

Emergency Response Times

NU New Hampshire work orders from 10/01/2015 to 10/31/2015

Total orders in sample: 92

Orders responded to in < 30 minutes: 46 (50% 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
10/1/2015	11:00:18 AM 29 CERES ST	PORTSMOUTH	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0634423N	0	0	10/1/2015 11:01	10/1/2015 11:11	10/1/2015 11:11	10/1/2015 11:11	10/1/2015 11:15:53 AM	4	11	Regular Hours	< 30 minutes
10/2/2015	12:24:58 PM 31 HIGH RIDGE DR	DOVER	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0634464N	0	10	10/2/2015 12:25	10/2/2015 12:26	10/2/2015 12:28	10/2/2015 12:37	10/2/2015 1:14:08 PM	36	12	Regular Hours	< 30 minutes
10/2/2015	12:25:27 PM 12 ASH ST	EXETER	NH	Daniel Lafortune	Michael Talis	9000	LEAK INSIDE	WF0634467N	0	8	10/2/2015 12:26	10/2/2015 12:26	10/2/2015 12:27	10/2/2015 12:35	10/2/2015 1:03:07 PM	27	10	Regular Hours	< 30 minutes
10/2/2015	1:30:22 PM 2200 WHITE CEDAR BLVD Pkt. F	PORTSMOUTH	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0634665N	0	18	10/2/2015 13:30	10/2/2015 13:36	10/2/2015 13:36	10/2/2015 13:55	10/2/2015 2:32:00 PM	36	24	Regular Hours	< 30 minutes
10/2/2015	3:39:27 PM 8 TIFFANY RD	SALEM	NH	Anthony Beck	David Martinage	9000	LEAK INSIDE	WF0634714N	0	23	10/2/2015 15:39	10/2/2015 15:46	10/2/2015 15:47	10/2/2015 16:10	10/2/2015 4:54:14 PM	43	30	Regular Hours	< 30 minutes
10/5/2015	9:06:26 AM 8 PLEASANT ST	SALEM	NH	Anthony Beck	Lynne Copp	9100	LEAK OUTSIDE	WF0634821N	0	19	10/5/2015 9:06	10/5/2015 9:11	10/5/2015 9:11	10/5/2015 9:30	10/5/2015 10:38:42 AM	67	24	Regular Hours	< 30 minutes
10/5/2015	9:29:26 AM 162 EPPING RD Apt. #2	EXETER	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0634834N	0	5	10/5/2015 9:29	10/5/2015 9:39	10/5/2015 9:40	10/5/2015 9:44	10/5/2015 11:00:56 AM	76	15	Regular Hours	< 30 minutes
10/5/2015	2:18:14 PM 229 MILLER AVE Apt. PUB	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0635019N	0	9	10/5/2015 14:18	10/5/2015 14:19	10/5/2015 14:19	10/5/2015 14:28	10/5/2015 2:58:55 PM	30	10	Regular Hours	< 30 minutes
10/9/2015	9:54:46 AM 38 DEPOT SQ	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0635611N	0	7	10/9/2015 9:55	10/9/2015 9:55	10/9/2015 9:56	10/9/2015 10:03	10/9/2015 10:20:32 AM	17	8	Regular Hours	< 30 minutes
10/12/2015	8:13:42 AM 9 EMERALD AVE	HAMPTON	NH	Anthony Beck	Carol Keighley	9000	LEAK INSIDE	WF0635806N	1	8	10/12/2015 8:14	10/12/2015 8:20	10/12/2015 8:20	10/12/2015 8:28	10/12/2015 9:04:43 AM	36	15	Regular Hours	< 30 minutes
10/12/2015	8:49:05 AM 21 MATHES HILL DR	DOVER	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0635814N	0	16	10/12/2015 8:49	10/12/2015 8:52	10/12/2015 8:53	10/12/2015 9:09	10/12/2015 10:53:19 AM	104	20	Regular Hours	< 30 minutes
10/12/2015	10:36:59 AM 9 O ST	HAMPTON	NH	Anthony Beck	Lynne Copp	9000	LEAK INSIDE	WF0635842N	0	8	10/12/2015 10:37	10/12/2015 10:47	10/12/2015 10:48	10/12/2015 10:56	10/12/2015 11:58:36 AM	62	19	Regular Hours	< 30 minutes
