

Emergency Response Times  
 NH New Hampshire work orders from 09/01/2013 to 09/30/2013  
 Total orders in sample: 60

Orders responded to in < 30 minutes: 35 (58% 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	
9/3/2013	3:01:56 PM	909 ISLINGTON ST Apt. ATOR Pst. GENER	PORTSMOUTH	NH	Kevin Ruel	David Martinge	9000	LEAK INSIDE	WF0549159N	0	8	9/3/2013 15:02	9/3/2013 15:04	9/3/2013 15:05	9/3/2013 15:12	9/3/2013 3:29:31 PM	16	10	Regular Hours	< 30 minutes
9/3/2013	3:03:12 PM	73 HAMPSHIRE CIR	DOVER	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WF0549160N	0	0	9/3/2013 15:03	9/3/2013 15:03	9/3/2013 15:04	9/3/2013 15:04	9/3/2013 3:11:54 PM	7	1	Regular Hours	< 30 minutes
9/5/2013	9:40:42 AM	867 LAFAYETTE RD	SEABROOK	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0549365N	0	18	9/5/2013 9:41	9/5/2013 9:41	9/5/2013 9:45	9/5/2013 9:59	9/5/2013 12:37:51 PM	157	19	Regular Hours	< 30 minutes
9/5/2013	1:30:18 PM	6 FALL CT	SOMERSWORTH	NH	Kevin C:fford	David Martinge	9100	LEAK OUTSIDE	WF0549398N	1	27	9/5/2013 13:31	9/5/2013 13:31	9/5/2013 13:32	9/5/2013 13:58	9/5/2013 2:51:14 PM	52	28	Regular Hours	< 30 minutes
9/5/2013	2:33:35 PM	120 DEWHEET ST Apt. A	PORTSMOUTH	NH	Kevin Ruel	David Martinge	9100	LEAK OUTSIDE	WF0549411N	0	15	9/5/2013 14:36	9/5/2013 14:36	9/5/2013 14:40	9/5/2013 14:52	9/5/2013 3:45:53 PM	53	16	Regular Hours	< 30 minutes
9/9/2013	10:46:41 AM	15 BOSTON AVE	HAMPTON	NH	John Wiley	Lynne Copp	9000	LEAK INSIDE	WF0549728N	0	3	9/9/2013 10:47	9/9/2013 10:51	9/9/2013 10:52	9/9/2013 10:55	9/9/2013 12:14:18 PM	78	8	Regular Hours	< 30 minutes
9/9/2013	11:51:42 AM	599 OCEAN BLVD	HAMPTON	NH	Daniel Lafortune	Lynne Copp	9000	LEAK INSIDE	WF0549860N	2	22	9/9/2013 11:54	9/9/2013 11:54	9/9/2013 11:55	9/9/2013 12:16	9/9/2013 1:02:41 PM	45	25	Regular Hours	< 30 minutes
9/9/2013	12:40:49 PM	0 TROUBLE CALL	ROCHESTER	NH	Kevin C:fford	Lynne Copp	9100	LEAK OUTSIDE	WF0549882N	0	6	9/9/2013 12:41	9/9/2013 12:48	9/9/2013 12:48	9/9/2013 12:54	9/9/2013 1:29:45 PM	35	13	Regular Hours	< 30 minutes
9/10/2013	9:39:26 AM	4 NOREAST LN	HAMPTON	NH	Kevin C:fford	David Martinge	9100	LEAK OUTSIDE	WF0550027N	0	13	9/10/2013 9:39	9/10/2013 9:40	9/10/2013 9:52	9/10/2013 9:54	9/10/2013 11:03:58 AM	69	14	Regular Hours	< 30 minutes
9/10/2013	10:39:54 AM	5 SALLY SWEETS WAY Apt. 237 Pst. 2	SALEM	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0550050N	0	6	9/10/2013 10:40	9/10/2013 10:41	9/10/2013 10:42	9/10/2013 10:47	9/10/2013 11:54:44 AM	67	7	Regular Hours	< 30 minutes
