



Town of Windham

Fire – Rescue Department

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Brent J. Libby, Chief

December 2017 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 December during the day shift of 7:00 AM to 7:00 PM was 6.45 minutes. The average response time during the night hours of 7:00 PM to 7:00 AM was 8.88 minutes. The departments total average response time for December was 7.56 minutes. Our average turn out time which is the time from dispatch to en route was 1.09 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 225 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 1635 hours of the 1860 for a percentage of coverage at **87.9 %** a decrease 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 3 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 1113 hours of the 1116 leaving us with **99.7%** of coverage an increase 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 **80.6%** of the night shifts at North Station with a per-diem paramedic.

Our training performance during December decreased from last month due to the holidays. The department had 191 total training hours for the month.

Training hour totals below are for the last four months.

September 2017	353.5 Hrs.	October 2017	372.00 Hrs.
November 2017	390.25 Hrs.	December 2017	191.00 Hrs.

Members of the department attended a collective 6,435.25 hours of training in the calendar year 2017!

Monthly Activity Data:

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

	2017	2016	2015
Total Calls for the Month	280	295	240
Total EMS Calls for the month	167	187	172
<i>(The EMS numbers are a part of the total)</i>			
Year to Date Totals	3114	2795	2749

We had requested a mutual aid ambulance 10 times in December, of those calls 3 resulted in transport to the hospital by mutual aid. Our third ambulance handled 7 additional calls during the month.

Fire Prevention/Inspections:

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

Of Interest:

- The department will now be responding differently to some calls. Using the dispatch protocols for Fire and Medical Responses. Based on the national protocol we will be responding without lights and sirens to lower acuity calls. We will continue to assess these responses for any adjustments that may need to be made.
- Members of the department attended a memorial service for past member, Lieutenant Bruce Brown. He passed away after a battle with cancer. He had served the community for 22 years.
- We responded with the police department to River Road in the area of Laskey Road for a fatal motor vehicle crash. This incident challenged our resources with a challenging extrication of the victims as well needing to transport 4 other critically injured patients from the scene. Crews performed flawlessly and the as usual the two departments worked seamlessly together and with our mutual aid partners. Due to the significance of the incident debriefings were offered to staff.
- The Fire-Rescue Department partnered with other local departments and groups to welcome the Wreaths Across America convoy to Windham for their dinner stop and wreath presentation at the high school. We were honored to have been a part of such a great event that recognizes the past and present men and women of the US Armed Forces.
- Lieutenant Chip Jones coordinated our "adopt a family" program again this year. Through his dedication and with the help of over 45 businesses in town we were able to provide Christmas presents to 5 families this year. A special thank you to Lt. Jones and all that participated is only a small gesture to cover all their time and hard work on this project.
- We loaned our reserve engine to Westbrook for just over a week. Three of their engines were out of service for repairs at one time.
- The snow plow has been purchased and installed on one of our pickup trucks. We will be finalizing the use policy and starting operator training.

- We conducted storm coverage on 12/23 in preparation for the predicted Ice Storm. Crews were in place and ready to respond in all four stations. We did respond to some weather related calls as a result of the storm.
- 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.
- 2017 was a record year for call volume for the department. We saw an 11.4 % increase in calls for service over 2016. More analysis is needed to look for any particular cause or anomalies.

