

Emergency Response Times
 NU New Hampshire work orders from 05/01/2015 to 05/31/2015
 Total orders in sample: 70

Orders responded to in < 30 minutes: 32 (46% 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	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
5/1/2015	8:00:37 AM	16 INDUSTRIAL WAY	SALEM	NH	Anthony Beck	Lynne Copp	9000	LEAK INSIDE	WF0615165N	0	22	5/1/2015 8:01	5/1/2015 8:04	5/1/2015 8:08	5/1/2015 8:26	5/1/2015 9:05:05 AM	38	25	Regular Hours	< 30 minutes
5/4/2015	9:34:45 AM	13 CCEAL BLVD	HAMPTON	NH	Daniel LaFortune	David Martineau	9000	LEAK INSIDE	WF0615451N	0	11	5/4/2015 9:35	5/4/2015 9:36	5/4/2015 9:37	5/4/2015 9:47	5/4/2015 10:31:46 AM	44	13	Regular Hours	< 30 minutes
5/4/2015	11:18:53 AM	27 EMERALD AVE	HAMPTON	NH	Troy Kimball	David Martineau	9100	LEAK OUTSIDE	WF0615495N	0	9	5/4/2015 11:19	5/4/2015 11:19	5/4/2015 11:19	5/4/2015 11:29	5/4/2015 12:31:22 PM	62	10	Regular Hours	< 30 minutes
5/5/2015	7:21:55 AM	32 MILL ST Apt. A	EAST ROCHESTER	NH	David Emerson	David Martineau	9100	LEAK OUTSIDE	WF0615700N	0	12	5/5/2015 7:22	5/5/2015 7:22	5/5/2015 7:23	5/5/2015 7:34	5/5/2015 9:23:42 AM	108	13	Regular Hours	< 30 minutes
5/5/2015	8:48:02 AM	4 DUSTON AVE	HAMPTON	NH	Laurie Rousseau	David Martineau	9000	LEAK INSIDE	WF0615717N	0	15	5/5/2015 8:48	5/5/2015 8:51	5/5/2015 8:51	5/5/2015 9:06	5/5/2015 12:30:50 PM	204	18	Regular Hours	< 30 minutes
5/5/2015	9:18:02 AM	5 SALLY SWEETS WAY Apt. 133 Pst. 1	SALEM	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0615725N	0	24	5/5/2015 9:18	5/5/2015 9:18	5/5/2015 9:20	5/5/2015 9:43	5/5/2015 11:12:39 AM	89	25	Regular Hours	< 30 minutes
5/6/2015	8:46:47 AM	35 RIDGEWOOD DR Pst. 8	ATKINSON	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0615906N	0	16	5/6/2015 8:47	5/6/2015 8:48	5/6/2015 8:49	5/6/2015 9:04	5/6/2015 9:25:11 AM	20	17	Regular Hours	< 30 minutes
5/6/2015	8:53:40 AM	37 WINNACUNNET RD	HAMPTON	NH	David Emerson	Michael Talis	9100	LEAK OUTSIDE	WF0615908N	3	6	5/6/2015 8:57	5/6/2015 8:57	5/6/2015 8:58	5/6/2015 9:03	5/6/2015 11:29:11 AM	145	10	Regular Hours	< 30 minutes
5/7/2015	2:11:50 PM	55 SILVER BROOK RD	SALEM	NH	Troy Kimball	Lynne Copp	9000	LEAK INSIDE	WF0616086N	0	21	5/7/2015 14:12	5/7/2015 14:12	5/7/2015 14:13	5/7/2015 14:34	5/7/2015 2:54:35 PM	20	22	Regular Hours	< 30 minutes
5/8/2015	9:46:49 AM	1 FOSS LN	HAMPTON	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0616225N	0	14	5/8/2015 9:47	5/8/2015 9:49	5/8/2015 9:52	5/8/2015 10:04	5/8/2015 11:28:15 AM	83	17	Regular Hours	< 30 minutes
5/8/2015	9:51:18 AM	19 HAMPTON RD Apt. A Pst. 3	EXETER	NH	David Emerson	William Jones	9100	LEAK OUTSIDE	WF0616227N	1	15	5/8/2015 9:52	5/8/2015 9:58	5/8/2015 9:58	5/8/2015 10:14	5/8/2015 12:33:47 PM	139	27	Regular Hours	< 30 minutes
