



Town of Windham

Fire – Rescue Department

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Business 207-892-1911
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Brent J. Libby, Chief

January 2018 Monthly Report

It is the Mission of Windham Fire-Rescue Department

“To assist the residents and visitors with emergencies or other situations that they are normally unable to handle themselves.”

Performance Measures Related to Our Mission:

Response times are comprised using the amount of time it takes from our initial dispatch to when our first unit arrives on the scene. The average response time for January during the day shift of 7:00 AM to 7:00 PM was 6.67 minutes. The average response time during the night hours of 7:00 PM to 7:00 AM was 8.15 minutes. The departments total average response time for January was 7.41 minutes. Our average turn out time which is the time from dispatch to en route was 1.21 minutes.

The department covers five (5) per-diem shifts during the day. In the 31 day period that provides us with 1860 hours of daytime coverage. We had a total of 185 vacant hours during the day and as a result of these open shifts we had reduced coverage during those times. We were able to cover 1675 hours of the 1860 for a percentage of coverage at **90.0 %** an increase in coverage over last month.

During the night shift the department fills three (3) per-diem shifts for a total of 1116 hours during the 31 day period. We had a total of 34 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 1082 hours of the 1116 leaving us with **96.9%** of coverage a decrease in coverage from last month.

We also provide one (1) full-time paramedic/firefighter stationed at the Public Safety Building per twenty four (24) hour period. We also provide one (1) full-time paramedic/firefighter stationed at the North Station during the day for twelve (12) hours. We try to fill the remaining twelve (12) hours at night with a per-diem paramedic/firefighter but are not always successful. This month we were able to cover **71.3%** of the night shifts at North Station with a per-diem paramedic.

Our training performance during January increased from last month. January is the month that we complete all Bureau of Labor required annual trainings. The department had 745.5 total training hours for the month.

Training hour totals below are for the last four months.

| | | | |
|---------------|-------------|---------------|-------------|
| October 2017 | 372.00 Hrs. | November 2017 | 390.25 Hrs. |
| December 2017 | 191.00 Hrs. | January 2018 | 745.50 Hrs |

Monthly Activity Data:

- Statistics for the month of January are listed below and attached herein.

| | <u>2018</u> | <u>2017</u> | <u>2016</u> | |
|-------------------------------|-------------|-------------|-------------|---|
| Total Calls for the Month | 270 | 239 | 235 | |
| Total EMS Calls for the month | 152 | 166 | 160 | (The EMS numbers are a part of the total) |
| Year to Date Totals | 270 | 239 | 235 | |

We had requested a mutual aid ambulance 6 times in January, of those calls 3 resulted in transport to the hospital by mutual aid. Our third ambulance handled 5 additional calls during the month.

Fire Prevention/Inspections:

- 2 - New Plans Reviewed
- 3 - New residential inspections
- 0 - Follow up residential inspections
- 0 - Multi-family residential inspection
- 3 - Commercial inspection
- 0 - Follow up commercial inspections
- 1 - Commercial Rough-in inspections
- 2 - Lock Box Details
- 3 - Inspection Meetings

Of Interest:

- On 12/30 during the cold snap we suffered a broken domestic water line at East Station on Falmouth Road. Significant water damage was done. We are working with our insurance carrier and facilities to mitigate the water damage and make repairs. Insulation and dry wall is completed. We are working on painting and flooring.
- This month our new Emergency Medical Protocols took effect. The changes included some changes in the medications we carry and some of the treatments we perform. All personnel have completed the state required training for this update.
- While on responses during the winter weather crews have been keeping an eye out to ensure that residents and businesses are keeping access points free of snow and accessible. We should always maintain to ways out of our homes.
- January is our annual mandatory training month. We held 5 in class sessions and personnel were required to complete 5 online classes to ensure we remain compliant with the Maine Bureau of Labor Standards.
- Engine 7's on board charging system caught on fire while the truck was in the station at the public safety building. Fortunately crews were in the bay area, smelled and saw the smoke and got the truck outside. Damage was limited to under the cab in the charging system, a wiring harness and air lines. It took the mechanic three hours in the station yard to get the truck so he could move it and another four days of in house repairs to get the vehicle back on the road.
- Crews were busy during the end of the month with several critical patients. Over the course of the week we had 7 critical patients transported to the hospital. Four of them were trauma patients, two of which had fallen on the ice and suffered head injuries. Two of the patients were resuscitated in the field, unfortunately they did not survive their illness/injuries at the hospital.