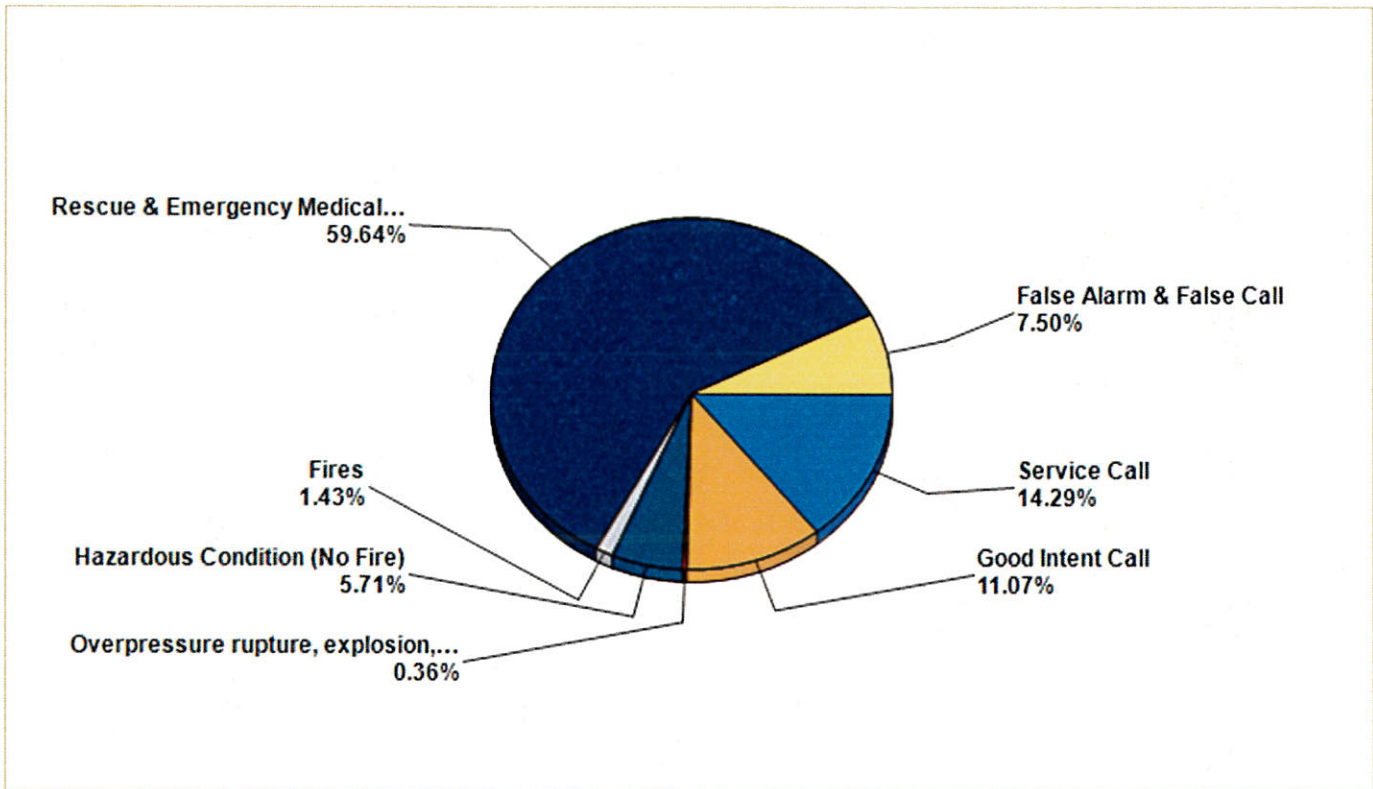
Town of Windham Fire & Rescue

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Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 12/01/2017 | End Date: 12/31/2017



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	4	1.43%
Overpressure rupture, explosion, overhear - no fire	1	0.36%
Rescue & Emergency Medical Service	167	59.64%
Hazardous Condition (No Fire)	16	5.71%
Service Call	40	14.29%
Good Intent Call	31	11.07%
False Alarm & False Call	21	7.50%
TOTAL	280	100.00%

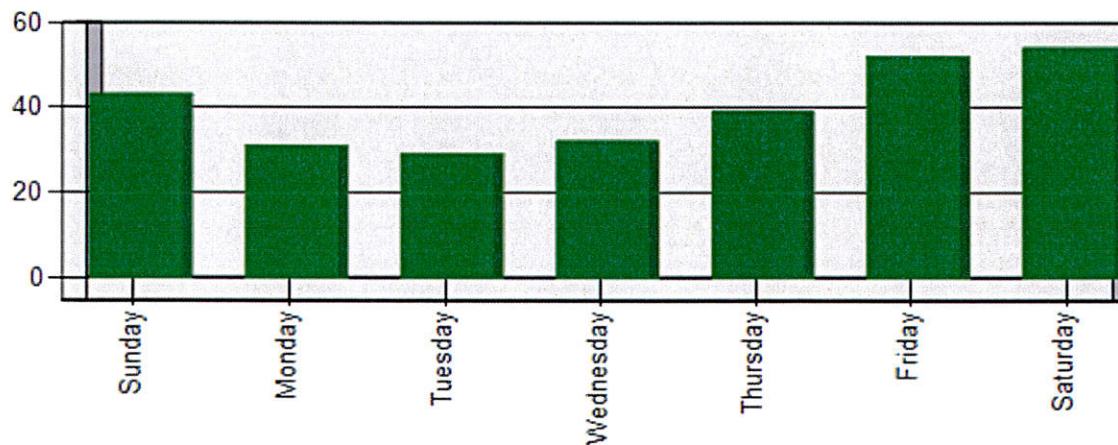
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Incidents by Day of the Week for Date Range

