



# Town of Windham

## Fire – Rescue Department

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Brent J. Libby, Chief

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### November 2015 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 November 2015 during the day shift of 7:00 AM to 7:00 PM was 6.68 minutes. The average response time during the night hours of 7:00 PM to 7:00 AM was 6.72 minutes. The departments total response time for November increased by 51 seconds from last month. We did see a decrease in our turn out time as well, the time from dispatch to enroute. The turnout time last month was 1.57 minutes compared to 2.42 minutes this month.

The department covers five (5) per-diem shifts during the day. In a 30 day period that provides us with 1800 hours of daytime coverage. We had a total of 51 vacant hours during the day and as a result of these open shifts we did have reduced coverage during those times. We did cover 1749 hours of the 1800 for a percentage of coverage at 97.1%.

During the night shift the department fills three (3) per-diem shifts for a total of 1080 hours during the 30 day period. We were able to cover 100% of those per-diem shifts this month.

We also provide one (1) full-time paramedic/firefighter shift per twenty four (24) hour period. That paramedic/firefighter is stationed at the Windham Center Station. When possible we try to ensure that there is a per-diem paramedic at North Windham Station but are not always successful. 73.47% of the shifts at North Windham Station had a per-diem paramedic; this was a decrease from last month's paramedic coverage.

Our training performance during November showed a reduction from last month. Our participation on Wednesday evening trainings remains consistent with an average of 10 in attendance. We only had two training nights this month due to the Thanksgiving Holiday. The department had 286.75 total hours for the month. We have one person in Paramedic School, a member that is completing an Advanced EMT class and two members that are currently attending an EMT-basic class. One of our Firefighter also completed his Hazardous Material Technician class.

Training hour totals below are for the last four months.

August 2015	770.5 Hrs.	September	512 Hrs.
October 2015	531.75 Hrs.	<b>November</b>	<b>286.75 Hrs.</b>

### Monthly Activity Data:

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

	<u>2015</u>	<u>2014</u>	<u>2013</u>	
Total Calls for the Month	182	212	183	
Total EMS Calls for the month	140	135	123	(The EMS numbers are a part of the total)
Year to Date Totals	2509	2399	2296	

There is no predictability to our call volume; however our call volume is currently 4.58% higher than for this same time period last year.

We had requested a mutual aid ambulance 8 times during November, of those calls 8 resulted in transports to the hospital by mutual aid.

### Of Interest:

- The community tree lighting took place at the public safety building on 11/29. We have an excellent turnout from the community. Santa and Mrs. Clause arrived at the event courtesy of Engine 7. They were able to meet and take photos with children in the apparatus bay area.
- A site sketch plan was submitted to the planning board for the new South Windham Station. Over the course of the month the project team has been working with the personnel from the South Windham Station and the architects on the design for the station.
- Crews responded to a challenging motor vehicle crash on 11/8 on Windham Center Road near Myers Farm Road. The crash involved a single vehicle, a 1 ton truck that left the road and struck a tree. It took crews nearly 40 minutes to extricate the patient from the truck. The patient was transported to the hospital with serious injuries.

### Equipment

- At the beginning of the month we completed the paperwork and submitted the contract for the purchase of the new engine.
- Rescue 1 was out of service for two days for maintenance and repairs.
- Ladder 4 was out of service for a day for new front tires and an alignment.
- We were able to review several demo ambulances this month. We have a group reviewing our current specification and updated our needs to prepare for an RFP for replacement.

**Personnel**

- We conducted a call company hiring process this month. We started the process with seven applications. Our hiring process for new call company personnel includes; an orientation for the applicant and their family, a physical agility test, interview, and a medical physical exam and physical abilities test with our occupational health company. At the completion of the process we were only able to extend offer letters to four of those applicants.
- All EMS licensed personnel had to complete a mandatory update for our protocols, that was due by the end of the month.