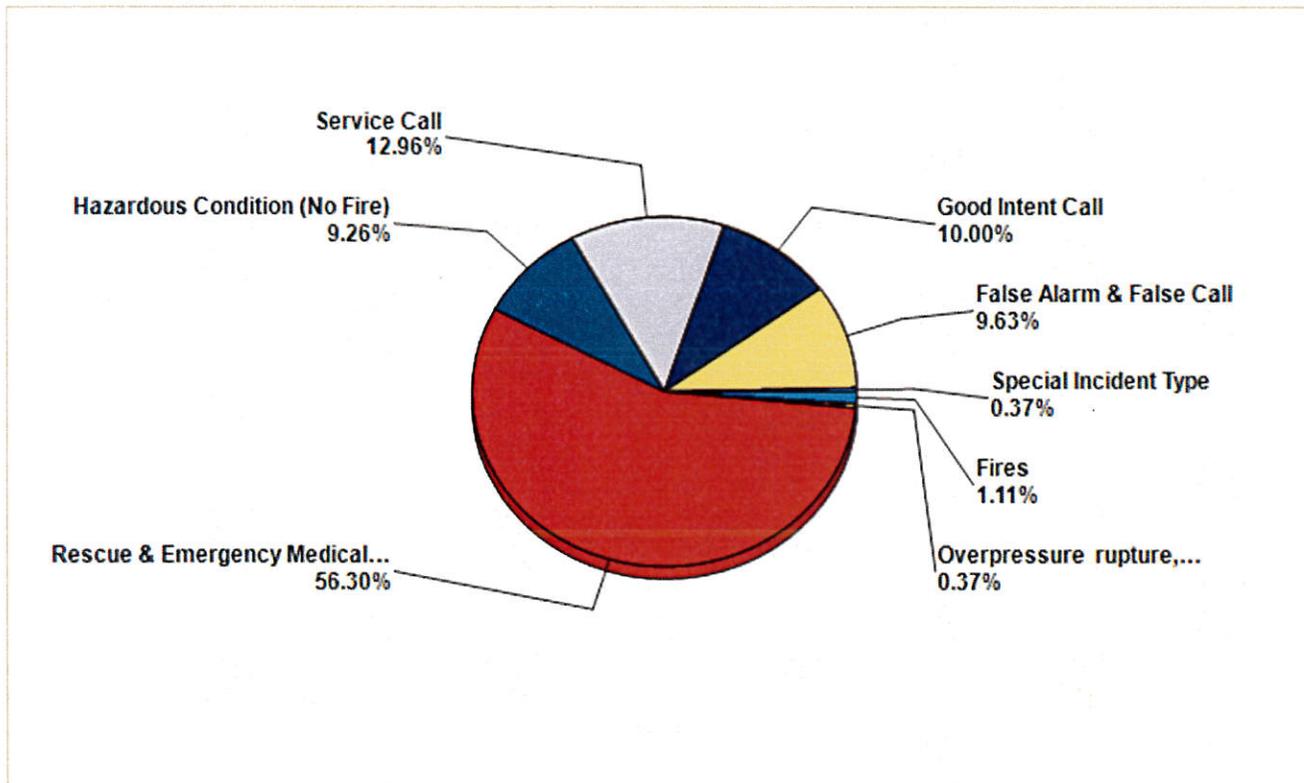
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Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 01/01/2018 | End Date: 01/31/2018



| MAJOR INCIDENT TYPE | # INCIDENTS | % of TOTAL |
|---|-------------|----------------|
| Fires | 3 | 1.11% |
| Overpressure rupture, explosion, overheating - no | 1 | 0.37% |
| Rescue & Emergency Medical Service | 152 | 56.30% |
| Hazardous Condition (No Fire) | 25 | 9.26% |
| Service Call | 35 | 12.96% |
| Good Intent Call | 27 | 10.00% |
| False Alarm & False Call | 26 | 9.63% |
| Special Incident Type | 1 | 0.37% |
| TOTAL | 270 | 100.00% |