10/12/2015	11:18:00 AM 855 CENTRAL AVE Apt. STOR Pst. #2	DOVER	NH	David Emerton	Carol Keighley	9000	LEAK INSIDE	WF0635913N	1	16	10/12/2015 11:19	10/12/2015 11:22	10/12/2015 11:22	10/12/2015 11:38	10/12/2015 12:22:43 PM	43	20	Regular Hours	< 30 minutes
10/13/2015	11:37:52 AM 311 HIGH ST	HAMPTON	NH	Daniel Lafortune	Carol Keighley	9000	LEAK INSIDE	WF0636095N	0	9	10/13/2015 11:38	10/13/2015 11:38	10/13/2015 11:39	10/13/2015 11:48	10/13/2015 12:17:05 PM	28	10	Regular Hours	< 30 minutes
10/14/2015	8:36:28 AM 29 SUGARBROOK RD	SONIC	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0636210N	0	10	10/14/2015 8:37	10/14/2015 8:37	10/14/2015 8:38	10/14/2015 8:48	10/14/2015 9:19:43 AM	31	11	Regular Hours	< 30 minutes
10/15/2015	8:27:17 AM 890 CENTRAL AVE	DOVER	NH	Alex Groetz	Lynne Copp	9100	LEAK OUTSIDE	WF0636356N	0	2	10/15/2015 8:27	10/15/2015 8:28	10/15/2015 8:30	10/15/2015 8:30	10/15/2015 10:14:58 AM	104	3	Regular Hours	< 30 minutes
10/15/2015	8:47:35 AM 801 CENTRAL AVE Apt. 1 Pst. UNIT	DOVER	NH	David Emerton	David Martinage	9000	LEAK INSIDE	WF0636360N	0	24	10/15/2015 8:47	10/15/2015 8:51	10/15/2015 8:51	10/15/2015 9:15	10/15/2015 10:00:41 AM	45	27	Regular Hours	< 30 minutes
10/16/2015	8:31:17 AM 2 LINDEN ST	EXETER	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0636524N	0	17	10/16/2015 8:31	10/16/2015 8:33	10/16/2015 8:33	10/16/2015 8:50	10/16/2015 10:29:28 AM	99	18	Regular Hours	< 30 minutes
10/16/2015	2:14:36 PM 11 KING ST Pkt. APT 1	ROCHESTER	NH	David Perreault	David Martinage	9100	LEAK OUTSIDE	WF0636658N	0	3	10/16/2015 14:14	10/16/2015 14:19	10/16/2015 14:20	10/16/2015 14:22	10/16/2015 3:28:17 PM	65	8	Regular Hours	< 30 minutes
10/19/2015	8:10:06 AM 23 TOWNSEND DR	DOVER	NH	David Emerton	David Martinage	9100	LEAK OUTSIDE	WF0636783N	0	4	10/19/2015 8:10	10/19/2015 8:15	10/19/2015 8:17	10/19/2015 8:20	10/19/2015 9:37:00 AM	76	10	Regular Hours	< 30 minutes
10/19/2015	9:21:57 AM 135 MARKET ST Apt. B	PORTSMOUTH	NH	Kevin Clifford	Michael Talis	9000	LEAK INSIDE	WF0636817N	1	10	10/19/2015 9:23	10/19/2015 9:27	10/19/2015 9:28	10/19/2015 9:38	10/19/2015 10:10:19 AM	31	16	Regular Hours	< 30 minutes
10/19/2015	2:24:10 PM 22 DEARBORN ST	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0636967N	0	15	10/19/2015 14:24	10/19/2015 14:25	10/19/2015 14:26	10/19/2015 14:41	10/19/2015 3:40:10 PM	59	16	Regular Hours	< 30 minutes
10/20/2015	10:12:13 AM 33 WINTER ST	EXETER	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0637194N	1	5	10/20/2015 10:13	10/20/2015 10:17	10/20/2015 10:18	10/20/2015 10:23	10/20/2015 10:50:22 AM	26	11	Regular Hours	< 30 minutes
10/20/2015	10:44:28 AM 37 AUGUSTA WAY	DOVER	NH	David Emerton	Michael Talis	9100	LEAK OUTSIDE	WF0637203N	0	13	10/20/2015 10:44	10/20/2015 10:46	10/20/2015 10:46	10/20/2015 10:59	10/20/2015 12:04:04 PM	64	15	Regular Hours	< 30 minutes

10/21/2015	8:36:44 AM	7 KERSHAW AVE Apt. 3	HAMPTON	NH	Daniel LaFortune	David Martinage	9100	LEAK OUTSIDE	WF0637341N	0	21	10/21/2015 8:37	10/21/2015 8:38	10/21/2015 8:43	10/21/2015 8:59	10/21/2015 10:31:25 AM	91	22	Regular Hours	< 30 minutes
