

Emergency Response Times

NU New Hampshire work orders from 09/01/2016 to 09/30/2016

Total orders in sample: 73

Orders responded to in < 30 minutes: 45 (62% 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	
9/1/2016	9:17:14 AM	12 COLBY ST	GONIC	NH	David Perreault	Lynne Copp	9100	LEAK OUTSIDE	WF0669957N	0	5	9/1/2016 9:17	9/1/2016 9:29	9/1/2016 9:30	9/1/2016 9:34	9/1/2016 11:39:26 AM	124	17	Regular Hours	< 30 minutes
9/2/2016	1:21:59 PM	43 MASON AVE	PORTSMOUTH	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0670130N	0	9	9/2/2016 13:22	9/2/2016 13:29	9/2/2016 13:30	9/2/2016 13:39	9/2/2016 2:52:36 PM	73	17	Regular Hours	< 30 minutes
9/6/2016	10:30:54 AM	12 CENTER ST	EXETER	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0670227N	0	14	9/6/2016 10:31	9/6/2016 10:38	9/6/2016 10:38	9/6/2016 10:52	9/6/2016 11:27:33 AM	35	21	Regular Hours	< 30 minutes
9/6/2016	2:15:09 PM	36 NEW YORK ST	DOVER	NH	David Perreault	William Jones	9000	LEAK INSIDE	WF0670309N	0	18	9/6/2016 14:15	9/6/2016 14:17	9/6/2016 14:18	9/6/2016 14:35	9/6/2016 3:52:45 PM	76	20	Regular Hours	< 30 minutes
9/7/2016	11:13:25 AM	10 CHARLES HENRY WAY	SEABROOK	NH	Daniel Lafortune	Lynne Copp	9100	LEAK OUTSIDE	WF0670430N	0	5	9/7/2016 11:14	9/7/2016 11:19	9/7/2016 11:21	9/7/2016 11:24	9/7/2016 12:48:16 PM	84	10	Regular Hours	< 30 minutes
9/7/2016	3:29:54 PM	1 HERITAGE DR	HAMPTON	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0670496N	1	15	9/7/2016 15:31	9/7/2016 15:34	9/7/2016 15:41	9/7/2016 15:50	9/7/2016 4:59:36 PM	68	20	Regular Hours	< 30 minutes
9/7/2016	3:45:38 PM	197 HIGH ST	SOMERSWORTH	NH	Lance Keelty	David Martinage	9000	LEAK INSIDE	WF0670501N	0	14	9/7/2016 15:46	9/7/2016 15:47	9/7/2016 16:01	9/7/2016 16:01	9/7/2016 4:29:29 PM	28	15	Regular Hours	< 30 minutes
9/9/2016	8:44:35 AM	47 RAILROAD AVE	SEABROOK	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0670684N	1	19	9/9/2016 8:45	9/9/2016 8:48	9/9/2016 8:48	9/9/2016 9:07	9/9/2016 10:06:06 AM	58	22	Regular Hours	< 30 minutes
9/12/2016	7:29:29 AM	7 SEAVIEW AVE Apt. 2	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0670876N	0	16	9/12/2016 7:30	9/12/2016 7:34	9/12/2016 7:35	9/12/2016 7:51	9/12/2016 8:15:29 AM	24	21	Regular Hours	< 30 minutes
9/12/2016	9:56:06 AM	59 LOCKE RD	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0670902N	0	9	9/12/2016 9:56	9/12/2016 10:01	9/12/2016 10:01	9/12/2016 10:10	9/12/2016 10:36:47 AM	25	14	Regular Hours	< 30 minutes
9/12/2016	11:42:51 AM	39 BAKER ST	DOVER	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0670963N	0	10	9/12/2016 11:43	9/12/2016 11:44	9/12/2016 11:44	9/12/2016 11:54	9/12/2016 12:14:35 PM	20	11	Regular Hours	< 30 minutes