Detailed Breakdown by Incident Type

| INCIDENT TYPE | # INCIDENTS | % of TOTAL |
|--|--------------------|-------------------|
| 111 - Building fire | 1 | 0.37% |
| 131 - Passenger vehicle fire | 1 | 0.37% |
| 138 - Off-road vehicle or heavy equipment fire | 1 | 0.37% |
| 222 - Overpressure rupture of boiler from air or gas | 1 | 0.37% |
| 300 - Rescue, EMS incident, other | 6 | 2.22% |
| 321 - EMS call, excluding vehicle accident with injury | 128 | 47.41% |
| 322 - Motor vehicle accident with injuries | 6 | 2.22% |
| 323 - Motor vehicle/pedestrian accident (MV Ped) | 1 | 0.37% |
| 324 - Motor vehicle accident with no injuries. | 11 | 4.07% |
| 400 - Hazardous condition, other | 1 | 0.37% |
| 411 - Gasoline or other flammable liquid spill | 1 | 0.37% |
| 412 - Gas leak (natural gas or LPG) | 7 | 2.59% |
| 413 - Oil or other combustible liquid spill | 1 | 0.37% |
| 424 - Carbon monoxide incident | 6 | 2.22% |
| 440 - Electrical wiring/equipment problem, other | 1 | 0.37% |
| 443 - Breakdown of light ballast | 1 | 0.37% |
| 444 - Power line down | 5 | 1.85% |
| 445 - Arcing, shorted electrical equipment | 1 | 0.37% |
| 460 - Accident, potential accident, other | 1 | 0.37% |
| 500 - Service Call, other | 4 | 1.48% |
| 520 - Water problem, other | 1 | 0.37% |
| 521 - Water evacuation | 1 | 0.37% |
| 522 - Water or steam leak | 1 | 0.37% |
| 531 - Smoke or odor removal | 2 | 0.74% |
| 542 - Animal rescue | 1 | 0.37% |
| 550 - Public service assistance, other | 1 | 0.37% |
| 551 - Assist police or other governmental agency | 6 | 2.22% |
| 552 - Police matter | 1 | 0.37% |
| 553 - Public service | 2 | 0.74% |
| 554 - Assist invalid | 1 | 0.37% |
| 571 - Cover assignment, standby, moveup | 14 | 5.19% |
| 600 - Good intent call, other | 8 | 2.96% |
| 611 - Dispatched & cancelled en route | 9 | 3.33% |
| 622 - No incident found on arrival at dispatch address | 2 | 0.74% |
| 631 - Authorized controlled burning | 1 | 0.37% |
| 651 - Smoke scare, odor of smoke | 5 | 1.85% |
| 671 - HazMat release investigation w/no HazMat | 2 | 0.74% |
| 700 - False alarm or false call, other | 3 | 1.11% |
| 710 - Malicious, mischievous false call, other | 1 | 0.37% |
| 714 - Central station, malicious false alarm | 1 | 0.37% |
| 730 - System malfunction, other | 2 | 0.74% |
| 731 - Sprinkler activation due to malfunction | 3 | 1.11% |
| 733 - Smoke detector activation due to malfunction | 2 | 0.74% |
| 734 - Heat detector activation due to malfunction | 1 | 0.37% |
| 735 - Alarm system sounded due to malfunction | 2 | 0.74% |
| 736 - CO detector activation due to malfunction | 2 | 0.74% |
| 743 - Smoke detector activation, no fire - unintentional | 6 | 2.22% |
| 744 - Detector activation, no fire - unintentional | 1 | 0.37% |
| 745 - Alarm system activation, no fire - unintentional | 1 | 0.37% |
| 746 - Carbon monoxide detector activation, no CO | 1 | 0.37% |
| 911 - Citizen complaint | 1 | 0.37% |
| TOTAL INCIDENTS: | 270 | 100.00% |

