



Town of Windham

Fire – Rescue Department

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Windham, ME 04062
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Brent J. Libby, Chief

July 2016 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 July 2016 during the day shift of 7:00 AM to 7:00 PM was 5.88 minutes. The average response time during the night hours of 7:00 PM to 7:00 AM was 8.92 minutes. The departments total response time for July decreased by 1.01 minutes from last month. During the month we responded to several storm related calls. Specifically in the 21:00 hour time frame resulting in a dramatic increase in response time due to call volume. Our turn out time which is the time from dispatch to en route increased just slightly from 1.10 to 1.39 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 285 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 1575 hours of the 1860 for a percentage of coverage at **84.7%**, a decrease in coverage of 5.6%.

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 144 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 972 hours of the 1116 leaving us with **87.1%** of coverage a decrease in coverage from last month of 6%.

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. **75.6%** of the shifts at North Windham Station had a per-diem paramedic; this was a decrease in coverage by 10.7% from last month's paramedic coverage.

Our training performance during July showed a decrease from last month. Our participation on Wednesday evening trainings has reduced to an average of 6 in attendance. The department had 100.25 total hours for the month.

Training hour totals below are for the last four months.

April 2016	937 Hrs.	May 2016	454.50 Hrs.
June 2016	348.5 Hrs.	July 2016	100.25 Hrs.

Monthly Activity Data:

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

	<u>2016</u>	<u>2015</u>	<u>2014</u>	
<i>Total Calls for the Month</i>	259	245	277	
<i>Total EMS Calls for the month</i>	178	180	210	<i>(The EMS numbers are a part of the total)</i>
Year to Date Totals	1592	1627	1579	

We had requested a mutual aid ambulance 11 times in July, of those calls 6 resulted in transports to the hospital by mutual aid.

4 Fire inspections with associated follow up were conducted during the month of July.

Of Interest:

- During July we saw an increase in overdose calls, having responded to seven in the month. After having only one in June and three in May.
- We also saw an increase in the acuity of our medical calls, receiving several high priority calls during the month.
- Starting July 1 as originally notified the local hospital stopped providing EMS with replacement supplies. So far we have been able to maintain our stock of supplies. We are limited on how much we stock due to secure storage.

Equipment

- On April 4th Tower 3 had a major equipment failure. While the mechanic was working on the truck the ladder elevated on its own. While on its way to Florida it had a catastrophic failure that resulted in the drive shaft and pump transfer case being destroyed. E-One has to repair this issue before they can work to diagnose the initial issue, those repairs on ongoing.
- Progress at the 33 Main Street site has been steady. The steel that they were waiting for to begin the reinforcement of the roof structure has arrived. This part of the project has to be completed before other areas can be built out.
- Rescue 1 and Ladder 4 were both out of service for a day each for routine maintenance. Ladder 4 has a chronic check engine alarm that we have struggled to diagnose and repair, the truck remains in service.
- The spare ambulance we have been sharing with Standish required some engine and electrical work. The work was completed by Sebago Lake Automotive and the cost will be shared with Windham, Standish and Gorham.
- The new engine has completed assembly. Deputy Chief Nichols and I will be traveling to the Pierce Factory in Florida August 9th-11th for the final inspection before the truck moves to the dealership in Massachusetts for final prep work and delivery to Windham.

Personnel

- Recognizing that we need to be able to respond to emergencies and with the permission of the Town Manager and HR Director we were able to lift our 120 hour requirement for personnel. As noted last month this requirement in an attempt to follow some of the affordable care act requirement had placed a significant burden on the department and its personnel given our hybrid system of staffing.

- We have had one member resign from the organization because he felt he was unable to put the amount of time in to response and training while trying to juggle a fulltime job and a young family.
- Another member has taken a 6 month leave to relocate and settle into to a new arrangement in Pennsylvania.
- We have just completed a hiring process of 9 new employees and 2 transfers into the South Windham district from Gorham as we try to maintain our shift coverage and response capacity.

