

Emergency Response Times

All New Hampshire work orders from 11/01/2015 to 12/30/2015

Total orders in sample: 71

Orders responded to in < 30 minutes: 55 (78% of total) for Regular Hours

Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc	Work Order	Heat Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
11/2/2015 10:25:09 AM	12 HOOGE 11 ST	SEABROOK	NH	John Wiley	Lynne Copp	9180	LEAK OUTSIDE	WFO638645N	0	2	11/2/2015 10:25	11/2/2015 10:26	11/2/2015 10:27	11/2/2015 10:29	11/2/2015 11:41:01 AM	71	4	Regular Hours	< 30 minutes
11/2/2015 1:06:55 PM	1 FREEDOM CR	PORTSMOUTH	NH	Daniel LaFortune	Lynne Copp	9180	LEAK OUTSIDE	WFO638093H	0	18	11/2/2015 12:03	11/2/2015 12:08	11/2/2015 12:11	11/2/2015 12:24	11/2/2015 1:44:17 PM	77	19	Regular Hours	< 30 minutes
11/6/2015 12:17:38 PM	63 SILVER BROOK RD	SALEM	NH	Anthony Beck	Lynne Copp	9180	LEAK OUTSIDE	WFO638850N	0	21	11/6/2015 12:17	11/6/2015 12:23	11/6/2015 12:25	11/6/2015 12:45	11/6/2015 2:17:18 PM	91	28	Regular Hours	< 30 minutes
11/6/2015 9:52:59 AM	89 S PINE ST	DOVER	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WFO639117N	0	11	11/6/2015 9:53	11/6/2015 9:56	11/6/2015 9:58	11/6/2015 10:07	11/6/2015 10:34:58 AM	27	14	Regular Hours	< 30 minutes
11/6/2015 10:24:30 AM	34 FOLLY MILL RD Apt. NEW Pnt. FRONT	SEABROOK	NH	Daniel LaFortune	William Jones	9180	LEAK OUTSIDE	WFO639114N	0	20	11/6/2015 10:25	11/6/2015 10:25	11/6/2015 10:30	11/6/2015 10:46	11/6/2015 12:07:18 PM	81	21	Regular Hours	< 30 minutes
11/6/2015 10:36:59 AM	57 MARKET ST	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WFO639111N	0	6	11/6/2015 10:37	11/6/2015 10:37	11/6/2015 10:37	11/6/2015 10:44	11/6/2015 11:25:36 AM	41	7	Regular Hours	< 30 minutes
11/6/2015 2:24:38 PM	215 COMMERCE WAY Apt. 1 Pnt. -	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WFO639186N	0	13	11/6/2015 14:24	11/6/2015 14:26	11/6/2015 14:27	11/6/2015 14:40	11/6/2015 3:35:00 PM	54	15	Regular Hours	< 30 minutes
11/6/2015 8:27:45 AM	142 MAIN ST	PLASTOW	NH	Troy Kimball	Lynne Copp	9180	LEAK OUTSIDE	WFO639216N	0	21	11/6/2015 8:27	11/6/2015 8:38	11/6/2015 8:29	11/6/2015 8:50	11/6/2015 9:30:01 AM	39	22	Regular Hours	< 30 minutes
11/6/2015 11:04:46 AM	570 LAFAYETTE RD Apt. 301	SEABROOK	NH	Daniel LaFortune	William Jones	9180	LEAK OUTSIDE	WFO639264N	0	13	11/6/2015 11:05	11/6/2015 11:06	11/6/2015 11:09	11/6/2015 11:23	11/6/2015 12:49:09 PM	86	13	Regular Hours	< 30 minutes
11/6/2015 11:21:05 AM	369 S BROADWAY Apt. U 3 Pnt. 1	SALEM	NH	Troy Kimball	Carol Knightley	9000	LEAK INSIDE	WFO639425N	6	19	11/6/2015 11:27	11/6/2015 11:28	11/6/2015 11:29	11/6/2015 11:48	11/6/2015 12:10:26 PM	22	26	Regular Hours	< 30 minutes