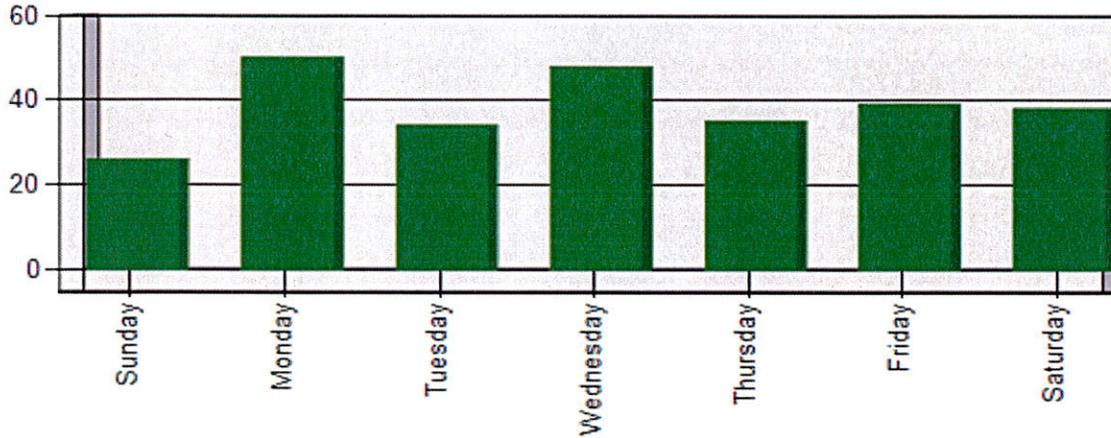
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Incidents by Day of the Week for Date Range

Start Date: 01/01/2018 | End Date: 01/31/2018



| DAY OF THE WEEK | # INCIDENTS |
|-----------------|-------------|
| Sunday | 26 |
| Monday | 50 |
| Tuesday | 34 |
| Wednesday | 48 |
| Thursday | 35 |
| Friday | 39 |
| Saturday | 38 |
| TOTAL | 270 |

Only REVIEWED incidents included

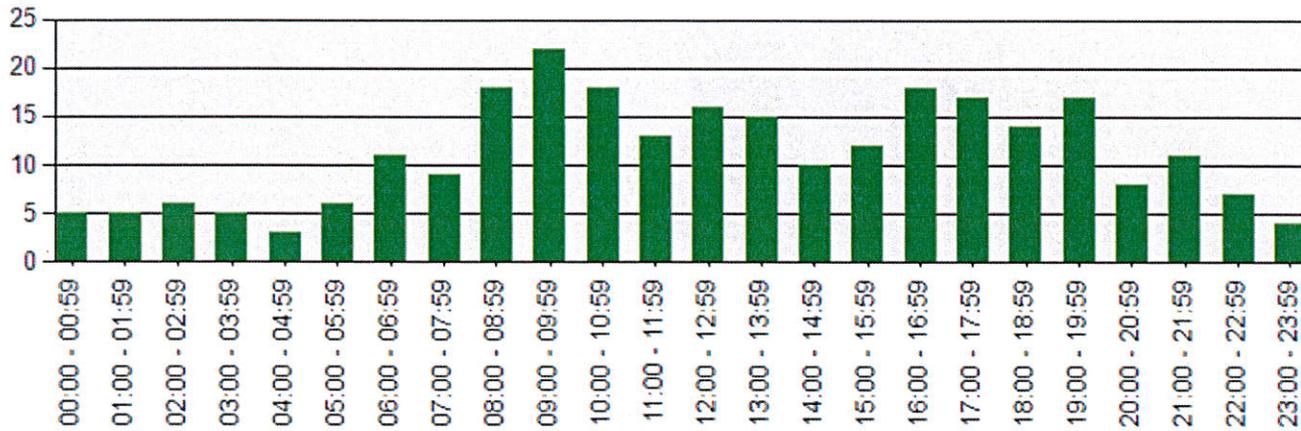
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Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 01/01/2018 | End Date: 01/31/2018



| HOURLY | # of CALLS |
|---------------|------------|
| 00:00 - 00:59 | 5 |
| 01:00 - 01:59 | 5 |
| 02:00 - 02:59 | 6 |
| 03:00 - 03:59 | 5 |
| 04:00 - 04:59 | 3 |
| 05:00 - 05:59 | 6 |
| 06:00 - 06:59 | 11 |
| 07:00 - 07:59 | 9 |
| 08:00 - 08:59 | 18 |
| 09:00 - 09:59 | 22 |
| 10:00 - 10:59 | 18 |
| 11:00 - 11:59 | 13 |
| 12:00 - 12:59 | 16 |
| 13:00 - 13:59 | 15 |
| 14:00 - 14:59 | 10 |
| 15:00 - 15:59 | 12 |
| 16:00 - 16:59 | 18 |
| 17:00 - 17:59 | 17 |
| 18:00 - 18:59 | 14 |
| 19:00 - 19:59 | 17 |
| 20:00 - 20:59 | 8 |
| 21:00 - 21:59 | 11 |
| 22:00 - 22:59 | 7 |
| 23:00 - 23:59 | 4 |
| TOTAL: | 270 |