9/10/2013	10:40:34 AM	130 THORNTON ST	PORTSMOUTH	NH	Kevin Ruel	David Martinge	9100	LEAK OUTSIDE	WF0550053N	0	11	9/10/2013 10:40	9/10/2013 10:41	9/10/2013 10:44	9/10/2013 10:52	9/10/2013 11:23:59 AM	31	11	Regular Hours	< 30 minutes
9/10/2013	3:22:27 PM	60 TRI CITY PLZ	SOMERSWORTH	NH	Jeffrey Croteau	William Jones	9000	LEAK INSIDE	WF0550121N	0	4	9/10/2013 15:22	9/10/2013 15:24	9/10/2013 15:24	9/10/2013 15:28	9/10/2013 4:31:50 PM	63	6	Regular Hours	< 30 minutes
9/11/2013	12:38:20 PM	655 CENTRAL AVE	DOVER	NH	Laurie Rousseau	Lynne Copp	9000	LEAK INSIDE	WF0550126N	0	6	9/11/2013 12:38	9/11/2013 12:49	9/11/2013 12:49	9/11/2013 12:55	9/11/2013 1:36:17 PM	42	17	Regular Hours	< 30 minutes
9/13/2013	7:58:39 AM	0 TROUBLE CALL	EXETER	NH	Daniel Lafortune	David Martinge	9100	LEAK OUTSIDE	WF0550485N	0	22	9/13/2013 7:58	9/13/2013 7:59	9/13/2013 8:01	9/13/2013 8:21	9/13/2013 8:49:55 AM	27	23	Regular Hours	< 30 minutes
9/13/2013	10:25:12 AM	34 FOLLY MILL RD Apt. 1 Pst. REAR	SEABROOK	NH	Daniel Lafortune	David Martinge	9100	LEAK OUTSIDE	WF0550511N	0	12	9/13/2013 10:25	9/13/2013 10:32	9/13/2013 10:32	9/13/2013 10:44	9/13/2013 11:18:42 AM	33	19	Regular Hours	< 30 minutes
9/13/2013	11:20:48 AM	30 CHARTER ST Apt. 8	EXETER	NH	Daniel Lafortune	David Martinge	9000	LEAK INSIDE	WF0550521N	0	26	9/13/2013 11:21	9/13/2013 11:22	9/13/2013 11:24	9/13/2013 11:49	9/13/2013 12:12:51 PM	23	28	Regular Hours	< 30 minutes
9/16/2013	8:04:07 AM	23 ALEXANDER DR Pst. LT17	HAMPTON	NH	John Wiley	David Martinge	9100	LEAK OUTSIDE	WF0550707N	0	13	9/16/2013 8:04	9/16/2013 8:07	9/16/2013 8:08	9/16/2013 8:20	9/16/2013 9:30:58 AM	60	16	Regular Hours	< 30 minutes
9/17/2013	8:32:50 AM	4 HIGH ST	HAMPTON	NH	David Emerton	David Martinge	9000	LEAK INSIDE	WF0550968N	0	12	9/17/2013 8:33	9/17/2013 8:34	9/17/2013 8:35	9/17/2013 8:47	9/17/2013 9:39:34 AM	52	14	Regular Hours	< 30 minutes
9/17/2013	9:52:58 AM	30 CHAUNCEY ST	PORTSMOUTH	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0551003N	0	4	9/17/2013 9:53	9/17/2013 9:57	9/17/2013 9:57	9/17/2013 10:01	9/17/2013 10:34:14 AM	33	8	Regular Hours	< 30 minutes
9/18/2013	11:28:42 AM	10 KENT AVE	DOVER	NH	David Emerton	David Martinge	9100	LEAK OUTSIDE	WF0551203N	0	26	9/18/2013 11:29	9/18/2013 11:30	9/18/2013 11:31	9/18/2013 11:56	9/18/2013 1:20:29 PM	83	28	Regular Hours	< 30 minutes
9/18/2013	12:08:15 PM	725 LAFAYETTE RD Pst. 1	HAMPTON	NH	Jeffrey Croteau	David Martinge	9100	LEAK OUTSIDE	WF0551209N	0	7	9/18/2013 12:08	9/18/2013 12:09	9/18/2013 12:10	9/18/2013 12:16	9/18/2013 1:33:47 PM	77	8	Regular Hours	< 30 minutes

