



# Town of Windham

## Fire – Rescue Department

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Windham, ME 04062  
Business 207-892-1911  
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Brent J. Libby, Chief

### November 2019 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 measured from our initial dispatch to when our first unit arrives on the scene. The average day shift response time for November was 7.58 minutes. The average night shift response time was 6.9 minutes. The department's total average response time for November was 7.24 minutes. Our average turnout time which is the time from dispatch to en route was 1.09 minutes.

The department covers six (6) per-diem shifts during the day. In the 30-day period that provides us with 2160 hours of daytime coverage. We had a total of 238 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 88.9 of our day shifts last month.

During the night shift the department fills two (2) per-diem shifts for a total of 720 hours. There were 2 hours uncovered at night. We were able to cover 99% of our night shifts last month.

With the additional staffing added over the last two years we now have a paramedic 100% of the time at Central Station and North Station.

Our training performance during November has decreased from last month. The department had 374 total training hours for the month. This is within our normal average for the month of November due to the holiday.

Training hour totals below are for the last four months.

August 2019	580.00 Hrs.	September 2019	528.00 Hrs.
October 2019	459.00 Hrs.	November 2019	374.00 Hrs.

#### **Fire Prevention/Inspections:**

- 2 - New Plans Reviewed
- 3 - New residential inspections
- 0 - Follow up residential inspections
- 0 - Multi-family residential inspection
- 6 - Commercial inspections
- 2 - Commercial Rough-in inspections
- 16 - Lock Box Details
- 2 - Inspection Meetings
- 0 - Fire Prevention Community Events

**Of Interest:**

- With November being the month of Thanksgiving, I wanted to take a moment to thank and acknowledge the 100 members of our department that are Per-diem, paid on call and full time that cover our nights, days, weekends, and holidays to ensure that we are able to respond to the requests of the community. Additionally, it would be important to note that we can't provide those services without the support of the community- THANK YOU!
- Over the course of the month crews have been working to complete their required updates on the statewide medical protocols. These protocols provide guidance on our medical practice in the field. All updates must be completed by 12/1 when the new protocols take effect.
- The month was spent preparing apparatus for winter. This includes installing the sander into one of our pickup trucks, studded snow tires on the ambulances and waxing of the vehicles.
- A request for bids was sent out for the purchase of our budget approved breathing air compressor and SCBA fill station.
- Our replacement turnout gear tryer arrived and has been placed in service at East Windham Station.
- We have successfully filled our last vacant Paramedic/Firefighter position and would like to welcome Katy Vanorse to the department. She will begin training in December.
- We have started our process to replace a per-diem shift with two full-time firefighter/EMT's. Those positions will take effect on January 1.

