

Emergency Response Times

NU New Hampshire work orders from 02/01/2014 to 02/28/2014

Total orders in sample: 81

Orders responded to in < 30 minutes: 38 (47% 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
2/3/2014 1:50:18 PM	0 TROUBLE CALL	DOVER	NH	Lance Keelty	William Jones	9000	LEAK INSIDE	WF0565979N	1	11	2/3/2014 13:51	2/3/2014 13:51	2/3/2014 13:52	2/3/2014 14:03	2/3/2014 2:28:26 PM	25	13	Regular Hours	< 30 minutes
2/3/2014 3:24:47 PM	6 WORKS WAY	SOMERSWORTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0566003N	0	13	2/3/2014 15:25	2/3/2014 15:25	2/3/2014 15:25	2/3/2014 15:38	2/3/2014 5:04:31 PM	85	14	Regular Hours	< 30 minutes
2/4/2014 10:22:19 AM	22 MARKET SQ	PORTSMOUTH	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WF0566069N	0	9	2/4/2014 10:22	2/4/2014 10:23	2/4/2014 10:23	2/4/2014 10:32	2/4/2014 1:02:53 PM	150	10	Regular Hours	< 30 minutes
2/4/2014 11:36:41 AM	6 THORWALD AVE Apt. EAST	HAMPTON	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WF0566090N	0	8	2/4/2014 11:37	2/4/2014 11:39	2/4/2014 11:39	2/4/2014 11:47	2/4/2014 12:49:26 PM	62	10	Regular Hours	< 30 minutes
2/4/2014 12:33:44 PM	136 STATE ST	PORTSMOUTH	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0566109N	0	5	2/4/2014 12:34	2/4/2014 12:35	2/4/2014 12:36	2/4/2014 12:41	2/4/2014 2:03:34 PM	82	7	Regular Hours	< 30 minutes
2/4/2014 2:42:48 PM	3000 LAFAYETTE RD	PORTSMOUTH	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WF0566149N	0	0	2/4/2014 14:43	2/4/2014 14:43	2/4/2014 14:43	2/4/2014 14:43	2/4/2014 3:31:49 PM	48	0	Regular Hours	< 30 minutes
2/6/2014 11:04:04 AM	867 CENTRAL AVE	DOVER	NH	Lance Keelty	David Martinage	9000	LEAK INSIDE	WF0566299N	0	6	2/6/2014 11:04	2/6/2014 11:05	2/6/2014 11:11	2/6/2014 11:11	2/6/2014 11:54:36 AM	42	7	Regular Hours	< 30 minutes
2/6/2014 12:15:48 PM	228 BUCKMINSTER WAY	PORTSMOUTH	NH	Alex Groetz	David Martinage	9000	LEAK INSIDE	WF0566315N	0	17	2/6/2014 12:16	2/6/2014 12:16	2/6/2014 12:17	2/6/2014 12:34	2/6/2014 1:16:34 PM	41	19	Regular Hours	< 30 minutes
2/6/2014 1:06:06 PM	228 BUCKMINSTER WAY	PORTSMOUTH	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WF0566330N	0	7	2/6/2014 13:06	2/6/2014 13:09	2/6/2014 13:16	2/6/2014 13:16	2/6/2014 4:35:40 PM	199	10	Regular Hours	< 30 minutes
2/7/2014 1:53:08 PM	32 DOVER ST	PORTSMOUTH	NH	Alex Groetz	William Jones	9000	LEAK INSIDE	WF0566460N	2	7	2/7/2014 13:55	2/7/2014 13:55	2/7/2014 13:56	2/7/2014 14:03	2/7/2014 2:59:41 PM	56	9	Regular Hours	< 30 minutes
2/10/2014 2:17:16 PM	126 MAST RD	DOVER	NH	Lance Keelty	David Martinage	9100	LEAK OUTSIDE	WF0566632N	0	15	2/10/2014 14:18	2/10/2014 14:18	2/10/2014 14:18	2/10/2014 14:34	2/10/2014 4:57:52 PM	143	17	Regular Hours	< 30 minutes
2/10/2014 2:55:23 PM	14 UNION ST	SOMERSWORTH	NH	John Wiley	David Martinage	9100	LEAK OUTSIDE	WF0566640N	0	14	2/10/2014 14:55	2/10/2014 14:55	2/10/2014 14:56	2/10/2014 15:10	2/10/2014 3:37:19 PM	26	15	Regular Hours	< 30 minutes