5/11/2015	7:50:31 AM	13 SANBORN ST	EXETER	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0616327N	1	18	5/11/2015 7:51	5/11/2015 7:52	5/11/2015 7:53	5/11/2015 8:11	5/11/2015 9:33:56 AM	82	20	Regular Hours	< 30 minutes
5/11/2015	9:40:19 AM	13 CARROLL ST Apt. A	EXETER	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0616327N	0	10	5/11/2015 9:40	5/11/2015 9:40	5/11/2015 9:40	5/11/2015 9:51	5/11/2015 10:17:15 AM	25	11	Regular Hours	< 30 minutes
5/11/2015	10:10:39 AM	43 PINE ST	EXETER	NH	Kevin Clifford	David Martineau	9000	LEAK INSIDE	WF0616327N	2	8	5/11/2015 10:13	5/11/2015 10:13	5/11/2015 10:17	5/11/2015 10:21	5/11/2015 11:46:13 AM	84	11	Regular Hours	< 30 minutes
5/11/2015	3:38:33 PM	2 TOWLE FARM RD	HAMPTON	NH	John Wiley	David Martineau	9000	LEAK INSIDE	WF0616514N	0	10	5/11/2015 15:39	5/11/2015 15:39	5/11/2015 15:40	5/11/2015 15:50	5/11/2015 4:04:46 PM	14	11	Regular Hours	< 30 minutes
5/14/2015	1:15:43 PM	0 TROUBLE CALL	DOVER	NH	David Emerson	William Jones	9100	LEAK OUTSIDE	WF0617030N	0	9	5/14/2015 13:16	5/14/2015 13:16	5/14/2015 13:17	5/14/2015 13:26	5/14/2015 5:18:11 PM	231	10	Regular Hours	< 30 minutes
5/15/2015	9:50:21 AM	184 TILTON ST	SEABROOK	NH	Lance Keenly	David Martineau	9000	LEAK INSIDE	WF0617099N	0	3	5/15/2015 9:50	5/15/2015 9:51	5/15/2015 9:51	5/15/2015 9:54	5/15/2015 10:20:05 AM	25	4	Regular Hours	< 30 minutes
5/18/2015	10:02:44 AM	22 MAIN ST Apt. A	SALEM	NH	Kevin Clifford	David Martineau	9100	LEAK OUTSIDE	WF0617336N	0	20	5/18/2015 10:02	5/18/2015 10:05	5/18/2015 10:06	5/18/2015 10:35	5/18/2015 5:23:53 PM	418	22	Regular Hours	< 30 minutes
5/18/2015	11:48:04 AM	9 NORTHEASTERN BLVD Apt. E Pst. BLDG	SALEM	NH	Troy Kimball	William Jones	9100	LEAK OUTSIDE	WF0617354N	0	15	5/18/2015 11:48	5/18/2015 11:48	5/18/2015 11:49	5/18/2015 12:04	5/18/2015 1:03:10 PM	58	16	Regular Hours	< 30 minutes
5/19/2015	12:45:15 PM	214 WINNACUNNET RD	HAMPTON	NH	David Perreault	William Jones	9000	LEAK INSIDE	WF0617646N	0	11	5/19/2015 12:45	5/19/2015 12:50	5/19/2015 12:50	5/19/2015 13:01	5/19/2015 1:58:00 PM	56	16	Regular Hours	< 30 minutes
5/20/2015	9:18:13 AM	920 STATE ST Apt. A	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0617775N	0	11	5/20/2015 9:18	5/20/2015 9:20	5/20/2015 9:20	5/20/2015 9:31	5/20/2015 11:13:04 AM	101	13	Regular Hours	< 30 minutes
5/20/2015	3:22:15 PM	447 EXETER RD	HAMPTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0617894N	1	11	5/20/2015 15:23	5/20/2015 15:26	5/20/2015 15:28	5/20/2015 15:37	5/20/2015 3:53:49 PM	16	15	Regular Hours	< 30 minutes
5/21/2015	9:04:02 AM	188 BROAD ST	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0617986N	1	9	5/21/2015 9:05	5/21/2015 9:06	5/21/2015 9:07	5/21/2015 9:18	5/21/2015 10:51:11 AM	94	12	Regular Hours	< 30 minutes
