

Emergency Response Times

NU New Hampshire work orders from 12/01/2016 to 12/31/2016

Total orders in sample: 93

Orders responded to in < 30 minutes: 48 (52% 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	
12/1/2016	11:53:41 AM	27 KNIGHT ST Apt. APT 4	ROCHESTER	NH	David Perreault	William Jones	9000	LEAK INSIDE	WF0679645N	0	20	12/1/2016 11:54	12/1/2016 11:59	12/1/2016 12:00	12/1/2016 12:20	12/1/2016 12:54:41 PM	34	26	Regular Hours	< 30 minutes
12/5/2016	10:22:13 AM	33 LAFAYETTE RD Pst. C	NORTH HAMPTON	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0679937N	0	6	12/5/2016 10:22	12/5/2016 10:28	12/5/2016 10:35	12/5/2016 10:35	12/5/2016 10:58:01 AM	22	12	Regular Hours	< 30 minutes
12/5/2016	1:43:03 PM	13 BROOKMOOR RD Apt. CLUB Pst. HSE	DOVER	NH	Lance Keilty	David Martinage	9000	LEAK INSIDE	WF0679978N	0	22	12/5/2016 13:43	12/5/2016 13:44	12/5/2016 13:44	12/5/2016 14:06	12/5/2016 2:30:05 PM	23	23	Regular Hours	< 30 minutes
12/5/2016	3:01:17 PM	11 SOUTH ST	SOMERSWORTH	NH	Lance Keilty	David Martinage	9100	LEAK OUTSIDE	WF0680004N	1	14	12/5/2016 15:02	12/5/2016 15:02	12/5/2016 15:03	12/5/2016 15:17	12/5/2016 4:37:34 PM	80	16	Regular Hours	< 30 minutes
12/5/2016	3:12:43 PM	160 ALDRICH RD	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0680008N	0	6	12/5/2016 15:13	12/5/2016 15:16	12/5/2016 15:17	12/5/2016 15:23	12/5/2016 4:16:55 PM	53	10	Regular Hours	< 30 minutes
12/5/2016	3:26:30 PM	0 TROUBLE CALL	ROCHESTER	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0680012N	0	8	12/5/2016 15:26	12/5/2016 15:30	12/5/2016 15:31	12/5/2016 15:39	12/5/2016 4:43:21 PM	64	12	Regular Hours	< 30 minutes
12/5/2016	3:37:41 PM	0 TROUBLE CALL	ROCHESTER	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0680020N	15	2	12/5/2016 15:52	12/5/2016 15:50	12/5/2016 15:52	12/5/2016 15:53	12/5/2016 3:59:20 PM	5	16	Regular Hours	< 30 minutes
12/6/2016	12:31:44 PM	52 THIRD ST	DOVER	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0680136N	0	11	12/6/2016 12:31	12/6/2016 12:35	12/6/2016 12:35	12/6/2016 12:46	12/6/2016 1:51:36 PM	64	15	Regular Hours	< 30 minutes
12/7/2016	11:53:19 AM	52 SUNCOOK ST	SEABROOK	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WF0680303N	0	18	12/7/2016 11:54	12/7/2016 11:54	12/7/2016 11:55	12/7/2016 12:13	12/7/2016 12:42:32 PM	29	19	Regular Hours	< 30 minutes
12/7/2016	12:11:47 PM	0 TROUBLE CALL	DURHAM	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0680306N	0	18	12/7/2016 12:12	12/7/2016 12:16	12/7/2016 12:16	12/7/2016 12:34	12/7/2016 2:39:05 PM	124	22	Regular Hours	< 30 minutes
12/7/2016	2:00:28 PM	20 CHURCH ST	HAMPTON	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0680328N	0	11	12/7/2016 14:00	12/7/2016 14:08	12/7/2016 14:08	12/7/2016 14:20	12/7/2016 3:07:44 PM	47	19	Regular Hours	< 30 minutes
12/8/2016	8:12:43 AM	537 EXETER RD	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0680375N	0	18	12/8/2016 8:13	12/8/2016 8:18	12/8/2016 8:19	12/8/2016 8:37	12/8/2016 9:29:02 AM	51	24	Regular Hours	< 30 minutes
12/12/2016	9:41:47 AM	158 N BROADWAY	SALEM	NH	Troy Kimball	Lynne Copp	9000	LEAK INSIDE	WF0680677N	0	13	12/12/2016 9:42	12/12/2016 9:44	12/12/2016 9:44	12/12/2016 9:57	12/12/2016 10:20:08 AM	22	16	Regular Hours	< 30 minutes