2/11/2014 10:20:35 AM	33 HUNTERS HILL AVE	PORTSMOUTH	NH	Kevin Ruel	Lynne Copp	9100	LEAK OUTSIDE	WF0566715N	1	14	2/11/2014 10:22	2/11/2014 10:24	2/11/2014 10:25	2/11/2014 10:38	2/11/2014 11:35:17 AM	56	18	Regular Hours	< 30 minutes
2/12/2014 11:33:24 AM	67 LEAVITT RD	HAMPTON	NH	Launie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0566846N	0	8	2/12/2014 11:34	2/12/2014 11:39	2/12/2014 11:39	2/12/2014 11:47	2/12/2014 1:19:35 PM	92	14	Regular Hours	< 30 minutes
2/12/2014 12:19:03 PM	0 TROUBLE CALL	SALEM	NH	Ryan Kelleher	Michael Talis	9000	LEAK INSIDE	WF0566854N	1	9	2/12/2014 12:20	2/12/2014 12:23	2/12/2014 12:26	2/12/2014 12:33	2/12/2014 2:02:54 PM	89	14	Regular Hours	< 30 minutes
2/14/2014 8:27:13 AM	5 GLENERIN LN	EXETER	NH	Alex Groetz	William Jones	9000	LEAK INSIDE	WF0566983N	0	15	2/14/2014 8:27	2/14/2014 8:28	2/14/2014 8:29	2/14/2014 8:43	2/14/2014 9:55:42 AM	72	16	Regular Hours	< 30 minutes
2/18/2014 9:50:25 AM	410 BROAD ST	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0567261N	0	8	2/18/2014 9:50	2/18/2014 9:55	2/18/2014 9:55	2/18/2014 10:04	2/18/2014 11:27:25 AM	82	14	Regular Hours	< 30 minutes
2/18/2014 12:55:39 PM	292 STATE ST	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	5000	GAS LEAKS - SERVICE	WF0567298N	0	10	2/18/2014 12:56	2/18/2014 12:57	2/18/2014 12:59	2/18/2014 13:08	2/18/2014 1:32:47 PM	24	12	Regular Hours	< 30 minutes
2/19/2014 8:32:51 AM	102 TIDE MILL RD Pst. 2	HAMPTON	NH	Daniel Lafortune	William Jones	9000	LEAK INSIDE	WF0567344N	0	11	2/19/2014 8:33	2/19/2014 8:43	2/19/2014 8:44	2/19/2014 8:55	2/19/2014 9:21:07 AM	25	22	Regular Hours	< 30 minutes
2/19/2014 10:40:08 AM	3 HAVEN LN	EXETER	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0567389N	0	11	2/19/2014 10:40	2/19/2014 10:41	2/19/2014 10:42	2/19/2014 10:52	2/19/2014 11:32:10 AM	39	12	Regular Hours	< 30 minutes
2/19/2014 11:02:44 AM	15 BATCHELDER RD	SEABROOK	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0567396N	0	13	2/19/2014 11:03	2/19/2014 11:04	2/19/2014 11:05	2/19/2014 11:18	2/19/2014 12:00:00 PM	41	15	Regular Hours	< 30 minutes
2/19/2014 12:17:48 PM	3 GREEN ST Apt. A	EAST ROCHESTER	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0567416N	0	16	2/19/2014 12:18	2/19/2014 12:19	2/19/2014 12:20	2/19/2014 12:36	2/19/2014 1:31:05 PM	55	18	Regular Hours	< 30 minutes
2/19/2014 3:14:42 PM	129 MARKET ST	PORTSMOUTH	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0567431N	0	10	2/19/2014 15:15	2/19/2014 15:15	2/19/2014 15:16	2/19/2014 15:26	2/19/2014 6:21:15 PM	174	11	Regular Hours	< 30 minutes
2/20/2014 10:05:34 AM	102 TIDE MILL RD Pst. 2	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0567468N	0	9	2/20/2014 10:05	2/20/2014 10:06	2/20/2014 10:07	2/20/2014 10:16	2/20/2014 12:56:34 PM	160	10	Regular Hours	< 30 minutes
2/20/2014 1:21:33 PM	10 MOUNT AUBURN ST Apt. UP	SOMERSWORTH	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0567494N	2	15	2/20/2014 13:23	2/20/2014 13:25	2/20/2014 13:27	2/20/2014 13:40	2/20/2014 3:22:41 PM	102	19	Regular Hours	< 30 minutes