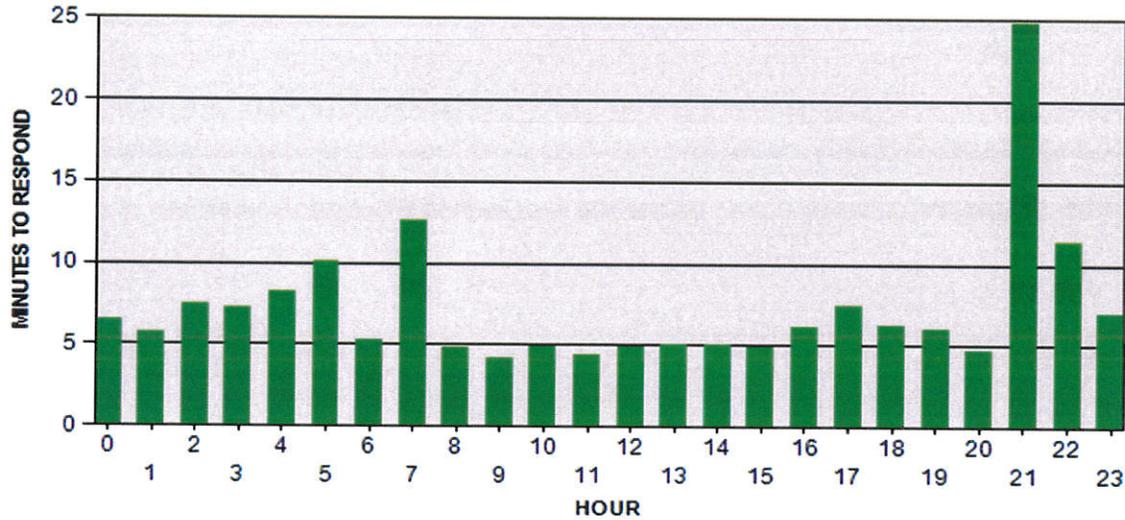
Town of Windham Fire & Rescue

Windham, ME



Average Response Time per Hour for Date Range

Start Date: 07/01/2016 | End Date: 07/31/2016



HOUR	TIMES	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		6.46
1	1:00 - 1:59		5.7
2	2:00 - 2:59		7.4
3	3:00 - 3:59		7.25
4	4:00 - 4:59		8.16
5	5:00 - 5:59		10.06
6	6:00 - 6:59		5.24
7	7:00 - 7:59	12.54	
8	8:00 - 8:59	4.84	
9	9:00 - 9:59	4.12	
10	10:00 - 10:59	4.95	
11	11:00 - 11:59	4.34	
12	12:00 - 12:59	4.89	
13	13:00 - 13:59	5.07	
14	14:00 - 14:59	4.99	
15	15:00 - 15:59	4.89	
16	16:00 - 16:59	6.1	
17	17:00 - 17:59	7.44	
18	18:00 - 18:59	6.19	
19	19:00 - 19:59	6.03	
20	20:00 - 20:59		4.66
21	21:00 - 21:59		24.85
22	22:00 - 22:59		11.36
23	23:00 - 23:59		7.02
		5.88	8.92

TOTAL AVERAGE RESPONSE TIME: 7.27 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