11/10/2015 8:47:29 AM	4 FRONT ST Apt. #3	EXETER	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WFO639575N	0	16	11/10/2015 8:48	11/10/2015 8:48	11/10/2015 8:52	11/10/2015 9:05	11/10/2015 9:47:10 AM	41	18	Regular Hours	< 30 minutes
11/10/2015 2:01:34 PM	4 ELKINS ST	HAMPTON	NH	Kevin Clifford	William Jones	9180	LEAK OUTSIDE	WFO639654N	0	6	11/10/2015 14:02	11/10/2015 14:03	11/10/2015 14:04	11/10/2015 14:09	11/10/2015 3:12:38 PM	62	8	Regular Hours	< 30 minutes
11/12/2015 8:04:17 AM	0 TROUBLE CALL	GREENLAND	NH	Kevin Clifford	Lynne Copp	9180	LEAK OUTSIDE	WFO639722N	1	9	11/12/2015 8:05	11/12/2015 8:08	11/12/2015 8:08	11/12/2015 8:17	11/12/2015 10:08:56 AM	111	13	Regular Hours	< 30 minutes
11/12/2015 8:25:35 AM	1 PORTSMOUTH AVE Apt. 8	STRATHAM	NH	Daniel LaFortune	Lynne Copp	9180	LEAK OUTSIDE	WFO639726N	0	10	11/12/2015 8:25	11/12/2015 8:26	11/12/2015 8:27	11/12/2015 8:37	11/12/2015 10:06:39 AM	89	11	Regular Hours	< 30 minutes
11/14/2015 8:07:21 AM	184 OCEAN BLVD Apt. HSE	HAMPTON	NH	Daniel LaFortune	David Martinage	9180	LEAK OUTSIDE	WFO639953N	0	20	11/14/2015 8:07	11/14/2015 8:08	11/14/2015 8:09	11/14/2015 8:38	11/14/2015 10:15:21 AM	106	21	Regular Hours	< 30 minutes
11/16/2015 11:47:29 AM	0 TROUBLE CALL	EXETER	NH	Daniel LaFortune	David Martinage	9180	LEAK OUTSIDE	WFO640066N	1	23	11/16/2015 11:48	11/16/2015 11:49	11/16/2015 11:53	11/16/2015 12:11	11/16/2015 1:30:51 PM	78	14	Regular Hours	< 30 minutes
11/16/2015 1:58:13 PM	8 COLONIAL CR	HAMPTON	NH	Anthony Beck	David Martinage	9000	LEAK INSIDE	WFO640096N	0	23	11/16/2015 13:59	11/16/2015 14:00	11/16/2015 14:02	11/16/2015 14:23	11/16/2015 2:57:25 PM	34	25	Regular Hours	< 30 minutes
11/16/2015 2:43:57 PM	96 ASHWORTH AVE	HAMPTON	NH	Daniel LaFortune	Carol Knightley	9000	LEAK INSIDE	WFO640104N	0	8	11/16/2015 14:34	11/16/2015 14:35	11/16/2015 14:36	11/16/2015 14:44	11/16/2015 3:40:28 PM	56	10	Regular Hours	< 30 minutes
11/16/2015 2:52:39 PM	296 BUCKMINSTER WAY	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9180	LEAK OUTSIDE	WFO640106N	0	9	11/16/2015 14:53	11/16/2015 14:55	11/16/2015 14:55	11/16/2015 15:04	11/16/2015 4:34:25 PM	89	12	Regular Hours	< 30 minutes
11/16/2015 3:07:47 PM	1362 ISLINGTON ST	PORTSMOUTH	NH	Anthony Beck	William Jones	9180	LEAK OUTSIDE	WFO640110N	1	23	11/16/2015 15:11	11/16/2015 15:13	11/16/2015 15:17	11/16/2015 15:36	11/16/2015 5:06:06 PM	89	29	Regular Hours	< 30 minutes
11/17/2015 8:49:07 AM	100 KINGS HWY	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WFO640180N	0	11	11/17/2015 8:49	11/17/2015 8:50	11/17/2015 8:51	11/17/2015 9:00	11/17/2015 9:28:11 AM	26	13	Regular Hours	< 30 minutes
11/18/2015 9:52:09 AM	15 CAMPION ST Apt. UP Pnt. RIGHT	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WFO640111N	0	12	11/18/2015 9:52	11/18/2015 9:53	11/18/2015 9:53	11/18/2015 10:05	11/18/2015 10:31:41 AM	27	13	Regular Hours	< 30 minutes