9/12/2016	12:27:36 PM	5 ECHO BROOK DR	GONIC	NH	Lance Keelty	Michael Talis	9100	LEAK OUTSIDE	WF0670972N	0	18	9/12/2016 12:27	9/12/2016 12:28	9/12/2016 12:28	9/12/2016 12:46	9/12/2016 1:53:41 PM	67	18	Regular Hours	< 30 minutes
9/12/2016	3:22:06 PM	20 CHESTNUT ST Apt. N3 Pst. 1FL	EXETER	NH	John Wiley	David Martinage	9000	LEAK INSIDE	WF0671030N	1	15	9/12/2016 15:23	9/12/2016 15:23	9/12/2016 15:23	9/12/2016 15:38	9/12/2016 4:10:40 PM	31	16	Regular Hours	< 30 minutes
9/14/2016	9:17:53 AM	99 HANOVER ST Apt. 2	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0671278N	0	4	9/14/2016 9:18	9/14/2016 9:20	9/14/2016 9:21	9/14/2016 9:25	9/14/2016 10:05:06 AM	39	7	Regular Hours	< 30 minutes
9/16/2016	10:10:59 AM	125 MILTON RD Pst. HOUSE	ROCHESTER	NH	David Perreault	William Jones	9100	LEAK OUTSIDE	WF0671539N	0	16	9/16/2016 10:11	9/16/2016 10:13	9/16/2016 10:15	9/16/2016 10:29	9/16/2016 12:32:21 PM	122	18	Regular Hours	< 30 minutes
9/16/2016	10:35:42 AM	58 WINNACUNNET Rd Pst. F1	HAMPTON	NH	Daniel Lafortune	William Jones	9000	LEAK INSIDE	WF0671549N	0	15	9/16/2016 10:36	9/16/2016 10:43	9/16/2016 10:44	9/16/2016 10:58	9/16/2016 11:28:29 AM	29	22	Regular Hours	< 30 minutes
9/16/2016	12:21:00 PM	92 MCDONOUGH ST	PORTSMOUTH	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0671612N	0	2	9/16/2016 12:21	9/16/2016 12:24	9/16/2016 12:27	9/16/2016 12:27	9/16/2016 1:04:32 PM	37	6	Regular Hours	< 30 minutes
9/19/2016	9:23:52 AM	2040 LAFAYETTE RD	PORTSMOUTH	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0671719N	0	9	9/19/2016 9:24	9/19/2016 9:28	9/19/2016 9:28	9/19/2016 9:37	9/19/2016 10:17:16 AM	39	13	Regular Hours	< 30 minutes
9/19/2016	9:29:15 AM	601 ISLINGTON ST Apt. OFFIC	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WF0671722N	0	9	9/19/2016 9:29	9/19/2016 9:30	9/19/2016 9:31	9/19/2016 9:39	9/19/2016 10:07:16 AM	27	10	Regular Hours	< 30 minutes
9/19/2016	10:11:36 AM	0 MILL RD Apt. HETZE Pst. DORM	DURHAM	NH	Laurie Rousseau	William Jones	9100	LEAK OUTSIDE	WF0671730N	1	28	9/19/2016 10:13	9/19/2016 10:13	9/19/2016 10:14	9/19/2016 10:42	9/19/2016 1:05:05 PM	142	30	Regular Hours	< 30 minutes
9/20/2016	7:25:46 AM	230 MCDONOUGH ST	PORTSMOUTH	NH	Troy Kimball	David Martinage	9000	LEAK INSIDE	WF0671859N	5	8	9/20/2016 7:31	9/20/2016 7:38	9/20/2016 7:39	9/20/2016 7:47	9/20/2016 8:11:38 AM	24	21	Regular Hours	< 30 minutes
9/20/2016	12:42:19 PM	1275 MAPLEWOOD AVE Apt. 33	PORTSMOUTH	NH	Lance Keelty	David Martinage	9000	LEAK INSIDE	WF0671927N	0	14	9/20/2016 12:43	9/20/2016 12:48	9/20/2016 12:49	9/20/2016 13:03	9/20/2016 1:31:02 PM	27	20	Regular Hours	< 30 minutes

