

Emergency Response Times

NU New Hampshire work orders from 08/01/2015 to 08/31/2015

Total orders in sample: 62

Orders responded to in < 30 minutes: 39 (63% 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
8/3/2015 9:09:38 AM	50 CORNWALL ST	PORTSMOUTH	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0626889N	0	14	8/3/2015 9:10	8/3/2015 9:11	8/3/2015 9:25	8/3/2015 9:25	8/3/2015 10:46:56 AM	81	15	Regular Hours	< 30 minutes
8/3/2015 9:19:36 AM	3 TUCKER LN	HAMPTON	NH	Anthony Beck	Michael Talis	9100	LEAK OUTSIDE	WF0626893N	0	14	8/3/2015 9:20	8/3/2015 9:22	8/3/2015 9:23	8/3/2015 9:37	8/3/2015 11:04:43 AM	87	17	Regular Hours	< 30 minutes
8/3/2015 3:21:32 PM	200 INTERNATIONAL DR Pst. 195	PORTSMOUTH	NH	Daniel Lafortune	Michael Talis	9000	LEAK INSIDE	WF0627006N	0	10	8/3/2015 15:22	8/3/2015 15:22	8/3/2015 15:22	8/3/2015 15:32	8/3/2015 4:12:34 PM	39	11	Regular Hours	< 30 minutes
8/3/2015 3:22:26 PM	52 BEACH PLUM WAY	HAMPTON	NH	John Wiley	Michael Talis	9100	LEAK OUTSIDE	WF0627005N	0	0	8/3/2015 15:22	8/3/2015 15:23	8/3/2015 15:23	8/3/2015 15:23	8/3/2015 4:07:39 PM	44	0	Regular Hours	< 30 minutes
8/5/2015 3:50:45 PM	93 PLAISTOW RD Apt. 5	PLAISTOW	NH	Troy Kimball	Lynne Copp	9000	LEAK INSIDE	WF0627424N	0	17	8/5/2015 15:51	8/5/2015 15:51	8/5/2015 15:52	8/5/2015 16:09	8/5/2015 4:30:21 PM	20	18	Regular Hours	< 30 minutes
8/7/2015 10:14:58 AM	77 HANOVER ST Apt. 3	PORTSMOUTH	NH	David Emerton	David Martinage	5000	GAS LEAKS - SERVICE	WF0627631N	0	8	8/7/2015 10:15	8/7/2015 10:24	8/7/2015 10:25	8/7/2015 10:33	8/7/2015 11:36:11 AM	62	18	Regular Hours	< 30 minutes
8/13/2015 10:48:47 AM	426 MIDDLE ST	PORTSMOUTH	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0628083N	0	12	8/13/2015 10:49	8/13/2015 10:49	8/13/2015 10:50	8/13/2015 11:02	8/13/2015 11:35:07 AM	33	13	Regular Hours	< 30 minutes
8/12/2015 12:01:51 PM	1 CEDARBROOK VLG	ROCHESTER	NH	David Perreault	Michael Talis	9100	LEAK OUTSIDE	WF0628259N	0	27	8/12/2015 12:02	8/12/2015 12:03	8/12/2015 12:05	8/12/2015 12:31	8/12/2015 2:53:35 PM	140	29	Regular Hours	< 30 minutes
8/12/2015 3:02:33 PM	23 WINTER ST	DOVER	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0628297N	0	17	8/12/2015 15:02	8/12/2015 15:03	8/12/2015 15:03	8/12/2015 15:21	8/12/2015 4:56:48 PM	95	18	Regular Hours	< 30 minutes
8/13/2015 9:30:38 AM	44 HAMPTON FALLS RD	EXETER	NH	David Emerton	Michael Talis	9100	LEAK OUTSIDE	WF0628372N	0	23	8/13/2015 9:31	8/13/2015 9:31	8/13/2015 9:34	8/13/2015 9:54	8/13/2015 11:29:45 AM	94	24	Regular Hours	< 30 minutes