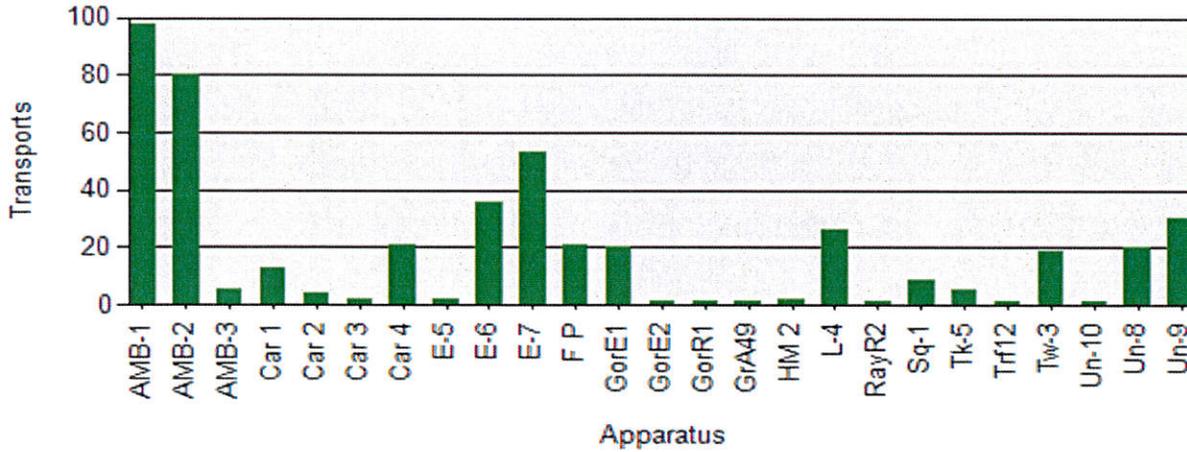
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Incident Count per Apparatus for Date Range

Start Date: 01/01/2018 | End Date: 01/31/2018



| APPARATUS | # of INCIDENTS |
|-----------|----------------|
| AMB-1 | 98 |
| AMB-2 | 80 |
| AMB-3 | 5 |
| Car 1 | 13 |
| Car 2 | 4 |
| Car 3 | 2 |
| Car 4 | 21 |
| E-5 | 2 |
| E-6 | 36 |
| E-7 | 53 |
| F P | 21 |
| GorE1 | 20 |
| GorE2 | 1 |
| GorR1 | 1 |
| GrA49 | 1 |
| HM 2 | 2 |
| L-4 | 26 |
| RayR2 | 1 |
| Sq-1 | 9 |
| Tk-5 | 5 |
| Trf12 | 1 |
| Tw-3 | 19 |
| Un-10 | 1 |
| Un-8 | 20 |
| Un-9 | 30 |

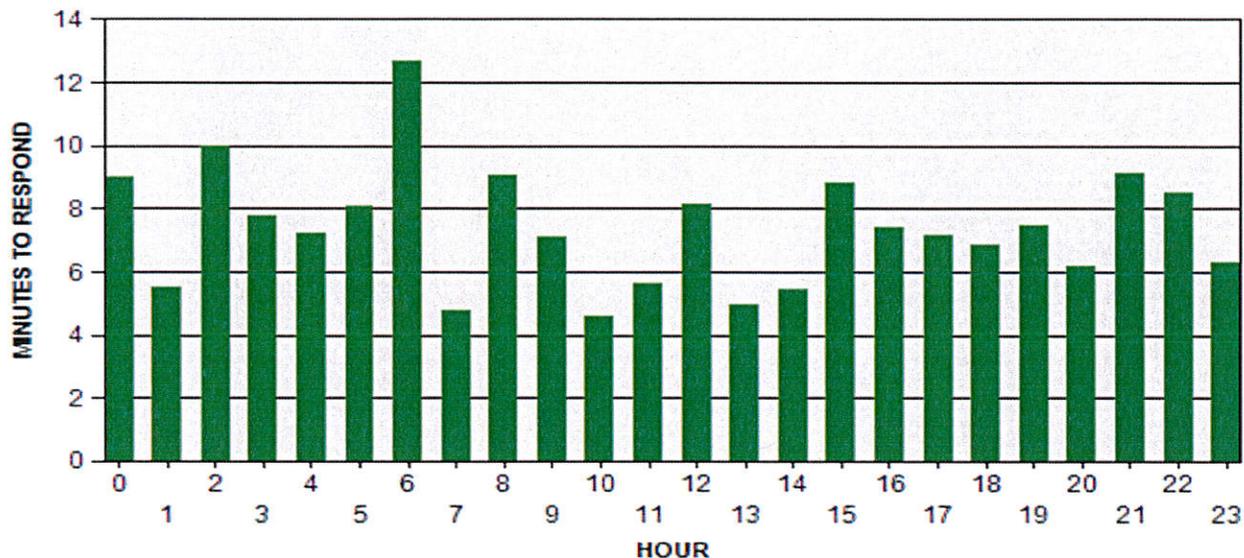
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Average Response Time per Hour for Date Range