9/20/2016	3:01:10 PM	9 COLE ST	HAMPTON	NH	Kevin Clifford	Lynne Copp	9000	LEAK INSIDE	WF0671952N	0	7	9/20/2016 15:01	9/20/2016 15:04	9/20/2016 15:04	9/20/2016 15:11	9/20/2016	3:49:45 PM	37	10	Regular Hours	< 30 minutes
9/21/2016	1:52:11 PM	12 AUGUSTA WAY	DOVER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0672074N	1	12	9/21/2016 13:53	9/21/2016 13:54	9/21/2016 13:54	9/21/2016 14:06	9/21/2016	2:35:45 PM	28	14	Regular Hours	< 30 minutes
9/22/2016	10:05:11 AM	13 BELKNAP ST	DOVER	NH	David Emerton	William Jones	9000	LEAK INSIDE	WF0672164N	0	5	9/22/2016 10:05	9/22/2016 10:10	9/22/2016 10:11	9/22/2016 10:16	9/22/2016	11:16:58 AM	60	10	Regular Hours	< 30 minutes
9/22/2016	10:34:05 AM	0 TROUBLE CALL	EXETER	NH	Kevin Clifford	David Martinage	9000	LEAK INSIDE	WF0672173N	0	23	9/22/2016 10:34	9/22/2016 10:37	9/22/2016 10:38	9/22/2016 11:00	9/22/2016	11:39:59 AM	39	26	Regular Hours	< 30 minutes
9/22/2016	11:05:18 AM	1275 MAPLEWOOD AVE Apt. 6	PORTSMOUTH	NH	Daniel Lafortune	David Martinage	9000	LEAK INSIDE	WF0672193N	0	11	9/22/2016 11:05	9/22/2016 11:10	9/22/2016 11:11	9/22/2016 11:21	9/22/2016	11:39:19 AM	17	16	Regular Hours	< 30 minutes
9/22/2016	1:03:59 PM	601 OCEAN BLVD Apt. FL 2	HAMPTON	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0672218N	1	22	9/22/2016 13:05	9/22/2016 13:07	9/22/2016 13:09	9/22/2016 13:29	9/22/2016	2:09:35 PM	39	25	Regular Hours	< 30 minutes
9/22/2016	2:22:14 PM	5 RIDGECREST DR	EXETER	NH	Lance Keilty	William Jones	9100	LEAK OUTSIDE	WF0672239N	1	6	9/22/2016 14:23	9/22/2016 14:28	9/22/2016 14:28	9/22/2016 14:35	9/22/2016	4:56:09 PM	141	12	Regular Hours	< 30 minutes
9/23/2016	9:01:35 AM	125 MANCHESTER ST	SEABROOK	NH	David Emerton	Lynne Copp	9000	LEAK INSIDE	WF0672295N	0	4	9/23/2016 9:01	9/23/2016 9:05	9/23/2016 9:06	9/23/2016 9:10	9/23/2016	9:43:16 AM	33	8	Regular Hours	< 30 minutes
9/23/2016	12:27:33 PM	0 TROUBLE CALL	EXETER	NH	David Emerton	David Martinage	9100	LEAK OUTSIDE	WF0672327N	0	20	9/23/2016 12:27	9/23/2016 12:31	9/23/2016 12:33	9/23/2016 12:52	9/23/2016	10:30:05 PM	577	24	Regular Hours	< 30 minutes
9/26/2016	9:10:13 AM	181 HIGH ST	EXETER	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0672463N	0	23	9/26/2016 9:10	9/26/2016 9:11	9/26/2016 9:12	9/26/2016 9:35	9/26/2016	10:01:40 AM	26	25	Regular Hours	< 30 minutes
9/26/2016	11:01:46 AM	687 EXETER RD	HAMPTON	NH	Jeffrey Croteau	David Martinage	9000	LEAK INSIDE	WF0672500N	0	7	9/26/2016 11:02	9/26/2016 11:03	9/26/2016 11:03	9/26/2016 11:10	9/26/2016	12:20:04 PM	69	8	Regular Hours	< 30 minutes
9/26/2016	3:50:02 PM	171 AUSTIN ST Apt. 1	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0672589N	0	26	9/26/2016 15:50	9/26/2016 15:49	9/26/2016 15:50	9/26/2016 16:15	9/26/2016	4:40:28 PM	24	25	Regular Hours	< 30 minutes
