014	8:58-58 AM 12 COPPER BEECH RD	SALEM	NH	Anthony Beck	Jason Brooks	9000	LEAK INSIDE	WF0575441N	0	23	5/10/2014 8:59	5/10/2014 9:00	5/10/2014 9:00	5/10/2014 9:23	5/10/2014 10:19:36 AM	56	24	Weekend/Holiday	< 30 minutes
5/10/2014	11:16-04 AM 157 KINGS HWY	HAAMPTON	NH	John Wiley	Jason Brooks	9100	LEAK OUTSIDE	WF0575445N	0	18	5/10/2014 11:16	5/10/2014 11:20	5/10/2014 11:21	5/10/2014 11:39	5/10/2014 11:56:15 AM	16	23	Weekend/Holiday	< 30 minutes
5/10/2014	12:52-45 PM 5 THIRTEENTH ST Pst. 4AP	HAAMPTON	NH	John Wiley	Jason Brooks	9000	LEAK INSIDE	WF0575451N	1	13	5/10/2014 12:54	5/10/2014 12:54	5/10/2014 12:54	5/10/2014 13:07	5/10/2014 1:26:30 PM	18	15	Weekend/Holiday	< 30 minutes
5/12/2014	10:49-18 AM 4 CHASE ST	HAAMPTON	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0576286N	0	8	5/12/2014 10:49	5/12/2014 10:53	5/12/2014 10:53	5/12/2014 11:02	5/12/2014 12:37:59 PM	95	12	Weekend/Holiday	< 30 minutes
5/24/2014	1:54-59 PM 449 OCEAN BLVD	HAAMPTON	NH	Alex Groetz	Jason Brooks	9100	LEAK OUTSIDE	WF0577161N	1	20	5/24/2014 14:56	5/24/2014 15:01	5/24/2014 15:02	5/24/2014 15:21	5/24/2014 4:42:34 PM	200	26	Weekend/Holiday	< 30 minutes
5/24/2014	5:29-05 PM 72 HOBSON AVE	HAAMPTON	NH	Alex Groetz	Edward Charlton	9100	LEAK OUTSIDE	WF0577165N	1	23	5/24/2014 17:32	5/24/2014 17:32	5/24/2014 17:47	5/24/2014 17:55	5/24/2014 7:23:16 PM	87	26	Weekend/Holiday	< 30 minutes
5/25/2014	12:49-52 PM 183 TILTON ST	SEABROOK	NH	Alex Groetz	Mark Severens	9000	LEAK INSIDE	WF0577169N	1	24	5/25/2014 12:50	5/25/2014 12:53	5/25/2014 12:54	5/25/2014 13:18	5/25/2014 2:44:53 PM	86	28	Weekend/Holiday	< 30 minutes
5/25/2014	2:40-33 PM 216 OCEAN BLVD	SEABROOK	NH	Alex Groetz	Mark Severens	9100	LEAK OUTSIDE	WF0577170N	1	13	5/25/2014 14:42	5/25/2014 14:43	5/25/2014 14:45	5/25/2014 14:56	5/25/2014 4:49:13 PM	112	16	Weekend/Holiday	< 30 minutes
5/26/2014	8:46-25 AM 124 OCEAN DR Apt. B1M1	SEABROOK	NH	Alex Groetz	Mark Severens	9000	LEAK INSIDE	WF0577171N	0	24	5/26/2014 8:47	5/26/2014 8:49	5/26/2014 8:50	5/26/2014 9:13	5/26/2014 10:53:51 AM	99	27	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	Field Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
5/21/2014	1:52-56 PM 41 SILVER BROOK RD	SALEM	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0576112N	0	32	5/21/2014 13:53	5/21/2014 13:53	5/21/2014 13:56	5/21/2014 14:25	5/21/2014 3:30:31 PM	64	33	Regular Hours	31-45 minutes
5/22/2014	11:35-29 AM 11 KOSSUTH ST	EXETER	NH	Daniel LaFortune	David Martynage	9100	LEAK OUTSIDE	WF0577266N	0	28	5/22/2014 11:35	5/22/2014 11:43	5/22/2014 11:45	5/22/2014 12:10	5/22/2014 1:32:39 PM	82	34	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 7 (7% of total) for After Hours:																			
5/2/2014	9:48-50 PM 915 SPRINGBROOK CIR	PORTSMOUTH	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WF0574401N	1	29	5/2/2014 21:49	5/2/2014 21:53	5/2/2014 21:55	5/2/2014 22:22	5/2/2014 11:07:55 PM	45	33	After Hours	31-45 minutes
5/19/2014	5:01-16 PM 8 SUNSHINE AVE	HAAMPTON	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0576560N	0	35	5/19/2014 17:01	5/19/2014 17:05	5/19/2014 17:05	5/19/2014 17:41	5/19/2014 6:26:42 PM	45	40	After Hours	31-45 minutes
5/19/2014	8:36-51 PM 79 PORTLAND AVE Apt. B	DOVER	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0576563N	5	36	5/19/2014 20:42	5/19/2014 20:43	5/19/2014 21:08	5/19/2014 21:19	5/19/2014 10:09:33 PM	49	42	After Hours	31-45 minutes
5/23/2014	1:14-25 AM 55 CERES ST Pst. REST	PORTSMOUTH	NH	Jeffrey Croteau	Mark Severens	9000	LEAK INSIDE	WF0576994N	1	31	5/23/2014 1:15	5/23/2014 1:16	5/23/2014 1:16	5/23/2014 1:47	5/23/2014 2:30:40 AM	42	33	After Hours	31-45 minutes
5/27/2014	7:35-39 PM 41 BAKER ST	DOVER	NH	Kevin Ruel	William Jones	5000	GAS LEAKS - SERVICE	WF0577526N	0	44	5/27/2014 19:35	5/27/2014 19:36	5/27/2014 19:37	5/27/2014 20:20	5/27/2014 8:25:25 PM	4	44	After Hours	31-45 minutes
5/28/2014	8:00-33 PM 0 TROUBLE CALL	DOVER	NH	Kevin Ruel	William Jones	9000	LEAK INSIDE	WF0576955N	0	33	5/28/2014 20:01	5/28/2014 20:11	5/28/2014 20:12	5/28/2014 20:44	5/28/2014 8:58:41 PM	14	44	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 4 (5% of total) for Weekend/Holiday Hours:																			
5/3/2014	12:14-55 PM 77 PARK ST Apt. 2	EXETER	NH	Kevin Clifford	Mark Severens	9100	LEAK OUTSIDE	WF0574559N	1	21	5/3/2014 12:16	5/3/2014 12:24	5/3/2014 12:25	5/3/2014 12:46	5/3/2014 2:12:14 PM	86	31	Weekend/Holiday	31-45 minutes
5/17/2014	12:50-11 PM 45 DANIEL LN	DOVER	NH	Laurie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0576293N	0	31	5/17/2014 12:50	5/17/2014 13:02	5/17/2014 13:03	5/17/2014 13:33	5/17/2014 3:03:58 PM	90	43	Weekend/Holiday	31-45 minutes
5/18/2014	9:59-28 AM 3 OAK TER	DOVER	NH	Laurie Rousseau	Mark Severens	9000	LEAK INSIDE	WF0576306N	1	30	5/18/2014 10:00	5/18/2014 10:13	5/18/2014 10:13	5/18/2014 10:43	5/18/2014 11:27:52 AM	44	44	Weekend/Holiday	31-45 minutes
5/26/2014	9:42-11 PM 180 MAPLE ST	SOMERSWORTH	NH	Kevin Ruel	Scott Lacouture	9100	LEAK OUTSIDE	WF0577177N	1	33	5/26/2014 21:43	5/26/2014 21:53	5/26/2014 21:54	5/26/2014 22:25	5/26/2014 11:37:24 PM	72	42	Weekend/Holiday	31-45 minutes
Orders responded to in 46-60 minutes: 0 (0% of total) for Regular Hours:																			
Orders responded to in 46-60 minutes: 0 (0% of total) for After Hours:																			
Orders responded to in 46-60 minutes: 0 (0% of total) for Weekend/Holiday Hours:																			
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	Field 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: 2 (2% of total) for After Hours:																			
5/19/2014	7:54-12 PM 254 WASHINGTON ST Apt. FRT-L Pst. 2	DOVER	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0576559N	0	45	5/19/2014 19:54	5/19/2014 20:10	5/19/2014 20:10	5/19/2014 20:55	5/19/2014 10:14:22 PM	78	61	After Hours	61-75 minutes
5/19/2014	8:02-23 PM 7 PROSPECT ST	DOVER	NH	Lance Keely	William Jones	9100	LEAK OUTSIDE	WF0576560N	19	52	5/19/2014 20:22	5/19/2014 20:22	5/19/2014 20:23	5/19/2014 21:15	5/19/2014 10:16:49 PM	61	72	After Hours	61-75 minutes
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	Field 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 05/01/2014 to 05/31/2014

