

Emergency Response Times
 NJ New Hampshire work orders from 11/01/2014 to 11/30/2014
 Total orders in sample: 82

Orders responded to in < 30 minutes: 44 (54% of total) for Regular Hours:																
Order Token	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
11/3/2014 12:35:08 PM	7 BELLEMAP ST Apt. 2	DOVER	NH	John Wiley	David Martineau	9000	LEAK INSIDE	WF0598224N	0	5	11/3/2014 12:35	11/3/2014 12:36	11/3/2014 12:37	11/3/2014 12:41	11/3/2014 1:10:19 PM	28
11/3/2014 1:23:22 PM	50 BROOKSIDE DR Apt. N2 Pkt. APT	EXETER	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0598345N	0	12	11/3/2014 13:23	11/3/2014 13:24	11/3/2014 13:24	11/3/2014 13:37	11/3/2014 2:19:07 PM	41
11/4/2014 7:05:48 AM	26 CAROLAN AVE	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0598363N	1	35	11/4/2014 7:05	11/4/2014 7:09	11/4/2014 7:10	11/4/2014 7:25	11/4/2014 8:22:02 AM	56
11/4/2014 9:34:24 AM	26 PORTSMOUTH AVE	STRATHAM	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0598399N	1	8	11/4/2014 9:36	11/4/2014 9:36	11/4/2014 9:36	11/4/2014 9:45	11/4/2014 9:53:10 AM	8
11/4/2014 9:57:49 AM	16 PELHAM RD Pkt. 1	SALEM	NH	Alex Groetz	David Martineau	9000	LEAK INSIDE	WF0598418N	0	23	11/4/2014 9:58	11/4/2014 9:58	11/4/2014 10:00	11/4/2014 10:22	11/4/2014 11:35:49 AM	72
11/4/2014 10:10:19 AM	30 CHAUNCEY ST	PORTSMOUTH	NH	Kevin Clifford	David Martineau	9000	LEAK INSIDE	WF0598422N	1	6	11/4/2014 10:11	11/4/2014 10:11	11/4/2014 10:12	11/4/2014 10:18	11/4/2014 11:05:10 AM	46
11/4/2014 11:34:38 AM	24 ALCAN	DOVER	NH	David Perreault	David Martineau	9100	LEAK OUTSIDE	WF0598443N	0	27	11/4/2014 11:15	11/4/2014 11:18	11/4/2014 11:19	11/4/2014 11:40	11/4/2014 12:58:26 PM	77
11/4/2014 11:34:58 AM	190 COMMERCE WAY Apt. #3	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0598446N	0	15	11/4/2014 11:34	11/4/2014 11:36	11/4/2014 11:42	11/4/2014 11:51	11/4/2014 12:38:41 PM	46
11/4/2014 3:00:35 PM	78 BROADWAY	DOVER	NH	David Perreault	David Martineau	9000	LEAK INSIDE	WF0598504N	0	4	11/4/2014 15:00	11/4/2014 15:01	11/4/2014 15:06	11/4/2014 15:06	11/4/2014 3:29:04 PM	22
11/5/2014 9:51:39 AM	420 STATE ST Apt. A	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0598567N	0	4	11/5/2014 9:52	11/5/2014 9:52	11/5/2014 9:53	11/5/2014 9:56	11/5/2014 11:13:28 AM	76
11/5/2014 10:17:31 AM	185 AUSTIN ST Apt. A	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0598571N	0	1	11/5/2014 10:17	11/5/2014 10:20	11/5/2014 10:20	11/5/2014 10:21	11/5/2014 11:45:44 AM	83
11/5/2014 10:49:50 AM	45 WAKEFIELD ST	ROCHESTER	NH	Laurie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0598579N	0	14	11/5/2014 10:50	11/5/2014 10:50	11/5/2014 10:51	11/5/2014 11:05	11/5/2014 12:54:25 PM	108