8/14/2015 9:16:34 AM	32 PARTRIDGE GREEN WAY	ROCHESTER	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0628565N	0	22	8/14/2015 9:17	8/14/2015 9:21	8/14/2015 9:22	8/14/2015 9:43	8/14/2015 11:24:42 AM	100	27	Regular Hours	< 30 minutes
8/14/2015 12:21:07 PM	35 ANCIENT HWY	HAMPTON	NH	John Wiley	Michael Talis	9100	LEAK OUTSIDE	WF0628649N	0	15	8/14/2015 12:21	8/14/2015 12:21	8/14/2015 12:22	8/14/2015 12:36	8/14/2015 1:32:53 PM	55	15	Regular Hours	< 30 minutes
8/18/2015 3:09:03 PM	506 SPRINGBROOK CIR	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0629124N	1	12	8/18/2015 15:10	8/18/2015 15:11	8/18/2015 15:20	8/18/2015 15:23	8/18/2015 3:45:39 PM	21	14	Regular Hours	< 30 minutes
8/19/2015 9:00:57 AM	2040 LAFAYETTE RD	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0629158N	0	7	8/19/2015 9:01	8/19/2015 9:05	8/19/2015 9:05	8/19/2015 9:12	8/19/2015 9:56:29 AM	43	11	Regular Hours	< 30 minutes
8/19/2015 9:51:24 AM	30 CHARTER ST Apt. 8	EXETER	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0629177N	0	23	8/19/2015 9:51	8/19/2015 9:51	8/19/2015 9:52	8/19/2015 10:15	8/19/2015 10:31:28 AM	16	23	Regular Hours	< 30 minutes
8/19/2015 11:41:08 AM	15 TIFFANY RD	SALEM	NH	Anthony Beck	Lynne Copp	9000	LEAK INSIDE	WF0629205N	0	3	8/19/2015 11:41	8/19/2015 11:44	8/19/2015 11:48	8/19/2015 11:48	8/19/2015 12:24:30 PM	36	7	Regular Hours	< 30 minutes
8/20/2015 11:11:43 AM	22 HUNTINGTON PL Apt. LT 9	HAMPTON	NH	Daniel Lafortune	Michael Talis	9100	LEAK OUTSIDE	WF0629307N	0	10	8/20/2015 11:12	8/20/2015 11:12	8/20/2015 11:13	8/20/2015 11:23	8/20/2015 12:42:45 PM	79	11	Regular Hours	< 30 minutes
8/20/2015 1:11:19 PM	9 WORTHEN RD	PORTSMOUTH	NH	John Wiley	Michael Talis	9100	LEAK OUTSIDE	WF0629330N	0	9	8/20/2015 13:11	8/20/2015 13:12	8/20/2015 13:12	8/20/2015 13:21	8/20/2015 2:28:32 PM	66	10	Regular Hours	< 30 minutes
8/20/2015 1:44:31 PM	686 EXETER RD	HAMPTON	NH	Daniel Lafortune	William Jones	9100	LEAK OUTSIDE	WF0629339N	0	12	8/20/2015 13:44	8/20/2015 13:45	8/20/2015 13:46	8/20/2015 13:57	8/20/2015 3:14:59 PM	77	13	Regular Hours	< 30 minutes
8/21/2015 7:53:21 AM	98 ISLAND PATH	HAMPTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0629417N	0	20	8/21/2015 7:53	8/21/2015 7:58	8/21/2015 7:58	8/21/2015 8:18	8/21/2015 9:09:42 AM	51	24	Regular Hours	< 30 minutes
8/21/2015 9:11:59 AM	0 TROUBLE CALL	SOMERSWORTH	NH	Laurie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0629436N	1	18	8/21/2015 9:12	8/21/2015 9:13	8/21/2015 9:13	8/21/2015 9:32	8/21/2015 11:09:55 AM	97	20	Regular Hours	< 30 minutes