9/19/2013	10:10:56 AM	10 TROUBLE CALL	PORTSMOUTH	NH	David Emerton	David Martingage	9100	LEAK OUTSIDE	WF0551331N	0	7	9/19/2013 10:11	9/19/2013 10:11	9/19/2013 10:12	9/19/2013 10:19	9/19/2013	12:33:11 PM	134	8	Regular Hours	< 30 minutes
9/19/2013	1:42:41 PM	10 TROUBLE CALL	PORTSMOUTH	NH	David Emerton	Lynne Copp	9100	LEAK OUTSIDE	WF0551384N	0	15	9/19/2013 13:43	9/19/2013 13:44	9/19/2013 13:45	9/19/2013 13:59	9/19/2013	5:41:06 PM	221	17	Regular Hours	< 30 minutes
9/20/2013	7:21:59 AM	72 MILL RD	HAMPTON	NH	Daniel LaFortune	David Martingage	9100	LEAK OUTSIDE	WF0551440N	1	14	9/20/2013 7:23	9/20/2013 7:24	9/20/2013 7:25	9/20/2013 7:38	9/20/2013	8:23:33 AM	43	16	Regular Hours	< 30 minutes
9/20/2013	12:42:59 PM	9 PLEASANT ST Apt. 1FL	EXETER	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0551521N	0	21	9/20/2013 12:43	9/20/2013 12:43	9/20/2013 12:44	9/20/2013 13:05	9/20/2013	2:38:49 PM	83	22	Regular Hours	< 30 minutes
9/24/2013	10:07:20 AM	50 LIBERTY WAY	DOVER	NH	Daniel LaFortune	David Martingage	9100	LEAK OUTSIDE	WF0551897N	0	12	9/24/2013 10:07	9/24/2013 10:08	9/24/2013 10:09	9/24/2013 10:30	9/24/2013	10:59:01 AM	38	13	Regular Hours	< 30 minutes
9/24/2013	3:11:20 PM	251 ATLANTIC AVE	NORTH HAMPTON	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0552020N	1	21	9/24/2013 15:12	9/24/2013 15:13	9/24/2013 15:13	9/24/2013 15:34	9/24/2013	3:44:47 PM	10	22	Regular Hours	< 30 minutes
9/25/2013	11:05:08 AM	123 WILBRO ST Apt. FL 2	PORTSMOUTH	NH	Laurie Rousseau	Michael Talis	9100	LEAK OUTSIDE	WF0552117N	0	16	9/25/2013 11:05	9/25/2013 11:05	9/25/2013 11:09	9/25/2013 11:32	9/25/2013	12:37:34 PM	75	16	Regular Hours	< 30 minutes
9/26/2013	10:54:14 AM	92 WALTON RD	SEABROOK	NH	Kevin Clifford	William Jones	9000	LEAK INSIDE	WF0552272N	0	18	9/26/2013 10:54	9/26/2013 10:55	9/26/2013 10:55	9/26/2013 11:14	9/26/2013	11:39:20 AM	25	19	Regular Hours	< 30 minutes
9/27/2013	10:06:46 AM	63 LAFAYETTE ST	ROCHESTER	NH	David Emerton	David Martingage	9100	LEAK OUTSIDE	WF0552484N	0	7	9/27/2013 10:07	9/27/2013 10:07	9/27/2013 10:08	9/27/2013 10:14	9/27/2013	11:10:08 AM	55	7	Regular Hours	< 30 minutes
9/27/2013	10:25:17 AM	15 AUGUSTA WAY	DOVER	NH	Daniel LaFortune	Michael Talis	9100	LEAK OUTSIDE	WF0552493N	0	12	9/27/2013 10:25	9/27/2013 10:27	9/27/2013 10:29	9/27/2013 10:40	9/27/2013	11:59:20 AM	78	15	Regular Hours	< 30 minutes
9/27/2013	11:10:16 PM	1 STONEYBROOK LN Apt. #3	STRATHAM	NH	Kevin Clifford	David Martingage	9000	LEAK INSIDE	WF0552544N	0	15	9/27/2013 12:11	9/27/2013 12:11	9/27/2013 12:12	9/27/2013 12:26	9/27/2013	1:06:03 PM	39	16	Regular Hours	< 30 minutes
9/30/2013	9:51:17 AM	51 OVERLOOK DR Apt. 64 Pst. BLDG	ATKINSON	NH	David Perreault	David Martingage	5000	GAS LEAKS - SERVICE	WF0552669N	0	13	9/30/2013 9:51	9/30/2013 10:03	9/30/2013 10:04	9/30/2013 10:18	9/30/2013	10:57:51 AM	41	25	Regular Hours	< 30 minutes