11/18/2015 12:58:42 PM	63 LAFAYETTE RD	NORTH HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WFO640155N	0	16	11/18/2015 12:59	11/18/2015 13:00	11/18/2015 13:01	11/18/2015 13:16	11/18/2015 2:20:43 PM	64	17	Regular Hours	< 30 minutes
11/19/2015 10:48:01 AM	52 COURT ST	DOVER	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WFO640462N	0	1	11/19/2015 10:48	11/19/2015 10:57	11/19/2015 10:57	11/19/2015 10:58	11/19/2015 11:51:28 AM	52	11	Regular Hours	< 30 minutes

11/19/2015	1:16:11 PM	64 PINEHURST RD	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0640496N	0	9	11/19/2015 13:16	11/19/2015 13:20	11/19/2015 13:21	11/19/2015 13:30	11/19/2015	2:45:42 PM	75	13	Regular Hours	< 30 minutes
11/19/2015	3:05:17 PM	550 WOODS LOCK ST	SEABROOK	NH	Daniel LaFortune	David Martineau	9100	LEAK OUTSIDE	WF0640512N	0	17	11/19/2015 15:05	11/19/2015 15:15	11/19/2015 15:15	11/19/2015 15:32	11/19/2015	4:37:49 PM	65	27	Regular Hours	< 30 minutes
11/23/2015	11:01:42 AM	280 SOUTH ST	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0640702N	0	10	11/23/2015 11:01	11/23/2015 11:03	11/23/2015 11:03	11/23/2015 11:13	11/23/2015	12:03:53 PM	50	12	Regular Hours	< 30 minutes
11/24/2015	11:48:31 AM	29 CONGRESS ST	PORTSMOUTH	NH	Alex Grootz	Lynne Copp	9000	LEAK INSIDE	WF0640842N	0	22	11/24/2015 11:49	11/24/2015 11:49	11/24/2015 11:50	11/24/2015 12:01	11/24/2015	12:26:46 PM	24	13	Regular Hours	< 30 minutes
11/30/2015	9:36:36 AM	306 THORNTON ST	PORTSMOUTH	NH	Daniel LaFortune	David Martineau	9000	LEAK INSIDE	WF0641063N	0	3	11/30/2015 9:37	11/30/2015 9:42	11/30/2015 9:42	11/30/2015 9:45	11/30/2015	10:12:06 PM	26	9	Regular Hours	< 30 minutes
11/30/2015	12:12:11 PM	6 HAWTHORNE RD	DOVER	NH	David Perreault	Michael Talis	9100	LEAK OUTSIDE	WF0641123N	0	6	11/30/2015 12:12	11/30/2015 12:13	11/30/2015 12:14	11/30/2015 12:19	11/30/2015	2:05:49 PM	106	7	Regular Hours	< 30 minutes
11/30/2015	1:19:49 PM	39 EDGEWOOD DR Apt. Lot Pst. 17	HAMPTON	NH	Kevin Clifford	David Martineau	9100	LEAK OUTSIDE	WF0641145N	1	6	11/30/2015 13:21	11/30/2015 13:23	11/30/2015 13:24	11/30/2015 13:30	11/30/2015	2:49:16 PM	79	10	Regular Hours	< 30 minutes
11/30/2015	2:25:31 PM	49 DUMAS AVE	HAMPTON	NH	Alex Grootz	Lynne Copp	9100	LEAK OUTSIDE	WF0641170N	0	5	11/30/2015 14:25	11/30/2015 14:26	11/30/2015 14:27	11/30/2015 14:31	11/30/2015	5:57:24 PM	205	6	Regular Hours	< 30 minutes
11/30/2015	2:50:31 PM	19 GLENWOOD AVE	ROCHESTER	NH	Laure Rousseau	Michael Talis	9100	LEAK OUTSIDE	WF0641176N	0	17	11/30/2015 14:50	11/30/2015 14:51	11/30/2015 14:52	11/30/2015 15:09	11/30/2015	4:55:26 PM	105	18	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 13 (38% of total) for After Hours:																					