10/21/2015	9:48:51 AM	163 WATER ST Apt. C-5 Pst. #5	EXETER	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WF0637354N	1	20	10/21/2015 9:50	10/21/2015 9:51	10/21/2015 9:54	10/21/2015 10:11	10/21/2015 4:41:52 PM	390	22	Regular Hours	< 30 minutes
10/21/2015	10:45:22 AM	8 CUTLER AVE	HAMPTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0637374N	0	10	10/21/2015 10:46	10/21/2015 10:46	10/21/2015 10:47	10/21/2015 10:57	10/21/2015 11:14:56 AM	17	12	Regular Hours	< 30 minutes
10/22/2015	10:11:07 AM	24 KENT ST	PORTSMOUTH	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0637502N	0	10	10/22/2015 10:11	10/22/2015 10:12	10/22/2015 10:13	10/22/2015 10:22	10/22/2015 10:54:45 AM	32	11	Regular Hours	< 30 minutes
10/22/2015	10:21:02 AM	1275 MAPLEWOOD AVE Apt. 19	PORTSMOUTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0637507N	0	6	10/22/2015 10:21	10/22/2015 10:21	10/22/2015 10:21	10/22/2015 10:27	10/22/2015 11:21:51 AM	53	6	Regular Hours	< 30 minutes
10/22/2015	11:48:01 AM	10 DOWS LN	SEABROOK	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WF0637524N	0	15	10/22/2015 11:48	10/22/2015 11:49	10/22/2015 11:51	10/22/2015 12:05	10/22/2015 1:45:26 PM	100	17	Regular Hours	< 30 minutes
10/23/2015	8:31:58 AM	117 BOW ST Apt. A1-U	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0637616N	0	4	10/23/2015 8:32	10/23/2015 8:33	10/23/2015 8:33	10/23/2015 8:38	10/23/2015 10:32:19 AM	114	6	Regular Hours	< 30 minutes
10/23/2015	9:45:14 AM	12 LAMPLIGHTER LN	SALEM	NH	Troy Kimball	David Martinage	9100	LEAK OUTSIDE	WF0637627N	0	20	10/23/2015 9:45	10/23/2015 9:46	10/23/2015 9:46	10/23/2015 10:07	10/23/2015 11:01:42 AM	54	22	Regular Hours	< 30 minutes
10/26/2015	11:00:26 AM	426 MIDDLE ST	PORTSMOUTH	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0637833N	0	11	10/26/2015 11:00	10/26/2015 11:01	10/26/2015 11:03	10/26/2015 11:12	10/26/2015 12:21:22 PM	68	12	Regular Hours	< 30 minutes
10/26/2015	12:10:01 PM	96 PRESIDENTIAL CIR	HAMPTON	NH	Daniel LaFortune	William Jones	9000	LEAK INSIDE	WF0637868N	0	8	10/26/2015 12:10	10/26/2015 12:11	10/26/2015 12:13	10/26/2015 12:20	10/26/2015 12:45:29 PM	25	9	Regular Hours	< 30 minutes
10/26/2015	12:16:44 PM	25 VAUGHAN MALL	PORTSMOUTH	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0637871N	1	9	10/26/2015 12:18	10/26/2015 12:18	10/26/2015 12:22	10/26/2015 12:28	10/26/2015 12:55:41 PM	27	11	Regular Hours	< 30 minutes
10/26/2015	12:53:04 PM	777 MIDDLE RD Apt. J65 Pst. UNIT	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0637881N	2	13	10/26/2015 12:55	10/26/2015 12:55	10/26/2015 12:56	10/26/2015 13:09	10/26/2015 1:37:36 PM	28	16	Regular Hours	< 30 minutes
10/27/2015	8:31:53 AM	64 KINGSTON RD Pst. REAR	EXETER	NH	David Emerton	David Martinage	9000	LEAK INSIDE	WF0637988N	0	24	10/27/2015 8:32	10/27/2015 8:34	10/27/2015 8:35	10/27/2015 8:58	10/27/2015 9:46:47 AM	48	26	Regular Hours	< 30 minutes