11/5/2014 12:32:44 PM	5 CHURCH ST Pkt. 5	HAMPTON	NH	Anthony Beck	Lynne Copp	9000	LEAK INSIDE	WF0598597N	0	14	11/5/2014 12:33	11/5/2014 12:33	11/5/2014 12:34	11/5/2014 12:47	11/5/2014 1:16:58 PM	29
11/5/2014 2:21:20 PM	30 PINE ST	EXETER	NH	Anthony Beck	David Martineau	9000	LEAK INSIDE	WF0598625N	0	11	11/5/2014 14:22	11/5/2014 14:22	11/5/2014 14:25	11/5/2014 14:33	11/5/2014 3:03:12 PM	29
11/5/2014 3:38:01 PM	561 OCEAN BLVD Apt. #4	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0598637N	1	13	11/5/2014 15:39	11/5/2014 15:39	11/5/2014 15:39	11/5/2014 15:53	11/5/2014 4:56:33 PM	63
11/6/2014 7:34:12 AM	10 RUTH LN	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0598682N	0	22	11/6/2014 7:14	11/6/2014 7:15	11/6/2014 7:16	11/6/2014 7:37	11/6/2014 8:48:46 AM	71
11/6/2014 9:37:13 AM	94 PORTLAND AVE	DOVER	NH	David Perreault	David Martineau	9100	LEAK OUTSIDE	WF0598705N	0	12	11/6/2014 9:37	11/6/2014 9:39	11/6/2014 9:40	11/6/2014 9:51	11/6/2014 11:29:14 AM	97
11/7/2014 8:59:38 AM	5 STERLING HILL LN Apt. 538	EXETER	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0598846N	0	11	11/7/2014 9:00	11/7/2014 9:00	11/7/2014 9:01	11/7/2014 9:12	11/7/2014 10:05:34 AM	53
11/10/2014 7:59:33 AM	207 MAIN ST Pkt. 1	PLAISTOW	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WF0599020N	0	5	11/10/2014 7:59	11/10/2014 7:59	11/10/2014 8:01	11/10/2014 8:05	11/10/2014 11:14:04 AM	188
11/10/2014 9:35:06 AM	38 CLIFF RD Apt. 3 Pkt. 71	SALEM	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0599054N	0	16	11/10/2014 9:35	11/10/2014 9:36	11/10/2014 9:36	11/10/2014 9:53	11/10/2014 10:22:47 AM	29
11/10/2014 1:21:51 PM	14 WIRLAND ST	DOVER	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0599154N	0	7	11/10/2014 13:21	11/10/2014 13:24	11/10/2014 13:24	11/10/2014 13:31	11/10/2014 2:53:52 PM	81
11/10/2014 9:24:12 PM	13 FAIRVIEW DR	PORTSMOUTH	NH	Alex Groetz	Lynne Copp	9100	LEAK OUTSIDE	WF0599136N	1	21	11/10/2014 15:27	11/10/2014 15:28	11/10/2014 15:31	11/10/2014 15:49	11/10/2014 5:09:25 PM	79
11/12/2014 9:36:21 AM	79 HAVEN RD	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0599299N	0	6	11/12/2014 9:36	11/12/2014 9:39	11/12/2014 9:40	11/12/2014 9:46	11/12/2014 11:14:42 AM	88
11/13/2014 8:24:40 AM	252 WILBIRD ST	PORTSMOUTH	NH	David Emerson	David Martineau	9100	LEAK OUTSIDE	WF0599468N	0	7	11/13/2014 8:25	11/13/2014 8:26	11/13/2014 8:27	11/13/2014 8:33	11/13/2014 9:23:48 AM	50
11/14/2014 9:02:02 AM	89 ASHWORTH AVE Apt. 7	HAMPTON	NH	David Emerson	David Martineau	9000	LEAK INSIDE	WF0599603N	0	10	11/14/2014 9:02	11/14/2014 9:04	11/14/2014 9:05	11/14/2014 9:14	11/14/2014 10:44:57 AM	90

11/14/2014	10:24:17 AM	26 OSPREY DR	PORTSMOUTH	NH	David Perreault	David Martinage	9100	LEAK OUTSIDE	WF0599623N	0	14	11/14/2014 10:24	11/14/2014 10:25	11/14/2014 10:25	11/14/2014 10:39	11/14/2014 12:56:54 PM	137	15	Regular Hours	< 30 minutes