11/3/2015	4:47:29 PM	16 CUSHING ST Apt. #1	DOVER	NH	Kevin Ruel	David Martineau	9100	LEAK OUTSIDE	WF0638899N	0	17	11/3/2015 16:47	11/3/2015 16:48	11/3/2015 16:48	11/3/2015 17:05	11/3/2015	6:01:10 PM	55	18	After Hours	< 30 minutes
11/5/2015	4:23:33 PM	32 STICKNEY TER	HAMPTON	NH	Rust House	David Martineau	9000	LEAK INSIDE	WF0639203N	1	18	11/5/2015 16:25	11/5/2015 16:26	11/5/2015 16:26	11/5/2015 16:45	11/5/2015	5:27:54 PM	42	23	After Hours	< 30 minutes
11/9/2015	6:01:24 PM	19 SPRINGFIELD ESTS	ROCHESTER	NH	Lance Keely	William Jones	9000	LEAK INSIDE	WF0639552N	0	12	11/9/2015 18:01	11/9/2015 18:02	11/9/2015 18:04	11/9/2015 18:15	11/9/2015	7:03:21 PM	48	13	After Hours	< 30 minutes
11/10/2015	5:45:32 PM	50 BROOKSIDE DR Apt. O 3 Pst. APT	DEXTER	NH	John Wiley	Carol Keighley	9000	LEAK INSIDE	WF0639946N	1	24	11/10/2015 17:47	11/10/2015 17:50	11/10/2015 17:56	11/10/2015 18:14	11/10/2015	6:55:51 PM	41	28	After Hours	< 30 minutes
11/10/2015	7:13:21 PM	10 BRADSHIRE RD	HAMPTON	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0639700N	0	18	11/10/2015 19:13	11/10/2015 19:14	11/10/2015 19:14	11/10/2015 19:32	11/10/2015	9:52:57 PM	80	18	After Hours	< 30 minutes
11/12/2015	8:10:10 PM	89 ASHWORTH AVE Apt. 6	HAMPTON	NH	John Wiley	David Martineau	9000	LEAK INSIDE	WF0639636N	0	9	11/12/2015 20:10	11/12/2015 20:11	11/12/2015 20:11	11/12/2015 20:20	11/12/2015	8:34:44 PM	14	30	After Hours	< 30 minutes
11/16/2015	5:27:52 PM	22 N SCHOOL ST	PORTSMOUTH	NH	Kevin Clifford	Carol Keighley	9000	LEAK INSIDE	WF0640151N	2	10	11/16/2015 17:29	11/16/2015 17:35	11/16/2015 17:35	11/16/2015 17:45	11/16/2015	6:26:22 PM	40	38	After Hours	< 30 minutes
11/17/2015	6:57:23 PM	0 TROUBLE CALL	PORTSMOUTH	NH	Daniel LaFortune	William Jones	9100	LEAK OUTSIDE	WF0640283N	1	11	11/17/2015 18:58	11/17/2015 18:59	11/17/2015 19:02	11/17/2015 19:11	11/17/2015	8:31:58 PM	80	33	After Hours	< 30 minutes
11/17/2015	8:26:22 PM	21 CLANCY DR	DOVER	NH	Lance Keely	Carol Keighley	9100	LEAK OUTSIDE	WF0640285N	0	11	11/17/2015 20:26	11/17/2015 20:26	11/17/2015 20:33	11/17/2015 20:38	11/17/2015	9:36:21 PM	58	11	After Hours	< 30 minutes
11/19/2015	9:08:21 PM	42 ISAAC LUCAS CIR	DOVER	NH	David Emerson	William Jones	9000	LEAK INSIDE	WF0640513N	0	15	11/19/2015 21:08	11/19/2015 21:16	11/19/2015 21:17	11/19/2015 21:32	11/19/2015	10:02:44 PM	30	24	After Hours	< 30 minutes
11/20/2015	10:29:04 PM	35 CAMPTON ST Apt. UP Pst. RIGHT	HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0640618N	0	3	11/20/2015 22:29	11/20/2015 22:35	11/20/2015 22:35	11/20/2015 22:38	11/20/2015	11:27:00 PM	48	9	After Hours	< 30 minutes