8/21/2015	11:28:09 AM	138 OCEAN BLVD Apt. 1A Pst. RT	SEABROOK	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0629494N	0	10	8/21/2015 11:28	8/21/2015 11:31	8/21/2015 11:32	8/21/2015 11:41	8/21/2015 12:13:48 PM	32	13	Regular Hours	< 30 minutes
8/24/2015	8:37:08 AM	14 SHEAFE ST	PORTSMOUTH	NH	Daniel Lafortune	William Jones	9100	LEAK OUTSIDE	WF0629638N	0	7	8/24/2015 8:37	8/24/2015 8:37	8/24/2015 8:37	8/24/2015 8:45	8/24/2015 10:18:17 AM	92	8	Regular Hours	< 30 minutes
8/24/2015	9:48:08 AM	185 AUSTIN ST	PORTSMOUTH	NH	Daniel Lafortune	Michael Talis	9100	LEAK OUTSIDE	WF0629664N	0	16	8/24/2015 9:48	8/24/2015 9:49	8/24/2015 9:49	8/24/2015 10:05	8/24/2015 11:52:10 AM	106	17	Regular Hours	< 30 minutes
8/24/2015	10:07:45 AM	426 MIDDLE ST	PORTSMOUTH	NH	Daniel Lafortune	Michael Talis	9000	LEAK INSIDE	WF0629673N	2	6	8/24/2015 10:09	8/24/2015 10:20	8/24/2015 10:20	8/24/2015 10:27	8/24/2015 11:09:05 AM	41	19	Regular Hours	< 30 minutes
8/24/2015	12:03:19 PM	12 HIGHLAND AVE	HAMPTON	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WF0629734N	0	8	8/24/2015 12:04	8/24/2015 12:10	8/24/2015 12:10	8/24/2015 12:18	8/24/2015 1:23:51 PM	65	14	Regular Hours	< 30 minutes
8/24/2015	1:26:56 PM	557 HUDSON ST	SEABROOK	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0629824N	0	8	8/24/2015 13:27	8/24/2015 13:27	8/24/2015 13:27	8/24/2015 13:36	8/24/2015 2:19:21 PM	42	9	Regular Hours	< 30 minutes
8/24/2015	2:45:02 PM	73 SILVER ST Apt. 1LEFT	DOVER	NH	Laurie Rousseau	Michael Talis	9100	LEAK OUTSIDE	WF0629860N	0	6	8/24/2015 14:45	8/24/2015 14:46	8/24/2015 14:47	8/24/2015 14:52	8/24/2015 5:10:57 PM	138	7	Regular Hours	< 30 minutes
8/26/2015	9:27:04 AM	243 DRAKESIDE RD Pst. 2	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0630074N	0	18	8/26/2015 9:27	8/26/2015 9:30	8/26/2015 9:32	8/26/2015 9:49	8/26/2015 10:40:18 AM	51	21	Regular Hours	< 30 minutes
8/27/2015	7:12:58 AM	6 EAGLES NEST RIDGE RD	SALEM	NH	Ryan Kelleher	Michael Talis	9100	LEAK OUTSIDE	WF0630222N	0	0	8/27/2015 7:13	8/27/2015 7:13	8/27/2015 7:14	8/27/2015 7:14	8/27/2015 8:23:22 AM	69	1	Regular Hours	< 30 minutes
8/27/2015	11:14:01 AM	2 PATRIOT DR	DOVER	NH	David Emerton	Michael Talis	9000	LEAK INSIDE	WF0630281N	0	18	8/27/2015 11:14	8/27/2015 11:16	8/27/2015 11:16	8/27/2015 11:34	8/27/2015 12:11:15 PM	36	20	Regular Hours	< 30 minutes
8/27/2015	11:25:06 AM	15 GILL ST	HAMPTON	NH	Jeffrey Croteau	Michael Talis	9100	LEAK OUTSIDE	WF0630282N	0	22	8/27/2015 11:25	8/27/2015 11:25	8/27/2015 11:25	8/27/2015 11:47	8/27/2015 1:37:53 PM	110	22	Regular Hours	< 30 minutes
8/27/2015	2:18:51 PM	23 MAIN ST Apt. 101 Pst. APT	DURHAM	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0630319N	0	11	8/27/2015 14:19	8/27/2015 14:19	8/27/2015 14:20	8/27/2015 14:30	8/27/2015 4:35:20 PM	124	11	Regular Hours	< 30 minutes
8/28/2015	7:50:43 AM	70 EPPING RD	EXETER	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0630372N	0	25	8/28/2015 7:51	8/28/2015 7:52	8/28/2015 7:56	8/28/2015 8:18	8/28/2015 10:08:39 AM	110	27	Regular Hours	< 30 minutes