11/14/2014	10:44:11 AM	89 ASHWORTH AVE	HAMPTON	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0599629N	0	0	11/14/2014 10:44	11/14/2014 10:45	11/14/2014 10:46	11/14/2014 10:46	11/14/2014 11:36:20 AM	50	1	Regular Hours	< 30 minutes
11/14/2014	2:31:05 PM	154 OCEAN BLVD	SEABROOK	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0599660N	0	15	11/14/2014 14:31	11/14/2014 14:33	11/14/2014 14:39	11/14/2014 14:49	11/14/2014 8:25:15 PM	336	18	Regular Hours	< 30 minutes
11/18/2014	8:42:22 AM	33 DRAKES LIND	HAMPTON	NH	Daniel LaFortune	David Martinage	9000	LEAK INSIDE	WF0599990N	0	12	11/18/2014 8:42	11/18/2014 8:43	11/18/2014 8:43	11/18/2014 8:55	11/18/2014 9:52:49 AM	57	12	Regular Hours	< 30 minutes
11/18/2014	10:03:29 AM	11 SECOND ST Apt. 7	DOVER	NH	David Emerton	David Martinage	9000	LEAK INSIDE	WF0600003N	0	3	11/18/2014 10:04	11/18/2014 10:08	11/18/2014 10:08	11/18/2014 10:11	11/18/2014 10:38:08 AM	26	8	Regular Hours	< 30 minutes
11/18/2014	10:23:00 AM	1 PORTSMOUTH AVE Apt. 8 Pst. UNIT	STRATHAM	NH	Daniel LaFortune	David Martinage	9100	LEAK OUTSIDE	WF0600004N	2	15	11/18/2014 10:24	11/18/2014 10:25	11/18/2014 10:26	11/18/2014 10:40	11/18/2014 11:54:15 AM	73	18	Regular Hours	< 30 minutes
11/18/2014	10:57:06 AM	39 KIDD AVE	HAMPTON	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0600011N	0	28	11/18/2014 10:57	11/18/2014 10:58	11/18/2014 11:00	11/18/2014 11:27	11/18/2014 12:31:26 PM	64	30	Regular Hours	< 30 minutes
11/18/2014	2:23:43 PM	300 WOODBURY AVE	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0600057N	0	7	11/18/2014 14:24	11/18/2014 14:27	11/18/2014 14:28	11/18/2014 14:35	11/18/2014 4:16:47 PM	101	11	Regular Hours	< 30 minutes
11/19/2014	9:08:29 AM	262 SOUTH ST	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0600125N	0	10	11/19/2014 9:09	11/19/2014 9:12	11/19/2014 9:12	11/19/2014 9:23	11/19/2014 10:52:45 AM	89	14	Regular Hours	< 30 minutes
11/20/2014	7:08:14 AM	6 STERLING HILL LN Apt. 628 Pst. Apt	EXETER	NH	Kevin Clifford	Michael Talis	9000	LEAK INSIDE	WF06001257N	1	21	11/20/2014 7:09	11/20/2014 7:10	11/20/2014 7:10	11/20/2014 7:31	11/20/2014 7:54:26 AM	22	23	Regular Hours	< 30 minutes
11/20/2014	8:59:03 AM	162 ROUTE 308	SOMERSWORTH	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0600165N	1	25	11/20/2014 9:00	11/20/2014 9:02	11/20/2014 9:02	11/20/2014 9:27	11/20/2014 9:39:59 AM	12	28	Regular Hours	< 30 minutes
11/24/2014	12:24:33 PM	37 INDUSTRIAL DR	EXETER	NH	Daniel LaFortune	David Martinage	9100	LEAK OUTSIDE	WF0600628N	0	20	11/24/2014 12:24	11/24/2014 12:25	11/24/2014 12:26	11/24/2014 12:46	11/24/2014 3:13:23 PM	147	21	Regular Hours	< 30 minutes