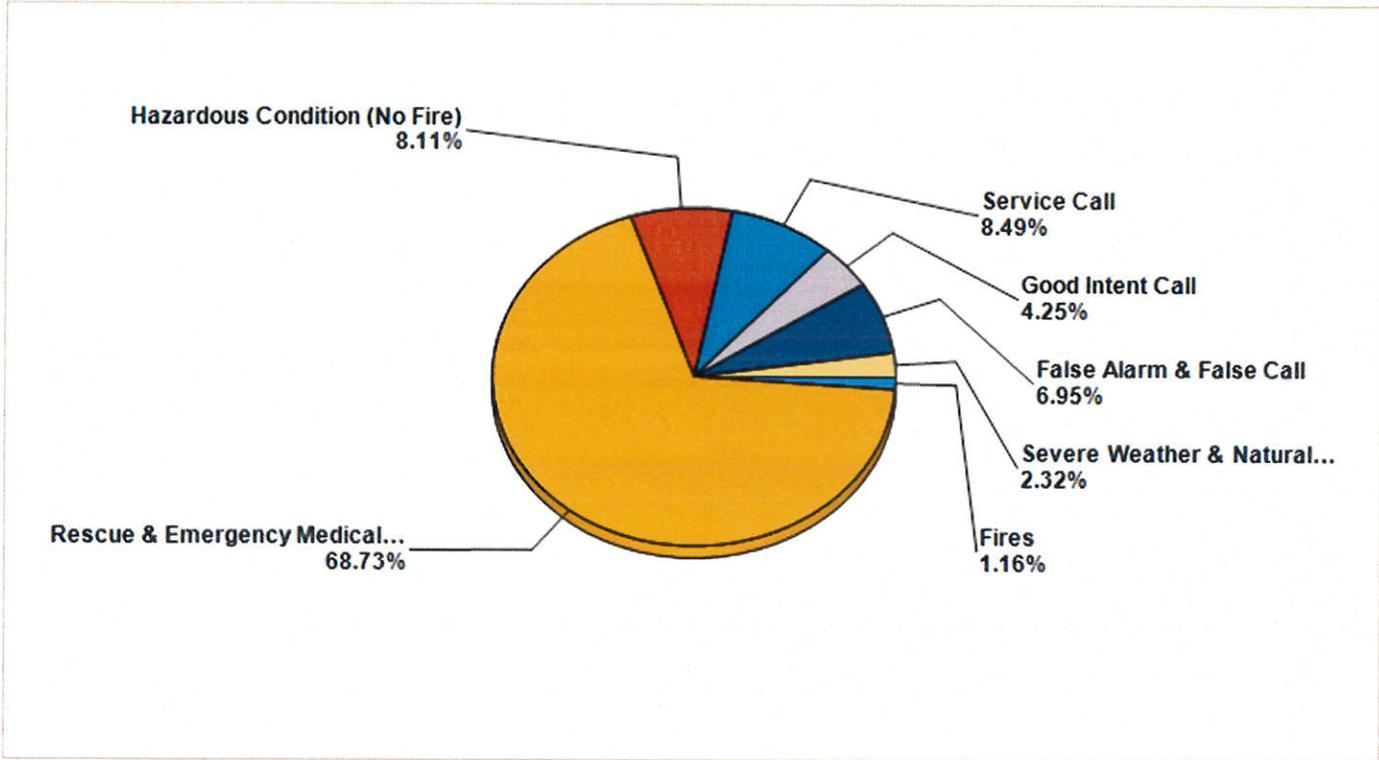
Town of Windham Fire & Rescue

Windham, ME



Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 07/01/2016 | End Date: 07/31/2016



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	3	1.16%
Rescue & Emergency Medical Service	178	68.73%
Hazardous Condition (No Fire)	21	8.11%
Service Call	22	8.49%
Good Intent Call	11	4.25%
False Alarm & False Call	18	6.95%
Severe Weather & Natural Disaster	6	2.32%
TOTAL	259	100.00%

Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
113 - Cooking fire, confined to container	1	0.39%
131 - Passenger vehicle fire	1	0.39%
142 - Brush or brush-and-grass mixture fire	1	0.39%
300 - Rescue, EMS incident, other	2	0.77%
320 - Emergency medical service, other	5	1.93%
321 - EMS call, excluding vehicle accident with injury	148	57.14%
322 - Motor vehicle accident with injuries	8	3.09%
324 - Motor vehicle accident with no injuries.	10	3.86%
350 - Extrication, rescue, other	2	0.77%
381 - Rescue or EMS standby	3	1.16%
400 - Hazardous condition, other	1	0.39%
413 - Oil or other combustible liquid spill	1	0.39%
440 - Electrical wiring/equipment problem, other	1	0.39%
444 - Power line down	15	5.79%
460 - Accident, potential accident, other	2	0.77%
461 - Building or structure weakened or collapsed	1	0.39%
500 - Service Call, other	1	0.39%
550 - Public service assistance, other	2	0.77%
551 - Assist police or other governmental agency	6	2.32%
552 - Police matter	2	0.77%
553 - Public service	4	1.54%
561 - Unauthorized burning	4	1.54%
571 - Cover assignment, standby, moveup	3	1.16%
600 - Good intent call, other	6	2.32%
611 - Dispatched & cancelled en route	3	1.16%
622 - No incident found on arrival at dispatch address	2	0.77%
700 - False alarm or false call, other	1	0.39%
714 - Central station, malicious false alarm	1	0.39%
730 - System malfunction, other	2	0.77%
731 - Sprinkler activation due to malfunction	2	0.77%
733 - Smoke detector activation due to malfunction	1	0.39%
734 - Heat detector activation due to malfunction	1	0.39%
735 - Alarm system sounded due to malfunction	2	0.77%
740 - Unintentional transmission of alarm, other	2	0.77%
743 - Smoke detector activation, no fire - unintentional	3	1.16%
744 - Detector activation, no fire - unintentional	2	0.77%
745 - Alarm system activation, no fire - unintentional	1	0.39%
813 - Wind storm, tornado/hurricane assessment	5	1.93%
815 - Severe weather or natural disaster standby	1	0.39%
TOTAL INCIDENTS:	259	100.00%