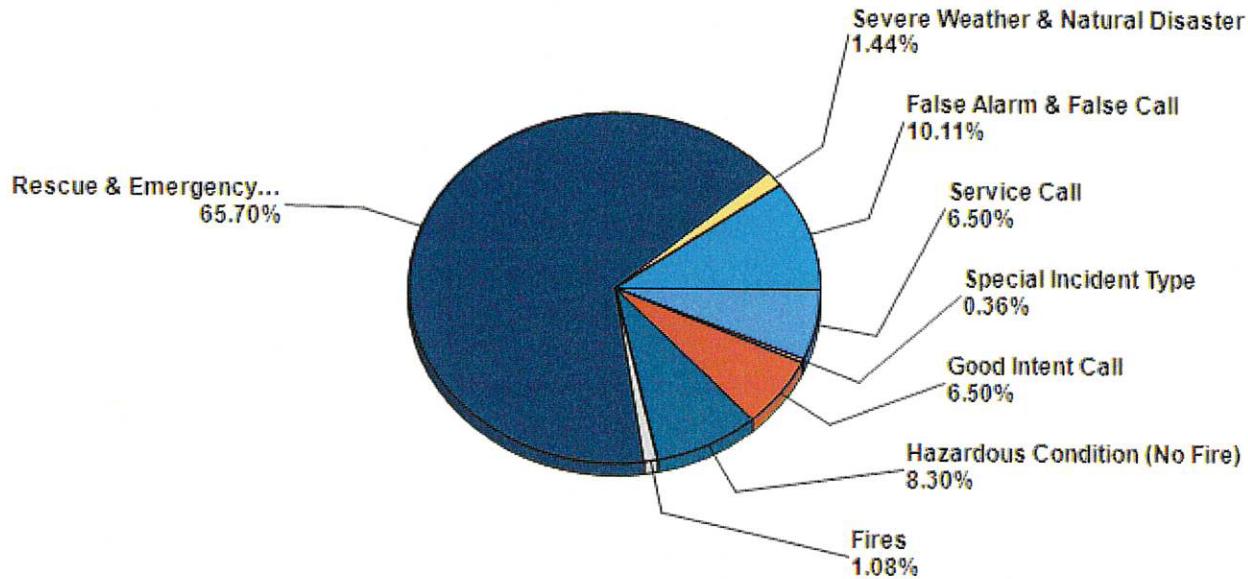
# Town of Windham Fire & Rescue

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## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 11/01/2019 | End Date: 11/30/2019



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	3	1.08%
Rescue & Emergency Medical Service	182	65.70%
Hazardous Condition (No Fire)	23	8.30%
Service Call	18	6.50%
Good Intent Call	18	6.50%
False Alarm & False Call	28	10.11%
Severe Weather & Natural Disaster	4	1.44%
Special Incident Type	1	0.36%
<b>TOTAL</b>	<b>277</b>	<b>100.00%</b>

### Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
100 - Fire, other	1	0.36%
111 - Building fire	1	0.36%
131 - Passenger vehicle fire	1	0.36%
300 - Rescue, EMS incident, other	1	0.36%
311 - Medical assist, assist EMS crew	2	0.72%
320 - Emergency medical service, other	3	1.08%
321 - EMS call, excluding vehicle accident with injury	152	54.87%
322 - Motor vehicle accident with injuries	6	2.17%
323 - Motor vehicle/pedestrian accident (MV Ped)	2	0.72%
324 - Motor vehicle accident with no injuries.	15	5.42%
352 - Extrication of victim(s) from vehicle	1	0.36%
411 - Gasoline or other flammable liquid spill	1	0.36%
412 - Gas leak (natural gas or LPG)	5	1.81%
424 - Carbon monoxide incident	2	0.72%
440 - Electrical wiring/equipment problem, other	1	0.36%
444 - Power line down	12	4.33%
460 - Accident, potential accident, other	1	0.36%
463 - Vehicle accident, general cleanup	1	0.36%
500 - Service Call, other	1	0.36%
550 - Public service assistance, other	1	0.36%
551 - Assist police or other governmental agency	1	0.36%
553 - Public service	4	1.44%
554 - Assist invalid	3	1.08%
561 - Unauthorized burning	2	0.72%
571 - Cover assignment, standby, moveup	6	2.17%
600 - Good intent call, other	3	1.08%
611 - Dispatched & cancelled en route	6	2.17%
621 - Wrong location	1	0.36%
622 - No incident found on arrival at dispatch address	4	1.44%
631 - Authorized controlled burning	2	0.72%
651 - Smoke scare, odor of smoke	1	0.36%
671 - HazMat release investigation w/no HazMat	1	0.36%
730 - System malfunction, other	1	0.36%
733 - Smoke detector activation due to malfunction	2	0.72%
734 - Heat detector activation due to malfunction	1	0.36%
735 - Alarm system sounded due to malfunction	2	0.72%
736 - CO detector activation due to malfunction	4	1.44%
740 - Unintentional transmission of alarm, other	1	0.36%
743 - Smoke detector activation, no fire - unintentional	7	2.53%
745 - Alarm system activation, no fire - unintentional	8	2.89%
746 - Carbon monoxide detector activation, no CO	2	0.72%
813 - Wind storm, tornado/hurricane assessment	4	1.44%
911 - Citizen complaint	1	0.36%
<b>TOTAL INCIDENTS:</b>	<b>277</b>	<b>100.00%</b>