Start Date: 12/01/2017 | End Date: 12/31/2017



DAY OF THE WEEK	# INCIDENTS
Sunday	43
Monday	31
Tuesday	29
Wednesday	32
Thursday	39
Friday	52
Saturday	54
TOTAL	280

Only REVIEWED incidents included

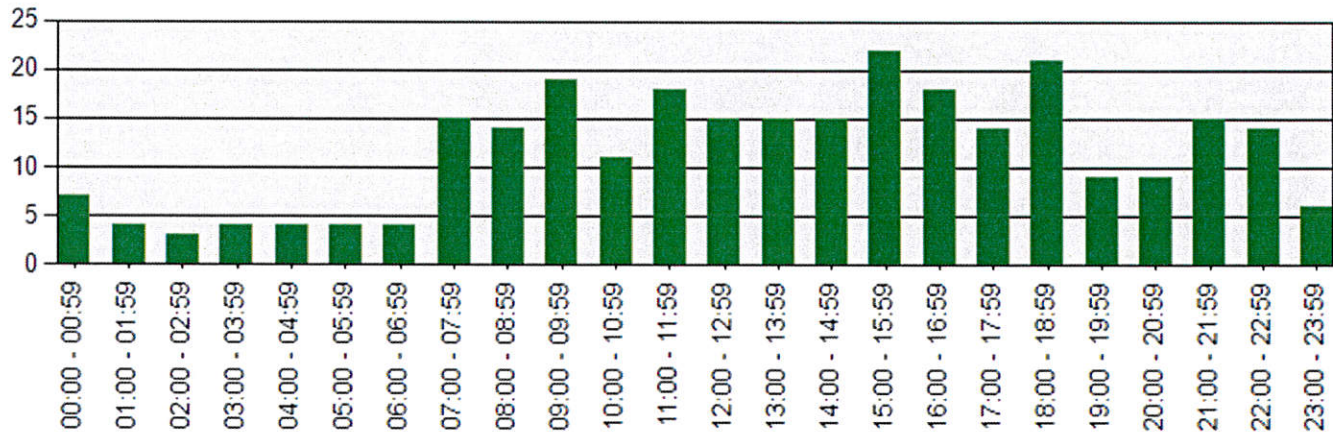
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Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 12/01/2017 | End Date: 12/31/2017



Hour	# of CALLS
00:00 - 00:59	7
01:00 - 01:59	4
02:00 - 02:59	3
03:00 - 03:59	4
04:00 - 04:59	4
05:00 - 05:59	4
06:00 - 06:59	4
07:00 - 07:59	15
08:00 - 08:59	14
09:00 - 09:59	19
10:00 - 10:59	11
11:00 - 11:59	18
12:00 - 12:59	15
13:00 - 13:59	15
14:00 - 14:59	15
15:00 - 15:59	22
16:00 - 16:59	18
17:00 - 17:59	14
18:00 - 18:59	21
19:00 - 19:59	9
20:00 - 20:59	9
21:00 - 21:59	15
22:00 - 22:59	14
23:00 - 23:59	6
TOTAL:	280