5/21/2015	12:58:41 PM	95 COURT ST Apt. 5	EXETER	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0618038N	0	15	5/21/2015 12:59	5/21/2015 13:01	5/21/2015 13:02	5/21/2015 13:11	5/21/2015 3:15:50 PM	118	18	Regular Hours	< 30 minutes
5/22/2015	3:21:11 PM	30 EDGEWOOD DR	HAMPTON	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0618254N	0	12	5/22/2015 15:22	5/22/2015 15:23	5/22/2015 15:23	5/22/2015 15:35	5/22/2015 6:31:19 PM	116	13	Regular Hours	< 30 minutes
5/26/2015	3:13:33 PM	1 TRI CITY RD Apt. #1 Pst. Bldg1	SOMERSWORTH	NH	Daniel LaFortune	David Martineau	9100	LEAK OUTSIDE	WF0618560N	0	3	5/26/2015 15:13	5/26/2015 15:18	5/26/2015 15:19	5/26/2015 15:27	5/26/2015 4:42:44 PM	80	8	Regular Hours	< 30 minutes
5/27/2015	12:02:46 PM	7 GLENERLIN LN	EXETER	NH	David Emerson	William Jones	9000	LEAK INSIDE	WF0618745N	0	16	5/27/2015 12:21	5/27/2015 12:22	5/27/2015 12:23	5/27/2015 12:35	5/27/2015 1:17:55 PM	51	23	Regular Hours	< 30 minutes
5/27/2015	12:21:14 PM	1 GOUFREY AVE	HAMPTON	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0618745N	0	13	5/27/2015 12:21	5/27/2015 12:22	5/27/2015 12:23	5/27/2015 12:35	5/27/2015 1:58:22 PM	83	13	Regular Hours	< 30 minutes
5/27/2015	2:43:11 PM	225 SOUTH ST	PORTSMOUTH	NH	David Perreault	Lynne Copp	9000	GAS LEAKS - SERVICE	WF0618787N	0	0	5/27/2015 14:43	5/27/2015 14:44	5/27/2015 14:44	5/27/2015 14:44	5/27/2015 3:05:18 PM	20	1	Regular Hours	< 30 minutes
5/28/2015	10:56:11 AM	27 EMERALD AVE	HAMPTON	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0618866N	0	3	5/28/2015 10:56	5/28/2015 10:58	5/28/2015 10:59	5/28/2015 10:59	5/28/2015 1:05:14 PM	5	3	Regular Hours	< 30 minutes
5/28/2015	11:19:23 AM	933 ISLINGTON ST	PORTSMOUTH	NH	David Emerson	William Jones	9000	LEAK INSIDE	WF0618871N	0	3	5/28/2015 11:19	5/28/2015 11:20	5/28/2015 11:21	5/28/2015 11:23	5/28/2015 1:45:18 PM	141	4	Regular Hours	< 30 minutes
5/28/2015	11:44:03 AM	175 MOUNT VERNON ST	DOVER	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0618884N	0	21	5/28/2015 11:44	5/28/2015 11:44	5/28/2015 11:45	5/28/2015 11:57	5/28/2015 12:51:17 PM	45	21	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 14 (20% of total) for After Hours:																				
5/5/2015	5:46:14 PM	50 S SCHOOL ST Apt. APT3	PORTSMOUTH	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0615880N	0	11	5/5/2015 17:47	5/5/2015 17:47	5/5/2015 17:47	5/5/2015 17:50	5/5/2015 6:24:21 PM	25	13	After Hours	< 30 minutes
5/5/2015	9:41:27 PM	19 HACKETT LN	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0615892N	0	13	5/5/2015 21:42	5/5/2015 21:52	5/5/2015 21:52	5/5/2015 22:05	5/5/2015 11:01:21 PM	55	24	After Hours	< 30 minutes
5/15/2015	5:56:02 AM	68 CYNTHIA CIR	SEABROOK	NH	Kevin Clifford	Michael Talis	9000	LEAK INSIDE	WF0617074N	0	10	5/15/2015 5:56	5/15/2015 5:57	5/15/2015 5:57	5/15/2015 6:08	5/15/2015 6:56:50 AM	48	12	After Hours	< 30 minutes