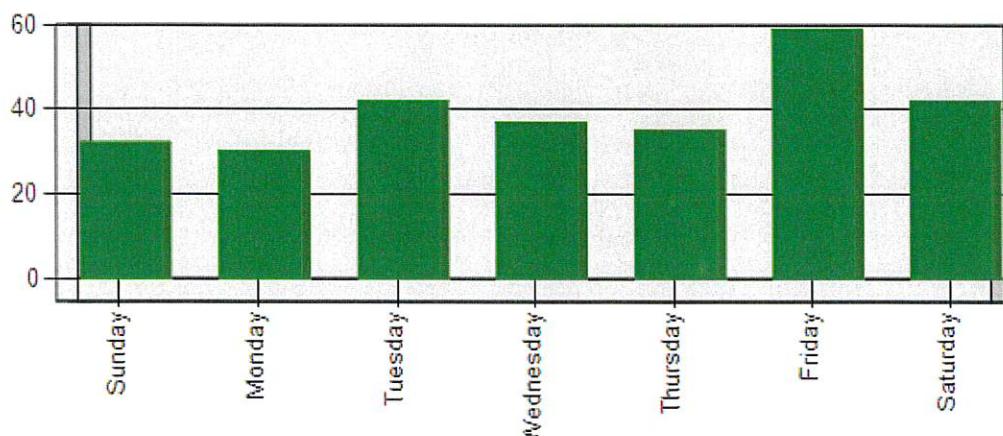
# Town of Windham Fire & Rescue

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## Incidents by Day of the Week for Date Range

Start Date: 11/01/2019 | End Date: 11/30/2019



DAY OF THE WEEK	# INCIDENTS
Sunday	32
Monday	30
Tuesday	42
Wednesday	37
Thursday	35
Friday	59
Saturday	42
<b>TOTAL</b>	<b>277</b>

Only REVIEWED incidents included

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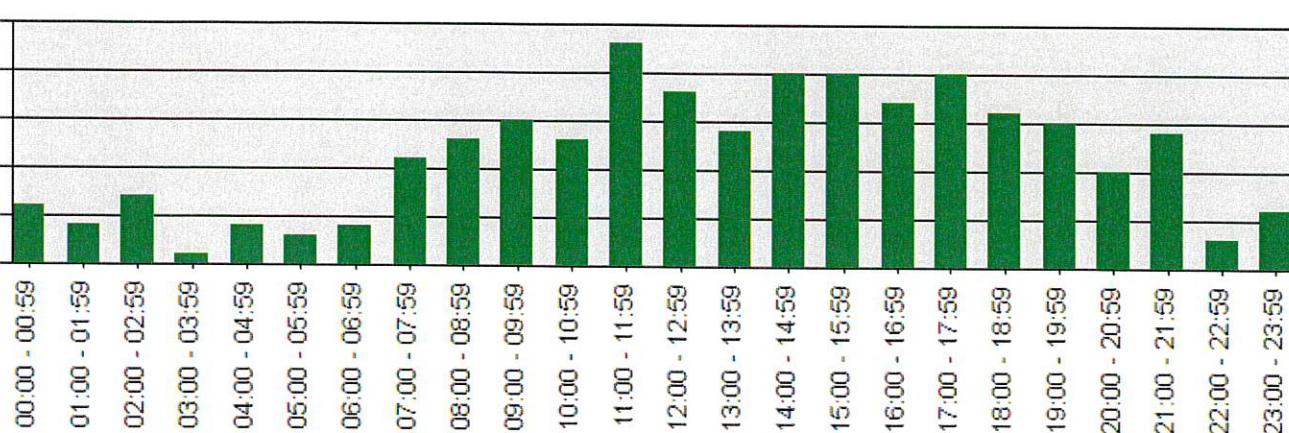
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## Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 11/01/2019 | End Date: 11/30/2019



HOUR	# of CALLS
00:00 - 00:59	6
01:00 - 01:59	4
02:00 - 02:59	7
03:00 - 03:59	1
04:00 - 04:59	4
05:00 - 05:59	3
06:00 - 06:59	4
07:00 - 07:59	11
08:00 - 08:59	13
09:00 - 09:59	15
10:00 - 10:59	13
11:00 - 11:59	23
12:00 - 12:59	18
13:00 - 13:59	14
14:00 - 14:59	20
15:00 - 15:59	20
16:00 - 16:59	17
17:00 - 17:59	20
18:00 - 18:59	16
19:00 - 19:59	15
20:00 - 20:59	10
21:00 - 21:59	14
22:00 - 22:59	3
23:00 - 23:59	6
<b>TOTAL:</b>	<b>277</b>

Only REVIEWED incidents included.