Start Date: 01/01/2018 | End Date: 01/31/2018



| HOUR | TIMES | AVG. RESPONSE, minutes | AVG. RESPONSE, minutes |
|------|---------------|------------------------|------------------------|
| | | Day | Night |
| 0 | 0:00 - 0:59 | | 8.99 |
| 1 | 1:00 - 1:59 | | 5.49 |
| 2 | 2:00 - 2:59 | | 9.97 |
| 3 | 3:00 - 3:59 | | 7.77 |
| 4 | 4:00 - 4:59 | | 7.22 |
| 5 | 5:00 - 5:59 | | 8.08 |
| 6 | 6:00 - 6:59 | | 12.71 |
| 7 | 7:00 - 7:59 | 4.8 | |
| 8 | 8:00 - 8:59 | 9.05 | |
| 9 | 9:00 - 9:59 | 7.12 | |
| 10 | 10:00 - 10:59 | 4.59 | |
| 11 | 11:00 - 11:59 | 5.63 | |
| 12 | 12:00 - 12:59 | 8.15 | |
| 13 | 13:00 - 13:59 | 4.94 | |
| 14 | 14:00 - 14:59 | 5.47 | |
| 15 | 15:00 - 15:59 | 8.83 | |
| 16 | 16:00 - 16:59 | 7.41 | |
| 17 | 17:00 - 17:59 | 7.16 | |
| 18 | 18:00 - 18:59 | 6.88 | |
| 19 | 19:00 - 19:59 | | 7.46 |
| 20 | 20:00 - 20:59 | | 6.21 |
| 21 | 21:00 - 21:59 | | 9.12 |
| 22 | 22:00 - 22:59 | | 8.52 |
| 23 | 22:00 - 22:59 | | 6.29 |
| | | 6.67 | 8.15 |

TOTAL AVERAGE RESPONSE TIME: 7.41 minutes

AVE. RESPONSE is calculated by summing the total difference between DISPATCH and ARRIVED times for all responding apparatus and dividing by the total number of responding apparatus for the appropriate hour. Only REVIEWED and NON-CANCELLED in

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This report was generated on 2/12/2018 5:47:49 PM



Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 01/01/2018 | End Date: 01/31/2018