11/24/2014	2:52:58 PM	26 K St Apt. 2	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0600648N	0	4	11/24/2014 14:53	11/24/2014 14:58	11/24/2014 14:58	11/24/2014 15:02	11/24/2014 3:14:05 PM	11	9	Regular Hours	< 30 minutes
11/25/2014	8:30:35 AM	84 MC DONOUGH ST	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0600680N	0	0	11/25/2014 8:30	11/25/2014 8:34	11/25/2014 8:34	11/25/2014 8:34	11/25/2014 10:40:51 AM	127	4	Regular Hours	< 30 minutes
11/25/2014	2:06:34 PM	5 CAMPTON ST	HAMPTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0600780N	0	18	11/25/2014 14:07	11/25/2014 14:07	11/25/2014 14:08	11/25/2014 14:25	11/25/2014 2:52:29 PM	26	19	Regular Hours	< 30 minutes
11/26/2014	9:54:26 AM	15 ACADEMY ST	ROCHESTER	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0600870N	0	6	11/26/2014 9:54	11/26/2014 9:55	11/26/2014 9:56	11/26/2014 10:02	11/26/2014 11:33:28 AM	91	8	Regular Hours	< 30 minutes
11/26/2014	12:59:42 PM	200 HIGH ST	EXETER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0600922N	3	23	11/26/2014 13:02	11/26/2014 13:03	11/26/2014 13:03	11/26/2014 13:26	11/26/2014 2:08:54 PM	42	26	Regular Hours	< 30 minutes
11/26/2014	1:03:27 PM	0 TROUBLE CALL	EXETER	NH	Alex Groatz	David Martinage	9100	LEAK OUTSIDE	WF0600932N	1	23	11/26/2014 13:04	11/26/2014 13:04	11/26/2014 13:05	11/26/2014 13:28	11/26/2014 3:47:09 PM	139	24	Regular Hours	< 30 minutes
11/26/2014	1:04:44 PM	0 TROUBLE CALL	EXETER	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0600934N	1	23	11/26/2014 13:06	11/26/2014 13:06	11/26/2014 13:08	11/26/2014 13:29	11/26/2014 2:54:24 PM	84	25	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 2 (9% of total) for After Hours																				
11/6/2014	5:04:36 PM	421 CENTRAL AVE	DOVER	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0598827N	0	7	11/6/2014 17:05	11/6/2014 17:05	11/6/2014 17:13	11/6/2014 17:13	11/6/2014 5:27:51 PM	14	8	After Hours	< 30 minutes
11/17/2014	4:27:23 PM	28 PORTSMOUTH AVE	STRATHAM	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0599958N	1	14	11/17/2014 16:28	11/17/2014 16:29	11/17/2014 16:29	11/17/2014 16:43	11/17/2014 4:55:43 PM	11	16	After Hours	< 30 minutes
11/19/2014	4:05:36 PM	20 CONCORD WAY	PORTSMOUTH	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0600326N	0	22	11/19/2014 16:05	11/19/2014 16:07	11/19/2014 16:08	11/19/2014 16:29	11/19/2014 5:22:42 PM	52	24	After Hours	< 30 minutes
11/20/2014	5:00:05 PM	243 DRAKESIDE RD Pst. 15	HAMPTON	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0600358N	0	17	11/20/2014 17:00	11/20/2014 17:01	11/20/2014 17:02	11/20/2014 17:18	11/20/2014 5:31:43 PM	12	18	After Hours	< 30 minutes