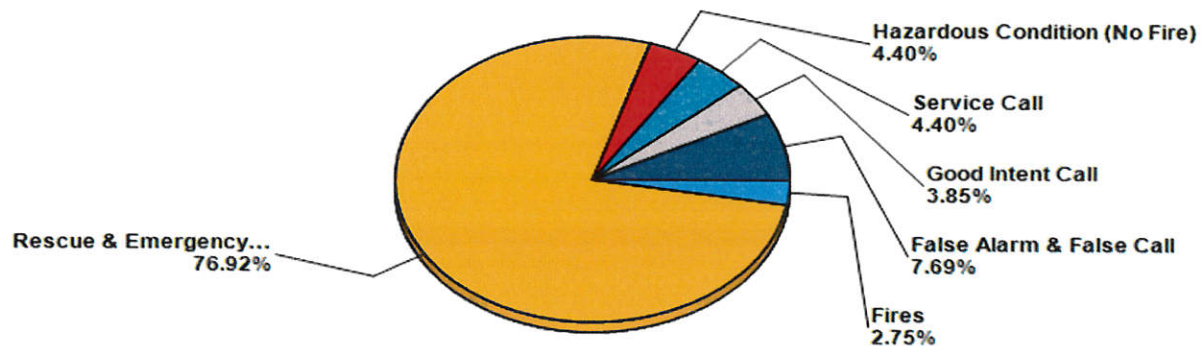
# Town of Windham Fire & Rescue

Windham, ME



## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 11/01/2015 | End Date: 11/30/2015



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	5	2.75%
Rescue & Emergency Medical Service	140	76.92%
Hazardous Condition (No Fire)	8	4.40%
Service Call	8	4.40%
Good Intent Call	7	3.85%
False Alarm & False Call	14	7.69%
<b>TOTAL</b>	<b>182</b>	<b>100.00%</b>



Detailed Breakdown by Incident Type		
INCIDENT TYPE	# INCIDENTS	% of TOTAL
100 - Fire, other	1	0.55%
111 - Building fire	2	1.10%
131 - Passenger vehicle fire	2	1.10%
300 - Rescue, EMS incident, other	3	1.65%
311 - Medical assist, assist EMS crew	2	1.10%
320 - Emergency medical service, other	8	4.40%
321 - EMS call, excluding vehicle accident with injury	112	61.54%
322 - Motor vehicle accident with injuries	7	3.85%
324 - Motor vehicle accident with no injuries.	8	4.40%
400 - Hazardous condition, other	1	0.55%
424 - Carbon monoxide incident	4	2.20%
444 - Power line down	2	1.10%
463 - Vehicle accident, general cleanup	1	0.55%
500 - Service Call, other	1	0.55%
561 - Unauthorized burning	2	1.10%
571 - Cover assignment, standby, moveup	5	2.75%
600 - Good intent call, other	2	1.10%
611 - Dispatched & cancelled en route	1	0.55%
622 - No incident found on arrival at dispatch address	1	0.55%
661 - EMS call, party transported by non-fire agency	1	0.55%
671 - HazMat release investigation w/no HazMat	2	1.10%
711 - Municipal alarm system, malicious false alarm	1	0.55%
721 - Bomb scare - no bomb	1	0.55%
731 - Sprinkler activation due to malfunction	1	0.55%
733 - Smoke detector activation due to malfunction	1	0.55%
735 - Alarm system sounded due to malfunction	3	1.65%
736 - CO detector activation due to malfunction	3	1.65%
740 - Unintentional transmission of alarm, other	2	1.10%
743 - Smoke detector activation, no fire - unintentional	2	1.10%
<b>TOTAL INCIDENTS:</b>	<b>182</b>	<b>100.00%</b>

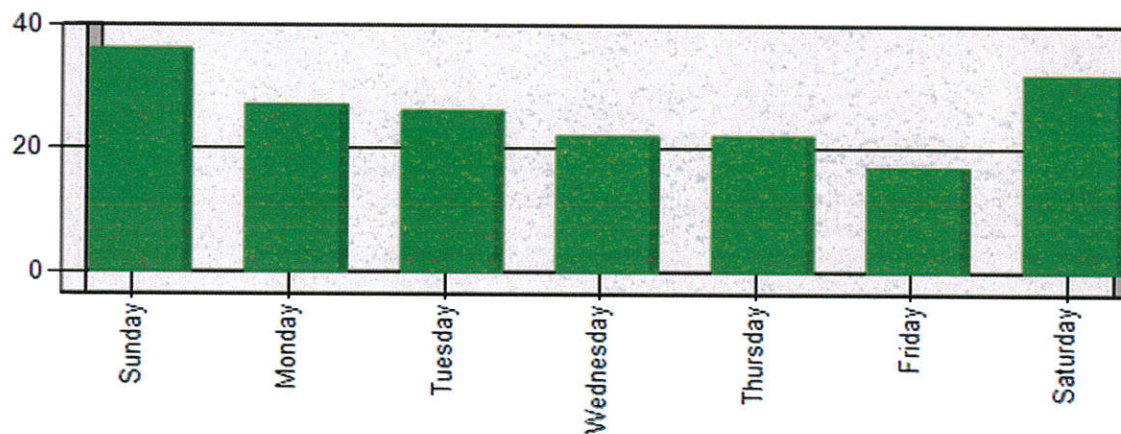
# Town of Windham Fire & Rescue

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## Incidents by Day of the Week for Date Range