5/15/2015	4:31:17 PM	24 STRING BRIDGE ST Apt. S7	EXETER	NH	David Emerton	David Martinage	9000	LEAK INSIDE	WF0617217N	0	17	5/15/2015 16:32	5/15/2015 16:32	5/15/2015 16:33	5/15/2015 16:49	5/15/2015 6:04:15 PM	74	18	After Hours	< 30 minutes
5/15/2015	7:26:19 PM	6 DUNNS BRIDGE LN Apt. A	DOVER	NH	Laurie Rousseau	David Martinage	9100	LEAK OUTSIDE	WF0617230N	0	25	5/15/2015 19:26	5/15/2015 19:27	5/15/2015 19:29	5/15/2015 19:52	5/15/2015 9:56:16 PM	124	25	After Hours	< 30 minutes
5/15/2015	8:37:15 PM	3 OSPREY DR	PORTSMOUTH	NH	David Emerton	David Martinage	9000	LEAK INSIDE	WF0617233N	0	6	5/15/2015 20:37	5/15/2015 20:39	5/15/2015 20:39	5/15/2015 20:46	5/15/2015 10:13:05 PM	86	9	After Hours	< 30 minutes
5/15/2015	9:35:06 PM	6 DUNNS BRIDGE LN Apt. A	DOVER	NH	Laurie Rousseau	David Martinage	9000	LEAK INSIDE	WF0617234N	0	20	5/15/2015 21:35	5/15/2015 21:35	5/15/2015 21:56	5/15/2015 21:56	5/15/2015 9:58:07 PM	1	21	After Hours	< 30 minutes
5/19/2015	8:26:14 PM	723 OCEAN BLVD	HAMPTON	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0617745N	0	20	5/19/2015 20:24	5/19/2015 20:25	5/19/2015 20:25	5/19/2015 20:45	5/19/2015 9:38:52 PM	53	21	After Hours	< 30 minutes
5/20/2015	4:14:40 PM	31 CLIFF AVE	HAMPTON	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0617931N	0	4	5/20/2015 16:15	5/20/2015 16:15	5/20/2015 16:16	5/20/2015 16:20	5/20/2015 6:13:32 PM	113	5	After Hours	< 30 minutes
5/20/2015	7:30:00 PM	461 OCEAN BLVD Apt. 7 Pkt. B	HAMPTON	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0617933N	0	0	5/20/2015 19:30	5/20/2015 19:30	5/20/2015 19:31	5/20/2015 19:31	5/20/2015 9:06:41 PM	95	1	After Hours	< 30 minutes
5/21/2015	5:48:55 PM	233 OAKRIDGE RD Apt. 15	PLAISTOW	NH	Troy Kimball	David Martinage	9000	LEAK INSIDE	WF0618099N	0	18	5/21/2015 17:49	5/21/2015 17:50	5/21/2015 17:50	5/21/2015 18:08	5/21/2015 6:33:06 PM	23	19	After Hours	< 30 minutes
5/27/2015	5:48:42 PM	23 WILLARD AVE	PORTSMOUTH	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0618822N	0	0	5/27/2015 17:49	5/27/2015 17:56	5/27/2015 17:56	5/27/2015 17:56	5/27/2015 6:11:55 PM	15	7	After Hours	< 30 minutes
5/28/2015	4:41:05 PM	38 PORTSMOUTH AVE	EXETER	NH	Alex Groetz	David Martinage	9100	LEAK OUTSIDE	WF0618983N	0	27	5/28/2015 16:41	5/28/2015 16:42	5/28/2015 17:00	5/28/2015 17:00	5/28/2015 6:46:47 PM	96	28	After Hours	< 30 minutes
5/29/2015	6:00:14 AM	9 KOSSUTH ST	EXETER	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WF0619008N	0	10	5/29/2015 6:01	5/29/2015 6:11	5/29/2015 6:12	5/29/2015 6:22	5/29/2015 7:54:25 AM	91	22	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 13 (19% of total) for Weekend/Holiday Hours:																				
5/2/2015	8:22:56 AM	149 FRANKLIN ST	SEABROOK	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0615377N	0	26	5/2/2015 8:23	5/2/2015 8:26	5/2/2015 8:27	5/2/2015 8:53	5/2/2015 11:00:31 AM	127	30	Weekend/Holiday	< 30 minutes
