

Emergency Response Times

NU New Hampshire work orders from 07/01/2014 to 07/31/2014
Total orders in sample: 73

Orders responded to in < 30 minutes: 42 (58% 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	In Route	On Site	Work Completed	Job Time	Response Time	Hour Class
7/1/2014 8:31:52 AM	675 SOUTH ST Apt. 8	PORTSMOUTH	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0582165N	1	2	7/1/2014 8:32	7/1/2014 8:33	7/1/2014 8:33	7/1/2014 8:35	7/1/2014 9:15:07 AM	39	3	Regular Hours
7/1/2014 1:22:46 PM	5 PLAISTOW RD Apt. C-29	PLAISTOW	NH	Ryan Kelleher	William Jones	9100	LEAK OUTSIDE	WF0582269N	0	21	7/1/2014 13:23	7/1/2014 13:23	7/1/2014 13:25	7/1/2014 13:45	7/1/2014 3:23:02 PM	97	22	Regular Hours
7/2/2014 12:54:19 PM	14 SEAVIEW AVE	HAMPTON	NH	Kevin Clifford	Rene Borteleau	9100	LEAK OUTSIDE	WF0582391N	0	13	7/2/2014 12:55	7/2/2014 12:55	7/2/2014 12:56	7/2/2014 13:08	7/2/2014 2:15:14 PM	66	14	Regular Hours
7/3/2014 9:12:35 AM	160 WASHINGTON ST Apt. E4	ROCHESTER	NH	David Perreault	David Martineau	9000	LEAK INSIDE	WF0582482N	0	9	7/3/2014 9:13	7/3/2014 9:16	7/3/2014 9:17	7/3/2014 9:25	7/3/2014 12:02:25 PM	157	12	Regular Hours
7/7/2014 10:37:03 AM	21 RIVERVIEW TER Apt. 2C PLE UNIT	HAMPTON	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0582624N	0	20	7/7/2014 10:37	7/7/2014 10:40	7/7/2014 10:41	7/7/2014 11:01	7/7/2014 12:30:23 PM	89	24	Regular Hours
7/7/2014 11:19:03 AM	77 HANOVER ST Apt. 3	PORTSMOUTH	NH	Kevin Ruel	Lynne Copp	9000	LEAK INSIDE	WF0582633N	0	13	7/7/2014 11:27	7/7/2014 11:28	7/7/2014 11:29	7/7/2014 11:41	7/7/2014 12:08:37 PM	27	14	Regular Hours
7/7/2014 12:09:38 PM	96 STATE ST	PORTSMOUTH	NH	Kevin Ruel	David Martineau	9000	LEAK INSIDE	WF0582645N	0	8	7/7/2014 12:30	7/7/2014 12:30	7/7/2014 12:32	7/7/2014 12:18	7/7/2014 12:58:24 PM	37	9	Regular Hours
7/7/2014 2:53:26 PM	9 TILTON ST	HAMPTON	NH	Alex Groetz	David Martineau	9000	LEAK INSIDE	WF0582674N	0	9	7/7/2014 14:54	7/7/2014 14:55	7/7/2014 14:57	7/7/2014 15:04	7/7/2014 4:04:43 PM	60	10	Regular Hours
7/8/2014 9:41:28 AM	440 LAFAYETTE RD	PORTSMOUTH	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0582832N	0	7	7/8/2014 9:41	7/8/2014 9:41	7/8/2014 9:41	7/8/2014 9:48	7/8/2014 10:43:54 AM	55	7	Regular Hours
7/9/2014 9:06:33 AM	613 UNION ST	PORTSMOUTH	NH	Jeffrey Croteau	David Martineau	9100	LEAK OUTSIDE	WF0582998N	0	6	7/9/2014 9:06	7/9/2014 9:06	7/9/2014 9:09	7/9/2014 9:15	7/9/2014 10:49:56 AM	94	8	Regular Hours
7/9/2014 10:56:56 AM	1 LANCELOT CT Pkt. 1	SALEM	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WF0583057N	0	7	7/9/2014 10:57	7/9/2014 10:57	7/9/2014 10:59	7/9/2014 11:05	7/9/2014 12:02:27 PM	57	8	Regular Hours