11/25/2015	7:46:42 PM	27 LAFAYETTE ST Apt. #2	ROCHESTER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0640995N	0	18	11/25/2015 19:42	11/25/2015 19:50	11/25/2015 19:51	11/25/2015 20:09	11/25/2015	8:33:53 PM	24	22	After Hours	< 30 minutes
11/30/2015	5:38:12 PM	665 CENTRAL AVE	DOVER	NH	Laure Rousseau	Carol Keighley	9000	LEAK INSIDE	WF0641212N	0	23	11/30/2015 17:38	11/30/2015 17:39	11/30/2015 17:40	11/30/2015 18:03	11/30/2015	6:49:22 PM	46	24	After Hours	< 30 minutes

Orders responded to in < 30 minutes: 13 (18% of total) for Weekend/Holiday Hours:																					
11/1/2015	10:50:17 AM	11 HUSK LN	PLAS-TOW	NH	Ryan Kelleher	Jason Brooks	9100	LEAK OUTSIDE	WF0638610N	1	10	11/1/2015 10:52	11/1/2015 11:08	11/1/2015 11:09	11/1/2015 11:18	11/1/2015	1:29:58 PM	130	28	Weekend/Holiday	< 30 minutes
11/6/2015	9:51:53 PM	15 WALNUT AVE	HAMPTON	NH	Alex Groetz	Jason Brooks	9000	LEAK INSIDE	WF0639360N	0	21	11/6/2015 21:54	11/6/2015 22:01	11/6/2015 22:02	11/6/2015 22:23	11/6/2015	11:27:01 PM	63	29	Weekend/Holiday	< 30 minutes
11/11/2015	11:11:02 AM	49 PROSPECT ST Apt. 1	PORTSMOUTH	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WF0639370N	2	8	11/11/2015 11:15	11/11/2015 11:16	11/11/2015 11:17	11/11/2015 11:34	11/11/2015	12:54:31 PM	89	11	Weekend/Holiday	< 30 minutes
11/14/2015	11:20:00 AM	49 ASPEN DR	ATELSON	NH	Troy Kimball	Jason Brooks	9000	LEAK INSIDE	WF0639940N	1	3	11/14/2015 11:23	11/14/2015 11:23	11/14/2015 11:22	11/14/2015 11:25	11/14/2015	11:40:11 AM	14	5	Weekend/Holiday	< 30 minutes
11/14/2015	12:47:00 PM	69 LAFAYETTE RD Apt. #1	NORTH HAMPTON	NH	Anthony Beck	Jason Brooks	9000	LEAK INSIDE	WF0639942N	2	23	11/14/2015 12:49	11/14/2015 12:49	11/14/2015 12:49	11/14/2015 12:51	11/14/2015	1:55:02 PM	82	26	Weekend/Holiday	< 30 minutes
11/14/2015	6:38:36 PM	28 MILL ST	DOVER	NH	David Emerson	Ryan Tardif	9000	LEAK INSIDE	WF0639941N	8	12	11/14/2015 18:46	11/14/2015 18:49	11/14/2015 18:48	11/14/2015 19:06	11/14/2015	7:27:49 PM	77	22	Weekend/Holiday	< 30 minutes
11/15/2015	9:04:33 AM	13 WHITTIER DR Apt. A	SEABROOK	NH	Karen Clifford	Ryan Tardif	9000	LEAK INSIDE	WF0639938N	1	17	11/15/2015 9:05	11/15/2015 9:15	11/15/2015 9:16	11/15/2015 9:31	11/15/2015	11:17:01 AM	104	18	Weekend/Holiday	< 30 minutes
11/15/2015	10:34:32 AM	9 BRICKYARD DR	DOVER	NH	David Emerson	Ryan Tardif	9000	LEAK INSIDE	WF0639937N	0	13	11/15/2015 10:35	11/15/2015 10:48	11/15/2015 10:47	11/15/2015 10:58	11/15/2015	11:28:15 AM	28	25	Weekend/Holiday	< 30 minutes
11/21/2015	7:40:56 AM	28 BELKNAP ST	DOVER	NH	Lance Kneely	Rene Bordenius	9100	LEAK OUTSIDE	WF0640641N	1	14	11/21/2015 7:42	11/21/2015 7:49	11/21/2015 7:50	11/21/2015 8:04	11/21/2015	9:17:04 AM	72	23	Weekend/Holiday	< 30 minutes