10/27/2015	2:18:40 PM	7 LAMPLIGHTER LN	SALEM	NH	Troy Kimball	Carol Keighley	9100	LEAK OUTSIDE	WF0638084N	0	22	10/27/2015 14:19	10/27/2015 14:21	10/27/2015 14:21	10/27/2015 14:43	10/27/2015 3:42:44 PM	59	24	Regular Hours	< 30 minutes
10/27/2015	5:00:17 PM	9 ANNS TER	HAMPTON	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0638105N	0	12	10/27/2015 15:00	10/27/2015 15:08	10/27/2015 15:08	10/27/2015 15:20	10/27/2015 6:17:39 PM	177	19	Regular Hours	< 30 minutes
10/28/2015	12:28:31 PM	16 MANCHESTER ST	HAMPTON	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0638211N	0	6	10/28/2015 12:29	10/28/2015 12:33	10/28/2015 12:34	10/28/2015 12:39	10/28/2015 1:26:13 PM	46	11	Regular Hours	< 30 minutes
10/28/2015	1:50:11 PM	103 PLAISTOW RD Pst. 1	PLAISTOW	NH	Troy Kimball	Lynne Copp	9000	LEAK INSIDE	WF0638237N	0	26	10/28/2015 13:50	10/28/2015 13:51	10/28/2015 13:51	10/28/2015 14:17	10/28/2015 2:37:04 PM	19	27	Regular Hours	< 30 minutes
10/28/2015	3:11:07 PM	106 FOLLY MILL RD	SEABROOK	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0638254N	0	16	10/28/2015 15:11	10/28/2015 15:11	10/28/2015 15:12	10/28/2015 15:28	10/28/2015 4:08:53 PM	40	17	Regular Hours	< 30 minutes
10/28/2015	3:12:01 PM	420 HIGH ST	SOMERSWORTH	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0638255N	1	22	10/28/2015 15:13	10/28/2015 15:13	10/28/2015 15:14	10/28/2015 15:35	10/28/2015 4:53:27 PM	77	23	Regular Hours	< 30 minutes
10/29/2015	7:15:58 AM	75 WASHINGTON ST Apt. A	SEABROOK	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0638281N	0	25	10/29/2015 7:16	10/29/2015 7:16	10/29/2015 7:18	10/29/2015 7:42	10/29/2015 8:18:37 AM	35	27	Regular Hours	< 30 minutes
10/29/2015	8:42:27 AM	0 TROUBLE CALL	ROCHESTER	NH	David Emerton	David Martinage	9100	LEAK OUTSIDE	WF0638295N	0	16	10/29/2015 8:42	10/29/2015 8:44	10/29/2015 8:44	10/29/2015 9:00	10/29/2015 1:11:01 PM	250	18	Regular Hours	< 30 minutes
10/30/2015	2:29:13 PM	60 MARCY ST	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0638542N	0	9	10/30/2015 14:29	10/30/2015 14:30	10/30/2015 14:31	10/30/2015 14:40	10/30/2015 3:30:27 PM	49	11	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 15 (16% of total) for After Hours:																					
10/5/2015	7:14:38 PM	53 AUGUSTA WAY	DOVER	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0635092N	1	26	10/5/2015 19:16	10/5/2015 19:17	10/5/2015 19:17	10/5/2015 19:43	10/5/2015	8:58:08 PM	74	29	After Hours	< 30 minutes
10/7/2015	5:42:49 PM	8 TIFFANY RD	SALEM	NH	Troy Kimball	William Jones	9100	LEAK OUTSIDE	WF0635434N	0	18	10/7/2015 17:43	10/7/2015 17:45	10/7/2015 17:45	10/7/2015 18:04	10/7/2015	6:43:07 PM	39	21	After Hours	< 30 minutes
10/12/2015	4:53:17 PM	26 CIELO DR	DOVER	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WF0635983N	0	13	10/12/2015 16:53	10/12/2015 17:00	10/12/2015 17:01	10/12/2015 17:14	10/12/2015	5:58:20 PM	44	20	After Hours	< 30 minutes