7/9/2014 1:25:06 PM	73 STACEY AVE	SEABROOK	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0583077N	1	30	7/9/2014 13:26	7/9/2014 13:32	7/9/2014 13:33	7/9/2014 13:43	7/9/2014 2:12:28 PM	28	18	Regular Hours
7/10/2014 9:13:05 AM	636 PORTLAND ST Apt. 64	ROCHESTER	NH	David Perreault	David Martineau	9100	LEAK OUTSIDE	WF0583159N	0	17	7/10/2014 9:11	7/10/2014 9:13	7/10/2014 9:14	7/10/2014 9:31	7/10/2014 11:00:37 AM	89	19	Regular Hours
7/11/2014 7:13:43 AM	11 GARABEDIAN DR	SALEM	NH	Anthony Beck	David Martineau	9100	LEAK OUTSIDE	WF0583246N	3	18	7/11/2014 7:17	7/11/2014 7:25	7/11/2014 7:25	7/11/2014 7:44	7/11/2014 9:58:09 AM	134	30	Regular Hours
7/11/2014 7:45:33 AM	15 OLD ROLLINSFORD RD Apt. 201 Pkt. 2	DOVER	NH	David Perreault	David Martineau	9000	LEAK INSIDE	WF0583247N	0	11	7/11/2014 7:45	7/11/2014 7:49	7/11/2014 7:49	7/11/2014 8:00	7/11/2014 10:22:50 AM	142	14	Regular Hours
7/11/2014 1:06:21 PM	137 PORTSMOUTH AVE Pkt. DA	EXETER	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0583379N	0	4	7/11/2014 13:06	7/11/2014 13:07	7/11/2014 13:07	7/11/2014 13:11	7/11/2014 3:36:46 PM	144	5	Regular Hours
7/11/2014 2:01:48 PM	34 PORTSMOUTH AVE	STRATHAM	NH	Alex Groetz	William Jones	9000	LEAK INSIDE	WF0583405N	2	14	7/11/2014 14:04	7/11/2014 14:09	7/11/2014 14:10	7/11/2014 14:24	7/11/2014 3:49:11 PM	84	22	Regular Hours
7/11/2014 2:54:58 PM	12 REDDINGTON LNDG Pkt. LT A	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	5000	GAS LEAKS - SERVICE	WF0583410N	0	9	7/11/2014 14:55	7/11/2014 14:58	7/11/2014 14:58	7/11/2014 15:07	7/11/2014 3:54:25 PM	47	12	Regular Hours

7/11/2014	3:18:06 PM	75 ALBANY ST	PORTSMOUTH	NH	Kevin Ruel	Lynne Copp	9100	LEAK OUTSIDE	WF058341BN	0	11	7/11/2014 15:18	7/11/2014 15:18	7/11/2014 15:18	7/11/2014 15:30	7/11/2014	4:42:48 PM	72	12	Regular Hours	< 30 minutes
7/11/2014	3:47:42 PM	34 PORTSMOUTH AVE	STRATHAM	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WF0583509N	0	0	7/11/2014 15:48	7/11/2014 15:48	7/11/2014 15:49	7/11/2014 15:49	7/11/2014	5:21:37 PM	92	1	Regular Hours	< 30 minutes
7/14/2014	10:12:35 AM	2800 LAFAYETTE RD Pst. 6	PORTSMOUTH	NH	David Perreault	William Jones	9000	LEAK INSIDE	WF0583644N	0	18	7/14/2014 10:13	7/14/2014 10:13	7/14/2014 10:14	7/14/2014 10:32	7/14/2014	12:06:43 PM	94	19	Regular Hours	< 30 minutes
7/16/2014	1:20:48 PM	160 WASHINGTON ST Apt. E3	ROCHESTER	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0584096N	0	17	7/16/2014 13:21	7/16/2014 13:31	7/16/2014 13:38	7/16/2014 13:48	7/16/2014	3:28:14 PM	99	27	Regular Hours	< 30 minutes
7/17/2014	10:34:23 AM	161 OLD DOVER RD Apt. HSE	ROCHESTER	NH	David Emerton	Michael Talis	9100	LEAK OUTSIDE	WF0584216N	0	1	7/17/2014 10:34	7/17/2014 10:35	7/17/2014 10:36	7/17/2014 10:36	7/17/2014	12:33:52 PM	117	1	Regular Hours	< 30 minutes