9/30/2013	12:56:18 PM	50 BROOKSIDE DR Apt. A4	EXETER	NH	Kevin Clifford	David Martingage	5000	GAS LEAKS - SERVICE	WF0552771N	0	22	9/30/2013 12:56	9/30/2013 12:57	9/30/2013 12:58	9/30/2013 13:20	9/30/2013	1:41:13 PM	21	23	Regular Hours	< 30 minutes
9/30/2013	1:51:51 PM	1 LILAC LN	DOVER	NH	John Wiley	William Jones	9100	LEAK OUTSIDE	WF0552789N	0	8	9/30/2013 13:51	9/30/2013 13:54	9/30/2013 13:54	9/30/2013 14:02	9/30/2013	2:20:11 PM	17	10	Regular Hours	< 30 minutes
Orders responded to in < 30 minutes: 10 (17% of total) for After Hours:																					
9/4/2013	6:55:10 PM	377 OCEAN RD	PORTSMOUTH	NH	Anthony Beck	David Martingage	9100	LEAK OUTSIDE	WF0549343N	0	4	9/4/2013 18:55	9/4/2013 19:00	9/4/2013 19:00	9/4/2013 19:04	9/4/2013	8:16:26 PM	71	9	After Hours	< 30 minutes
9/5/2013	5:02:01 PM	10 M ST	HAMPTON	NH	John Wiley	David Martingage	9000	LEAK INSIDE	WF0549453N	0	5	9/5/2013 17:02	9/5/2013 17:02	9/5/2013 17:02	9/5/2013 17:07	9/5/2013	5:24:52 PM	16	5	After Hours	< 30 minutes
9/11/2013	4:40:17 PM	21 RICHMOND ST	PORTSMOUTH	NH	Kevin Clifford	William Jones	9100	LEAK OUTSIDE	WF0550222N	0	17	9/11/2013 16:40	9/11/2013 16:44	9/11/2013 16:45	9/11/2013 17:01	9/11/2013	5:52:55 PM	51	21	After Hours	< 30 minutes
9/13/2013	5:41:22 PM	25 HAWTHORNE ST	PORTSMOUTH	NH	Kevin Clifford	Lynne Copp	9100	LEAK OUTSIDE	WF0550654N	0	22	9/13/2013 17:42	9/13/2013 17:43	9/13/2013 17:43	9/13/2013 18:04	9/13/2013	7:02:29 PM	57	23	After Hours	< 30 minutes
9/16/2013	6:01:00 PM	316 WATER ST	EXETER	NH	John Wiley	William Jones	9000	LEAK INSIDE	WF0550929N	0	0	9/16/2013 18:01	9/16/2013 18:01	9/16/2013 18:02	9/16/2013 18:02	9/16/2013	6:35:26 PM	33	1	After Hours	< 30 minutes
9/17/2013	10:18:41 PM	13 HEMLOCK FRST	DOVER	NH	Kevin Clifford	Mark Severens	9000	LEAK INSIDE	WF0551142N	0	13	9/17/2013 22:19	9/17/2013 22:19	9/17/2013 22:20	9/17/2013 22:32	9/17/2013	11:09:01 PM	36	14	After Hours	< 30 minutes
9/23/2013	5:51:12 PM	89 MANN ST Apt. 8	PLAISTOW	NH	Troy Kimball	Lynne Copp	9100	LEAK OUTSIDE	WF0551833N	0	9	9/23/2013 17:51	9/23/2013 17:52	9/23/2013 17:52	9/23/2013 18:01	9/23/2013	6:16:46 PM	15	10	After Hours	< 30 minutes
9/24/2013	7:12:14 PM	47 SOUTH ST	PORTSMOUTH	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0552064N	1	13	9/24/2013 19:13	9/24/2013 19:13	9/24/2013 19:15	9/24/2013 19:26	9/24/2013	8:15:09 PM	48	14	After Hours	< 30 minutes
9/25/2013	7:06:23 PM	10 MILL ST Apt. 8	DOVER	NH	Jeffrey Croteau	Lynne Copp	9000	LEAK INSIDE	WF0552224N	0	12	9/25/2013 19:06	9/25/2013 19:07	9/25/2013 19:08	9/25/2013 19:19	9/25/2013	8:17:15 PM	57	13	After Hours	< 30 minutes
9/30/2013	7:28:24 PM	328 PORTLAND ST Apt. A	ROCHESTER	NH	Jeffrey Croteau	Lynne Copp	9100	LEAK OUTSIDE	WF0552855N	0	7	9/30/2013 19:28	9/30/2013 19:29	9/30/2013 19:30	9/30/2013 19:36	9/30/2013	8:02:24 PM	25	8	After Hours	< 30 minutes