| Hour | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Hour | Total per | Percent |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|-------|-----------|---------|
| 00:00 | 1 | 0 | 0 | 1 | 0 | 2 | 1 | 00:00 | 5 | 1.85% |
| 01:00 | 1 | 0 | 0 | 0 | 1 | 2 | 1 | 01:00 | 5 | 1.85% |
| 02:00 | 2 | 0 | 1 | 2 | 0 | 0 | 1 | 02:00 | 6 | 2.22% |
| 03:00 | 1 | 2 | 0 | 1 | 0 | 1 | 0 | 03:00 | 5 | 1.85% |
| 04:00 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 04:00 | 3 | 1.11% |
| 05:00 | 0 | 2 | 0 | 1 | 1 | 2 | 0 | 05:00 | 6 | 2.22% |
| 06:00 | 1 | 1 | 5 | 0 | 1 | 1 | 2 | 06:00 | 11 | 4.07% |
| 07:00 | 0 | 1 | 0 | 4 | 0 | 3 | 1 | 07:00 | 9 | 3.33% |
| 08:00 | 2 | 2 | 3 | 2 | 5 | 4 | 0 | 08:00 | 18 | 6.67% |
| 09:00 | 1 | 6 | 3 | 1 | 4 | 1 | 6 | 09:00 | 22 | 8.15% |
| 10:00 | 0 | 3 | 3 | 3 | 2 | 3 | 4 | 10:00 | 18 | 6.67% |
| 11:00 | 0 | 1 | 2 | 4 | 3 | 1 | 2 | 11:00 | 13 | 4.81% |
| 12:00 | 1 | 4 | 2 | 2 | 3 | 3 | 1 | 12:00 | 16 | 5.93% |
| 13:00 | 3 | 4 | 2 | 3 | 1 | 0 | 2 | 13:00 | 15 | 5.56% |
| 14:00 | 2 | 1 | 0 | 6 | 1 | 0 | 0 | 14:00 | 10 | 3.70% |
| 15:00 | 1 | 1 | 2 | 3 | 1 | 1 | 3 | 15:00 | 12 | 4.44% |
| 16:00 | 1 | 5 | 2 | 3 | 1 | 4 | 2 | 16:00 | 18 | 6.67% |
| 17:00 | 2 | 2 | 5 | 4 | 0 | 0 | 4 | 17:00 | 17 | 6.30% |
| 18:00 | 1 | 4 | 3 | 2 | 1 | 3 | 0 | 18:00 | 14 | 5.19% |
| 19:00 | 1 | 2 | 1 | 4 | 5 | 2 | 2 | 19:00 | 17 | 6.30% |
| 20:00 | 2 | 1 | 0 | 1 | 2 | 1 | 1 | 20:00 | 8 | 2.96% |
| 21:00 | 0 | 3 | 0 | 1 | 2 | 1 | 4 | 21:00 | 11 | 4.07% |
| 22:00 | 0 | 2 | 0 | 0 | 1 | 3 | 1 | 22:00 | 7 | 2.59% |
| 23:00 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 23:00 | 4 | 1.48% |
| Total Responses for Day | 26 | 50 | 34 | 48 | 35 | 39 | 38 | Total | 270 | 100.00% |
| % of Responses for Day | 11.54% | 12.00% | 14.71% | 12.50% | 14.29% | 10.26% | 15.79% | | | |
| % of Responses for Week | 9.63% | 18.52% | 12.59% | 17.78% | 12.96% | 14.44% | 14.07% | | | |

2017 Incident Response Data for Month Periods

| Month | Dispatch Time Alarm to Dispatch | Reaction Time Dispatch to Enroute | Response Time Dispatch to Arrival | Call Length Dispatch to In Service |
|-------------|---------------------------------------|---|---|--|
| 2017 | | | | |
| January | 0.03 | 1.06 | 6.01 | 57.35 |
| February | 0.06 | 1.17 | 7.22 | 52.43 |
| March | 0.05 | 1.26 | 6 | 57.26 |
| April | 0.01 | 1.02 | 5.28 | 56.9 |
| May | 0.08 | 1.04 | 5.08 | 55.39 |
| June | 0.05 | 1.23 | 5.99 | 66.53 |
| July | 0.03 | 1.05 | 5.27 | 54.31 |
| August | 0.03 | 1.07 | 5.38 | 56.05 |
| September | 0.01 | 1.16 | 5.37 | 55.59 |
| October | 0.03 | 1.17 | 6.35 | 58.06 |
| November | 0.04 | 1.10 | 5.52 | 50.02 |
| December | 0.11 | 1.09 | 5.47 | 56.43 |
| Averages | 0.06 | 1.16 | 6.41 | 55.68 |

2018 Incident Response Data for Month Periods

| Month | Dispatch Time Alarm to Dispatch | Reaction Time Dispatch to Enroute | Response Time Dispatch to Arrival | Call Length Dispatch to In Service |
|-------------|---------------------------------------|---|---|--|
| 2018 | | | | |
| January | 0.01 | 1.21 | 6.35 | 54.17 |
| February | | | | |
| March | | | | |
| April | | | | |
| May | | | | |
| June | | | | |
| July | | | | |
| August | | | | |
| September | | | | |
| October | | | | |
| November | | | | |
| December | | | | |
| Averages | #DIV/0! | 1.21 | 6.35 | 54.17 |