7/18/2014	10:06:39 AM	10 BRAEMOOR WOODS Apt. 102 Pst. UNIT	SALEM	NH	Laurie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0584402N	0	13	7/18/2014 10:06	7/18/2014 10:08	7/18/2014 10:09	7/18/2014 10:21	7/18/2014	3:07:17 PM	225	15	Regular Hours	< 30 minutes
7/18/2014	11:32:00 AM	49 OSPREY DR	PORTSMOUTH	NH	Alex Groetz	Michael Talis	9000	LEAK INSIDE	WF0584436N	1	13	7/18/2014 11:33	7/18/2014 11:37	7/18/2014 11:37	7/18/2014 11:50	7/18/2014	1:32:07 PM	101	18	Regular Hours	< 30 minutes
7/18/2014	1:26:11 PM	49 OSPREY DR	PORTSMOUTH	NH	Alex Groetz	Michael Talis	9100	LEAK OUTSIDE	WF0584459N	0	5	7/18/2014 13:26	7/18/2014 13:26	7/18/2014 13:32	7/18/2014 13:32	7/18/2014	2:36:42 PM	64	5	Regular Hours	< 30 minutes
7/18/2014	3:17:57 PM	34 COLUMBIA ST	PORTSMOUTH	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WF0584480N	0	4	7/18/2014 15:18	7/18/2014 15:18	7/18/2014 15:19	7/18/2014 15:22	7/18/2014	4:24:09 PM	61	4	Regular Hours	< 30 minutes
7/21/2014	9:36:32 AM	11 TREBLE RD	EAST ROCHESTER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0584651N	0	8	7/21/2014 9:37	7/21/2014 9:44	7/21/2014 9:45	7/21/2014 9:53	7/21/2014	11:30:54 AM	97	16	Regular Hours	< 30 minutes
7/21/2014	11:18:41 AM	13 TREBLE RD Apt. 1	EAST ROCHESTER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0584693N	0	11	7/21/2014 11:19	7/21/2014 11:19	7/21/2014 11:31	7/21/2014 11:31	7/21/2014	11:45:00 AM	13	12	Regular Hours	< 30 minutes
7/21/2014	11:26:22 AM	0 TROUBLE CALL	NORTH HAMPTON	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0584698N	0	39	7/21/2014 11:26	7/21/2014 11:27	7/21/2014 11:29	7/21/2014 11:54	7/21/2014	3:07:36 PM	191	29	Regular Hours	< 30 minutes
7/21/2014	1:22:00 PM	58 PLAISTOW RD	PLAISTOW	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WF0584734N	0	10	7/21/2014 13:22	7/21/2014 13:23	7/21/2014 13:24	7/21/2014 13:33	7/21/2014	4:13:09 PM	159	11	Regular Hours	< 30 minutes
7/22/2014	7:54:40 AM	41 INDUSTRIAL DR Apt. 10 Pst. BLD 2	EXETER	NH	Daniel LaFortune	David Martineau	9100	LEAK OUTSIDE	WF0584907N	0	21	7/22/2014 7:54	7/22/2014 7:55	7/22/2014 7:55	7/22/2014 8:16	7/22/2014	10:14:46 AM	118	21	Regular Hours	< 30 minutes
7/24/2014	8:30:30 AM	26 CHELMSFORD ST	SEABROOK	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0585198N	0	8	7/24/2014 8:30	7/24/2014 8:37	7/24/2014 8:41	7/24/2014 8:46	7/24/2014	10:13:28 AM	86	16	Regular Hours	< 30 minutes
7/24/2014	3:12:54 PM	877 OCEAN BLVD	HAMPTON	NH	Kevin Clifford	David Martineau	9100	LEAK OUTSIDE	WF0585265N	2	9	7/24/2014 15:15	7/24/2014 15:27	7/24/2014 15:28	7/24/2014 15:36	7/24/2014	5:04:01 PM	87	24	Regular Hours	< 30 minutes
7/24/2014	3:49:35 PM	10 FOLSOM ST Apt. 4	DOVER	NH	Kurt House	David Martineau	9100	LEAK OUTSIDE	WF0585271N	0	15	7/24/2014 15:50	7/24/2014 15:56	7/24/2014 15:56	7/24/2014 16:05	7/24/2014	4:59:51 PM	54	15	Regular Hours	< 30 minutes