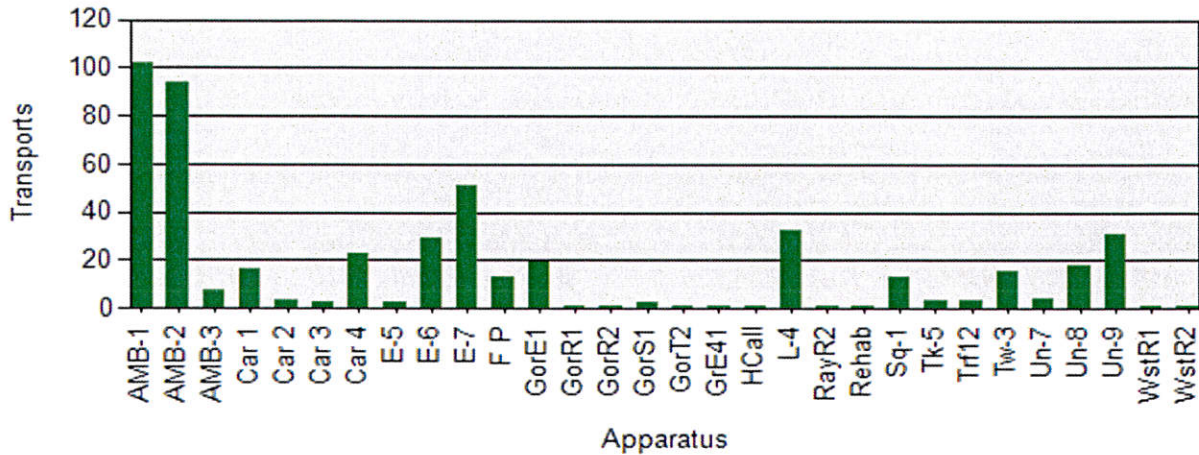
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Incident Count per Apparatus for Date Range

Start Date: 12/01/2017 | End Date: 12/31/2017



APPARATUS	# of INCIDENTS
AMB-1	102
AMB-2	94
AMB-3	7
Car 1	16
Car 2	3
Car 3	2
Car 4	23
E-5	2
E-6	29
E-7	51
F P	13
GorE1	19
GorR1	1
GorR2	1
GorS1	2
GorT2	1
GrE41	1
HCall	1
L-4	32
RayR2	1
Rehab	1
Sq-1	13
Tk-5	3
Trf12	3
Tw-3	15
Un-7	4
Un-8	18
Un-9	31
WstR1	1
WstR2	1

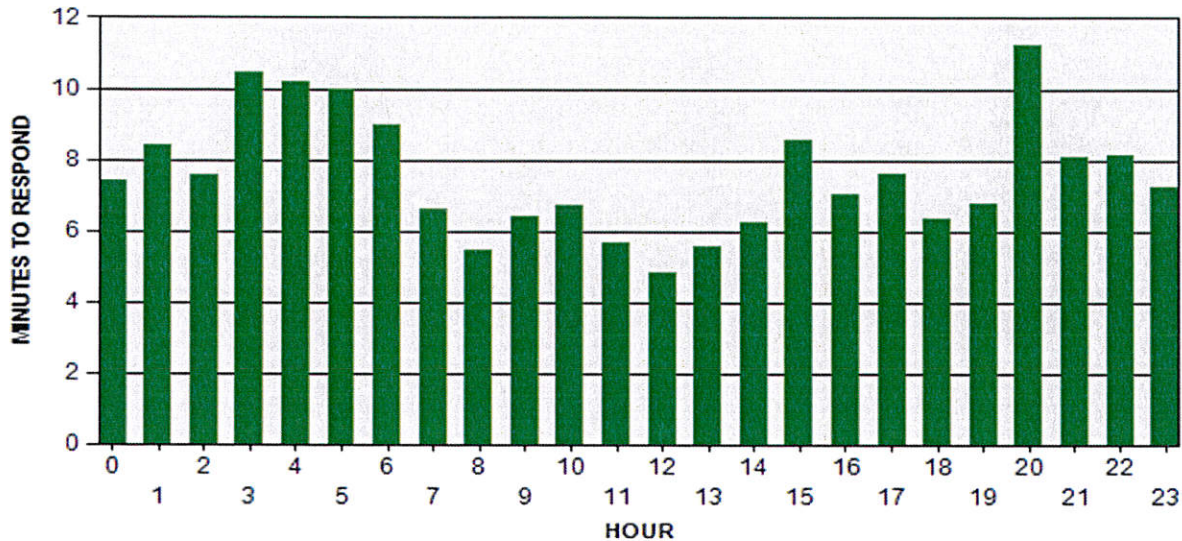
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Average Response Time per Hour for Date Range