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	33%	15	21	45%	15	6	22%	15	2	14%
30	45	84%	30	24	96%	30	13	70%	30	8	71%
45	12	98%	45	2	100%	45	6	93%	45	4	100%
60	0	98%	60	0	100%	60	0	93%	60	0	100%
75	2	100%	75	0	100%	75	2	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	88		Total	47		Total	27		Total	14	

May-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	33%	15	21	45%	15	6	22%	15	2	14%
30	45	84%	30	24	96%	30	13	70%	30	8	71%
45	12	98%	45	2	100%	45	6	93%	45	4	100%
60	0	98%	60	0	100%	60	0	93%	60	0	100%
75	2	100%	75	0	100%	75	2	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	88		Total	47		Total	27		Total	14	

Apr-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	39	40%	15	28	47%	15	8	33%	15	3	21%
30	47	88%	30	30	97%	30	12	83%	30	5	57%
45	10	98%	45	2	100%	45	2	92%	45	6	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	98		Total	60		Total	24		Total	14	

Mar-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	40	42%	15	33	59%	15	5	21%	15	2	13%
30	37	80%	30	22	98%	30	10	63%	30	5	44%
45	16	97%	45	1	100%	45	8	96%	45	7	88%
60	3	100%	60	0	100%	60	1	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	56		Total	24		Total	16	

Feb-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	36%	15	23	56%	15	4	20%	15	2	10%
30	39	84%	30	15	93%	30	13	85%	30	11	65%
45	12	99%	45	2	98%	45	3	100%	45	7	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	81		Total	41		Total	20		Total	20	

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	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	

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	415	39%	15	302	51%	15	85	32%	15	28	14%
30	468	83%	30	255	93%	30	121	78%	30	92	60%
45	153	98%	45	30	98%	45	47	96%	45	76	98%
60	23	100%	60	9	100%	60	9	99%	60	5	100%
75	2	100%	75	0	100%	75	2	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	1061		Total	596		Total	264		Total	201	