10/12/2015	5:28:39 PM	20 DOVER ST Pst. REAR	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0635995N	0	20	10/12/2015 17:29	10/12/2015 17:30	10/12/2015 17:30	10/12/2015 17:51	10/12/2015	6:02:58 PM	11	22	After Hours	< 30 minutes
10/13/2015	4:39:13 PM	157 KINGS HWY	HAMPTON	NH	Alex Grootz	William Jones	9100	LEAK OUTSIDE	WF0636177N	2	20	10/13/2015 16:41	10/13/2015 16:43	10/13/2015 16:43	10/13/2015 17:03	10/13/2015	9:18:59 PM	255	23	After Hours	< 30 minutes
10/14/2015	4:14:18 PM	137 WATER ST Apt. UNIT Pst. F	EXETER	NH	David Perreault	William Jones	9000	LEAK INSIDE	WF0636311N	0	0	10/14/2015 16:14	10/14/2015 16:15	10/14/2015 16:15	10/14/2015 16:15	10/14/2015	4:20:52 PM	5	0	After Hours	< 30 minutes
10/14/2015	7:38:54 PM	218 LANDING RD	HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0636335N	1	17	10/14/2015 19:40	10/14/2015 19:42	10/14/2015 19:42	10/14/2015 20:00	10/14/2015	8:23:43 PM	23	21	After Hours	< 30 minutes
10/15/2015	4:22:55 PM	40 CONGRESS ST	PORTSMOUTH	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0636488N	0	25	10/15/2015 16:23	10/15/2015 16:23	10/15/2015 16:24	10/15/2015 16:49	10/15/2015	5:06:44 PM	16	26	After Hours	< 30 minutes
10/16/2015	6:44:14 PM	7 SOUTHWOOD DR	DOVER	NH	Laurie Rousseau	William Jones	9000	LEAK INSIDE	WF0636692N	0	19	10/16/2015 18:45	10/16/2015 18:47	10/16/2015 18:47	10/16/2015 19:06	10/16/2015	7:47:17 PM	40	22	After Hours	< 30 minutes
10/20/2015	6:49:01 PM	18 NORTON RD	HAMPTON	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0637331N	0	13	10/20/2015 18:49	10/20/2015 18:50	10/20/2015 18:51	10/20/2015 19:03	10/20/2015	7:55:39 PM	52	14	After Hours	< 30 minutes
10/21/2015	6:10:11 PM	23 WOODMAN ST Apt. 2	ROCHESTER	NH	David Perreault	Carol Keighley	9000	LEAK OUTSIDE	WF0637466N	4	20	10/21/2015 18:14	10/21/2015 18:14	10/21/2015 18:15	10/21/2015 18:35	10/21/2015	7:17:22 PM	42	24	After Hours	< 30 minutes
10/22/2015	6:06:09 PM	10 HAYDEN CIR	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0637594N	0	28	10/22/2015 18:06	10/22/2015 18:07	10/22/2015 18:07	10/22/2015 18:35	10/22/2015	7:34:52 PM	59	28	After Hours	< 30 minutes
10/22/2015	10:40:40 PM	17 MADBURY RD	DURHAM	NH	David Emerton	Jason Brooks	9100	LEAK OUTSIDE	WF0637609N	1	10	10/22/2015 22:41	10/22/2015 22:55	10/22/2015 22:56	10/22/2015 23:05	10/23/2015	1:13:37 AM	127	25	After Hours	< 30 minutes
10/26/2015	8:20:08 PM	0 TROUBLE CALL	DOVER	NH	Kurt House	Lynne Copp	9100	LEAK OUTSIDE	WF0637980N	0	15	10/26/2015 20:20	10/26/2015 20:20	10/26/2015 20:21	10/26/2015 20:36	10/26/2015	9:10:41 PM	33	16	After Hours	< 30 minutes
10/27/2015	7:07:44 PM	83 OCEAN BLVD Pre. 91 Pst. HOUSE	HAMPTON	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0638135N	0	8	10/27/2015 19:08	10/27/2015 19:08	10/27/2015 19:08	10/27/2015 19:17	10/27/2015	8:14:17 PM	56	9	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 14 (15% of total) for Weekend/Holiday Hours:																					