8/28/2015	9:29:27 AM	275 OCEAN BLVD Apt. 101 Pst. UNIT	HAMPTON	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WF0630399N	0	7	8/28/2015 9:30	8/28/2015 9:30	8/28/2015 9:38	8/28/2015 9:38	8/28/2015 11:12:11 AM	93	9	Regular Hours	< 30 minutes
8/28/2015	3:18:11 PM	5 STERLING HILL LN Apt. 522	EXETER	NH	Daniel Lafortune	William Jones	9000	LEAK INSIDE	WF0630493N	1	18	8/28/2015 15:19	8/28/2015 15:21	8/28/2015 15:30	8/28/2015 15:39	8/28/2015 4:43:57 PM	64	21	Regular Hours	< 30 minutes
8/31/2015	11:03:32 AM	68 MOULTON RD	HAMPTON	NH	Anthony Beck	David Martinage	9000	LEAK INSIDE	WF0630606N	0	8	8/31/2015 11:04	8/31/2015 11:07	8/31/2015 11:07	8/31/2015 11:16	8/31/2015 11:38:33 AM	22	12	Regular Hours	< 30 minutes
8/31/2015	12:15:13 PM	19 BONAIR AVE	HAMPTON	NH	Anthony Beck	Lynne Copp	9100	LEAK OUTSIDE	WF0630696N	0	3	8/31/2015 12:15	8/31/2015 12:18	8/31/2015 12:22	8/31/2015 12:22	8/31/2015 1:16:17 PM	54	6	Regular Hours	< 30 minutes
8/31/2015	1:56:05 PM	138 MAPLEWOOD AVE	PORTSMOUTH	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0630729N	0	5	8/31/2015 13:56	8/31/2015 13:56	8/31/2015 13:58	8/31/2015 14:02	8/31/2015 2:35:22 PM	33	6	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 9 (15% of total) for After Hours:																					
8/7/2015	4:37:41 PM	180 WILLARD AVE	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0627752N	0	7	8/7/2015 16:38	8/7/2015 16:40	8/7/2015 16:40	8/7/2015 16:47	8/7/2015	5:16:05 PM	28	9	After Hours	< 30 minutes
8/10/2015	5:07:34 PM	44 DENNETT ST	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0628007N	0	23	8/10/2015 17:07	8/10/2015 17:08	8/10/2015 17:09	8/10/2015 17:32	8/10/2015	5:53:59 PM	21	24	After Hours	< 30 minutes
8/21/2015	6:58:02 PM	70 TIDE MILL RD	HAMPTON	NH	John Wiley	David Martineau	9000	LEAK INSIDE	WF0629577N	0	17	8/21/2015 18:58	8/21/2015 19:01	8/21/2015 19:01	8/21/2015 19:19	8/21/2015	7:35:04 PM	15	21	After Hours	< 30 minutes
8/26/2015	11:30:20 PM	8 WILLOW LN	HAMPTON	NH	Alex Groetz	Rene Bordeleau	9100	LEAK OUTSIDE	WF0630219N	0	0	8/26/2015 23:30	8/26/2015 23:30	8/26/2015 23:31	8/26/2015 23:31	8/26/2015	11:35:00 PM	3	0	After Hours	< 30 minutes
8/26/2015	11:37:17 PM	10 WILLOW LN	HAMPTON	NH	Alex Groetz	Rene Bordeleau	9000	LEAK INSIDE	WF0630220N	0	0	8/26/2015 23:37	8/26/2015 23:37	8/26/2015 23:37	8/26/2015 23:37	8/26/2015	11:42:20 PM	4	0	After Hours	< 30 minutes
8/27/2015	3:05:01 AM	6 EAGLES NEST RIDGE RD	SALEM	NH	Ryan Kelleher	Michael Talis	9000	LEAK INSIDE	WF0630221N	0	14	8/27/2015 3:05	8/27/2015 3:06	8/27/2015 3:06	8/27/2015 3:20	8/27/2015	7:07:50 AM	227	15	After Hours	< 30 minutes
8/27/2015	6:51:15 PM	318 MILL RD	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0630363N	0	22	8/27/2015 18:51	8/27/2015 18:53	8/27/2015 19:16	8/27/2015 19:16	8/27/2015	7:38:44 PM	22	24	After Hours	< 30 minutes