9/27/2016	11:38:47 AM	35 RIVER ST	ROCHESTER	NH	David Perreault	David Martinage	9000	LEAK INSIDE	WF0672714N	0	5	9/27/2016 11:39	9/27/2016 11:49	9/27/2016 11:52	9/27/2016 11:55	9/27/2016	12:39:57 PM	44	16	Regular Hours	< 30 minutes
9/28/2016	2:12:56 PM	384 MIDDLE RD	DOVER	NH	Lance Keilty	William Jones	9100	LEAK OUTSIDE	WF0672956N	0	13	9/28/2016 14:13	9/28/2016 14:15	9/28/2016 14:15	9/28/2016 14:28	9/28/2016	3:53:15 PM	84	15	Regular Hours	< 30 minutes
9/28/2016	3:55:30 PM	188 AUSTIN ST	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0673010N	1	25	9/28/2016 15:56	9/28/2016 15:57	9/28/2016 15:57	9/28/2016 16:22	9/28/2016	4:40:27 PM	17	27	Regular Hours	< 30 minutes
9/29/2016	10:41:28 AM	70 HIGH ST Apt. REAR	HAMPTON	NH	Daniel Lafortune	David Martinage	9100	LEAK OUTSIDE	WF0673079N	0	9	9/29/2016 10:41	9/29/2016 10:48	9/29/2016 10:49	9/29/2016 10:58	9/29/2016	12:39:53 PM	101	16	Regular Hours	< 30 minutes
9/30/2016	8:00:43 AM	1137 ISLINGTON ST Apt. 2 Pst. 1	PORTSMOUTH	NH	Kevin Clifford	David Martinage	9100	LEAK OUTSIDE	WF0673188N	1	6	9/30/2016 8:02	9/30/2016 8:12	9/30/2016 8:13	9/30/2016 8:18	9/30/2016	9:40:18 AM	81	17	Regular Hours	< 30 minutes
9/30/2016	8:03:02 AM	163 SPARHAWK ST	PORTSMOUTH	NH	Jeffrey Croteau	William Jones	9100	LEAK OUTSIDE	WF0673189N	0	15	9/30/2016 8:03	9/30/2016 8:05	9/30/2016 8:06	9/30/2016 8:21	9/30/2016	10:46:09 AM	144	18	Regular Hours	< 30 minutes
9/30/2016	8:13:54 AM	114 PINE ST	PORTSMOUTH	NH	David Emerton	William Jones	9100	LEAK OUTSIDE	WF0673190N	0	22	9/30/2016 8:14	9/30/2016 8:18	9/30/2016 8:19	9/30/2016 8:41	9/30/2016	9:36:42 AM	55	27	Regular Hours	< 30 minutes
9/30/2016	8:19:02 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Troy Kimball	William Jones	9100	LEAK OUTSIDE	WF0673191N	0	9	9/30/2016 8:19	9/30/2016 8:23	9/30/2016 8:23	9/30/2016 8:32	9/30/2016	9:05:03 AM	32	13	Regular Hours	< 30 minutes
9/30/2016	8:19:29 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Kevin Ruel	Michael Talis	9100	LEAK OUTSIDE	WF0673194N	0	9	9/30/2016 8:19	9/30/2016 8:20	9/30/2016 8:21	9/30/2016 8:30	9/30/2016	9:04:04 AM	33	10	Regular Hours	< 30 minutes
9/30/2016	8:28:25 AM	0 TROUBLE CALL	PORTSMOUTH	NH	Jeffrey Croteau	David Martinage	9100	LEAK OUTSIDE	WF0673198N	0	11	9/30/2016 8:28	9/30/2016 8:29	9/30/2016 8:29	9/30/2016 8:40	9/30/2016	9:30:25 AM	49	12	Regular Hours	< 30 minutes
9/30/2016	8:31:32 AM	6 PINE ST	PORTSMOUTH	NH	David Emerton	Michael Talis	9100	LEAK OUTSIDE	WF0673201N	1	5	9/30/2016 8:32	9/30/2016 8:36	9/30/2016 8:37	9/30/2016 8:42	9/30/2016	10:14:37 AM	91	11	Regular Hours	< 30 minutes