7/25/2014	11:02:49 AM	91 S POLICY RD	SALEM	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0585364N	0	29	7/25/2014 11:03	7/25/2014 11:03	7/25/2014 11:03	7/25/2014 11:32	7/25/2014	1:07:45 PM	94	30	Regular Hours	< 30 minutes
7/25/2014	1:53:01 PM	111 WAKEFIELD ST Apt. 8	ROCHESTER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0585402N	0	7	7/25/2014 13:51	7/25/2014 13:52	7/25/2014 13:52	7/25/2014 13:59	7/25/2014	3:55:48 PM	116	8	Regular Hours	< 30 minutes
7/28/2014	3:33:15 PM	5 STERLING HILL LN Apt. 543	EXETER	NH	John Wiley	David Martineau	9000	LEAK INSIDE	WF0585827N	0	17	7/28/2014 15:34	7/28/2014 15:34	7/28/2014 15:35	7/28/2014 15:53	7/28/2014	4:12:15 PM	20	18	Regular Hours	< 30 minutes

7/29/2014	8:49:50 AM	188 JONES AVE	PORTSMOUTH	NH	Daniel Lafortune	William Jones	9000	LEAK INSIDE	WFO585878N	0	11	7/29/2014 8:50	7/29/2014 8:52	7/29/2014 8:52	7/29/2014 9:03	7/29/2014	9:33:18 AM	29	14	Regular Hours	< 30 minutes
7/29/2014	9:51:07 AM	10 RIVER ST	SEABROOK	NH	David Emerton	William Jones	5000	GAS LEAKS - SERVICE	WFO585899N	1	10	7/29/2014 9:52	7/29/2014 9:52	7/29/2014 9:57	7/29/2014 10:03	7/29/2014	11:18:04 AM	74	12	Regular Hours	< 30 minutes
7/29/2014	9:53:17 AM	33 GARDNER ST Apt. MASTE	PORTSMOUTH	NH	Daniel Lafortune	David Martineage	9000	LEAK INSIDE	WFO585903N	0	2	7/29/2014 9:53	7/29/2014 9:53	7/29/2014 9:54	7/29/2014 9:56	7/29/2014	10:33:42 AM	37	3	Regular Hours	< 30 minutes
7/30/2014	9:14:47 AM	18 PERKINS AVE Apt. FL 1	HAMPTON	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WFO586093N	1	19	7/30/2014 9:15	7/30/2014 9:20	7/30/2014 9:23	7/30/2014 9:39	7/30/2014	11:04:59 AM	85	25	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 15 (21% of total) for After Hours:																					
7/7/2014	4:09:25 PM	9 TILTON ST	HAMPTON	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WFO582781N	0	0	7/7/2014 16:09	7/7/2014 16:09	7/7/2014 16:10	7/7/2014 16:30	7/7/2014	6:11:47 PM	121	0	After Hours	< 30 minutes
7/9/2014	6:00:09 PM	0 TROUBLE CALL	EXETER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WFO583138N	1	22	7/9/2014 18:01	7/9/2014 18:07	7/9/2014 18:08	7/9/2014 18:30	7/9/2014	7:46:23 PM	76	30	After Hours	< 30 minutes
7/9/2014	6:29:10 PM	47 CIELO DR	DOVER	NH	Lance Keelly	William Jones	9000	LEAK INSIDE	WFO583141N	0	14	7/9/2014 18:29	7/9/2014 18:29	7/9/2014 18:29	7/9/2014 18:44	7/9/2014	7:04:11 PM	20	14	After Hours	< 30 minutes
7/10/2014	6:05:42 PM	2800 LAFAYETTE RD Pst. 6	PORTSMOUTH	NH	John Wiley	William Jones	9000	LEAK INSIDE	WFO583236N	0	15	7/10/2014 18:06	7/10/2014 18:17	7/10/2014 18:17	7/10/2014 18:32	7/10/2014	6:54:03 PM	21	26	After Hours	< 30 minutes