8/28/2015	6:44:00 AM	6 BOULTERS COVE RD	NORTH HAMPTON	NH	Alex Groetz	Michael Talis	9100	LEAK OUTSIDE	WF0630371N	1	12	8/28/2015 6:45	8/28/2015 6:47	8/28/2015 6:48	8/28/2015 6:59	8/28/2015	7:53:44 AM	54	15	After Hours	< 30 minutes
8/31/2015	8:12:40 PM	9 BROADWAY	DOVER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0630817N	1	5	8/31/2015 20:13	8/31/2015 20:14	8/31/2015 20:19	8/31/2015 20:19	8/31/2015	8:32:59 PM	13	6	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 7 (11% of total) for Weekend/Holiday Hours:																					
8/1/2015	7:41:11 AM	3 W PINE ST Apt. 2	PLAISTOW	NH	Anthony Beck	Sarah Levesque	9000	LEAK INSIDE	WF0626824N	1	13	8/1/2015 7:43	8/1/2015 7:48	8/1/2015 7:51	8/1/2015 8:01	8/1/2015	8:43:24 AM	41	20	Weekend/Holiday	< 30 minutes
8/1/2015	3:09:26 PM	40 COURT ST Apt. 1	EXETER	NH	Jeffrey Croteau	Sarah Levesque	9000	LEAK INSIDE	WF0626847N	0	22	8/1/2015 15:09	8/1/2015 15:10	8/1/2015 15:11	8/1/2015 15:32	8/1/2015	4:18:42 PM	46	23	Weekend/Holiday	< 30 minutes
8/15/2015	10:22:38 AM	78 PLAISTOW RD	PLAISTOW	NH	Troy Kimball	Scott Lacouture	9100	LEAK OUTSIDE	WF0628706N	0	12	8/15/2015 10:23	8/15/2015 10:28	8/15/2015 10:28	8/15/2015 10:40	8/15/2015	11:40:09 AM	59	18	Weekend/Holiday	< 30 minutes
8/15/2015	4:31:47 PM	191 ALDRICH RD	PORTSMOUTH	NH	Kevin Clifford	Scott Lacouture	9000	LEAK INSIDE	WF0628722N	0	8	8/15/2015 16:32	8/15/2015 16:42	8/15/2015 16:43	8/15/2015 16:51	8/15/2015	5:17:53 PM	26	19	Weekend/Holiday	< 30 minutes
8/22/2015	10:28:13 AM	0 TROUBLE CALL	SALEM	NH	Ryan Kelleher	Ryan Tardif	9100	LEAK OUTSIDE	WF0629596N	0	25	8/22/2015 10:29	8/22/2015 10:32	8/22/2015 10:33	8/22/2015 10:58	8/22/2015	12:12:38 PM	74	30	Weekend/Holiday	< 30 minutes
8/29/2015	9:51:14 AM	6 HERITAGE DR	HAMPTON	NH	Jeffrey Croteau	Rene Bordeleau	9000	LEAK INSIDE	WF0630525N	1	23	8/29/2015 9:52	8/29/2015 9:53	8/29/2015 9:53	8/29/2015 10:16	8/29/2015	10:50:39 AM	34	25	Weekend/Holiday	< 30 minutes
8/30/2015	9:15:25 AM	22 RAILROAD AVE	GONIC	NH	Lance Keelty	Scott Lacouture	9000	LEAK INSIDE	WF0630561N	1	4	8/30/2015 9:16	8/30/2015 9:20	8/30/2015 9:20	8/30/2015 9:24	8/30/2015	9:45:52 AM	21	9	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 1 (2% 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		
8/24/2015	9:30:51 AM	53 COLUMBIA ST	PORTSMOUTH	NH	Lance Keelty	Lynne Copp	9000	LEAK INSIDE	WF0629656N	0	34	8/24/2015 9:31	8/24/2015 9:31	8/24/2015 9:31	8/24/2015 10:05	8/24/2015	10:58:03 AM	52	35	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 2 (3% of total) for After Hours:																					
8/12/2015	11:01:28 PM	104 OCEAN DR Pst. DOWN	SEABROOK	NH	Jeffrey Croteau	Jason Brooks	9000	LEAK INSIDE	WF0628342N	0	34	8/12/2015 23:02	8/12/2015 23:04	8/12/2015 23:04	8/12/2015 23:38	8/13/2015	12:23:25 AM	44	37	After Hours	31-45 minutes
8/26/2015	9:23:22 PM	8 WILLOW LN	HAMPTON	NH	Alex Groetz	William Jones	9000	LEAK INSIDE	WF0630216N	1	22	8/26/2015 21:25	8/26/2015 21:34	8/26/2015 21:35	8/26/2015 21:56	8/26/2015	11:26:11 PM	89	33	After Hours	31-45 minutes