12/13/2016	9:10:02 AM	17 WAKEFIELD ST	ROCHESTER	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0680782N	0	4	12/13/2016 9:10	12/13/2016 9:08	12/13/2016 9:09	12/13/2016 9:13	12/13/2016 9:27:04 AM	13	3	Regular Hours	< 30 minutes
12/13/2016	1:47:33 PM	66 THIRD ST Pst. 202	DOVER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0680869N	0	19	12/13/2016 13:48	12/13/2016 13:48	12/13/2016 13:48	12/13/2016 14:07	12/13/2016 2:26:38 PM	18	20	Regular Hours	< 30 minutes
12/13/2016	3:09:43 PM	156 FRONT ST	EXETER	NH	Daniel Lafortune	William Jones	9000	LEAK INSIDE	WF0680878N	0	12	12/13/2016 15:10	12/13/2016 15:15	12/13/2016 15:16	12/13/2016 15:28	12/13/2016 3:44:51 PM	16	18	Regular Hours	< 30 minutes
12/13/2016	3:55:00 PM	40 FRONT ST Apt. FL 2	EXETER	NH	Lance Keilty	Lynne Copp	9100	LEAK OUTSIDE	WF0680885N	0	27	12/13/2016 15:55	12/13/2016 15:56	12/13/2016 15:56	12/13/2016 16:23	12/13/2016 6:58:11 PM	154	28	Regular Hours	< 30 minutes
12/14/2016	8:21:04 AM	831 LILAC LN	DOVER	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0680908N	3	13	12/14/2016 8:24	12/14/2016 8:24	12/14/2016 8:26	12/14/2016 8:38	12/14/2016 11:31:55 AM	173	17	Regular Hours	< 30 minutes
12/14/2016	9:14:36 AM	130 WAKEFIELD ST	ROCHESTER	NH	David Perreault	David Martinage	9000	LEAK INSIDE	WF0680918N	1	11	12/14/2016 9:15	12/14/2016 9:18	12/14/2016 9:22	12/14/2016 9:30	12/14/2016 10:36:15 AM	65	15	Regular Hours	< 30 minutes
12/14/2016	9:54:35 AM	28 PORTSMOUTH AVE	STRATHAM	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0680930N	0	13	12/14/2016 9:54	12/14/2016 10:00	12/14/2016 10:06	12/14/2016 10:13	12/14/2016 11:30:21 AM	76	19	Regular Hours	< 30 minutes
12/15/2016	1:54:03 PM	822 LAFAYETTE RD	HAMPTON	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0681084N	0	10	12/15/2016 13:54	12/15/2016 14:08	12/15/2016 14:10	12/15/2016 14:19	12/15/2016 2:34:27 PM	15	25	Regular Hours	< 30 minutes
12/15/2016	2:43:00 PM	695 ISLINGTON ST	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0681100N	0	12	12/15/2016 14:43	12/15/2016 14:44	12/15/2016 14:45	12/15/2016 14:57	12/15/2016 3:48:51 PM	51	14	Regular Hours	< 30 minutes
12/16/2016	8:42:48 AM	150 W HIGH ST	SOMERSWORTH	NH	John Wiley	Michael Talis	9000	LEAK INSIDE	WF0681151N	0	15	12/16/2016 8:43	12/16/2016 8:43	12/16/2016 8:43	12/16/2016 8:59	12/16/2016 9:30:02 AM	30	16	Regular Hours	< 30 minutes
12/16/2016	12:04:28 PM	16 ALDEN AVE	GREENLAND	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0681187N	0	31	12/16/2016 12:04	12/16/2016 12:03	12/16/2016 12:03	12/16/2016 12:34	12/16/2016 12:44:12 PM	9	29	Regular Hours	< 30 minutes
12/16/2016	2:23:22 PM	330 BORTHWICK AVE	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0681214N	0	27	12/16/2016 14:24	12/16/2016 14:24	12/16/2016 14:25	12/16/2016 14:52	12/16/2016 3:28:50 PM	36	28	Regular Hours	< 30 minutes
12/16/2016	2:23:28 PM	357 RTE Apt. A Pst. 108	MADBURY	NH	Lance Keilty	Michael Talis	9100	LEAK OUTSIDE	WF0681213N	0	21	12/16/2016 14:24	12/16/2016 14:25	12/16/2016 14:25	12/16/2016 14:47	12/16/2016 3:49:44 PM	62	23	Regular Hours	< 30 minutes