7/10/2014	9:03:17 PM	5 HIGH ST	EXETER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WFO583241N	0	2	7/10/2014 21:07	7/10/2014 21:08	7/10/2014 21:08	7/10/2014 21:08	7/10/2014	11:48:55 PM	161	3	After Hours	< 30 minutes
7/10/2014	10:47:42 PM	4 BROOKSIDE DR Pst. 4	EXETER	NH	John Wiley	Scott Lacourse	9000	LEAK INSIDE	WFO583242N	0	6	7/10/2014 22:40	7/10/2014 22:45	7/10/2014 22:47	7/10/2014 22:52	7/10/2014	11:50:56 PM	58	9	After Hours	< 30 minutes
7/16/2014	8:11:28 PM	58 SUMMER ST	ROCHESTER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WFO5844173N	0	25	7/16/2014 20:11	7/16/2014 20:12	7/16/2014 20:12	7/16/2014 20:37	7/16/2014	10:00:23 PM	82	26	After Hours	< 30 minutes
7/18/2014	4:15:46 PM	34 COLUMBIA ST	PORTSMOUTH	NH	Alex Groetz	Edward Charlton	9000	LEAK INSIDE	WFO584492N	0	7	7/18/2014 16:16	7/18/2014 16:16	7/18/2014 16:24	7/18/2014 16:24	7/18/2014	4:31:15 PM	7	8	After Hours	< 30 minutes
7/18/2014	5:02:00 PM	2 SQUAMSCOTT CIR	EXETER	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WFO584503N	0	23	7/18/2014 17:02	7/18/2014 17:05	7/18/2014 17:06	7/18/2014 17:28	7/18/2014	6:35:47 PM	47	26	After Hours	< 30 minutes
7/18/2014	8:15:02 PM	129 S MAIN ST	SEABROOK	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WFO584603N	0	6	7/18/2014 20:15	7/18/2014 20:24	7/18/2014 20:30	7/18/2014 20:30	7/18/2014	8:56:57 PM	26	15	After Hours	< 30 minutes
7/21/2014	6:37:20 PM	123 SPARHAWK ST	PORTSMOUTH	NH	Alex Groetz	Lynne Copp	9100	LEAK OUTSIDE	WFO584890N	0	25	7/21/2014 18:37	7/21/2014 18:40	7/21/2014 19:05	7/21/2014 19:05	7/21/2014	9:26:38 PM	140	28	After Hours	< 30 minutes
7/21/2014	7:16:56 PM	11 VALE ST Apt. A	ROCHESTER	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WFO585045N	0	0	7/21/2014 19:17	7/21/2014 19:17	7/21/2014 19:17	7/21/2014 19:17	7/21/2014	7:29:33 PM	7	0	After Hours	< 30 minutes
7/25/2014	6:36:57 AM	6 GARRAGE DR Apt. LOT Pst. 16	EXETER	NH	Alex Groetz	Michael Talis	9000	LEAK INSIDE	WFO585308N	0	14	7/25/2014 6:17	7/25/2014 6:36	7/25/2014 6:37	7/25/2014 6:50	7/25/2014	7:00:00 AM	29	23	After Hours	< 30 minutes
7/25/2014	8:35:33 PM	0 TROUBLE CALL	DOVER	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WFO585547N	0	11	7/25/2014 20:36	7/25/2014 20:37	7/25/2014 20:37	7/25/2014 20:48	7/25/2014	11:14:43 PM	145	13	After Hours	< 30 minutes
7/30/2014	8:33:18 PM	193 S MAIN ST	SEABROOK	NH	John Wiley	David Martineage	9100	LEAK OUTSIDE	WFO586207N	0	20	7/30/2014 20:33	7/30/2014 20:38	7/30/2014 20:38	7/30/2014 20:58	7/30/2014	9:28:59 PM	30	25	After Hours	< 30 minutes

Orders responded to in < 30 minutes: 6 (8% of total) for Weekend/Holiday Hours:																				
7/4/2014	3:02:55 PM	23 WHITTIER ST	DOVER	NH	Lance Keely	Scott Lacouture	9100	LEAK OUTSIDE	WF0582594N	1	13	7/4/2014 15:04	7/4/2014 15:07	7/4/2014 15:07	7/4/2014 15:20	7/4/2014 5:01:41 PM	101	17	Weekend/Holiday	< 30 minutes