11/24/2014	4:10:05 PM	7 H ST	HAMPTON	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0600660N	0	4	11/24/2014 16:11	11/24/2014 16:14	11/24/2014 16:15	11/24/2014 16:19	11/24/2014 4:38:42 PM	19	9	After Hours	< 30 minutes
11/24/2014	6:15:42 PM	59 N MAIN ST Apt. 82	ROCHESTER	NH	Lance Keely	Lynne Copp	9000	LEAK INSIDE	WF0600672N	0	21	11/24/2014 18:16	11/24/2014 18:21	11/24/2014 18:21	11/24/2014 18:43	11/24/2014 7:24:54 PM	41	27	After Hours	< 30 minutes
11/25/2014	6:39:42 PM	34 LAFAYETTE ST Apt. 1	ROCHESTER	NH	Lance Keely	Lynne Copp	9100	LEAK OUTSIDE	WF0600683N	0	19	11/25/2014 18:40	11/25/2014 18:45	11/25/2014 18:46	11/25/2014 19:05	11/25/2014 8:25:30 PM	80	25	After Hours	< 30 minutes

Orders responded to in < 30 minutes: 16 (20% of total) for Weekend/Holiday Hours:																				
11/1/2014	11:07:57 AM	55 HAMPTON TOWNE LST	HAMPTON	NH	Jeffrey Groteau	Scott Lacourse	9000	LEAK INSIDE	WF0598017N	0	20	11/1/2014 11:08	11/1/2014 11:12	11/1/2014 11:12	11/1/2014 11:32	11/1/2014 11:52:14 AM	19	25	Weekend/Holiday	< 30 minutes
11/1/2014	12:06:35 PM	129 CLINTON ST	PORTSMOUTH	NH	Jeffrey Groteau	Scott Lacourse	9000	LEAK INSIDE	WF0598023N	0	12	11/1/2014 12:07	11/1/2014 12:10	11/1/2014 12:11	11/1/2014 12:22	11/1/2014 12:54:44 PM	32	15	Weekend/Holiday	< 30 minutes
11/8/2014	9:52:03 PM	167 OLD DOVER RD	ROCHESTER	NH	Kevin Ruel	Mark Severens	9000	LEAK INSIDE	WF0599000N	0	12	11/8/2014 21:52	11/8/2014 21:57	11/8/2014 22:00	11/8/2014 22:16	11/8/2014 10:49:44 PM	39	17	Weekend/Holiday	< 30 minutes
11/11/2014	9:52:25 AM	31 DUNNS BRIDGE LN	DOVER	NH	Kevin Ruel	William Jones	9100	LEAK OUTSIDE	WF0599243N	1	0	11/11/2014 9:53	11/11/2014 9:54	11/11/2014 9:54	11/11/2014 9:54	11/11/2014 12:46:16 PM	171	2	Weekend/Holiday	< 30 minutes
11/11/2014	11:25:01 AM	39 NUDD AVE	HAMPTON	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WF0599245N	1	16	11/11/2014 11:26	11/11/2014 11:27	11/11/2014 11:28	11/11/2014 11:43	11/11/2014 1:18:06 PM	94	18	Weekend/Holiday	< 30 minutes
11/11/2014	1:07:20 PM	50 BROOKSIDE DR Apt. F1 Pst. APT	EXETER	NH	Alex Groetz	William Jones	9000	LEAK INSIDE	WF0599248N	2	8	11/11/2014 13:09	11/11/2014 13:09	11/11/2014 13:18	11/11/2014 13:18	11/11/2014 3:21:37 PM	123	11	Weekend/Holiday	< 30 minutes
11/15/2014	9:38:59 AM	108 OCEAN DR Apt. FL2	SEABROOK	NH	Anthony Beck	William Jones	9100	LEAK OUTSIDE	WF0599176N	0	4	11/15/2014 9:37	11/15/2014 9:37	11/15/2014 9:37	11/15/2014 9:42	11/15/2014 11:47:30 AM	125	5	Weekend/Holiday	< 30 minutes
11/16/2014	9:32:17 PM	388 CENTRAL AVE Apt. 6	DOVER	NH	David Emerton	Scott Lacourse	9000	LEAK INSIDE	WF0599175N	1	7	11/16/2014 21:33	11/16/2014 21:35	11/16/2014 21:37	11/16/2014 21:38	11/16/2014 10:12:14 PM	58	21	Weekend/Holiday	< 30 minutes