2/20/2014	1:50:47 PM	28 PORTSMOUTH AVE	STRATHAM	NH	Daniel Lafortune	Michael Talis	9000	LEAK INSIDE	WF0567498N	0	15	2/20/2014 13:51	2/20/2014 13:52	2/20/2014 13:53	2/20/2014 14:07	2/20/2014	2:47:17 PM	39	17	Regular Hours	< 30 minutes
2/20/2014	2:36:34 PM	467 S BROADWAY Apt. 1 Pst. MALL	SALEM	NH	Laurie Rousseau	Lynne Copp	9100	LEAK OUTSIDE	WF0567507N	0	23	2/20/2014 14:36	2/20/2014 14:42	2/20/2014 14:44	2/20/2014 15:06	2/20/2014	6:55:17 PM	228	29	Regular Hours	< 30 minutes
2/20/2014	2:48:38 PM	1094 WOODBURY AVE	PORTSMOUTH	NH	Lance Keelty	Lynne Copp	9100	LEAK OUTSIDE	WF0567510N	1	11	2/20/2014 14:50	2/20/2014 14:50	2/20/2014 14:50	2/20/2014 15:02	2/20/2014	4:43:00 PM	100	13	Regular Hours	< 30 minutes
2/21/2014	12:49:59 PM	103 CLUFF CROSSING RD Pst. S-R	SALEM	NH	Daniel Lafortune	William Jones	9100	LEAK OUTSIDE	WF0567616N	0	27	2/21/2014 12:50	2/21/2014 12:50	2/21/2014 12:52	2/21/2014 13:18	2/21/2014	2:48:45 PM	90	28	Regular Hours	< 30 minutes
2/21/2014	1:54:17 PM	290 PORTSMOUTH AVE	SEABROOK	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0567627N	0	19	2/21/2014 13:54	2/21/2014 13:55	2/21/2014 13:55	2/21/2014 14:14	2/21/2014	3:02:23 PM	47	20	Regular Hours	< 30 minutes
2/24/2014	10:17:46 AM	41 FRONT ST Apt. 1	EXETER	NH	Laurie Rousseau	David Martinage	9100	LEAK OUTSIDE	WF0567748N	1	11	2/24/2014 10:19	2/24/2014 10:19	2/24/2014 10:22	2/24/2014 10:31	2/24/2014	1:08:00 PM	157	13	Regular Hours	< 30 minutes
2/24/2014	11:45:33 AM	294 MARCY ST	PORTSMOUTH	NH	Alex Groetz	David Martinage	9000	LEAK INSIDE	WF0567773N	0	13	2/24/2014 11:45	2/24/2014 11:48	2/24/2014 11:49	2/24/2014 12:01	2/24/2014	2:25:41 PM	144	15	Regular Hours	< 30 minutes
2/25/2014	2:44:54 PM	55 COE DR	DURHAM	NH	John Wiley	David Martinage	5000	GAS LEAKS - SERVICE	WF0567996N	0	28	2/25/2014 14:45	2/25/2014 14:45	2/25/2014 14:45	2/25/2014 15:14	2/25/2014	3:52:50 PM	38	29	Regular Hours	< 30 minutes
2/26/2014	12:20:42 PM	3 TOWLE FARM RD	HAMPTON	NH	Kurt House	David Martinage	9000	LEAK INSIDE	WF0568085N	0	1	2/26/2014 12:20	2/26/2014 12:21	2/26/2014 12:21	2/26/2014 12:22	2/26/2014	12:56:36 PM	33	2	Regular Hours	< 30 minutes
2/27/2014	11:07:16 AM	1133 WOODBURY AVE	PORTSMOUTH	NH	Alex Groetz	Lynne Copp	9000	LEAK INSIDE	WF0568171N	0	22	2/27/2014 11:07	2/27/2014 11:13	2/27/2014 11:14	2/27/2014 11:35	2/27/2014	12:23:20 PM	47	28	Regular Hours	< 30 minutes