Orders responded to in < 30 minutes: 13 (18% of total) for After Hours:																					
9/7/2016	8:04:15 PM	25 ALBACORE WAY Apt. C Pst. UNIT	PORTSMOUTH	NH	Anthony Beck	David Martingano	9000	LEAK INSIDE	WF0670521N	0	27	9/7/2016 20:04	9/7/2016 20:05	9/7/2016 20:08	9/7/2016 20:32	9/7/2016	9:18:37 PM	46	28	After Hours	< 30 minutes
9/12/2016	6:00:27 PM	10 TOFTREE LN	DOVER	NH	Lance Keilty	David Martingano	9000	LEAK INSIDE	WF0671063N	0	5	9/12/2016 18:01	9/12/2016 18:03	9/12/2016 18:04	9/12/2016 18:09	9/12/2016	6:47:35 PM	38	8	After Hours	< 30 minutes
9/13/2016	4:00:16 PM	308 DURHAM RD	DOVER	NH	Lance Keilty	William Jones	9100	LEAK OUTSIDE	WF0671238N	0	7	9/13/2016 16:00	9/13/2016 16:02	9/13/2016 16:02	9/13/2016 16:10	9/13/2016	5:28:08 PM	78	9	After Hours	< 30 minutes
9/13/2016	5:55:15 PM	4 PENNIMAN LN Pst. 4	HAMPTON	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0671253N	0	15	9/13/2016 17:55	9/13/2016 17:54	9/13/2016 17:55	9/13/2016 18:10	9/13/2016	7:25:28 PM	74	15	After Hours	< 30 minutes
9/14/2016	6:07:54 PM	2 ORCHARD ST	DOVER	NH	Lance Keilty	William Jones	9000	LEAK INSIDE	WF0671368N	0	2	9/14/2016 18:08	9/14/2016 18:08	9/14/2016 18:08	9/14/2016 18:11	9/14/2016	7:59:53 PM	108	3	After Hours	< 30 minutes
9/15/2016	8:33:09 PM	1275 MAPLEWOOD AVE Apt. 34	PORTSMOUTH	NH	John Wiley	David Martingano	9000	LEAK INSIDE	WF0671495N	0	22	9/15/2016 20:33	9/15/2016 20:32	9/15/2016 20:33	9/15/2016 20:55	9/15/2016	9:56:13 PM	61	21	After Hours	< 30 minutes
9/23/2016	5:20:06 PM	126 OSPREY DR	PORTSMOUTH	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0672376N	0	24	9/23/2016 17:21	9/23/2016 17:22	9/23/2016 17:23	9/23/2016 17:47	9/23/2016	6:12:55 PM	25	27	After Hours	< 30 minutes
9/26/2016	5:12:31 PM	59 CLUFF RD Apt. 1 Pst. HSE	SALEM	NH	Anthony Beck	Lynne Copp	9100	LEAK OUTSIDE	WF0672610N	0	22	9/26/2016 17:12	9/26/2016 17:15	9/26/2016 17:17	9/26/2016 17:37	9/26/2016	7:23:15 PM	105	25	After Hours	< 30 minutes
9/27/2016	7:50:08 PM	0 TROUBLE CALL	SEABROOK	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0672829N	2	8	9/27/2016 19:52	9/27/2016 19:56	9/27/2016 19:57	9/27/2016 20:05	9/27/2016	8:30:21 PM	24	15	After Hours	< 30 minutes
9/27/2016	8:27:02 PM	355 MAIN ST Apt. 8	SOMERSWORTH	NH	Lance Keilty	William Jones	9000	LEAK INSIDE	WF0672830N	0	16	9/27/2016 20:27	9/27/2016 20:28	9/27/2016 20:29	9/27/2016 20:45	9/27/2016	9:00:21 PM	15	18	After Hours	< 30 minutes
9/27/2016	10:23:54 PM	0 TROUBLE CALL	DOVER	NH	Lance Keilty	William Jones	9100	LEAK OUTSIDE	WF0672832N	0	1	9/27/2016 22:24	9/27/2016 22:25	9/27/2016 22:26	9/27/2016 22:27	9/27/2016	10:30:46 PM	3	3	After Hours	< 30 minutes