11/22/2014	8:46:18 AM	259 MAIST RD Apt. F20	DURHAM	NH	Lance Keely	Scott Lacourse	9000	LEAK INSIDE	WF0600514N	1	17	11/22/2014 6:47	11/22/2014 6:58	11/22/2014 6:59	11/22/2014 7:18	11/22/2014 7:59:11 AM	42	30	Weekend/Holiday	< 30 minutes
11/22/2014	10:57:31 AM	39 HARDING ST	ROCHESTER	NH	David Perreault	Mark Severens	9000	LEAK INSIDE	WF0600520N	0	19	11/22/2014 10:17	11/22/2014 10:22	11/22/2014 10:22	11/22/2014 10:42	11/22/2014 11:15:45 AM	33	24	Weekend/Holiday	< 30 minutes
11/22/2014	2:47:28 PM	20 DOVER ST Pst. REAR	PORTSMOUTH	NH	John Wiley	Mark Severens	9000	LEAK INSIDE	WF0600533N	0	22	11/22/2014 14:48	11/22/2014 14:53	11/22/2014 14:54	11/22/2014 15:15	11/22/2014 3:55:23 PM	39	28	Weekend/Holiday	< 30 minutes
11/23/2014	12:27:09 AM	34 LAFAYETTE ST Apt. 1	ROCHESTER	NH	Lance Keely	Jason Brooks	9100	LEAK OUTSIDE	WF0600538N	0	19	11/23/2014 0:27	11/23/2014 0:37	11/23/2014 0:37	11/23/2014 0:57	11/23/2014 2:43:50 AM	106	30	Weekend/Holiday	< 30 minutes
11/23/2014	9:55:42 AM	77 BURKITT ST	PORTSMOUTH	NH	Lance Keely	Scott Lacourse	9000	LEAK INSIDE	WF0600540N	0	18	11/23/2014 9:56	11/23/2014 9:59	11/23/2014 9:59	11/23/2014 10:17	11/23/2014 20:35:46 AM	18	21	Weekend/Holiday	< 30 minutes
11/28/2014	11:34:47 AM	166 CENTRAL AVE Apt. 2	DOVER	NH	David Emerton	Rene Bordenaleau	9000	LEAK INSIDE	WF0600972N	1	4	11/28/2014 11:30	11/28/2014 11:31	11/28/2014 11:31	11/28/2014 11:35	11/28/2014 1:10:29 PM	104	6	Weekend/Holiday	< 30 minutes
11/28/2014	1:36:51 PM	168 CENTRAL AVE Apt. 1 FRO	DOVER	NH	David Emerton	Rene Bordenaleau	9000	LEAK INSIDE	WF0600994N	0	0	11/28/2014 13:17	11/28/2014 13:18	11/28/2014 13:18	11/28/2014 13:18	11/28/2014 1:39:37 PM	20	2	Weekend/Holiday	< 30 minutes
11/29/2014	3:30:59 PM	55 STARK AVE	DOVER	NH	Laurie Rousseau	Jason Brooks	9100	LEAK OUTSIDE	WF0601039N	2	14	11/29/2014 15:13	11/29/2014 15:29	11/29/2014 15:33	11/29/2014 15:37	11/29/2014 4:47:18 PM	70	26	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 2 (2% of total) for Regular Hours:																				
Order Toilets	Address	Town	State	Serv. Tech	Dispatcher	Test 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	
11/19/2014	9:08:57 AM	454 WINNACUNNET RD Apt. 2	HAMPTON	NH	Daniel LaFortune	Michael Tahi	9000	LEAK INSIDE	WF0600124N	0	27	11/19/2014 9:09	11/19/2014 9:15	11/19/2014 9:18	11/19/2014 9:42	11/19/2014 9:58:53 AM	16	33	Regular Hours	31-45 minutes
11/21/2014	12:33:19 PM	54 DOVER POINT RD Apt. 101 Pst. SUITE	DOVER	NH	David Perreault	David Martineau	9000	LEAK INSIDE	WF0600460N	7	25	11/21/2014 12:40	11/21/2014 12:41	11/21/2014 12:42	11/21/2014 13:06	11/21/2014 1:51:43 PM	44	33	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 4 (5% of total) for After Hours:																				