Orders responded to in < 30 minutes: 7 (12% of total) for Weekend/Holiday Hours:																					
9/7/2013	8:14:42 AM	461 OCEAN BLVD Pst. 8	HAMPTON	NH	Laurie Rousseau	Scott Lacouture	9000	LEAK INSIDE	WF0549601N	4	22	9/7/2013 8:19	9/7/2013 8:19	9/7/2013 8:19	9/7/2013 8:41	9/7/2013	9:25:51 AM	44	27	Weekend/Holiday	< 30 minutes
9/7/2013	12:52:44 PM	9 TUXBURY RD	PLAISTOW	NH	Troy Kimball	Scott Lacouture	9100	LEAK OUTSIDE	WF0549633N	0	17	9/7/2013 12:53	9/7/2013 12:56	9/7/2013 12:57	9/7/2013 13:13	9/7/2013	1:47:46 PM	33	21	Weekend/Holiday	< 30 minutes
9/24/2013	11:14:54 AM	135 HIGH ST	EXETER	NH	Laurie Rousseau	Jason Brooks	9000	LEAK INSIDE	WF0550679N	0	7	9/24/2013 11:15	9/24/2013 11:19	9/24/2013 11:19	9/24/2013 11:26	9/24/2013	11:59:11 AM	32	11	Weekend/Holiday	< 30 minutes
9/21/2013	1:41:11 PM	65 GREEN ST Apt. 4	SOMERSWORTH	NH	David Emerton	Mark Severens	9000	LEAK INSIDE	WF0551622N	1	16	9/21/2013 13:42	9/21/2013 13:45	9/21/2013 13:46	9/21/2013 14:02	9/21/2013	2:31:17 PM	29	21	Weekend/Holiday	< 30 minutes
9/21/2013	4:06:31 PM	2 SWEETBRIAR LN	ROCHESTER	NH	David Emerton	Linda Hollums	5000	GAS LEAKS - SERVICE	WF0551628N	0	11	9/21/2013 16:07	9/21/2013 16:10	9/21/2013 16:10	9/21/2013 16:21	9/21/2013	4:59:38 PM	38	15	Weekend/Holiday	< 30 minutes
9/22/2013	7:10:00 PM	442 MARCY ST	PORTSMOUTH	NH	Kevin Clifford	Scott Lacouture	5000	GAS LEAKS - SERVICE	WF0551640N	0	13	9/22/2013 19:11	9/22/2013 19:16	9/22/2013 19:16	9/22/2013 19:29	9/22/2013	7:47:30 PM	17	19	Weekend/Holiday	< 30 minutes
9/29/2013	6:12:28 PM	58 UNION ST	DOVER	NH	Daniel LaFortune	Jason Brooks	9000	LEAK INSIDE	WF0552633N	0	2	9/29/2013 18:12	9/29/2013 18:15	9/29/2013 18:15	9/29/2013 18:18	9/29/2013	6:43:51 PM	25	5	Weekend/Holiday	< 30 minutes
Orders responded to in 31-45 minutes: 4 (7% 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	
9/13/2013	11:29:43 AM	7 GREENLEAF WOODS DR Apt. 101 Pst.	PORTSMOUTH	NH	Kevin Ruel	David Martinage	9100	LEAK OUTSIDE	WF0550524N	0	25	9/13/2013 11:30	9/13/2013 11:35	9/13/2013 11:38	9/13/2013 12:00	9/13/2013	1:05:26 PM	84	31	Regular Hours	31-45 minutes