7/5/2014	9:45:10 AM	10 WALNUT AVE	HAMPTON	NH	John Wiley	Rene Borteleau	9100	LEAK OUTSIDE	WF0582597N	1	18	7/5/2014 9:47	7/5/2014 9:54	7/5/2014 9:54	7/5/2014 10:12	7/5/2014 10:44:52 AM	32	26	Weekend/Holiday	< 30 minutes
7/5/2014	10:56:58 AM	7 N ST	HAMPTON	NH	John Wiley	Rene Borteleau	9100	LEAK OUTSIDE	WF0582598N	1	8	7/5/2014 10:58	7/5/2014 11:02	7/5/2014 11:02	7/5/2014 11:11	7/5/2014 11:30:01 AM	18	14	Weekend/Holiday	< 30 minutes
7/5/2014	2:02:48 PM	35 FOREST ST	DOVER	NH	David Perreault	Rene Borteleau	9100	LEAK OUTSIDE	WF0582603N	1	12	7/5/2014 14:04	7/5/2014 14:06	7/5/2014 14:12	7/5/2014 14:18	7/5/2014 3:51:30 PM	93	15	Weekend/Holiday	< 30 minutes
7/24/2014	9:32:18 AM	772 SOUTH RD	RENSINGTON	NH	Anthony Beck	Rene Borteleau	9000	LEAK INSIDE	WF0585554N	2	15	7/24/2014 9:34	7/24/2014 9:37	7/24/2014 9:38	7/24/2014 9:52	7/24/2014 10:13:45 AM	21	20	Weekend/Holiday	< 30 minutes
7/26/2014	8:27:23 PM	640 SILVER ST	DOVER	NH	David Emerton	Scott Lacouture	9100	LEAK OUTSIDE	WF0585578N	1	8	7/26/2014 20:28	7/26/2014 20:33	7/26/2014 20:33	7/26/2014 20:41	7/26/2014 10:02:23 PM	80	14	Weekend/Holiday	< 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	Hold 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: 5 (7% of total) for After Hours:																				
7/11/2014	6:38:59 PM	64 CYNTHIA CIR	SEABROOK	NH	John Wiley	Williams Jones	9000	LEAK INSIDE	WF0583518N	0	36	7/11/2014 18:39	7/11/2014 18:43	7/11/2014 18:42	7/11/2014 19:17	7/11/2014 7:40:42 PM	23	38	After Hours	31-45 minutes
7/14/2014	6:53:20 AM	23 WHITTIER ST	DOVER	NH	Laurie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0583552N	0	27	7/14/2014 6:54	7/14/2014 7:07	7/14/2014 7:08	7/14/2014 7:35	7/14/2014 12:04:52 PM	269	42	After Hours	31-45 minutes
7/21/2014	8:20:31 PM	560 EXETER RD	HAMPTON	NH	Kurt House	Lynne Copp	5000	GAS LEAKS - SERVICE	WF0584882N	5	26	7/21/2014 20:25	7/21/2014 20:32	7/21/2014 20:32	7/21/2014 20:50	7/21/2014 9:34:43 PM	35	38	After Hours	31-45 minutes
7/22/2014	10:18:50 PM	503 STATE ST Apt. 2 FL	PORTSMOUTH	NH	Alex Groetz	Edward Charlton	9100	LEAK OUTSIDE	WF0585054N	0	27	7/22/2014 22:19	7/22/2014 22:26	7/22/2014 22:26	7/22/2014 22:53	7/23/2014 12:42:32 AM	108	35	After Hours	31-45 minutes
7/23/2014	11:03:57 PM	52 MARKET ST	SOMERSWORTH	NH	Kevin Ruell	Edward Charlton	9100	LEAK OUTSIDE	WF0585185N	0	18	7/23/2014 23:04	7/23/2014 23:18	7/23/2014 23:18	7/23/2014 23:36	7/24/2014 8:48:07 AM	551	32	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 5 (7% of total) for Weekend/Holiday Hours:																				
7/5/2014	1:17:54 PM	12 KEEFE AVE	HAMPTON	NH	John Wiley	Rene Borteleau	9100	LEAK OUTSIDE	WF0582599N	0	27	7/5/2014 13:38	7/5/2014 13:46	7/5/2014 13:47	7/5/2014 14:13	7/5/2014 3:17:43 PM	63	36	Weekend/Holiday	31-45 minutes