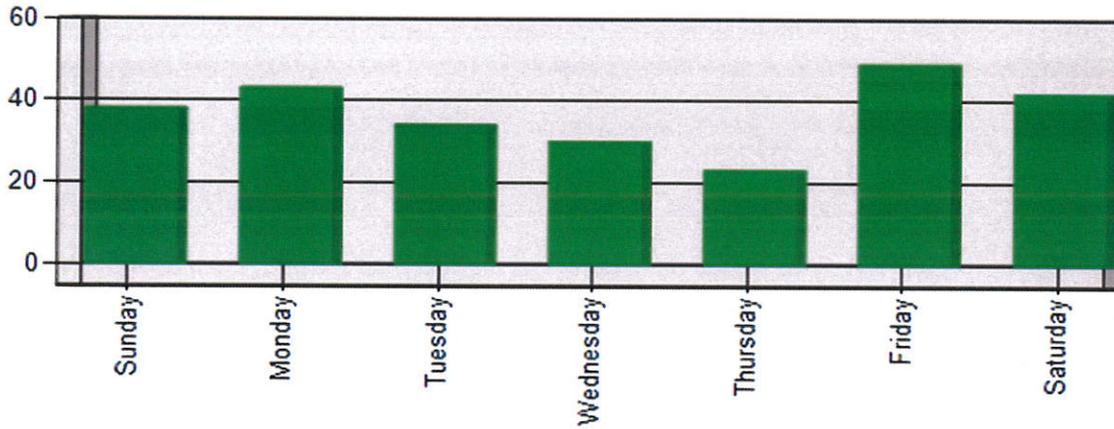
Town of Windham Fire & Rescue

Windham, ME



Incidents by Day of the Week for Date Range

Start Date: 07/01/2016 | End Date: 07/31/2016



DAY OF THE WEEK	# INCIDENTS
Sunday	38
Monday	43
Tuesday	34
Wednesday	30
Thursday	23
Friday	49
Saturday	42
TOTAL	259

Only REVIEWED incidents included

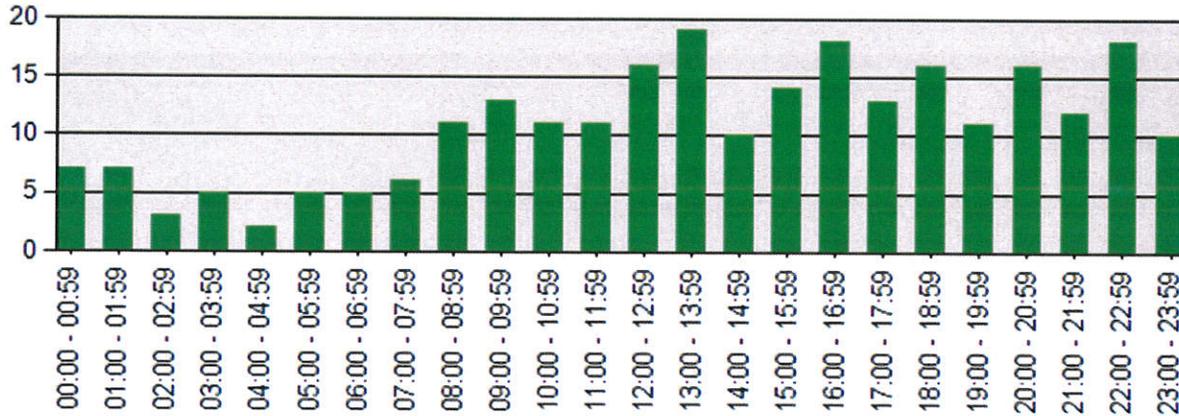
Town of Windham Fire & Rescue

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Incidents per Hour for Incident Type Range for Date Range

Incident Range: 100 | Start Date: 07/01/2016 | End Date: 07/31/2016



HOUR	# of CALLS
00:00 - 00:59	7
01:00 - 01:59	7
02:00 - 02:59	3
03:00 - 03:59	5
04:00 - 04:59	2
05:00 - 05:59	5
06:00 - 06:59	5
07:00 - 07:59	6
08:00 - 08:59	11
09:00 - 09:59	13
10:00 - 10:59	11
11:00 - 11:59	11
12:00 - 12:59	16
13:00 - 13:59	19
14:00 - 14:59	10
15:00 - 15:59	14
16:00 - 16:59	18
17:00 - 17:59	13
18:00 - 18:59	16
19:00 - 19:59	11
20:00 - 20:59	16
21:00 - 21:59	12
22:00 - 22:59	18
23:00 - 23:59	10