9/16/2013	1:51:18 PM	134 NEWTON RD Apt. 14	PLAISTOW	NH	David Perreault	Lynne Copp	9000	LEAK INSIDE	WF0550842N	0	31	9/16/2013 13:51	9/16/2013 13:52	9/16/2013 13:53	9/16/2013 14:24	9/16/2013	3:42:44 PM	78	33	Regular Hours	31-45 minutes
9/19/2013	8:30:24 AM	17 COLE ST Apt. 1	HAMPTON	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0551305N	5	22	9/19/2013 8:35	9/19/2013 8:39	9/19/2013 8:40	9/19/2013 9:01	9/19/2013	9:22:28 AM	20	31	Regular Hours	31-45 minutes
9/30/2013	3:37:25 PM	524 MANCHESTER ST	SEABROOK	NH	Daniel LaFortune	Lynne Copp	9000	LEAK INSIDE	WF0552829N	1	37	9/30/2013 15:38	9/30/2013 15:38	9/30/2013 15:40	9/30/2013 16:15	9/30/2013	4:58:09 PM	42	38	Regular Hours	31-45 minutes
Orders responded to in 31-45 minutes: 2 (3% of total) for After Hours:																					
9/25/2013	5:26:22 AM	15 LONGWOOD DR	HAMPTON	NH	Kevin Clifford	Linda Hollums	9000	LEAK INSIDE	WF0552069N	1	19	9/25/2013 5:28	9/25/2013 5:41	9/25/2013 5:41	9/25/2013 6:00	9/25/2013	6:42:43 AM	42	34	After Hours	31-45 minutes
9/25/2013	7:37:30 PM	257 N MAIN ST Apt. A	ROCHESTER	NH	Daniel LaFortune	Lynne Copp	9100	LEAK OUTSIDE	WF0552226N	4	30	9/25/2013 19:41	9/25/2013 19:42	9/25/2013 19:43	9/25/2013 20:12	9/25/2013	9:17:26 PM	64	35	After Hours	31-45 minutes
Orders responded to in 31-45 minutes: 2 (3% of total) for Weekend/Holiday Hours:																					
9/8/2013	5:06:01 PM	183 TILTON ST	SEABROOK	NH	Jeffrey Croteau	Edward Charlton	9000	LEAK INSIDE	WF0549633N	0	37	9/8/2013 17:06	9/8/2013 17:12	9/8/2013 17:12	9/8/2013 17:49	9/8/2013	6:13:08 PM	23	43	Weekend/Holiday	31-45 minutes
9/21/2013	8:37:31 AM	6 NUGGET HILL RD	SALEM	NH	Anthony Beck	Mark Severens	9100	LEAK OUTSIDE	WF0551610N	1	29	9/21/2013 8:38	9/21/2013 8:42	9/21/2013 8:42	9/21/2013 9:11	9/21/2013	9:58:23 AM	46	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	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 09/01/2013 to 09/30/2013