2/28/2014	7:45:42 AM	15 RUSTIC LN	PLAISTOW	NH	David Perreault	David Martinage	9000	LEAK INSIDE	WF0568267N	0	13	2/28/2014 7:46	2/28/2014 7:50	2/28/2014 7:52	2/28/2014 8:03	2/28/2014	8:45:33 AM	41	18	Regular Hours	< 30 minutes
2/28/2014	1:51:06 PM	4 8TH ST	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0568339N	0	10	2/28/2014 13:51	2/28/2014 13:52	2/28/2014 13:53	2/28/2014 14:03	2/28/2014	3:07:38 PM	64	12	Regular Hours	< 30 minutes
2/28/2014	3:33:04 PM	22 PLAYHOUSE CIR	HAMPTON	NH	Alex Groetz	William Jones	9000	LEAK INSIDE	WF0568352N	1	17	2/28/2014 15:34	2/28/2014 15:35	2/28/2014 15:35	2/28/2014 15:52	2/28/2014	5:40:12 PM	107	19	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 17 (21% of total) for After Hours:																					
2/3/2014	5:21:52 AM	4 CONTINENTAL DR Pst. GEN	EXETER	NH	Alex Groetz	Edward Charlton	9000	LEAK INSIDE	WF0565925N	1	8	2/3/2014 5:23	2/3/2014 5:35	2/3/2014 5:35	2/3/2014 5:43	2/3/2014	7:45:11 AM	121	21	After Hours	< 30 minutes
2/3/2014	6:26:03 PM	15 WINGATE LN	DOVER	NH	John Wiley	Lynne Copp	9100	LEAK OUTSIDE	WF0566035N	0	16	2/3/2014 18:26	2/3/2014 18:26	2/3/2014 18:27	2/3/2014 18:43	2/3/2014	7:16:12 PM	32	17	After Hours	< 30 minutes
2/6/2014	5:02:34 PM	630 LAFAYETTE RD	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0566357N	0	13	2/6/2014 17:02	2/6/2014 17:11	2/6/2014 17:11	2/6/2014 17:24	2/6/2014	6:21:03 PM	56	22	After Hours	< 30 minutes
2/12/2014	6:48:05 AM	2 INDUSTRIAL WAY	SALEM	NH	Ryan Kelleher	William Jones	9100	LEAK OUTSIDE	WF0566796N	1	13	2/12/2014 6:49	2/12/2014 6:56	2/12/2014 6:57	2/12/2014 7:09	2/12/2014	10:28:59 AM	199	21	After Hours	< 30 minutes
2/13/2014	2:18:28 AM	579 SAGAMORE AVE Apt. 40	PORTSMOUTH	NH	Kevin Clifford	Mark Severens	9000	LEAK INSIDE	WF0566896N	2	20	2/13/2014 2:20	2/13/2014 2:21	2/13/2014 2:22	2/13/2014 2:41	2/13/2014	3:28:12 AM	46	23	After Hours	< 30 minutes
2/13/2014	6:01:51 PM	833 OCEAN BLVD	HAMPTON	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0566967N	0	9	2/13/2014 18:02	2/13/2014 18:05	2/13/2014 18:05	2/13/2014 18:14	2/13/2014	6:44:04 PM	29	13	After Hours	< 30 minutes
2/13/2014	8:48:58 PM	2 FOREST ST Apt. A	DOVER	NH	David Emerton	David Martinage	9000	LEAK INSIDE	WF0566970N	0	19	2/13/2014 20:49	2/13/2014 20:49	2/13/2014 20:50	2/13/2014 21:09	2/13/2014	9:29:38 PM	20	20	After Hours	< 30 minutes