11/21/2015	11:57:12 AM	777 MIDDLE RD Apt. 1-63	PORTSMOUTH	NH	Jeffrey Croteau	Rene Bordenius	9000	LEAK INSIDE	WF0640648N	4	6	11/21/2015 12:01	11/21/2015 12:04	11/21/2015 12:05	11/21/2015 12:10	11/21/2015	12:31:10 PM	20	13	Weekend/Holiday	< 30 minutes
11/27/2015	7:30:43 AM	564 EXETER RD	HAMPTON	NH	Anthony Beck	William Jones	9000	LEAK INSIDE	WF06413001N	1	20	11/27/2015 7:32	11/27/2015 7:34	11/27/2015 7:40	11/27/2015 7:55	11/27/2015	9:05:51 AM	70	24	Weekend/Holiday	< 30 minutes
11/27/2015	8:30:04 PM	0 BARRETT LN	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF06413005N	0	8	11/27/2015 15:36	11/27/2015 15:32	11/27/2015 15:33	11/27/2015 15:41	11/27/2015	4:44:28 PM	63	11	Weekend/Holiday	< 30 minutes
11/27/2015	8:08:23 PM	MS MARCY ST	PORTSMOUTH	NH	Jeffrey Croteau	Rene Bordenius	9000	LEAK INSIDE	WF06413007N	1	24	11/27/2015 20:06	11/27/2015 20:09	11/27/2015 20:11	11/27/2015 20:34	11/27/2015	9:13:46 PM	39	28	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		
11/16/2015	3:29:51 PM	13 LANGDON AVE	EXETER	NH	Daniel LaFortune	Carol Knightley	9100	LEAK OUTSIDE	WF0640119N	1.8	29	11/16/2015 15:43	11/16/2015 15:43	11/16/2015 15:44	11/16/2015 16:13	11/16/2015	5:23:05 PM	69	43	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 8 (11% of total) for After Hours:																					
11/2/2015	6:21:40 PM	777 MIDDLE RD Apt. 1-34	PORTSMOUTH	NH	Jeffrey Croteau	Carol Knightley	9000	LEAK INSIDE	WF0638776N	1.8	24	11/2/2015 18:28	11/2/2015 18:32	11/2/2015 18:33	11/2/2015 18:54	11/2/2015	7:18:43 PM	22	40	After Hours	31-45 minutes
11/3/2015	5:17:59 PM	96 CABOT ST Apt. 1	PORTSMOUTH	NH	Jeffrey Croteau	Carol Knightley	9100	LEAK OUTSIDE	WF0638914N	4	26	11/3/2015 17:22	11/3/2015 17:25	11/3/2015 17:27	11/3/2015 17:52	11/3/2015	7:10:36 PM	77	34	After Hours	31-45 minutes
11/4/2015	9:29:19 PM	86 WALNUT ST	ROCHESTER	NH	Daniel LaFortune	David Martineau	9100	LEAK OUTSIDE	WF0639067N	0	30	11/4/2015 21:29	11/4/2015 21:41	11/4/2015 21:41	11/4/2015 22:11	11/4/2015	11:35:47 PM	84	42	After Hours	31-45 minutes
11/6/2015	11:51:00 PM	5 PROVIDENT WAY Apt. 1 PUL UNIT	SEABROOK	NH	Alex Groetz	Jason Brooks	9000	LEAK INSIDE	WF0639338N	0	21	11/6/2015 23:51	11/7/2015 0:01	11/7/2015 0:02	11/7/2015 0:23	11/7/2015	1:06:04 AM	42	32	After Hours	31-45 minutes
11/9/2015	5:54:03 PM	95 OCEAN RD	GREENLAND	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0639550N	0	28	11/9/2015 17:58	11/9/2015 18:05	11/9/2015 18:05	11/9/2015 18:33	11/9/2015	7:10:17 PM	36	35	After Hours	31-45 minutes
11/10/2015	6:42:59 PM	33 HUNTERS HILL AVE	PORTSMOUTH	NH	Alex Groetz	Lynne Copp	9100	LEAK OUTSIDE	WF0639694N	1	26	11/10/2015 18:44	11/10/2015 18:48	11/10/2015 18:49	11/10/2015 19:14	11/10/2015	8:36:28 PM	87	11	After Hours	31-45 minutes