Start Date: 11/01/2015 | End Date: 11/30/2015



DAY OF THE WEEK	# INCIDENTS
Sunday	36
Monday	27
Tuesday	26
Wednesday	22
Thursday	22
Friday	17
Saturday	32
<b>TOTAL</b>	<b>182</b>

Only REVIEWED incidents included

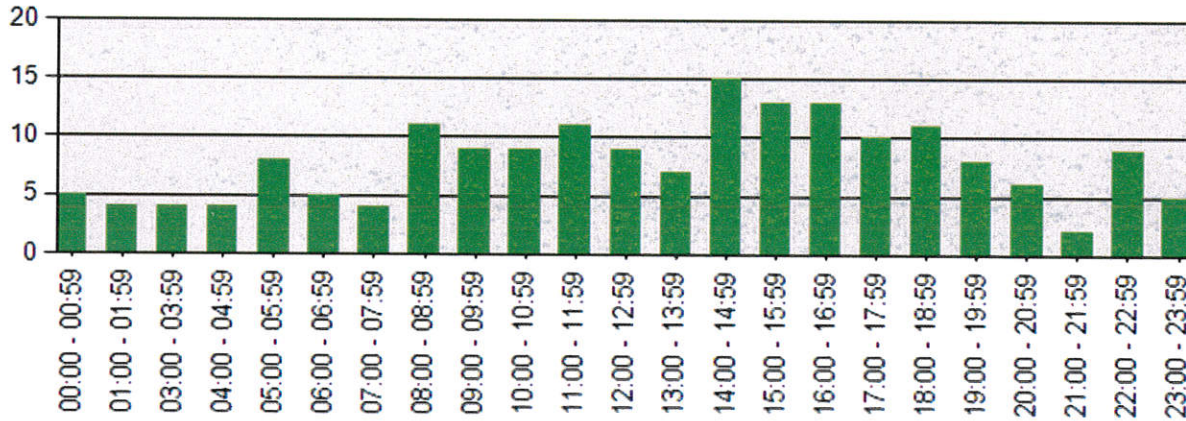
# Town of Windham Fire & Rescue

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## Incidents per Hour for Incident Type Range for Date Range

Incident Range: 100 - 911 | Start Date: 11/01/2015 | End Date: 11/30/2015



Hour	# of CALLS
00:00 - 00:59	5
01:00 - 01:59	4
03:00 - 03:59	4
04:00 - 04:59	4
05:00 - 05:59	8
06:00 - 06:59	5
07:00 - 07:59	4
08:00 - 08:59	11
09:00 - 09:59	9
10:00 - 10:59	9
11:00 - 11:59	11
12:00 - 12:59	9
13:00 - 13:59	7
14:00 - 14:59	15
15:00 - 15:59	13
16:00 - 16:59	13
17:00 - 17:59	10
18:00 - 18:59	11
19:00 - 19:59	8
20:00 - 20:59	6
21:00 - 21:59	2
22:00 - 22:59	9
23:00 - 23:59	5

**TOTAL:** 182

Only REVIEWED incidents included.