2/13/2014	10:00:57 PM	12 E CONCORD ST Apt. B	DOVER	NH	David Emerton	David Martinage	9100	LEAK OUTSIDE	WF0566971N	0	17	2/13/2014 22:01	2/13/2014 22:12	2/13/2014 22:13	2/13/2014 22:29	2/13/2014	11:36:23 PM	67	28	After Hours	< 30 minutes
2/17/2014	5:16:35 PM	55 DURHAM RD	DOVER	NH	Lance Keelty	William Jones	9000	LEAK INSIDE	WF0567233N	0	16	2/17/2014 17:17	2/17/2014 17:20	2/17/2014 17:20	2/17/2014 17:37	2/17/2014	6:17:49 PM	40	20	After Hours	< 30 minutes
2/17/2014	9:00:55 PM	32 MAPLE ST	DOVER	NH	Lance Keelty	William Jones	9100	LEAK OUTSIDE	WF0567235N	1	11	2/17/2014 21:02	2/17/2014 21:11	2/17/2014 21:11	2/17/2014 21:22	2/17/2014	10:57:36 PM	94	21	After Hours	< 30 minutes
2/19/2014	5:57:58 PM	11 HALL PL Apt. DOWN	EXETER	NH	Troy Kimball	William Jones	9100	LEAK OUTSIDE	WF0567449N	0	4	2/19/2014 17:58	2/19/2014 18:00	2/19/2014 18:00	2/19/2014 18:04	2/19/2014	7:07:35 PM	63	6	After Hours	< 30 minutes
2/19/2014	7:21:02 PM	79 MAST RD	DOVER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0567452N	0	19	2/19/2014 19:21	2/19/2014 19:26	2/19/2014 19:26	2/19/2014 19:45	2/19/2014	8:18:25 PM	33	24	After Hours	< 30 minutes
2/20/2014	6:52:50 AM	280 LAFAYETTE RD	HAMPTON	NH	John Wiley	Michael Talis	9000	LEAK INSIDE	WF0567456N	2	10	2/20/2014 6:55	2/20/2014 6:58	2/20/2014 6:59	2/20/2014 7:09	2/20/2014	8:48:10 AM	98	16	After Hours	< 30 minutes
2/20/2014	4:36:35 PM	29 STAYSAIL WAY	PORTSMOUTH	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0567526N	0	3	2/20/2014 16:37	2/20/2014 16:37	2/20/2014 16:40	2/20/2014	6:15:33 PM	94	4	After Hours	< 30 minutes	
2/26/2014	6:53:08 PM	280 LAFAYETTE RD	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0568129N	0	16	2/26/2014 18:52	2/26/2014 18:54	2/26/2014 18:54	2/26/2014 19:10	2/26/2014	7:43:55 PM	33	18	After Hours	< 30 minutes
2/28/2014	7:28:39 PM	10 NEWFIELDS RD	EXETER	NH	Alex Groetz	William Jones	9000	LEAK INSIDE	WF0568397N	11	12	2/28/2014 19:39	2/28/2014 19:41	2/28/2014 19:45	2/28/2014 19:54	2/28/2014	8:53:19 PM	59	25	After Hours	< 30 minutes
2/28/2014	9:38:44 PM	10 NEWFIELDS RD	EXETER	NH	Alex Groetz	William Jones	9100	LEAK OUTSIDE	WF0568401N	0	0	2/28/2014 21:39	2/28/2014 21:39	2/28/2014 21:39	2/28/2014 21:40	2/28/2014	10:04:35 PM	24	1	After Hours	< 30 minutes