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%
<b>Total</b>	<b>60</b>		<b>Total</b>	<b>39</b>		<b>Total</b>	<b>12</b>		<b>Total</b>	<b>9</b>	

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%
<b>Total</b>	<b>60</b>		<b>Total</b>	<b>39</b>		<b>Total</b>	<b>12</b>		<b>Total</b>	<b>9</b>	

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%
<b>Total</b>	<b>87</b>		<b>Total</b>	<b>50</b>		<b>Total</b>	<b>28</b>		<b>Total</b>	<b>9</b>	

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%
<b>Total</b>	<b>55</b>		<b>Total</b>	<b>36</b>		<b>Total</b>	<b>12</b>		<b>Total</b>	<b>7</b>	

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%
<b>Total</b>	<b>49</b>		<b>Total</b>	<b>27</b>		<b>Total</b>	<b>18</b>		<b>Total</b>	<b>4</b>	

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%
<b>Total</b>	<b>55</b>		<b>Total</b>	<b>33</b>		<b>Total</b>	<b>13</b>		<b>Total</b>	<b>9</b>	

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%
<b>Total</b>	<b>58</b>		<b>Total</b>	<b>38</b>		<b>Total</b>	<b>6</b>		<b>Total</b>	<b>14</b>	

Feb-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	31	31%	15	22	45%	15	8	53%	15	1	3%
30	48	78%	30	26	98%	30	6	93%	30	16	46%
45	16	94%	45	1	100%	45	0	93%	45	15	86%
60	6	100%	60	0	100%	60	1	100%	60	5	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%
<b>Total</b>	<b>101</b>		<b>Total</b>	<b>49</b>		<b>Total</b>	<b>15</b>		<b>Total</b>	<b>37</b>	

Jan-13

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	38	38%	15	29	55%	15	7	22%	15	2	14%
30	39	78%	30	21	94%	30	14	66%	30	4	43%
45	20	98%	45	3	100%	45	9	94%	45	8	100%
60	2	100%	60	0	100%	60	2	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%
<b>Total</b>	<b>99</b>		<b>Total</b>	<b>53</b>		<b>Total</b>	<b>32</b>		<b>Total</b>	<b>14</b>	

Dec-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	47	36%	15	29	43%	15	11	37%	15	7	23%
30	58	81%	30	33	91%	30	12	77%	30	13	65%
45	20	97%	45	6	100%	45	6	97%	45	8	90%
60	4	100%	60	0	100%	60	1	100%	60	3	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%
<b>Total</b>	<b>129</b>		<b>Total</b>	<b>68</b>		<b>Total</b>	<b>30</b>		<b>Total</b>	<b>31</b>	

Nov-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	35	36%	15	26	48%	15	7	25%	15	2	14%
30	49	88%	30	27	98%	30	15	79%	30	7	64%
45	7	95%	45	0	98%	45	4	93%	45	3	86%
60	5	100%	60	1	100%	60	2	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%
<b>Total</b>	<b>96</b>		<b>Total</b>	<b>54</b>		<b>Total</b>	<b>28</b>		<b>Total</b>	<b>14</b>	



Oct-12

Total Hours			Regular Hours			After Hours			Weekend/Holiday Hours		
Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %	Bin	Frequency	Cumulative %
15	33	42%	15	26	52%	15	6	35%	15	1	9%
30	36	88%	30	22	96%	30	9	88%	30	5	55%
45	7	97%	45	2	100%	45	1	94%	45	4	91%
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%
<b>Total</b>	<b>78</b>		<b>Total</b>	<b>50</b>		<b>Total</b>	<b>17</b>		<b>Total</b>	<b>11</b>	

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	384	41%	15	274	52%	15	89	39%	15	21	12%
30	403	85%	30	229	95%	30	95	81%	30	79	57%
45	120	97%	45	23	99%	45	34	96%	45	63	93%
60	23	100%	60	3	100%	60	8	100%	60	12	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%
<b>Total</b>	<b>931</b>		<b>Total</b>	<b>530</b>		<b>Total</b>	<b>226</b>		<b>Total</b>	<b>175</b>	