11/18/2015	4:11:17 PM	11 JACKSON ST Apt. D	ROCHESTER	NH	David Perreault	William Jones	9000	LEAK INSIDE	WF0640398N	1	29	11/18/2015 16:35	11/18/2015 16:36	11/18/2015 16:37	11/18/2015 17:06	11/18/2015	5:58:31 PM	57	12	After Hours	31-45 minutes
11/25/2015	6:33:58 AM	139 SOUTH ST Apt. A PUL HSE	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0640898N	0	31	11/25/2015 6:34	11/25/2015 6:47	11/25/2015 6:48	11/25/2015 7:19	11/25/2015	7:35:07 AM	15	45	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 1 (1% of total) for Weekend/Holiday Hours:																					
11/21/2015	8:54:13 PM	6 MYRTLE ST	EXETER	NH	John Wiley	Mark Severens	9100	LEAK OUTSIDE	WF0640658N	1	30	11/21/2015 20:36	11/21/2015 21:00	11/21/2015 21:03	11/21/2015 21:30	11/21/2015	10:08:15 PM	37	32	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 45-60 minutes: 2 (3% of total) for Weekend/Holiday Hours:																				
11/11/2015	8:43:11 AM	295 MAPLEWOOD AVE	PORTSMOUTH	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WFOK19705N	0	26	11/11/2015 8:44	11/11/2015 9:03	11/11/2015 9:04	11/11/2015 9:29	11/11/2015 10:51:48 AM	82	46	Weekend/Holiday	45-60 minutes
11/11/2015	8:58:11 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WFOK19705N	4	34	11/11/2015 8:02	11/11/2015 9:15	11/11/2015 9:16	11/11/2015 9:50	11/11/2015 1:42:04 PM	282	51	Weekend/Holiday	45-60 minutes
Orders responded to in 61-75 minutes: 0 (0% of total) for Regular Hours:																				
Order Token	Address	Town	State	Serv. Tech	Dispatches	Task Code	Task Desc.	Work Order	Head 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 Token	Address	Town	State	Serv. Tech	Dispatches	Task Code	Task Desc.	Work Order	Head 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 11/01/2015 to 11/10/2015

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	39%	15	19	56%	15	5	24%	15	4	25%
30	31	83%	30	14	97%	30	8	62%	30	9	81%
45	10	97%	45	1	100%	45	0	100%	45	1	88%
60	2	100%	60	0	100%	60	0	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	71		Total	34		Total	21		Total	16	

Nov-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	39%	15	19	56%	15	5	24%	15	4	25%
30	31	83%	30	14	97%	30	8	62%	30	9	81%
45	10	97%	45	1	100%	45	0	100%	45	1	88%
60	2	100%	60	0	100%	60	0	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	71		Total	34		Total	21		Total	16	

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	

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	522	38%	15	378	50%	15	98	28%	15	46	17%
30	641	85%	30	343	95%	30	172	77%	30	126	65%
45	189	98%	45	33	99%	45	73	97%	45	83	96%
60	22	100%	60	5	100%	60	9	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	1376		Total	759		Total	352		Total	265	