Orders responded to in < 30 minutes: 13 (16% of total) for Weekend/Holiday Hours:																					
2/1/2014	11:37:11 AM	38 HAVEN RD	PORTSMOUTH	NH	Alex Groetz	Jason Brooks	9100	LEAK OUTSIDE	WF0565902N	1	26	2/1/2014 11:38	2/1/2014 11:39	2/1/2014 11:40	2/1/2014 12:06	2/1/2014	2:08:31 PM	121	29	Weekend/Holiday	< 30 minutes
2/1/2014	3:07:47 PM	55 HOBBS RD	HAMPTON	NH	Alex Groetz	Jason Brooks	9000	LEAK INSIDE	WF0565914N	0	15	2/1/2014 15:08	2/1/2014 15:08	2/1/2014 15:10	2/1/2014 15:24	2/1/2014	4:43:31 PM	79	16	Weekend/Holiday	< 30 minutes
2/2/2014	12:39:11 PM	32 OVERLOOK DR Apt. 863 Pst. BLDG	ATKINSON	NH	Anthony Beck	Jason Brooks	9000	LEAK INSIDE	WF0565922N	1	14	2/2/2014 12:40	2/2/2014 12:43	2/2/2014 12:44	2/2/2014 12:58	2/2/2014	2:15:56 PM	77	19	Weekend/Holiday	< 30 minutes
2/8/2014	6:29:05 PM	24 COURT ST	DOVER	NH	David Emerton	Scott Lacouture	9100	LEAK OUTSIDE	WF0566508N	0	11	2/8/2014 18:30	2/8/2014 18:36	2/8/2014 18:36	2/8/2014 18:47	2/8/2014	7:47:48 PM	60	18	Weekend/Holiday	< 30 minutes
2/9/2014	11:58:57 AM	51 COURT ST	DOVER	NH	David Emerton	Edward Charlton	9000	LEAK INSIDE	WF0566519N	0	8	2/9/2014 11:59	2/9/2014 12:12	2/9/2014 12:13	2/9/2014 12:21	2/9/2014	2:35:52 PM	134	22	Weekend/Holiday	< 30 minutes
2/9/2014	2:59:12 PM	4 THOMSEN RD	HAMPTON	NH	Kevin Clifford	Linda Hollums	9100	LEAK OUTSIDE	WF0566521N	0	24	2/9/2014 15:00	2/9/2014 15:04	2/9/2014 15:06	2/9/2014 15:29	2/9/2014	4:20:20 PM	51	29	Weekend/Holiday	< 30 minutes
2/9/2014	4:02:56 PM	21 EZRAS WAY	DOVER	NH	David Emerton	Edward Charlton	9100	LEAK OUTSIDE	WF0566522N	0	4	2/9/2014 16:03	2/9/2014 16:10	2/9/2014 16:10	2/9/2014 16:14	2/9/2014	6:10:12 PM	115	11	Weekend/Holiday	< 30 minutes
2/15/2014	9:31:58 AM	37 OAK ST	DOVER	NH	Kevin Ruel	Mark Severens	9000	LEAK INSIDE	WF0567079N	0	10	2/15/2014 9:32	2/15/2014 9:34	2/15/2014 9:34	2/15/2014 9:44	2/15/2014	9:59:02 AM	14	12	Weekend/Holiday	< 30 minutes
2/15/2014	11:49:27 AM	4 HIGH ST	HAMPTON	NH	Ryan Kelleher	Mark Severens	9000	LEAK INSIDE	WF0567082N	3	14	2/15/2014 11:53	2/15/2014 11:55	2/15/2014 11:55	2/15/2014 12:09	2/15/2014	12:53:45 PM	44	20	Weekend/Holiday	< 30 minutes
2/15/2014	2:17:01 PM	15 DUSTON AVE	HAMPTON	NH	Anthony Beck	Mark Severens	9000	LEAK INSIDE	WF0567088N	1	24	2/15/2014 14:18	2/15/2014 14:18	2/15/2014 14:20	2/15/2014 14:43	2/15/2014	3:42:47 PM	59	26	Weekend/Holiday	< 30 minutes
2/15/2014	6:59:03 PM	280 LAFAYETTE RD	HAMPTON	NH	John Wiley	Jason Brooks	9000	LEAK INSIDE	WF0567099N	1	20	2/15/2014 19:00	2/15/2014 19:03	2/15/2014 19:03	2/15/2014 19:23	2/15/2014	8:48:21 PM	84	24	Weekend/Holiday	< 30 minutes
2/16/2014	10:40:32 AM	24 PRENTISS WAY	EXETER	NH	John Wiley	Scott Lacouture	9100	LEAK OUTSIDE	WF0567103N	0	17	2/16/2014 10:41	2/16/2014 10:41	2/16/2014 10:42	2/16/2014 10:58	2/16/2014	11:23:40 AM	24	18	Weekend/Holiday	< 30 minutes
2/22/2014	10:44:15 AM	9 SYLVAN DR Apt. 8 Pst. BLDG	DOVER	NH	Jeffrey Croteau	Linda Hollums	9100	LEAK OUTSIDE	WF0567663N	0	16	2/22/2014 10:44	2/22/2014 10:46	2/22/2014 10:47	2/22/2014 11:02	2/22/2014	12:21:45 PM	79	18	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 2 (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	