7/12/2014	10:25:53 AM	61 PEMBROKE ST	SEABROOK	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0583525N	1	36	7/12/2014 10:27	7/12/2014 10:30	7/12/2014 10:30	7/12/2014 11:07	7/12/2014 12:00:42 PM	53	43	Weekend/Holiday	31-45 minutes
7/12/2014	12:02:02 PM	698 MIDDLE RD	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0583532N	0	37	7/12/2014 12:02	7/12/2014 12:07	7/12/2014 12:09	7/12/2014 12:45	7/12/2014 1:31:07 PM	45	43	Weekend/Holiday	31-45 minutes
7/12/2014	8:16:24 PM	1 PORTLAND AVE	DOVER	NH	Laurie Rousseau	Edward Charlton	9000	LEAK INSIDE	WF0583543N	7	29	7/12/2014 20:23	7/12/2014 20:29	7/12/2014 20:29	7/12/2014 20:58	7/12/2014 9:30:17 PM	31	42	Weekend/Holiday	31-45 minutes
7/26/2014	11:57:00 AM	392 PLYMOUTH ST Apt. MSTR	SEABROOK	NH	Kevin Clifford	Rene Borteleau	5000	GAS LEAKS - SERVICE	WF0585566N	1	22	7/26/2014 11:58	7/26/2014 12:05	7/26/2014 12:06	7/26/2014 12:28	7/26/2014 12:47:09 PM	19	31	Weekend/Holiday	31-45 minutes

Orders responded to in 46-60 minutes: 0 (0% of total) for Regular Hours:															
Order Token	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	In Route	On Site	Work Completed
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 Token	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	In Route	On Site	Work Completed
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 Token	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	In Route	On Site	Work Completed
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 07/01/2014 to 07/31/2014

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	36	49%	15	25	60%	15	8	40%	15	3	27%
30	27	86%	30	17	100%	30	7	75%	30	3	55%
45	10	100%	45	0	100%	45	5	100%	45	5	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	73		Total	42		Total	20		Total	11	

Jul-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	36	49%	15	25	60%	15	8	40%	15	3	27%
30	27	86%	30	17	100%	30	7	75%	30	3	55%
45	10	100%	45	0	100%	45	5	100%	45	5	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	73		Total	42		Total	20		Total	11	

Jun-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	12	21%	15	11	34%	15	0	0%	15	1	8%
30	33	79%	30	18	91%	30	7	58%	30	8	69%
45	12	100%	45	3	100%	45	5	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	57		Total	32		Total	12		Total	13	

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	

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	414	39%	15	299	50%	15	86	32%	15	29	14%
30	477	83%	30	261	93%	30	121	77%	30	95	61%
45	157	98%	45	32	99%	45	51	96%	45	74	98%
60	22	100%	60	9	100%	60	9	99%	60	4	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	1072		Total	601		Total	269		Total	202	