

Newquay Town Council - Faults Reponse Times

Month	Job Reference	Site	Town	Fault Date / Time	Contracted Response Time	Attendance Date / Time	Attended within (hrs)
June 2018	127	OSN008	Newquay	04/06/2018 08:00:00	24	04/06/2018 11:00:00	3.00
	120	OSN026	Newquay	15/06/2018 08:00:00	24	15/06/2018 08:00:00	0.00
	119	OSN008	Newquay	15/06/2018 08:00:00	24	15/06/2018 11:30:00	3.50
	121	OSN027	Newquay	15/06/2018 08:00:00	24	15/06/2018 08:00:00	0.00
	122	OSN028	Newquay	15/06/2018 08:00:00	24	15/06/2018 08:00:00	0.00
	118	OSN017	Newquay	15/06/2018 09:00:00	24	15/06/2018 10:30:00	1.50
					Average		1.3
July 2018	134	OSN030	Newquay	25/07/2018 08:00:00	24	25/07/2018 11:30:00	3.50
	136	OSN032	Newquay	25/07/2018 08:00:00	24	25/07/2018 11:30:00	3.50
	137	OSN033	Newquay	25/07/2018 08:00:00	24	25/07/2018 11:30:00	3.50
	135	OSN031	Newquay	25/07/2018 08:00:00	24	25/07/2018 11:30:00	3.50
	133	OSN029	Newquay	25/07/2018 08:00:00	24	25/07/2018 11:30:00	3.50
					Average		3.5
August 2018	138	NQY Control	Newquay	10/08/2018 08:00:00	24	10/08/2018 08:10:00	0.17
	142	OSN032	Newquay	15/08/2018 08:00:00	24	15/08/2018 08:30:00	0.50
	141	OSN031	Newquay	15/08/2018 08:00:00	24	15/08/2018 08:30:00	0.50
	139	OSN029	Newquay	15/08/2018 08:00:00	24	15/08/2018 08:30:00	0.50
	140	OSN030	Newquay	15/08/2018 08:00:00	24	15/08/2018 08:30:00	0.50
	143	OSN033	Newquay	15/08/2018 08:00:00	24	15/08/2018 08:30:00	0.50
					Average		0.4
September 201	145	OSN015	Newquay	05/09/2018 10:00:00	24	05/09/2018 14:00:00	4.00
	146	OSN022	Newquay	05/09/2018 10:00:00	24	05/09/2018 14:30:00	4.50
	144	OSN008	Newquay	05/09/2018 10:00:00	24	05/09/2018 13:30:00	3.50
					Average		4
October 2018							

Month	Job Reference	Site	Town	Fault Date / Time	Contracted Response Time	Attendance Date / Time	Attended within (hrs)
November 2018	149	OSN034	Newquay	22/10/2018 10:00:00	24	22/10/2018 11:30:00	1.50
	150	OSN018	Newquay	25/10/2018 08:00:00	24	25/10/2018 12:00:00	4.00
	151	OSN034	Newquay	29/10/2018 09:00:00	24	29/10/2018 11:30:00	2.50
	Average						2.7
	154	OSN021	Newquay	05/11/2018 09:00:00	24	05/11/2018 13:00:00	4.00
	153	OSN019	Newquay	05/11/2018 09:00:00	24	05/11/2018 13:00:00	4.00
	152	OSN016	Newquay	05/11/2018 09:00:00	24	05/11/2018 13:00:00	4.00
	156	OSN019	Newquay	06/11/2018 09:30:00	24	06/11/2018 12:00:00	2.50
	155	OSN016	Newquay	06/11/2018 09:30:00	24	06/11/2018 12:00:00	2.50
	157	OSN021	Newquay	06/11/2018 09:30:00	24	06/11/2018 12:00:00	2.50
November 2018	158	NGY Control	Newquay	07/11/2018 08:00:00	24	07/11/2018 08:30:00	0.50
	163	NGY Control	Newquay	19/11/2018 10:30:00	24	19/11/2018 11:30:00	1.00
	166	OSN026	Newquay	19/11/2018 11:55:00	24	19/11/2018 12:25:00	0.50
	170	OSN028	Newquay	19/11/2018 11:55:00	24	19/11/2018 12:25:00	0.50
	167	OSN027	Newquay	19/11/2018 11:55:00	24	19/11/2018 12:25:00	0.50
	168	OSN028	Newquay	19/11/2018 11:55:00	24	19/11/2018 12:25:00	0.50
	169	NGY Control	Newquay	19/11/2018 14:45:00	24	19/11/2018 15:00:00	0.25
	161	OSN028	Newquay	23/11/2018 08:00:00	24	23/11/2018 13:30:00	5.50
	159	OSN026	Newquay	23/11/2018 08:00:00	24	23/11/2018 13:30:00	5.50
	160	OSN027	Newquay	23/11/2018 08:00:00	24	23/11/2018 13:30:00	5.50
December 2018	162	OSN034	Newquay	23/11/2018 08:00:00	24	23/11/2018 12:30:00	4.50
	171	OSN029	Newquay	28/11/2018 08:00:00	24	28/11/2018 10:30:00	2.50
	172	OSN030	Newquay	28/11/2018 08:00:00	24	28/11/2018 10:30:00	2.50
	174	OSN032	Newquay	28/11/2018 08:00:00	24	28/11/2018 10:30:00	2.50
	175	OSN033	Newquay	28/11/2018 08:00:00	24	28/11/2018 10:30:00	2.50
	173	OSN031	Newquay	28/11/2018 08:00:00	24	28/11/2018 10:30:00	2.50
	176	OSN034	Newquay	30/11/2018 09:00:00	24	30/11/2018 10:00:00	1.00
	Average						2.5
	179	NGY Control	Newquay	17/12/2018 09:00:00	24	17/12/2018 13:30:00	4.50