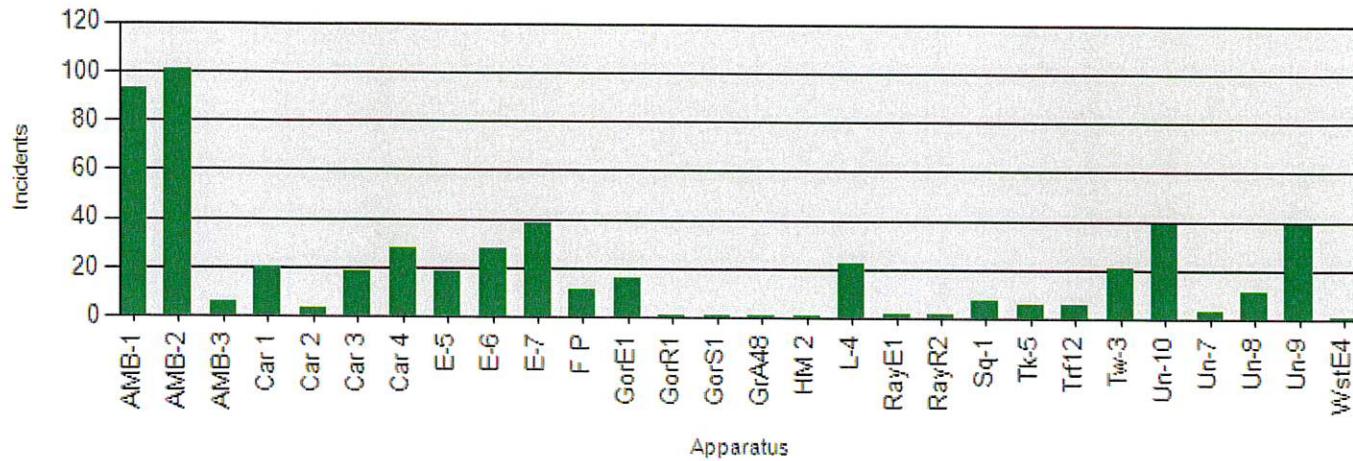
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## Incident Count per Apparatus for Date Range

Start Date: 10/01/2019 | End Date: 10/31/2019



APPARATUS	# of INCIDENTS
AMB-1	93
AMB-2	101
AMB-3	6
Car 1	20
Car 2	3
Car 3	18
Car 4	28
E-5	18
E-6	28
E-7	38
F P	11
GorE1	16
GorR1	1
GorS1	1
GrA48	1
HM 2	1
L-4	22
RayE1	2
RayR2	2
Sq-1	7
Tk-5	6
Trf12	6
Tw-3	21
Un-10	39
Un-7	3
Un-8	11
Un-9	39
WstE4	1

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

Shift(s): All Shifts | Zone: All Zones | Start Date: 11/01/2019 | End Date: 11/30/2019

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per	Percent
00:00	1	0	0	0	2	1	2	00:00	6	2.17%
01:00	0	0	0	2	0	0	2	01:00	4	1.44%
02:00	2	0	0	0	0	2	3	02:00	7	2.53%
03:00	0	0	0	0	0	0	1	03:00	1	0.36%
04:00	0	0	1	1	1	1	0	04:00	4	1.44%
05:00	0	2	1	0	0	0	0	05:00	3	1.08%
06:00	0	1	2	0	1	0	0	06:00	4	1.44%
07:00	0	1	2	1	1	5	1	07:00	11	3.97%
08:00	1	0	1	4	2	3	2	08:00	13	4.69%
09:00	3	2	3	1	0	4	2	09:00	15	5.42%
10:00	0	1	5	2	1	1	3	10:00	13	4.69%
11:00	4	0	3	2	7	4	3	11:00	23	8.30%
12:00	1	5	2	0	3	4	3	12:00	18	6.50%
13:00	4	1	1	0	2	4	2	13:00	14	5.05%
14:00	3	1	3	2	2	8	1	14:00	20	7.22%
15:00	3	3	6	2	3	3	0	15:00	20	7.22%
16:00	1	2	3	1	4	3	3	16:00	17	6.14%
17:00	1	3	1	5	3	3	4	17:00	20	7.22%
18:00	2	2	2	5	1	2	2	18:00	16	5.78%
19:00	2	3	3	3	0	1	3	19:00	15	5.42%
20:00	1	2	1	1	2	3	0	20:00	10	3.61%
21:00	2	1	0	3	0	5	3	21:00	14	5.05%
22:00	0	0	0	1	0	1	1	22:00	3	1.08%
23:00	1	0	2	1	0	1	1	23:00	6	2.17%
Total Responses for Day	32	30	42	37	35	59	42	Total	277	100.00%
% of Responses for Day	12.50%	16.67%	14.29%	13.51%	20.00%	13.56%	9.52%			
% of Responses for Week	11.55%	10.83%	15.16%	13.36%	12.64%	21.30%	15.16%			