Orders responded to in 31-45 minutes: 4 (6% of total) for Weekend/Holiday Hours:																				
8/1/2015	11:13:37 AM	343 ATLANTIC AVE Apt. NORTH	SEABROOK	NH	Jeffrey Croteau	Sarah Levesque	5000	GAS LEAKS - SERVICE	WF0626831N	2	39	8/1/2015 11:16	8/1/2015 11:16	8/1/2015 11:24	8/1/2015 11:56	8/1/2015 12:36:40 PM	40	42	Weekend/Holiday	31-45 minutes
8/9/2015	2:00:39 PM	29 WENTWORTH ST	EXETER	NH	Jeffrey Croteau	Jason Brooks	9000	LEAK INSIDE	WF0627791N	1	40	8/9/2015 14:02	8/9/2015 14:05	8/9/2015 14:05	8/9/2015 14:45	8/9/2015 3:36:12 PM	50	44	Weekend/Holiday	31-45 minutes
8/22/2015	9:06:30 AM	14 TAMARIND LN	EXETER	NH	John Wiley	Ryan Tardif	9100	LEAK OUTSIDE	WF0629586N	1	27	8/22/2015 9:07	8/22/2015 9:11	8/22/2015 9:11	8/22/2015 9:38	8/22/2015 10:14:22 AM	35	32	Weekend/Holiday	31-45 minutes
8/22/2015	6:23:18 PM	127 FRANKLIN ST	SEABROOK	NH	Alex Groetz	Scott Lacouture	9100	LEAK OUTSIDE	WF0629618N	1	23	8/22/2015 18:24	8/22/2015 18:32	8/22/2015 18:32	8/22/2015 18:55	8/22/2015 9:00:19 PM	125	31	Weekend/Holiday	31-45 minutes
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	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category	
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	Held 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: 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	Held 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 08/01/2015 to 08/31/2015

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	47%	15	22	55%	15	6	55%	15	1	9%
30	26	89%	30	17	98%	30	3	82%	30	6	64%
45	7	100%	45	1	100%	45	2	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	62		Total	40		Total	11		Total	11	

Aug-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	47%	15	22	55%	15	6	55%	15	1	9%
30	26	89%	30	17	98%	30	3	82%	30	6	64%
45	7	100%	45	1	100%	45	2	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	62		Total	40		Total	11		Total	11	

Jul-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	24	33%	15	16	40%	15	6	29%	15	2	17%
30	37	84%	30	20	90%	30	11	81%	30	6	67%
45	12	100%	45	4	100%	45	4	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	73		Total	40		Total	21		Total	12	

Jun-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	45%	15	23	56%	15	8	32%	15	4	33%
30	34	88%	30	16	95%	30	12	80%	30	6	83%
45	9	100%	45	2	100%	45	5	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	78		Total	41		Total	25		Total	12	

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	

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	525	38%	15	389	50%	15	91	27%	15	45	17%
30	640	84%	30	356	95%	30	165	76%	30	119	64%
45	189	98%	45	34	99%	45	71	97%	45	84	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	1381		Total	785		Total	338		Total	258	

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