9/29/2016	4:59:48 PM	0 TROUBLE CALL	PORTSMOUTH	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0673168N	8	0	9/29/2016 17:08	9/29/2016 17:10	9/29/2016 17:11	9/29/2016 17:11	9/29/2016	5:18:50 PM	7	11	After Hours	< 30 minutes
9/30/2016	5:18:28 PM	100 FIRST ST Apt. 405 Pst. APT	DOVER	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0673370N	1	22	9/30/2016 17:19	9/30/2016 17:19	9/30/2016 17:19	9/30/2016 17:41	9/30/2016	5:59:04 PM	17	23	After Hours	< 30 minutes
Orders responded to in < 30 minutes: 8 (11% of total) for Weekend/Holiday Hours:																					
9/3/2016	11:13:19 AM	6 DIXON WAY	SEABROOK	NH	David Emerton	Rene Bordeleau	9000	LEAK INSIDE	WF0670166N	0	23	9/3/2016 11:13	9/3/2016 11:18	9/3/2016 11:19	9/3/2016 11:41	9/3/2016	12:46:39 PM	64	28	Weekend/Holiday	< 30 minutes
9/11/2016	10:44:12 AM	5 ECHO BROOK DR	GONIC	NH	Lance Keilty	Scott Lacouture	9100	LEAK OUTSIDE	WF0670870N	1	15	9/11/2016 10:45	9/11/2016 10:50	9/11/2016 10:50	9/11/2016 11:05	9/11/2016	12:37:56 PM	92	21	Weekend/Holiday	< 30 minutes
9/24/2016	11:36:49 AM	549 STATE ST Apt. 6	PORTSMOUTH	NH	David Emerton	Jason Brooks	9000	LEAK INSIDE	WF0672394N	0	0	9/24/2016 11:37	9/24/2016 11:49	9/24/2016 11:50	9/24/2016 11:50	9/24/2016	1:26:32 PM	96	13	Weekend/Holiday	< 30 minutes
9/24/2016	5:52:59 PM	16 RIDGECREST DR	EXETER	NH	David Emerton	Jason Brooks	9000	LEAK INSIDE	WF0672404N	0	19	9/24/2016 17:53	9/24/2016 17:58	9/24/2016 18:00	9/24/2016 18:17	9/24/2016	6:46:10 PM	28	24	Weekend/Holiday	< 30 minutes
9/25/2016	10:06:23 AM	30 SPINNAKER WAY Apt. FLD Pst. HSE	PORTSMOUTH	NH	David Emerton	Rene Bordeleau	9100	LEAK OUTSIDE	WF0672408N	0	16	9/25/2016 10:07	9/25/2016 10:11	9/25/2016 10:11	9/25/2016 10:27	9/25/2016	12:21:05 PM	113	21	Weekend/Holiday	< 30 minutes
9/25/2016	12:22:08 PM	100 CLUBHOUSE ST	DURHAM	NH	Lance Keilty	Rene Bordeleau	9100	LEAK OUTSIDE	WF0672409N	3	18	9/25/2016 12:26	9/25/2016 12:32	9/25/2016 12:32	9/25/2016 12:50	9/25/2016	1:02:13 PM	11	28	Weekend/Holiday	< 30 minutes
9/25/2016	1:04:17 PM	39 CLUBHOUSE ST	DURHAM	NH	Lance Keilty	Rene Bordeleau	9100	LEAK OUTSIDE	WF0672410N	0	0	9/25/2016 13:04	9/25/2016 13:05	9/25/2016 13:05	9/25/2016 13:05	9/25/2016	2:01:39 PM	56	1	Weekend/Holiday	< 30 minutes
9/25/2016	2:01:41 PM	615 OCEAN BLVD Apt. 11	HAMPTON	NH	David Emerton	Rene Bordeleau	9000	LEAK INSIDE	WF0672411N	1	14	9/25/2016 14:02	9/25/2016 14:06	9/25/2016 14:07	9/25/2016 14:21	9/25/2016	2:47:55 PM	26	19	Weekend/Holiday	< 30 minutes