Start Date: 12/01/2017 | End Date: 12/31/2017



HOUR	TIMES	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		7.39
1	1:00 - 1:59		8.41
2	2:00 - 2:59		7.55
3	3:00 - 3:59		10.43
4	4:00 - 4:59		10.2
5	5:00 - 5:59		10
6	6:00 - 6:59		8.98
7	7:00 - 7:59	6.64	
8	8:00 - 8:59	5.46	
9	9:00 - 9:59	6.42	
10	10:00 - 10:59	6.72	
11	11:00 - 11:59	5.68	
12	12:00 - 12:59	4.85	
13	13:00 - 13:59	5.57	
14	14:00 - 14:59	6.25	
15	15:00 - 15:59	8.58	
16	16:00 - 16:59	7.01	
17	17:00 - 17:59	7.59	
18	18:00 - 18:59	6.34	
19	19:00 - 19:59	6.75	
20	20:00 - 20:59		11.25
21	21:00 - 21:59		8.1
22	22:00 - 22:59		8.15
23	23:00 - 22:59		7.23
		6.45	8.88

TOTAL AVERAGE RESPONSE TIME: 7.56 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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Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 12/01/2017 | End Date: 12/31/2017

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	1	0	1	0	2	1	2	00:00	7	2.50%
01:00	0	0	1	1	1	1	0	01:00	4	1.43%
02:00	0	0	0	0	1	1	1	02:00	3	1.07%
03:00	1	1	0	1	0	1	0	03:00	4	1.43%
04:00	0	2	1	0	0	1	0	04:00	4	1.43%
05:00	0	0	0	4	0	0	0	05:00	4	1.43%
06:00	0	3	0	0	1	0	0	06:00	4	1.43%
07:00	1	1	3	0	2	7	1	07:00	15	5.36%
08:00	2	2	1	1	1	4	3	08:00	14	5.00%
09:00	5	5	0	0	4	3	2	09:00	19	6.79%
10:00	1	0	1	3	0	4	2	10:00	11	3.93%
11:00	3	3	0	3	1	4	4	11:00	18	6.43%
12:00	5	0	4	0	0	3	3	12:00	15	5.36%
13:00	3	1	3	2	1	1	4	13:00	15	5.36%
14:00	4	1	2	1	1	1	5	14:00	15	5.36%
15:00	1	1	1	2	3	8	6	15:00	22	7.86%
16:00	5	2	2	2	4	1	2	16:00	18	6.43%
17:00	2	1	2	0	3	2	4	17:00	14	5.00%
18:00	6	2	2	3	5	2	1	18:00	21	7.50%
19:00	0	2	0	2	2	0	3	19:00	9	3.21%
20:00	2	2	2	1	1	0	1	20:00	9	3.21%
21:00	1	2	2	1	1	5	3	21:00	15	5.36%
22:00	0	0	1	4	3	2	4	22:00	14	5.00%
23:00	0	0	0	1	2	0	3	23:00	6	2.14%
Total Responses for Day	43	31	29	32	39	52	54	Total	280	100.00%
% of Responses for Day	13.95%	16.13%	13.79%	12.50%	12.82%	15.38%	11.11%			
% of Responses for Week	15.36%	11.07%	10.36%	11.43%	13.93%	18.57%	19.29%			

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

2016 Incident Response Data for Month Periods

Month	Dispatch Time	Reaction Time	Response Time	Call Length
2016	Alarm to Dispatch	Dispatch to Enroute	Dispatch to Arrival	Dispatch to In Service
January 2016	0.01	1.05	5.34	57.17
February 2016	0.05	1.04	5.32	57.23
March 2016	0.03	1.02	5.56	70.02
April 2016	0.06	1.09	5.17	50.08
May 2016	0.06	1.02	6.54	59.64
June 2016	0.08	1.10	8.31	67.22
July 2016	0.02	1.39	5.53	54.33
August 2016	0.11	1.03	5.36	57.29
September 2016	0.17	1.04	4.43	59.04
October 2016	0.04	1.17	5.44	56.21
November 2016	0.01	1.04	5.32	56.32
December 2016	0.05	1.11	6.14	130.23
Averages	0.040	1.037	5.407	61.473

2017 Incident Response Data for Month Periods

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