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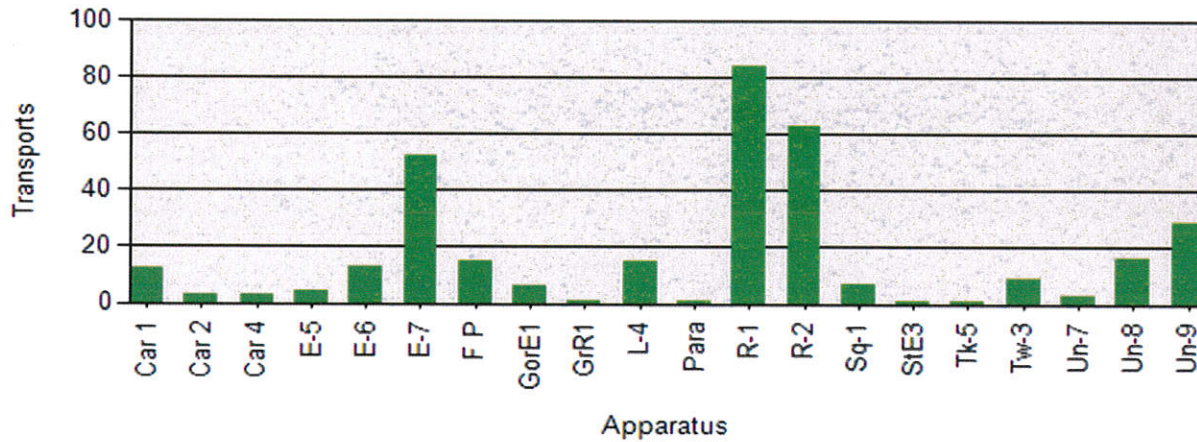
# Town of Windham Fire & Rescue

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## Incident Count per Apparatus for Date Range

Start Date: 11/01/2015 | End Date: 11/30/2015



APPARATUS	# of INCIDENTS
Car 1	12
Car 2	3
Car 4	3
E-5	4
E-6	13
E-7	52
F P	15
GorE1	6
GrR1	1
L-4	15
Para	1
R-1	84
R-2	63
Sq-1	7
StE3	1
Tk-5	1
Tw-3	9
Un-7	3
Un-8	16
Un-9	29



# Town of Windham Fire & Rescue

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## Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 11/01/2015 | End Date: 11/30/2015

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00	2	1	0	0	0	0	2
01:00	0	2	0	1	1	0	0
02:00	0	0	0	0	0	0	0
03:00	1	1	1	1	0	0	0
04:00	0	0	0	2	0	0	2
05:00	1	1	1	2	1	0	2
06:00	1	2	0	1	0	0	1
07:00	0	0	0	2	1	0	1
08:00	2	2	4	0	0	2	1
09:00	3	0	3	1	1	0	1
10:00	2	4	0	1	1	0	1
11:00	1	1	1	1	3	1	3
12:00	1	0	2	1	0	3	2
13:00	0	1	1	1	2	0	2
14:00	4	2	4	0	1	2	2
15:00	1	1	1	1	1	5	3
16:00	5	3	2	1	0	1	1
17:00	3	1	2	1	1	0	2
18:00	2	1	1	2	3	0	2
19:00	1	2	1	0	2	0	2
20:00	4	0	0	1	0	0	1
21:00	1	0	0	0	1	0	0
22:00	1	2	2	1	1	2	0
23:00	0	0	0	1	2	1	1
Total Responses for Day	36	27	26	22	22	17	32
% of Responses for Day	13.89%	14.81%	15.38%	9.09%	13.64%	29.41%	9.38%
% of Responses for Week	19.78%	14.84%	14.29%	12.09%	12.09%	9.34%	17.58%

Hour	Total per Hour	Percent
00:00	5	2.75%
01:00	4	2.20%
02:00	0	0.00%
03:00	4	2.20%
04:00	4	2.20%
05:00	8	4.40%
06:00	5	2.75%
07:00	4	2.20%
08:00	11	6.04%
09:00	9	4.95%
10:00	9	4.95%
11:00	11	6.04%
12:00	9	4.95%
13:00	7	3.85%
14:00	15	8.24%
15:00	13	7.14%
16:00	13	7.14%
17:00	10	5.49%
18:00	11	6.04%
19:00	8	4.40%
20:00	6	3.30%
21:00	2	1.10%
22:00	9	4.95%
23:00	5	2.75%
Total	182	100.00%

Incident Count by Weekday and Hour for Zone and Date Range. Zone information is defined on the Basic Info 3 screen of an incident.

Only REVIEWED incidents included.