11/4/2014	7:21:49 PM	820 STATE ST Apt. 8	PORTSMOUTH	NH	Jeffrey Groteau	William Jones	9100	LEAK OUTSIDE	WF0598550N	1	22	11/4/2014 19:23	11/4/2014 19:32	11/4/2014 19:33	11/4/2014 19:55	11/4/2014 8:46:44 PM	51	33	After Hours	31-45 minutes
11/14/2014	6:51:43 PM	15 MANCHESTER ST	HAMPTON	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0599719N	1	22	11/14/2014 18:52	11/14/2014 19:05	11/14/2014 19:05	11/14/2014 19:27	11/14/2014 7:40:22 PM	13	35	After Hours	31-45 minutes
11/17/2014	7:26:28 PM	4 BROOKSIDE DR Pst. 4	EXETER	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0599561N	0	30	11/17/2014 19:28	11/17/2014 19:30	11/17/2014 19:33	11/17/2014 20:01	11/17/2014 8:26:59 PM	25	34	After Hours	31-45 minutes
11/20/2014	9:07:42 PM	13 HIGHLAND AVE Apt. A	HAMPTON	NH	Kevin Clifford	David Martineau	9000	LEAK INSIDE	WF0600366N	0	22	11/20/2014 21:07	11/20/2014 21:17	11/20/2014 21:18	11/20/2014 21:40	11/20/2014 10:49:29 PM	69	32	After Hours	31-45 minutes

Orders responded to in 31-45 minutes: 6 (2% of total) for Weekend/Holiday Hours:																				
11/1/2014	10:33:32 PM	9 EASTERN AVE Apt. C	ROCHESTER	NH	Laurie Rousseau	Mark Severens	9000	LEAK INSIDE	WF0598050N	1	21	11/1/2014 22:14	11/1/2014 22:27	11/1/2014 22:27	11/1/2014 22:48	11/7/2014 12:34:08 AM	95	35	Weekend/Holiday	31-45 minutes
11/8/2014	7:33:17 PM	103 SPRINGBROOK CIR	PORTSMOUTH	NH	Alex Groetz	Mark Severens	9100	LEAK OUTSIDE	WF0598998N	1	24	11/8/2014 19:25	11/8/2014 19:32	11/8/2014 19:32	11/8/2014 19:56	11/8/2014 8:47:22 PM	111	32	Weekend/Holiday	31-45 minutes
11/9/2014	10:28:17 PM	34 DUNNS BRIDGE LN	DOVER	NH	Kevin Ruel	Jason Brooks	9100	LEAK OUTSIDE	WF0599010N	1	31	11/9/2014 22:30	11/9/2014 22:42	11/9/2014 22:43	11/9/2014 23:13	11/10/2014 12:14:54 AM	60	45	Weekend/Holiday	31-45 minutes
11/22/2014	7:21:28 PM	212 ATLANTIC AVE	SEABROOK	NH	David Perreault	Jason Brooks	9000	LEAK INSIDE	WF0600536N	2	34	11/22/2014 19:23	11/22/2014 19:25	11/22/2014 19:25	11/22/2014 19:59	11/22/2014 9:35:57 PM	96	37	Weekend/Holiday	31-45 minutes
11/28/2014	9:34:04 AM	44 BEACH PLUM WAY	HAMPTON	NH	Daniel LaFortune	Rene Bordenaleau	9000	LEAK INSIDE	WF0600963N	1	36	11/28/2014 9:36	11/28/2014 9:40	11/28/2014 10:00	11/28/2014 10:14	11/28/2014 10:47:51 AM	30	42	Weekend/Holiday	31-45 minutes
11/30/2014	4:50:53 PM	10 PHILBROOK TER	HAMPTON	NH	Jeffrey Croteau	Jason Brooks	9100	LEAK OUTSIDE	WF0601051N	1	33	11/30/2014 16:12	11/30/2014 16:18	11/30/2014 16:20	11/30/2014 16:53	11/30/2014 6:53:55 PM	121	41	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	Field Time	Travel Time	Assigned	Accepted	In Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
Orders responded to in 46-60 minutes: 1 (1% of total) for After Hours:																				