2/20/2014	10:01:23 AM	2454 LAFAYETTE RD Pst. CINAM	PORTSMOUTH	NH	Lance Keelty	Lynne Copp	9100	LEAK OUTSIDE	WF0567467N	1	0	2/20/2014 10:02	2/20/2014 10:36	2/20/2014 10:36	2/20/2014 10:36	2/20/2014	12:43:04 PM	126	35	Regular Hours	31-45 minutes
2/28/2014	3:37:18 PM	407 THE HILL Pst. APTS	PORTSMOUTH	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0568355N	0	29	2/28/2014 15:38	2/28/2014 15:38	2/28/2014 15:38	2/28/2014 16:08	2/28/2014	4:54:43 PM	46	31	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 3 (4% of total) for After Hours:																					
2/4/2014	7:28:41 PM	15 CULVER ST Apt. 26	PLAISTOW	NH	Anthony Beck	Lynne Copp	9000	LEAK INSIDE	WF0566166N	0	28	2/4/2014 19:29	2/4/2014 19:38	2/4/2014 20:06	2/4/2014 20:06	2/4/2014	8:20:50 PM	13	38	After Hours	31-45 minutes
2/20/2014	4:00:07 PM	17 WINTER ST Apt. Apt 4	ROCHESTER	NH	Lance Keelty	Lynne Copp	9100	LEAK OUTSIDE	WF0567522N	2	37	2/20/2014 16:02	2/20/2014 16:03	2/20/2014 16:03	2/20/2014 16:40	2/20/2014	6:51:25 PM	130	40	After Hours	31-45 minutes
2/25/2014	1:43:35 AM	15 SIDNEY ST	ROCHESTER	NH	Laurie Rousseau	Mark Severens	9000	LEAK INSIDE	WF0567859N	1	34	2/25/2014 1:45	2/25/2014 1:47	2/25/2014 1:49	2/25/2014 2:22	2/25/2014	4:43:51 AM	141	38	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 7 (9% of total) for Weekend/Holiday Hours:																					
2/1/2014	7:08:53 AM	8 MAY ST Apt. B	ROCHESTER	NH	Kevin Ruel	Mark Severens	9100	LEAK OUTSIDE	WF0565893N	7	20	2/1/2014 7:16	2/1/2014 7:28	2/1/2014 7:28	2/1/2014 7:48	2/1/2014	10:43:00 AM	174	39	Weekend/Holiday	31-45 minutes
2/2/2014	1:00:21 PM	55 DURHAM RD	DOVER	NH	Kevin Ruel	Jason Brooks	9000	LEAK INSIDE	WF0565923N	1	32	2/2/2014 13:01	2/2/2014 13:03	2/2/2014 13:03	2/2/2014 13:35	2/2/2014	1:54:56 PM	19	35	Weekend/Holiday	31-45 minutes
2/8/2014	6:06:54 PM	309 HIGH ST	HAMPTON	NH	Kevin Clifford	Scott Lacouture	9000	LEAK INSIDE	WF0566507N	1	26	2/8/2014 18:08	2/8/2014 18:13	2/8/2014 18:17	2/8/2014 18:39	2/8/2014	6:59:43 PM	19	32	Weekend/Holiday	31-45 minutes
2/9/2014	11:32:59 PM	94 KINGS HWY Apt. 4	HAMPTON	NH	Kevin Clifford	Scott Lacouture	9000	LEAK INSIDE	WF0566524N	0	33	2/9/2014 23:33	2/9/2014 23:41	2/9/2014 23:45	2/10/2014 0:15	2/10/2014	12:39:09 AM	23	42	Weekend/Holiday	31-45 minutes
2/15/2014	8:00:31 PM	820 STATE ST Apt. B	PORTSMOUTH	NH	John Wiley	Jason Brooks	9100	LEAK OUTSIDE	WF0567100N	5	26	2/15/2014 20:06	2/15/2014 20:08	2/15/2014 20:09	2/15/2014 20:35	2/15/2014	9:33:42 PM	58	34	Weekend/Holiday	31-45 minutes
2/22/2014	6:02:57 PM	66 ROCK ST	PORTSMOUTH	NH	Jeffrey Croteau	Edward Charlton	9100	LEAK OUTSIDE	WF0567686N	1	24	2/22/2014 18:04	2/22/2014 18:11	2/22/2014 18:12	2/22/2014 18:36	2/22/2014	7:35:02 PM	58	33	Weekend/Holiday	31-45 minutes
2/23/2014	1:50:11 AM	24 TREBLE WAY	DOVER	NH	Kevin Ruel	Edward Charlton	9000	LEAK INSIDE	WF0567688N	2	40	2/23/2014 1:52	2/23/2014 1:53	2/23/2014 2:00	2/23/2014 2:34	2/23/2014	2:55:17 AM	20	44	Weekend/Holiday	31-45 minutes