Month	Job Reference	Site	Town	Fault Date / Time	Contracted Response Time	Attendance Date / Time	Attended within (hrs)
January 2019							Average
	181	OSN019	Newquay	07/01/2019 08:00:00	24	07/01/2019 09:30:00	1.50
	183	OSN028	Newquay	07/01/2019 08:30:00	24	07/01/2019 11:30:00	3.00
	182	OSN027	Newquay	07/01/2019 08:30:00	24	07/01/2019 11:30:00	3.00
	184	OSN022	Newquay	09/01/2019 10:00:00	24	09/01/2019 13:00:00	3.00
	185	OSN019	Newquay	16/01/2019 08:00:00	24	16/01/2019 08:45:00	0.75
	198	OSN003	Newquay	21/01/2019 13:05:00	24	21/01/2019 13:30:00	0.42
	203	OSN024	Newquay	21/01/2019 13:05:00	24	21/01/2019 13:30:00	0.42
	199	OSN004	Newquay	21/01/2019 13:05:00	24	21/01/2019 13:30:00	0.42
	200	OSN005	Newquay	21/01/2019 13:05:00	24	21/01/2019 13:30:00	0.42
	201	OSN006	Newquay	21/01/2019 13:05:00	24	21/01/2019 13:30:00	0.42
	202	OSN007	Newquay	21/01/2019 13:05:00	24	21/01/2019 13:30:00	0.42
	204	NGY Control	Newquay	24/01/2019 08:00:00	24	24/01/2019 09:00:00	1.00
						Average	1.2
February 2019							
	205	OSN018	Newquay	06/02/2019 08:00:00	24	06/02/2019 11:30:00	3.50
	206	OSN019	Newquay	06/02/2019 08:00:00	24	06/02/2019 11:30:00	3.50
	214	OSN033	Newquay	06/02/2019 08:00:00	24	06/02/2019 11:30:00	3.50
	213	OSN032	Newquay	06/02/2019 08:00:00	24	06/02/2019 11:30:00	3.50
	207	OSN026	Newquay	06/02/2019 08:00:00	24	06/02/2019 11:30:00	3.50
	209	OSN028	Newquay	06/02/2019 08:00:00	24	06/02/2019 11:30:00	3.50
	212	OSN031	Newquay	06/02/2019 08:00:00	24	06/02/2019 11:30:00	3.50
	211	OSN030	Newquay	06/02/2019 08:00:00	24	06/02/2019 11:30:00	3.50
	208	OSN027	Newquay	06/02/2019 08:00:00	24	06/02/2019 11:30:00	3.50
	210	OSN029	Newquay	06/02/2019 08:00:00	24	06/02/2019 11:30:00	3.50
	216	OSN003	Newquay	25/02/2019 15:40:00	24	25/02/2019 16:00:00	0.33
	217	OSN001	Newquay	26/02/2019 08:00:00	24	26/02/2019 11:15:00	3.25
						Average	3.2
March 2019							
	219	OSN012	Newquay	15/03/2019 08:00:00	24	15/03/2019 11:00:00	3.00

Month	Job Reference	Site	Town	Fault Date / Time	Contracted Response Time	Attendance Date / Time	Attended within (hrs)
April 2019	220	OSN034	Newquay	22/03/2019 10:00:00	24	22/03/2019 12:00:00 Average	2.00 2.5
	31	OSN034	Newquay	04/04/2019 08:00:00	24	04/04/2019 09:00:00	1.00
	34	OSN001	Newquay	04/04/2019 08:00:00	24	04/04/2019 09:30:00	1.50
	32	OSN034	Newquay	04/04/2019 08:00:00	24	04/04/2019 14:30:00	6.50
	33	OSN018	Newquay	04/04/2019 09:00:00	24	04/04/2019 13:00:00	4.00
	35	OSN001	Newquay	07/04/2019 07:00:00	24	07/04/2019 07:00:00	0.00
	215	OSN034	Newquay	12/04/2019 08:30:00	24	12/04/2019 11:30:00	3.00
	192	OSN032	Newquay	13/04/2019 08:00:00	24	13/04/2019 12:40:00	4.67
	189	OSN029	Newquay	13/04/2019 08:00:00	24	13/04/2019 12:40:00	4.67
	186	OSN026	Newquay	13/04/2019 08:00:00	24	13/04/2019 12:40:00	4.67
	188	OSN028	Newquay	13/04/2019 08:00:00	24	13/04/2019 12:40:00	4.67
	194	OSN034	Newquay	13/04/2019 08:00:00	24	13/04/2019 12:40:00	4.67
	193	OSN033	Newquay	13/04/2019 08:00:00	24	13/04/2019 12:40:00	4.67
	191	OSN031	Newquay	13/04/2019 08:00:00	24	13/04/2019 12:40:00	4.67
	187	OSN027	Newquay	13/04/2019 08:00:00	24	13/04/2019 12:40:00	4.67
	190	OSN030	Newquay	13/04/2019 08:00:00	24	13/04/2019 12:40:00	4.67
	37	O55A65RX	Newquay	23/04/2019 08:30:00	24	23/04/2019 15:30:00	7.00
Average							4.1
Total Average attendance time (hrs)							2.6