Maximum call volumes for each day are shown with a RED background, and ma

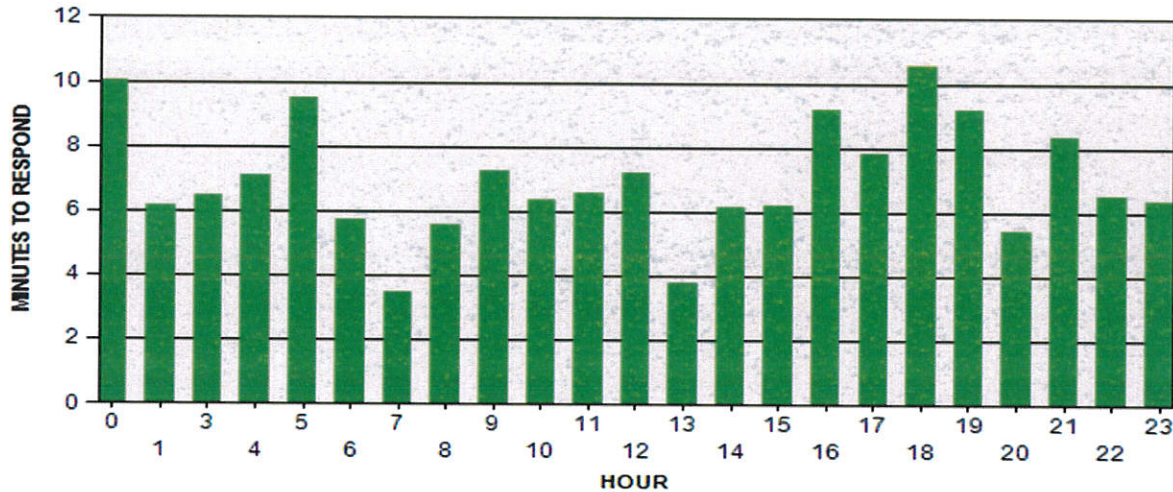
# Town of Windham Fire & Rescue

Windham, ME



## Average Response Time per Hour for Date Range

Start Date: 11/01/2015 | End Date: 11/30/2015



HOUR	TIMES	AVE. RESPONSE,	AVE. RESPONSE, minutes
		Day	Night
0	0:00 - 0:59		10.03
1	1:00 - 1:59		6.14
3	3:00 - 3:59		6.44
4	4:00 - 4:59		7.09
5	5:00 - 5:59		9.5
6	6:00 - 6:59		5.71
7	7:00 - 7:59	3.46	
8	8:00 - 8:59	5.59	
9	9:00 - 9:59	7.27	
10	10:00 - 10:59	6.37	
11	11:00 - 11:59	6.57	
12	12:00 - 12:59	7.2	
13	13:00 - 13:59	3.79	
14	14:00 - 14:59	6.15	
15	15:00 - 15:59	6.19	
16	16:00 - 16:59	9.17	
17	17:00 - 17:59	7.83	
18	18:00 - 18:59	10.56	
19	19:00 - 19:59		9.21
20	20:00 - 20:59		5.39
21	21:00 - 21:59		8.34
22	22:00 - 22:59		6.5
23	23:00 - 23:59		6.34
		6.68	6.72

**TOTAL AVERAGE RESPONSE TIME: 6.99 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



2014 Incident Response Data for Month Periods

Month	Dispatch Time	Reaction Time	Response Time	Call Length
2014	Alarm to Dispatch	Dispatch to Enroute	Dispatch to Arrival	Dispatch to In Service
January 2014	5.44	2.02	7.25	63.27
February 2014	0.04	1.54	7.22	55.29
March 2014	0.3	1.45	6.56	56.56
April 2014	0.5	1.59	7.05	59.34
May 2014	0.8	1.39	6.59	59.08
June 2014	0.28	2:04	7:17	65:12
July 2014	.06	1.34	6.43	54.19
August 2014	0:00	1:41	6:07	56.53
September 2014	.03	1.18	5.39	48.05
October 2014	.01	1.3	6.32	54.39
November 2014	0.18	1.18	6.24	59.11
December 2014	.08	1.24	5.49	54.53
Averages	1.927	1.670	7.010	58.373

2015 Incident Response Data for Month Periods

Month	Dispatch Time	Reaction Time	Response Time	Call Length
2015	Alarm to Dispatch	Dispatch to Enroute	Dispatch to Arrival	Dispatch to In Service
January 2015	0.04	1.72	6.27	54.42
February 2015	0.5	1.4	6.54	62.87
March 2015	0.1	1.34	6.81	63.28
April 2015	0.9	1.20	6.73	52.11
May 2015	0.1	1.21	6.15	61.16
June 2015	0.04	1.11	5.35	59.35
July 2015	0.03	1.24	6.21	53.45
August 2015	0.02	1.14	5.56	52.47
September 2015	0.08	1.14	5.10	56.22
October 2015	0.04	1.01	5.15	60.25
November 2015	0.02	1.21	5.46	54.08
December 2015				
Averages	0.300	1.487	6.540	60.190