5/2/2015	11:44:23 AM	27 SIGNAL ST	ROCHESTER	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0615387N	0	17	5/2/2015 11:44	5/2/2015 11:48	5/2/2015 11:49	5/2/2015 12:06	5/2/2015 12:28:28 PM	22	21	Weekend/Holiday	< 30 minutes
5/2/2015	12:12:42 PM	27 EMERALD AVE	HAMPTON	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0615388N	0	23	5/2/2015 12:30	5/2/2015 12:30	5/2/2015 12:31	5/2/2015 12:44	5/2/2015 3:30:49 PM	146	24	Weekend/Holiday	< 30 minutes
5/2/2015	1:49:10 PM	104 MILL RD	HAMPTON	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0615393N	0	17	5/2/2015 13:50	5/2/2015 13:54	5/2/2015 13:54	5/2/2015 14:12	5/2/2015 3:47:15 PM	94	23	Weekend/Holiday	< 30 minutes
5/2/2015	2:12:28 PM	7 DITES FARM DR	DURIHAM	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0615394N	0	13	5/2/2015 14:13	5/2/2015 14:21	5/2/2015 14:21	5/2/2015 14:35	5/2/2015 3:59:00 PM	83	22	Weekend/Holiday	< 30 minutes
5/3/2015	12:09:41 PM	26 OCEAN BLVD	HAMPTON	NH	John Wiley	Mark Severens	9000	LEAK INSIDE	WF0615401N	0	15	5/3/2015 12:10	5/3/2015 12:14	5/3/2015 12:14	5/3/2015 12:29	5/3/2015 1:01:38 PM	31	20	Weekend/Holiday	< 30 minutes
5/3/2015	12:53:04 PM	16 MACE RD	HAMPTON	NH	John Wiley	Mark Severens	9000	LEAK INSIDE	WF0615402N	2	16	5/3/2015 12:53	5/3/2015 12:56	5/3/2015 13:01	5/3/2015 13:12	5/3/2015 1:50:56 PM	37	19	Weekend/Holiday	< 30 minutes
5/16/2015	10:47:41 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Jeffrey Croteau	Mark Severens	9100	LEAK OUTSIDE	WF0617257N	0	8	5/16/2015 10:48	5/16/2015 10:52	5/16/2015 11:00	5/16/2015 11:00	5/16/2015 1:03:39 PM	122	13	Weekend/Holiday	< 30 minutes
5/16/2015	4:42:21 PM	52 FALCONE CIR	HAMPTON	NH	Jeffrey Croteau	Mark Severens	9100	LEAK OUTSIDE	WF0617257N	0	25	5/16/2015 16:42	5/16/2015 16:47	5/16/2015 16:47	5/16/2015 17:13	5/16/2015 6:08:11 PM	54	30	Weekend/Holiday	< 30 minutes
5/23/2015	10:30:45 AM	69 COURT ST	EXETER	NH	Jeffrey Croteau	Mark Severens	9000	LEAK INSIDE	WF0618294N	1	27	5/23/2015 10:32	5/23/2015 10:33	5/23/2015 10:33	5/23/2015 11:00	5/23/2015 12:05:25 PM	64	29	Weekend/Holiday	< 30 minutes
5/23/2015	7:07:49 PM	29 PLEASANT VIEW CIR Apt. Bldg Pkt. 29-	DOVER	NH	Kevin Ruel	Edward Charlton	9000	LEAK INSIDE	WF0618312N	0	20	5/23/2015 19:08	5/23/2015 19:13	5/23/2015 19:14	5/23/2015 19:34	5/23/2015 7:37:05 PM	3	26	Weekend/Holiday	< 30 minutes
5/25/2015	7:13:45 PM	93 CONCORD ST Apt. Up	SEABROOK	NH	Alex Groetz	Edward Charlton	9000	LEAK INSIDE	WF0618316N	1	23	5/25/2015 19:14	5/25/2015 19:17	5/25/2015 19:19	5/25/2015 19:41	5/25/2015 9:33:31 PM	111	27	Weekend/Holiday	< 30 minutes
5/31/2015	5:42:17 PM	17 MARSHALL WAY	SEABROOK	NH	Kevin Clifford	Mark Severens	9100	LEAK OUTSIDE	WF0619257N	0	19	5/31/2015 17:42	5/31/2015 17:52	5/31/2015 17:52	5/31/2015 18:11	5/31/2015 6:49:45 PM	37	29	Weekend/Holiday	< 30 minutes