11/10/2014	4:51:11 PM	236 RICHARDS AVE	PORTSMOUTH	NH	Kevin Ruel	Lynne Copp	9100	LEAK OUTSIDE	WF0599216N	0	52	11/10/2014 16:51	11/10/2014 16:59	11/10/2014 16:59	11/10/2014 17:51	11/10/2014 8:37:58 PM	46	60	After Hours	46-60 minutes
Orders responded to in 46-60 minutes: 2 (2% of total) for Weekend/Holiday Hours:																				
11/1/2014	6:06:34 PM	454 WINNACUNNET RD Apt. 14	HAMPTON	NH	Jeffrey Croteau	Mark Severens	9000	LEAK INSIDE	WF0598049N	1	33	11/1/2014 18:07	11/1/2014 18:19	11/1/2014 18:22	11/1/2014 18:53	11/1/2014 7:26:53 PM	33	46	Weekend/Holiday	46-60 minutes
11/28/2014	11:39:02 AM	25 HANSON ST	DOVER	NH	Laurie Rousseau	Rene Bordenaleau	9100	LEAK OUTSIDE	WF0600977N	3	27	11/28/2014 11:32	11/28/2014 12:00	11/28/2014 12:03	11/28/2014 12:28	11/28/2014 1:36:31 PM	68	59	Weekend/Holiday	46-60 minutes
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	Field Time	Travel Time	Assigned	Accepted	In Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
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 Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Field 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 11/01/2014 to 11/30/2014

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	43%	15	27	59%	15	2	17%	15	6	25%
30	32	87%	30	17	96%	30	5	58%	30	10	67%
45	12	96%	45	2	100%	45	4	92%	45	6	92%
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	82		Total	46		Total	12		Total	24	

Nov-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	43%	15	27	59%	15	2	17%	15	6	25%
30	32	87%	30	17	96%	30	5	58%	30	10	67%
45	12	96%	45	2	100%	45	4	92%	45	6	92%
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	82		Total	46		Total	12		Total	24	

Oct-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	28%	15	25	40%	15	3	11%	15	1	6%
30	52	77%	30	34	95%	30	13	59%	30	5	38%
45	21	97%	45	2	98%	45	10	96%	45	9	94%
60	3	100%	60	1	100%	60	1	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	105		Total	62		Total	27		Total	16	

Sep-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	36	51%	15	28	55%	15	4	33%	15	4	50%
30	30	93%	30	21	96%	30	5	75%	30	4	100%
45	5	100%	45	2	100%	45	3	100%	45	0	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	71		Total	51		Total	12		Total	8	

Aug-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	43%	15	21	58%	15	2	14%	15	0	0%
30	21	81%	30	14	97%	30	5	50%	30	2	50%
45	10	100%	45	1	100%	45	7	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	54		Total	36		Total	14		Total	4	

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	

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	382	37%	15	298	50%	15	56	23%	15	28	15%
30	473	83%	30	266	95%	30	115	70%	30	92	63%
45	154	98%	45	24	99%	45	66	96%	45	64	97%
60	16	100%	60	3	100%	60	7	99%	60	6	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	1027		Total	591		Total	246		Total	190	