Orders responded to in 46-60 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	
2/19/2014	3:28:46 PM	15 BOW ST Apt. 2REAR Pst. 1STFL	EXETER	NH	Troy Kimball	William Jones	9000	LEAK INSIDE	WF0567434N	0	54	2/19/2014 15:29	2/19/2014 15:29	2/19/2014 15:29	2/19/2014 16:23	2/19/2014 4:27:41 PM	4	54	Regular Hours	46-60 minutes
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 02/01/2014 to 02/28/2014

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>	<i>Bin</i>	<i>Frequency</i>	<i>Cumulative %</i>
15	29	36%	15	23	56%	15	4	20%	15	2	10%
30	39	84%	30	15	93%	30	13	85%	30	11	65%
45	12	99%	45	2	98%	45	3	100%	45	7	100%
60	1	100%	60	1	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	81		Total	41		Total	20		Total	20	

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	36%	15	23	56%	15	4	20%	15	2	10%
30	39	84%	30	15	93%	30	13	85%	30	11	65%
45	12	99%	45	2	98%	45	3	100%	45	7	100%
60	1	100%	60	1	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	81		Total	41		Total	20		Total	20	

Jan-14

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	42	36%	15	35	51%	15	4	16%	15	3	13%
30	57	84%	30	32	97%	30	11	60%	30	14	71%
45	16	97%	45	2	100%	45	8	92%	45	6	96%
60	3	100%	60	0	100%	60	2	100%	60	1	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	118		Total	69		Total	25		Total	24	

Dec-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	32	31%	15	21	43%	15	10	34%	15	1	4%
30	53	82%	30	22	88%	30	14	83%	30	17	69%
45	18	99%	45	5	98%	45	5	100%	45	8	100%
60	1	100%	60	1	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	104		Total	49		Total	29		Total	26	

Nov-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	37	35%	15	30	57%	15	2	9%	15	5	16%
30	41	74%	30	18	91%	30	13	68%	30	10	48%
45	22	94%	45	3	96%	45	4	86%	45	15	97%
60	6	100%	60	2	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	106		Total	53		Total	22		Total	31	

Oct-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	49	47%	15	31	49%	15	14	54%	15	4	27%
30	41	87%	30	26	90%	30	11	96%	30	4	53%
45	10	96%	45	2	94%	45	1	100%	45	7	100%
60	4	100%	60	4	100%	60	0	100%	60	0	100%
75	0	100%	75	0	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	104		Total	63		Total	26		Total	15	

Sep-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	45%	15	16	41%	15	8	67%	15	3	33%
30	25	87%	30	19	90%	30	2	83%	30	4	78%
45	8	100%	45	4	100%	45	2	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	60		Total	39		Total	12		Total	9	

Aug-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	42	48%	15	25	50%	15	17	61%	15	0	0%
30	32	85%	30	18	86%	30	8	89%	30	6	67%
45	11	98%	45	6	98%	45	2	96%	45	3	100%
60	2	100%	60	1	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	87		Total	50		Total	28		Total	9	

Jul-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	27	42%	15	23	70%	15	3	20%	15	1	6%
30	26	83%	30	10	100%	30	9	80%	30	7	50%
45	10	98%	45	0	100%	45	3	100%	45	7	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	64		Total	33		Total	15		Total	16	

Jun-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	22	40%	15	16	44%	15	4	33%	15	2	29%
30	25	85%	30	19	97%	30	5	75%	30	1	43%
45	8	100%	45	1	100%	45	3	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	55		Total	36		Total	12		Total	7	

May-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	23	47%	15	14	52%	15	9	50%	15	0	0%
30	21	90%	30	13	100%	30	6	83%	30	2	50%
45	5	100%	45	0	100%	45	3	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	49		Total	27		Total	18		Total	4	

Apr-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	30	55%	15	24	73%	15	6	46%	15	0	0%
30	22	95%	30	9	100%	30	7	100%	30	6	67%
45	3	100%	45	0	100%	45	0	100%	45	3	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	55		Total	33		Total	13		Total	9	

Mar-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	50%	15	24	63%	15	3	50%	15	2	14%
30	22	88%	30	12	95%	30	2	83%	30	8	71%
45	5	97%	45	0	95%	45	1	100%	45	4	100%
60	1	98%	60	1	97%	60	0	100%	60	0	100%
75	1	100%	75	1	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	58		Total	38		Total	6		Total	14	

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	389	41%	15	282	53%	15	84	37%	15	23	13%
30	404	84%	30	213	93%	30	101	82%	30	90	61%
45	128	98%	45	25	98%	45	35	97%	45	68	98%
60	19	100%	60	10	100%	60	6	100%	60	3	100%
75	1	100%	75	1	100%	75	0	100%	75	0	100%
>75	0	100%	>75	0	100%	>75	0	100%	>75	0	100%
Total	941		Total	531		Total	226		Total	184	