Orders responded to in 31-45 minutes: 2 (3% of total) for Regular Hours:																
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Yield Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time
5/6/2015 3:38:31 PM	175 FLEET ST	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0615084N	0	28	5/6/2015 15:38	5/6/2015 15:42	5/6/2015 15:42	5/6/2015 16:10	5/6/2015 4:25:28 PM	14
5/11/2015 11:01:50 AM	21 KINGS HWY	HAMPTON	NH	Lance Keely	David Martinage	9100	LEAK OUTSIDE	WF0616401N	0	32	5/11/2015 11:02	5/11/2015 11:02	5/11/2015 11:03	5/11/2015 11:35	5/11/2015 1:25:53 PM	110
Orders responded to in 31-45 minutes: 2 (3% of total) for After Hours:																
5/12/2015 9:11:16 PM	59 LOCKE RD	HAMPTON	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0616721N	0	28	5/12/2015 21:11	5/12/2015 21:14	5/12/2015 21:18	5/12/2015 21:43	5/12/2015 10:16:49 PM	33
5/17/2015 9:46:21 PM	35 UNION ST	PORTSMOUTH	NH	Alex Grootz	David Martinage	9000	LEAK INSIDE	WF0618838N	0	26	5/17/2015 21:46	5/17/2015 21:55	5/17/2015 21:56	5/17/2015 22:21	5/17/2015 10:54:42 PM	33
Orders responded to in 31-45 minutes: 6 (9% of total) for Weekend/Holiday Hours:																
5/16/2015 2:32:24 PM	56 DURHAM RD Apt. 52	DOVER	NH	Laurie Rousseau	Mark Severens	9000	LEAK INSIDE	WF0617274N	0	25	5/16/2015 14:33	5/16/2015 14:43	5/16/2015 14:44	5/16/2015 15:00	5/16/2015 3:42:21 PM	32
5/16/2015 7:47:33 PM	397 OCEAN BLVD Apt. HSE Pst. A	HAMPTON	NH	Jeffrey Croteau	Jason Brooks	9000	LEAK INSIDE	WF0617282N	0	29	5/16/2015 19:48	5/16/2015 19:49	5/16/2015 19:50	5/16/2015 20:19	5/16/2015 8:55:41 PM	36
5/17/2015 10:43:25 AM	34 EXETER FARMS RD	EXETER	NH	Jeffrey Croteau	Scott Lacouture	9000	LEAK INSIDE	WF0617284N	1	24	5/17/2015 10:44	5/17/2015 10:52	5/17/2015 10:52	5/17/2015 11:16	5/17/2015 12:10:29 PM	53
5/23/2015 12:37:36 PM	13 LADY SUPPER CT	ROCHESTER	NH	Kevin Ruel	Mark Severens	9000	LEAK INSIDE	WF0618304N	0	11	5/23/2015 12:38	5/23/2015 12:57	5/23/2015 12:58	5/23/2015 13:09	5/23/2015 1:45:43 PM	36
5/25/2015 12:47:41 PM	1060 OCEAN BLVD	HAMPTON	NH	Alex Grootz	Scott Lacouture	9100	LEAK OUTSIDE	WF0618314N	2	24	5/25/2015 12:49	5/25/2015 12:56	5/25/2015 12:57	5/25/2015 13:20	5/25/2015 4:56:09 PM	215
5/30/2015 11:35:47 PM	1 CHARTER ST	EXETER	NH	Kevin Clifford	Mark Severens	9100	LEAK OUTSIDE	WF0619256N	1	23	5/30/2015 23:36	5/30/2015 23:50	5/30/2015 23:50	5/31/2015 0:13	5/31/2015 1:15:59 AM	62
Orders responded to in 46-60 minutes: 0 (0% of total) for Regular Hours:																
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Yield Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time
5/20/2015 5:01:59 PM	461 OCEAN BLVD Apt. 7 Pst. B	HAMPTON	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0617940N	3	44	5/20/2015 17:05	5/20/2015 17:06	5/20/2015 17:07	5/20/2015 17:50	5/20/2015 6:50:03 PM	50
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	Yield Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time