Orders responded to in 46-60 minutes: 0 (0% of total) for After Hours:																				
Orders responded to in 46-60 minutes: 1 (1% of total) for Weekend/Holiday Hours:																				
12/17/2016	6:14:46 PM	4 SOUTHWOOD VLG	DOVER	NH	David Perreault	Ryan Tardif	9000	LEAK INSIDE	WF0681262N	4	44	12/17/2016 18:19	12/17/2016 18:20	12/17/2016 18:21	12/17/2016 19:04	12/17/2016 9:16:51 PM	132	49	Weekend/Holiday	46-60 minutes
Orders responded to in 61-75 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	
12/16/2016	9:56:49 AM	230 CORPORATE DR	PORTSMOUTH	NH	John Wiley	Michael Talis	9100	LEAK OUTSIDE	WF0681159N	3	35	12/16/2016 10:00	12/16/2016 10:24	12/16/2016 10:24	12/16/2016 11:00	12/16/2016 11:39:42 AM	39	63	Regular Hours	61-75 minutes
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 12/01/2016 to 12/31/2016

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	27%	15	16	31%	15	6	22%	15	3	21%
30	53	85%	30	32	94%	30	13	70%	30	8	79%
45	11	97%	45	1	96%	45	8	100%	45	2	93%
60	2	99%	60	1	98%	60	0	100%	60	1	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	92		Total	51		Total	27		Total	14	

Dec-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	27%	15	16	31%	15	6	22%	15	3	21%
30	53	85%	30	32	94%	30	13	70%	30	8	79%
45	11	97%	45	1	96%	45	8	100%	45	2	93%
60	2	99%	60	1	98%	60	0	100%	60	1	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	92		Total	51		Total	27		Total	14	

Nov-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	37%	15	24	49%	15	2	22%	15	2	12%
30	36	85%	30	23	96%	30	3	56%	30	10	71%
45	11	100%	45	2	100%	45	4	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	75		Total	49		Total	9		Total	17	

Oct-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	39%	15	30	51%	15	3	21%	15	2	13%
30	42	87%	30	26	95%	30	9	86%	30	7	56%
45	11	99%	45	2	98%	45	2	100%	45	7	100%
60	0	99%	60	0	98%	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	89		Total	59		Total	14		Total	16	

Sep-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	28	38%	15	19	40%	15	7	47%	15	2	18%
30	38	90%	30	26	96%	30	6	87%	30	6	73%
45	7	100%	45	2	100%	45	2	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	73		Total	47		Total	15		Total	11	

Aug-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	21	30%	15	13	29%	15	7	39%	15	1	13%
30	37	82%	30	25	84%	30	8	83%	30	4	63%
45	12	99%	45	6	98%	45	3	100%	45	3	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	71		Total	45		Total	18		Total	8	

Jul-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	26	27%	15	16	27%	15	9	31%	15	1	10%
30	56	84%	30	35	86%	30	17	90%	30	4	50%
45	14	98%	45	8	100%	45	3	100%	45	3	80%
60	1	99%	60	0	100%	60	0	100%	60	1	90%
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	98		Total	59		Total	29		Total	10	

Jun-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	29	48%	15	21	50%	15	8	53%	15	0	0%
30	21	83%	30	17	90%	30	4	80%	30	0	0%
45	9	98%	45	4	100%	45	3	100%	45	2	67%
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	60		Total	42		Total	15		Total	3	

May-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	25	48%	15	17	52%	15	5	42%	15	3	43%
30	23	92%	30	15	97%	30	5	83%	30	3	86%
45	3	98%	45	1	100%	45	1	92%	45	1	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	52		Total	33		Total	12		Total	7	

Apr-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	14	27%	15	12	46%	15	1	7%	15	1	9%
30	30	85%	30	14	100%	30	9	67%	30	7	73%
45	8	100%	45	0	100%	45	5	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	52		Total	26		Total	15		Total	11	

Mar-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	19	37%	15	17	52%	15	1	13%	15	1	10%
30	22	80%	30	15	97%	30	4	63%	30	3	40%
45	8	96%	45	1	100%	45	2	88%	45	5	90%
60	2	100%	60	0	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	51		Total	33		Total	8		Total	10	

Feb-16

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	22	47%	15	3	27%	15	4	18%
30	36	81%	30	20	89%	30	5	73%	30	11	68%
45	10	94%	45	4	98%	45	1	82%	45	5	91%
60	4	99%	60	1	100%	60	2	100%	60	1	95%
75	0	99%	75	0	100%	75	0	100%	75	0	95%
>75	1	100%	>75	0	100%	>75	0	100%	>75	1	100%
Total	80		Total	47		Total	11		Total	22	

Jan-16

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	46	41%	15	31	48%	15	13	43%	15	2	12%
30	52	88%	30	31	97%	30	12	83%	30	9	65%
45	13	100%	45	2	100%	45	5	100%	45	6	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	111		Total	64		Total	30		Total	17	

12 Month Summary

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	325	36%	15	238	43%	15	65	32%	15	22	15%
30	446	85%	30	279	93%	30	95	79%	30	72	64%
45	117	98%	45	33	99%	45	39	98%	45	45	95%
60	12	100%	60	3	100%	60	4	100%	60	5	99%
75	3	100%	75	2	100%	75	0	100%	75	1	99%
>75	1	100%	>75	0	100%	>75	0	100%	>75	1	100%
Total	904		Total	555		Total	203		Total	146	