Ambulance Run Data Report  
Windham Fire Rescue  
From 11/01/15 To 11/30/15  
Total Number of Runs Based on Search Criteria: 125

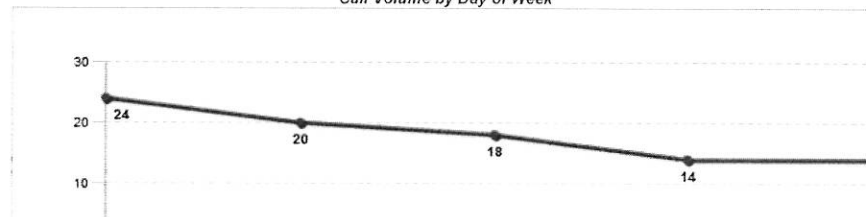
## Runs by City

City	# of Runs	% of Runs
Gorham (census name for Gorham Center)	3	2.40%
Standish	1	0.80%
Westbrook	2	1.60%
Windham (Town of)	116	92.80%
Unknown	3	2.40%
<b>Total</b>	<b>125</b>	<b>100%</b>

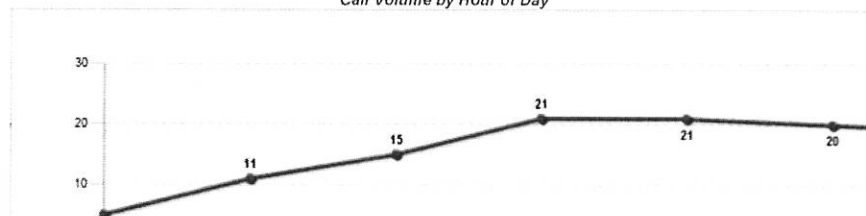
## Times of Call

Time Period	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Percentage
0000 - 0300	1	2	0	0	1	0	1	5	4.00%
0300 - 0600	2	2	2	3	0	0	2	11	8.80%
0600 - 0900	3	3	3	1	0	2	3	15	12.00%
0900 - 1200	5	3	3	1	4	1	4	21	16.80%
1200 - 1500	2	2	4	2	2	4	5	21	16.80%
1500 - 1800	4	3	2	3	1	4	3	20	16.00%
1800 - 2100	5	3	1	3	4	0	3	19	15.20%
2100 - 2400	2	1	2	1	1	2	1	10	8.00%
Unknown	0	1	1	0	1	0	0	3	2.40%
<b>Total</b>	<b>24</b>	<b>20</b>	<b>18</b>	<b>14</b>	<b>14</b>	<b>13</b>	<b>22</b>	<b>125</b>	<b>100%</b>

## Call Volume by Day of Week



## Call Volume by Hour of Day



## Runs by Provider Impression

Provider Impression	# of Times	% of Times
Abuse / Neglect	1	0.80%
Allergy / Anaphylaxis	1	0.80%
Altered Level of Consciousness / Coma	1	0.80%
Assist Only	3	2.40%
Behavioral / Psychiatric Disorder	8	6.40%
Cardiac - Chest Pain	8	6.40%
Cardiac - Narrow Complex Tachycardia	1	0.80%
Cardiac - Other	4	3.20%
Dehydration	4	3.20%
Diabetic Emergency	1	0.80%
Flu Like Illness	2	1.60%
Hemorrhage - Non-Traumatic	2	1.60%
Hemorrhage - Traumatic	2	1.60%
Nausea / Vomiting (Unknown Etiology)	1	0.80%
No Apparent Illness / Injury	18	14.40%
Obvious Death	2	1.60%
Other Illness / Injury	10	8.00%
Overdose - Drug / Medication	1	0.80%
Pain - Abdominal (Non-Traumatic)	6	4.80%
Pain - Back (Non-Traumatic)	2	1.60%
Pain - Chest (Non-Cardiac)	1	0.80%
Pain - Extremity (Non-Traumatic)	3	2.40%
Pain - Head (Non-Traumatic)	1	0.80%
Respiratory Arrest	1	0.80%
Respiratory Distress - Bronchospasm	1	0.80%
Respiratory Distress - Other	6	4.80%