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	Hold Time	Travel Time	Assigned	Accepted	In 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 05/01/2015 to 05/31/2015

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	36%	15	18	53%	15	6	35%	15	1	5%
30	34	84%	30	14	94%	30	8	82%	30	12	68%
45	10	99%	45	2	100%	45	2	94%	45	6	100%
60	1	100%	60	0	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	70		Total	34		Total	17		Total	19	

May-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	36%	15	18	53%	15	6	35%	15	1	5%
30	34	84%	30	14	94%	30	8	82%	30	12	68%
45	10	99%	45	2	100%	45	2	94%	45	6	100%
60	1	100%	60	0	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	70		Total	34		Total	17		Total	19	

Apr-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	48	51%	15	35	64%	15	9	39%	15	4	25%
30	37	90%	30	18	96%	30	12	91%	30	7	69%
45	9	100%	45	2	100%	45	2	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	94		Total	55		Total	23		Total	16	

Mar-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	65	42%	15	53	62%	15	7	19%	15	5	16%
30	67	86%	30	32	100%	30	21	76%	30	14	59%
45	18	97%	45	0	100%	45	8	97%	45	10	91%
60	3	99%	60	0	100%	60	1	100%	60	2	97%
75	1	100%	75	0	100%	75	0	100%	75	1	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	154		Total	85		Total	37		Total	32	

Feb-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	110	34%	15	76	44%	15	22	27%	15	12	18%
30	155	82%	30	86	93%	30	40	75%	30	29	61%
45	52	98%	45	9	98%	45	19	98%	45	24	97%
60	6	100%	60	3	100%	60	2	100%	60	1	99%
75	1	100%	75	0	100%	75	0	100%	75	1	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	324		Total	174		Total	83		Total	67	

Jan-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	50	32%	15	35	40%	15	11	28%	15	4	14%
30	78	82%	30	48	94%	30	18	73%	30	12	57%
45	24	97%	45	4	99%	45	9	95%	45	11	96%
60	4	100%	60	1	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	156		Total	88		Total	40		Total	28	

Dec-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	39	35%	15	31	45%	15	7	23%	15	1	8%
30	58	87%	30	33	93%	30	17	80%	30	8	69%
45	10	96%	45	4	99%	45	3	90%	45	3	92%
60	5	100%	60	1	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	112		Total	69		Total	30		Total	13	

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	82%	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	

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	508	38%	15	385	50%	15	81	25%	15	42	17%
30	624	84%	30	352	95%	30	158	73%	30	114	62%
45	193	98%	45	31	99%	45	77	97%	45	85	96%
60	25	100%	60	6	100%	60	11	100%	60	8	99%
75	2	100%	75	0	100%	75	0	100%	75	2	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	1352		Total	774		Total	327		Total	251	