10/3/2015	5:25:06 PM	311 S BROADWAY	SALEM	NH	Troy Kimball	Jason Brooks	9100	LEAK OUTSIDE	WF0634785N	0	19	10/3/2015 17:25	10/3/2015 17:30	10/3/2015 17:31	10/3/2015 17:49	10/3/2015	6:35:51 PM	46	24	Weekend/Holiday	< 30 minutes
10/4/2015	12:03:56 PM	7 WENTWORTH AVE	ROCHESTER	NH	Laurie Rousseau	Scott Lacouture	9100	LEAK OUTSIDE	WF0634791N	1	1	10/4/2015 12:05	10/4/2015 12:08	10/4/2015 12:09	10/4/2015 12:10	10/4/2015	3:23:12 PM	193	6	Weekend/Holiday	< 30 minutes
10/10/2015	11:53:21 AM	17 BARBOUR RD Apt. REAR Pst. 3	HAMPTON	NH	Alex Grootz	Rene Bordeleau	9100	LEAK OUTSIDE	WF0635757N	1	23	10/10/2015 11:54	10/10/2015 11:56	10/10/2015 11:58	10/10/2015 12:30	10/10/2015	2:28:32 PM	128	26	Weekend/Holiday	< 30 minutes
10/17/2015	1:25:24 AM	6 EAGLES NEST RIDGE	SALEM	NH	Ryan Kelleher	Mark Severens	9000	LEAK INSIDE	WF0636697N	0	16	10/17/2015 1:25	10/17/2015 1:26	10/17/2015 1:26	10/17/2015 1:42	10/17/2015	3:00:48 AM	78	17	Weekend/Holiday	< 30 minutes
10/17/2015	6:35:34 PM	0 TROUBLE CALL	SALEM	NH	Ryan Kelleher	Scott Lacouture	9000	LEAK INSIDE	WF0636746N	1	0	10/17/2015 18:37	10/17/2015 18:42	10/17/2015 18:43	10/17/2015 18:43	10/17/2015	10:36:27 PM	233	7	Weekend/Holiday	< 30 minutes
10/17/2015	10:13:30 PM	92 CLUFF CROSSING RD	SALEM	NH	Ryan Kelleher	Mark Severens	9100	LEAK OUTSIDE	WF0636747N	0	2	10/17/2015 22:13	10/17/2015 22:14	10/17/2015 22:15	10/17/2015 22:16	10/17/2015	11:23:06 PM	66	2	Weekend/Holiday	< 30 minutes
10/18/2015	4:24:19 PM	3 FRANKLIN HTS	ROCHESTER	NH	David Emerton	Ryan Tardif	9100	LEAK OUTSIDE	WF0636768N	0	14	10/18/2015 16:24	10/18/2015 16:30	10/18/2015 16:30	10/18/2015 16:44	10/18/2015	5:33:23 PM	48	20	Weekend/Holiday	< 30 minutes
10/24/2015	7:37:59 AM	20 COE DR	DURHAM	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0637737N	0	22	10/24/2015 7:38	10/24/2015 7:40	10/24/2015 7:41	10/24/2015 8:02	10/24/2015	9:11:18 AM	68	24	Weekend/Holiday	< 30 minutes
10/24/2015	11:37:50 AM	270 MILL RD	HAMPTON	NH	Kevin Clifford	Carol Keighley	9100	LEAK OUTSIDE	WF0637746N	0	1	10/24/2015 11:38	10/24/2015 11:38	10/24/2015 11:39	10/24/2015 11:39	10/24/2015	1:11:10 PM	91	1	Weekend/Holiday	< 30 minutes
10/24/2015	1:38:10 PM	30 MILL POND LN	HAMPTON	NH	Kevin Clifford	Carol Keighley	9000	LEAK INSIDE	WF0637749N	0	8	10/24/2015 13:38	10/24/2015 13:44	10/24/2015 13:44	10/24/2015 13:53	10/24/2015	2:17:33 PM	24	15	Weekend/Holiday	< 30 minutes
10/24/2015	4:00:35 PM	216 WOODBURY AVE	PORTSMOUTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0637759N	1	7	10/24/2015 16:01	10/24/2015 16:10	10/24/2015 16:10	10/24/2015 16:17	10/24/2015	5:09:09 PM	51	17	Weekend/Holiday	< 30 minutes
10/24/2015	5:16:48 PM	15 GILL ST	HAMPTON	NH	John Wiley	Rene Bordeleau	9100	LEAK OUTSIDE	WF0637767N	0	28	10/24/2015 17:17	10/24/2015 17:17	10/24/2015 17:17	10/24/2015 17:45	10/24/2015	6:42:50 PM	57	28	Weekend/Holiday	< 30 minutes
10/25/2015	11:03:34 PM	152 COTTONWOOD DR	DOVER	NH	Lance Keely	Rene Bordeleau	9100	LEAK OUTSIDE	WF0637775N	0	13	10/25/2015 23:04	10/25/2015 23:08	10/25/2015 23:09	10/25/2015 23:22	10/26/2015	12:54:09 AM	91	18	Weekend/Holiday	< 30 minutes