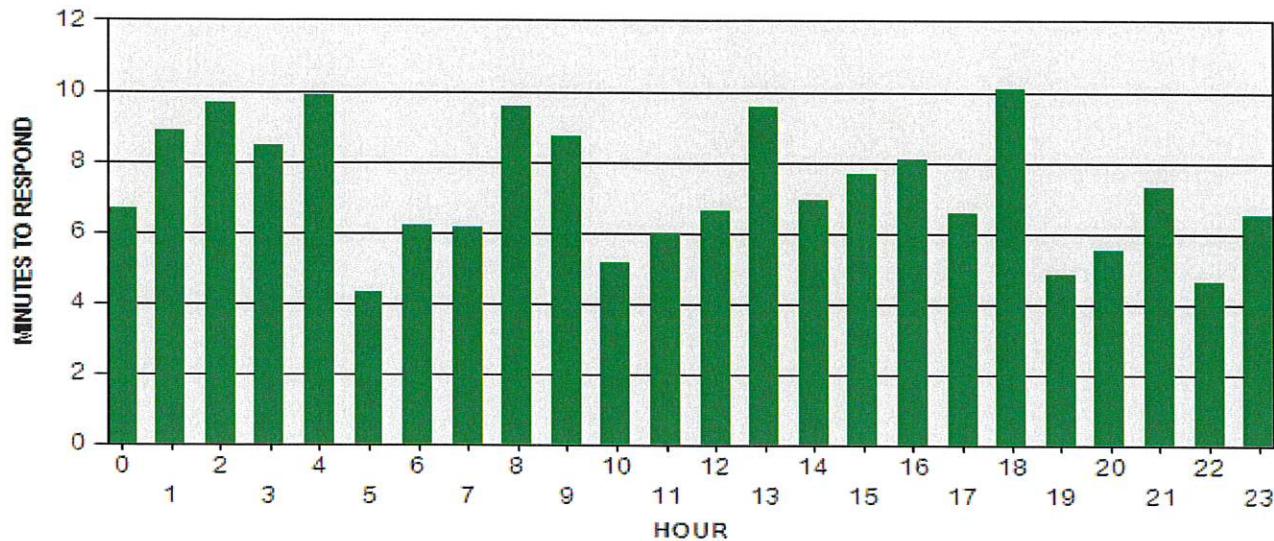
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## Average Response Time per Hour for Date Range

Start Date: 11/01/2019 | End Date: 11/30/2019



Hour	Times	Avg. Response, minutes	
		Day	Night
0	0:00 - 0:59		6.69
1	1:00 - 1:59		8.87
2	2:00 - 2:59		9.67
3	3:00 - 3:59		8.43
4	4:00 - 4:59		9.87
5	5:00 - 5:59		4.33
6	6:00 - 6:59		6.2
7	7:00 - 7:59	6.13	
8	8:00 - 8:59	9.58	
9	9:00 - 9:59	8.7	
10	10:00 - 10:59	5.12	
11	11:00 - 11:59	5.97	
12	12:00 - 12:59	6.61	
13	13:00 - 13:59	9.55	
14	14:00 - 14:59	6.95	
15	15:00 - 15:59	7.65	
16	16:00 - 16:59	8.08	
17	17:00 - 17:59	6.54	
18	18:00 - 18:59	10.07	
19	19:00 - 19:59		4.83
20	20:00 - 20:59		5.5
21	21:00 - 21:59		7.31
22	22:00 - 22:59		4.6
23	23:00 - 23:59		6.5
		7.58	6.9
TOTAL AVERAGE RESPONSE TIME:		7.24 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