Orders responded to in 31-45 minutes: 2 (3% 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
9/8/2016	7:48:09 AM	47 RAILROAD AVE	SEABROOK	NH	Daniel LaFortune	9000	LEAK INSIDE	WF0670525N	0	29	9/8/2016 7:48	9/8/2016 8:01	9/8/2016 8:02	9/8/2016 8:31	9/8/2016 9:24:57 AM	53	43	Regular Hours	31-45 minutes
9/30/2016	8:30:13 AM	152 DENNETT ST Apt. B	PORTSMOUTH	NH	Jeffrey Croteau	9100	LEAK OUTSIDE	WF0673195N	0	30	9/30/2016 8:30	9/30/2016 8:31	9/30/2016 8:58	9/30/2016 9:01	9/30/2016 11:55:32 AM	173	31	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 2 (3% of total) for After Hours:																			
9/14/2016	4:24:06 PM	618 COLONIAL DR	PORTSMOUTH	NH	Daniel LaFortune	9000	LEAK INSIDE	WF0671364N	0	23	9/14/2016 16:24	9/14/2016 16:34	9/14/2016 16:34	9/14/2016 16:58	9/14/2016 5:47:19 PM	49	34	After Hours	31-45 minutes
9/16/2016	6:19:32 AM	231 ATLANTIC AVE	SEABROOK	NH	Daniel LaFortune	9100	LEAK OUTSIDE	WF0671499N	0	36	9/16/2016 6:20	9/16/2016 6:29	9/16/2016 6:35	9/16/2016 7:05	9/16/2016 8:25:41 AM	80	45	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 3 (4% of total) for Weekend/Holiday Hours:																			
9/3/2016	2:41:57 AM	13 CARROLL ST Apt. A	EXETER	NH	Jeffrey Croteau	9000	LEAK INSIDE	WF0670161N	1	40	9/3/2016 2:43	9/3/2016 2:45	9/3/2016 2:52	9/3/2016 3:26	9/3/2016 3:53:36 AM	26	44	Weekend/Holiday	31-45 minutes
9/4/2016	11:45:39 PM	15 LONGWOOD DR	HAMPTON	NH	Jeffrey Croteau	9100	LEAK OUTSIDE	WF0670175N	1	29	9/4/2016 23:46	9/4/2016 23:52	9/4/2016 23:52	9/5/2016 0:22	9/5/2016 1:23:07 AM	61	36	Weekend/Holiday	31-45 minutes
9/24/2016	5:35:51 PM	15 RIDGECREST DR	EXETER	NH	David Emerton	9000	LEAK INSIDE	WF0672403N	0	22	9/24/2016 17:36	9/24/2016 17:46	9/24/2016 17:47	9/24/2016 18:08	9/24/2016 6:40:41 PM	31	33	Weekend/Holiday	31-45 minutes
Orders responded to in 46-60 minutes: 0 (0% of total) for Regular Hours:																			
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
Orders responded to in 46-60 minutes: 0 (0% of total) for After Hours:																			
Orders responded to in 46-60 minutes: 0 (0% of total) for Weekend/Holiday Hours:																			
Orders responded to in 61-75 minutes: 0 (0% of total) for Regular Hours:																			
Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Held Time	Travel Time	Assigned	Accepted	En Route	On Site	Work Completed	Job Time	Response Time	Hour Class	Response Category
Orders responded to in 61-75 minutes: 0 (0% of total) for After Hours:																			
Orders responded to in 61-75 minutes: 0 (0% of total) for Weekend/Holiday Hours:																			
Orders responded to in > 75 minutes: 0 (0% of total) for Regular Hours:																			

Order Taken	Address	Town	State	Serv. Tech	Dispatcher	Task Code	Task Desc.	Work Order	Hold 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 09/01/2016 to 09/30/2016

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	21	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	

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	24%	15	7	39%	15	1	12%
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	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	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	15	36%	15	22	47%	15	15	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	100%	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	

Dec-15

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	38	37%	15	33	47%	15	2	10%	15	3	23%
30	48	83%	30	32	93%	30	11	65%	30	5	62%
45	16	99%	45	5	100%	45	6	95%	45	5	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	103		Total	70		Total	20		Total	13	

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	8	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	

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	334	37%	15	243	44%	15	64	29%	15	27	18%
30	438	84%	30	267	93%	30	101	76%	30	70	65%
45	127	98%	45	35	100%	45	47	98%	45	45	95%
60	13	100%	60	2	100%	60	5	100%	60	6	99%
75	1	100%	75	0	100%	75	0	100%	75	1	99%
>75	1	100%	>75	0	100%	>75	0	100%	>75	1	100%
Total	914		Total	547		Total	217		Total	150	