Respiratory Distress - Pulmonary Edema	1	0.80%
Seizure / Convulsions	3	2.40%
Shock - Medical	1	0.80%
Stroke / CVA / TIA	1	0.80%
Syncope / Fainting	4	3.20%
Traumatic Injury - Abdomen	1	0.80%
Traumatic Injury - Back	3	2.40%
Traumatic Injury - Burn	1	0.80%
Traumatic Injury - Extremity	7	5.60%
Traumatic Injury - Head	1	0.80%
Traumatic Injury - Multisystem	1	0.80%
Weakness / General Malaise	7	5.60%
Unknown	3	2.40%
<b>Total</b>	<b>125</b>	<b>100%</b>

**Runs by Response Disposition**

Response Disposition	# of Times	% of Times
Deceased on Scene	2	1.60%
No Patient Presented (Stand By)	1	0.80%
No Treatment Required	13	10.40%
Patient Refused Treatment	10	8.00%
Treated, Patient Refused Transport	13	10.40%
Treated, Transferred Care to other EMS Service	2	1.60%
Treated, Transported by EMS (ALS)	63	50.40%
Treated, Transported by EMS (BLS)	18	14.40%
Unknown	3	2.40%
<b>Total</b>	<b>125</b>	<b>100%</b>

**Average Run Mileage**

To Scene	Miles	# of Runs	% of Runs
0 - 5		90	72.00%
6 - 10		0	0.00%
11 - 15		0	0.00%
16 - 20		0	0.00%
> 20		0	0.00%
Unknown		35	28.00%
<b>Total</b>		<b>125</b>	<b>100%</b>

To Destination	Miles	# of Runs	% of Runs
0 - 5		68	54.40%
6 - 10		2	1.60%
11 - 15		9	7.20%
16 - 20		5	4.00%
> 20		1	0.80%
Unknown		40	32.00%
<b>Total</b>		<b>125</b>	<b>100%</b>

Average Run Mileage	To Scene	To Destination	Total
	0	4	4

Range of Mileage: Lowest = 0 and Highest = 29.00

**Average Run Times**

Enroute (Responding - Unit Notified Dispatched)	Minutes	# of Runs	% of Runs
0 - 1		94	75.20%
2 - 3		26	20.80%
4 - 5		2	1.60%
> 5		0	0.00%
Unknown		3	2.40%
<b>Total</b>		<b>125</b>	<b>100%</b>

Response Time (Arrive Scene - Enroute)	Minutes	# of Runs	% of Runs
0 - 5		82	65.60%
6 - 10		32	25.60%
11 - 15		7	5.60%
> 15		1	0.80%
Unknown		3	2.40%
<b>Total</b>		<b>125</b>	<b>100%</b>

Scene Time (Depart Scene - Arrive Scene)	Minutes	# of Runs	% of Runs
0 - 10		25	20.00%
11 - 20		58	46.40%
21 - 30		27	21.60%
> 30		11	8.80%
Unknown		4	3.20%
<b>Total</b>		<b>125</b>	<b>100%</b>

Transport Time (Arrive Hospital - Depart Scene)	Minutes	# of Runs	% of Runs
0 - 5		0	0.00%
6 - 10		0	0.00%
11 - 15		2	1.60%
> 15		79	63.20%
Unknown		44	35.20%
<b>Total</b>		<b>125</b>	<b>100%</b>

Hospital Time (Depart Hospital - Arrive Hospital)	Minutes	# of Runs	% of Runs
0 - 5		10	8.00%
6 - 10		5	4.00%
11 - 15		9	7.20%
> 15		56	44.80%

Average Run Times		
	Enroute	00:00:54
	To Scene	00:05:04
	At Scene	00:18:20
	To Destination	00:26:18
	Back in Service	00:23:01

Unknown	45	36.00%	Total	01:13:37
Total	125	100%		

Range of Times: Lowest = 0 and Highest = 85

*Destination Determination*

Destination Determination	# of Runs	% of Runs
Closest Facility	9	7.20%
Family Choice	5	4.00%
Law Enforcement Choice	1	0.80%
Patient Choice	67	53.60%
Unknown	43	34.40%
Total	125	100%

Search Criteria	
Dates	From 11/01/2015 To 11/30/2015 (mm/dd/yyyy)
Service	Windham Fire Rescue
EMS Shift	All
Staff	All Active
Unit	All
Call Sign	All
Zone/District	All
Type of Service Requested	All
Patient Disposition	All
Provider Impression	All