10/31/2015	1:29:34 PM	40 ASHWORTH AVE Apt. OFFIC	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0638598N	0	22	10/31/2015 13:30	10/31/2015 13:32	10/31/2015 13:33	10/31/2015 13:54	10/31/2015	2:37:21 PM	42	24	Weekend/Holiday	< 30 minutes

Orders responded to in 31-45 minutes: 1 (1% 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
10/16/2015	10:40:47 AM 20 KEEFE AVE Apt. 8 Pst. UNIT	HAMPTON	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0636557N	0	34	10/16/2015 10:41	10/16/2015 10:41	10/16/2015 10:42	10/16/2015 11:15	10/16/2015 12:18:12 PM	62	35	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 8 (9% of total) for After Hours:																			
10/9/2015	5:05:13 PM 7 P ST Pst. #1	HAMPTON	NH	Alex Groetz	William Jones	9000	LEAK INSIDE	WF0635735N	0	28	10/9/2015 17:05	10/9/2015 17:08	10/9/2015 17:08	10/9/2015 17:37	10/9/2015 5:59:09 PM	22	31	After Hours	31-45 minutes
10/12/2015	6:00:18 PM 30 GLEN RD	HAMPTON	NH	Alex Groetz	Lynne Copp	9100	LEAK OUTSIDE	WF0636000N	0	24	10/12/2015 18:01	10/12/2015 18:09	10/12/2015 18:10	10/12/2015 18:33	10/12/2015 8:14:24 PM	100	33	After Hours	31-45 minutes
10/15/2015	9:25:20 PM 133 MAPLE ST	SOMERSWORTH	NH	William Jones	Kevin Ruel	9100	LEAK OUTSIDE	WF0636505N	0	33	10/15/2015 21:26	10/15/2015 21:36	10/15/2015 22:10	10/15/2015 22:10	10/15/2015 11:46:03 PM	95	44	After Hours	31-45 minutes
10/15/2015	10:21:38 PM 36 COTTAGE ST	DURHAM	NH	Kevin Ruel	Jason Brooks	9100	LEAK OUTSIDE	WF0636506N	0	37	10/15/2015 22:22	10/15/2015 22:23	10/15/2015 22:23	10/15/2015 23:00	10/15/2015 11:52:31 PM	51	39	After Hours	31-45 minutes
10/16/2015	6:04:00 PM 2 ALUMNI DR	EXETER	NH	John Willey	William Jones	9000	LEAK INSIDE	WF0636690N	0	42	10/16/2015 18:04	10/16/2015 18:07	10/16/2015 18:07	10/16/2015 18:49	10/16/2015 6:59:35 PM	9	45	After Hours	31-45 minutes
10/19/2015	11:44:35 PM 259 MAST RD Apt. J27	DURHAM	NH	David Emerton	Mark Severens	9100	LEAK OUTSIDE	WF0637110N	0	26	10/19/2015 23:45	10/19/2015 23:52	10/19/2015 23:52	10/20/2015 0:18	10/20/2015 1:26:28 AM	68	33	After Hours	31-45 minutes
10/28/2015	10:03:13 PM 8 PLEASANT ST	SALEM	NH	Anthony Beck	Lynne Copp	9000	LEAK INSIDE	WF0638280N	0	21	10/28/2015 22:03	10/28/2015 22:15	10/28/2015 22:15	10/28/2015 22:36	10/28/2015 11:10:17 PM	34	33	After Hours	31-45 minutes
10/30/2015	10:03:06 PM 0 TROUBLE CALL	SALEM	NH	Anthony Beck	Lynne Copp	9000	LEAK INSIDE	WF0638575N	0	25	10/30/2015 22:03	10/30/2015 22:19	10/30/2015 22:22	10/30/2015 22:45	10/30/2015 11:37:48 PM	52	42	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 8 (9% of total) for Weekend/Holiday Hours:																			
10/3/2015	6:12:05 PM 12 CONSTITUTION WAY	DOVER	NH	Laurie Rousseau	Jason Brooks	9000	LEAK INSIDE	WF0634787N	0	33	10/3/2015 18:12	10/3/2015 18:19	10/3/2015 18:19	10/3/2015 18:52	10/3/2015 7:57:46 PM	65	40	Weekend/Holiday	31-45 minutes
10/11/2015	8:10:40 AM 1 WASHINGTON ST	DOVER	NH	Alex Groetz	Jason Brooks	9000	LEAK INSIDE	WF0635770N	0	32	10/11/2015 8:11	10/11/2015 8:19	10/11/2015 8:19	10/11/2015 8:52	10/11/2015 3:43:31 PM	411	41	Weekend/Holiday	31-45 minutes
10/11/2015	12:41:00 PM 89 LEAVITT RD	HAMPTON	NH	Alex Groetz	Jason Brooks	9100	LEAK OUTSIDE	WF0635772N	3	29	10/11/2015 12:44	10/11/2015 12:45	10/11/2015 12:46	10/11/2015 13:14	10/11/2015 5:45:29 PM	270	33	Weekend/Holiday	31-45 minutes
10/11/2015	10:28:42 PM 5 L ST	HAMPTON	NH	Alex Groetz	Mark Severens	9100	LEAK OUTSIDE	WF0635796N	0	19	10/11/2015 22:29	10/11/2015 22:41	10/11/2015 22:42	10/11/2015 23:01	10/12/2015 12:27:02 AM	85	32	Weekend/Holiday	31-45 minutes
10/17/2015	4:43:50 PM 99 ROCKINGHAM PARK BLVD	SALEM	NH	Ryan Kelleher	Scott Lacouture	9000	LEAK INSIDE	WF0636742N	2	23	10/17/2015 16:46	10/17/2015 16:51	10/17/2015 16:54	10/17/2015 17:15	10/17/2015 10:21:59 PM	306	31	Weekend/Holiday	31-45 minutes
10/18/2015	8:19:06 PM 7 FOREST DR	SEABROOK	NH	Kevin Clifford	Mark Severens	9000	LEAK INSIDE	WF0636771N	0	33	10/18/2015 20:19	10/18/2015 20:23	10/18/2015 20:26	10/18/2015 20:56	10/18/2015 9:21:09 PM	24	37	Weekend/Holiday	31-45 minutes
10/31/2015	11:03:03 AM 457 SALMON FALLS RD	ROCHESTER	NH	Daniel Lafortune	Carol Keighley	9100	LEAK OUTSIDE	WF0638592N	0	30	10/31/2015 11:03	10/31/2015 11:04	10/31/2015 11:05	10/31/2015 11:35	10/31/2015 12:31:05 PM	55	32	Weekend/Holiday	31-45 minutes
10/31/2015	3:33:06 PM 12 CULLEN WAY	EXETER	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0638603N	0	33	10/31/2015 15:33	10/31/2015 15:34	10/31/2015 15:35	10/31/2015 16:08	10/31/2015 5:06:07 PM	58	34	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
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
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
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 10/01/2015 to 10/31/2015											
Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	34%	15	23	49%	15	3	13%	15	5	23%
30	44	82%	30	23	98%	30	12	65%	30	9	64%
45	17	100%	45	1	100%	45	8	100%	45	8	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	92		Total	47		Total	23		Total	22	

Oct-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	34%	15	23	49%	15	3	13%	15	5	23%
30	44	82%	30	23	98%	30	12	65%	30	9	64%
45	17	100%	45	1	100%	45	8	100%	45	8	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	92		Total	47		Total	23		Total	22	

Sep-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	38	42%	15	27	52%	15	8	38%	15	3	18%
30	40	87%	30	22	94%	30	10	86%	30	8	65%
45	11	99%	45	3	100%	45	3	100%	45	5	94%
60	1	100%	60	0	100%	60	0	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	90		Total	52		Total	21		Total	17	

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	

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	529	38%	15	386	50%	15	95	28%	15	48	18%
30	642	84%	30	346	95%	30	169	77%	30	127	64%
45	191	98%	45	34	99%	45	69	97%	45	88	96%
60	23	100%	60	5	100%	60	10	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	1387		Total	771		Total	343		Total	273	

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