TOTAL: 259

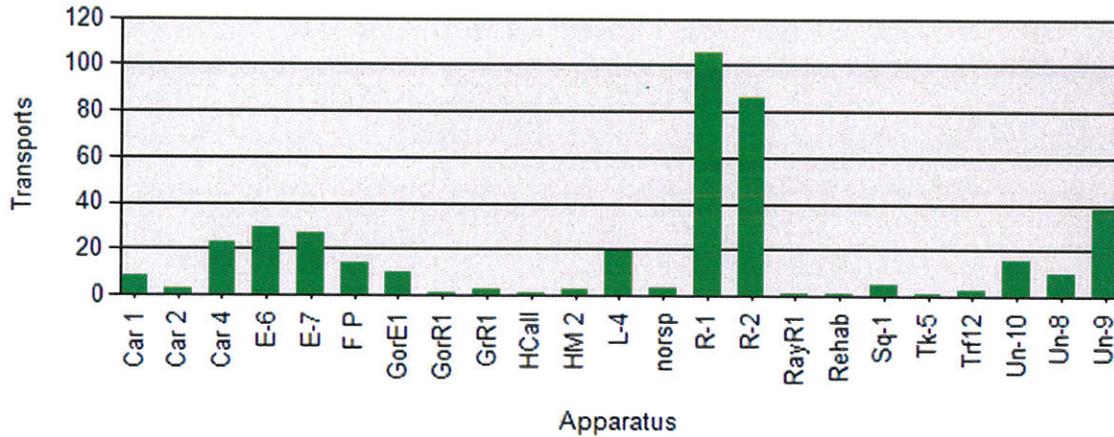
Town of Windham Fire & Rescue

Windham, ME



Incident Count per Apparatus for Date Range

Start Date: 07/01/2016 | End Date: 07/31/2016



APPARATUS	# of INCIDENTS
Car 1	8
Car 2	2
Car 4	23
E-6	29
E-7	27
F P	14
GorE1	10
GorR1	1
GrR1	2
HCall	1
HM 2	2
L-4	19
norsp	3
R-1	105
R-2	86
RayR1	1
Rehab	1
Sq-1	5
Tk-5	1
Trf12	2
Un-10	15
Un-8	10
Un-9	38

Town of Windham Fire & Rescue

Windham, ME



Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 07/01/2016 | End Date: 07/31/2016

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00	1	2	1	1	0	1	1
01:00	2	0	0	0	0	1	4
02:00	1	2	0	0	0	0	0
03:00	0	1	0	2	1	1	0
04:00	0	0	2	0	0	0	0
05:00	0	2	0	1	0	1	1
06:00	1	1	0	0	1	1	1
07:00	1	2	1	0	0	0	2
08:00	3	2	0	1	0	3	2
09:00	2	3	2	1	2	2	1
10:00	0	1	2	4	2	1	1
11:00	2	0	5	0	2	0	2
12:00	2	0	2	2	1	4	5
13:00	4	5	2	2	0	5	1
14:00	1	2	0	1	2	1	3
15:00	1	3	2	4	1	1	2
16:00	2	4	3	1	2	2	4
17:00	2	2	4	0	2	1	2
18:00	5	1	2	2	3	0	3
19:00	1	2	0	1	2	2	3
20:00	2	2	2	4	0	2	4
21:00	3	3	1	0	0	5	0
22:00	2	1	1	1	1	12	0
23:00	0	2	2	2	1	3	0
Total Responses for Day	38	43	34	30	23	49	42
% of Responses for Day	13.16%	11.63%	14.71%	13.33%	13.04%	24.49%	11.90%
% of Responses for Week	14.67%	16.60%	13.13%	11.58%	8.88%	18.92%	16.22%

Hour	Total per Hour	Percent
00:00	7	2.70%
01:00	7	2.70%
02:00	3	1.16%
03:00	5	1.93%
04:00	2	0.77%
05:00	5	1.93%
06:00	5	1.93%
07:00	6	2.32%
08:00	11	4.25%
09:00	13	5.02%
10:00	11	4.25%
11:00	11	4.25%
12:00	16	6.18%
13:00	19	7.34%
14:00	10	3.86%
15:00	14	5.41%
16:00	18	6.95%
17:00	13	5.02%
18:00	16	6.18%
19:00	11	4.25%
20:00	16	6.18%
21:00	12	4.63%
22:00	18	6.95%
23:00	10	3.86%
Total	259	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

2015 Incident Response Data for Month Periods

Month	Dispatch Time		Reaction Time	Response Time	Call Length
	Alarm to Dispatch	Dispatch to Enroute			
2015					
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	0.01	1.05	5.15	53.06	
Averages	0.300	1.487	6.540	60.190	

2016 Incident Response Data for Month Periods

Month	Dispatch Time		Reaction Time	Response Time	Call Length
	Alarm to Dispatch	Dispatch to Enroute			
2016					
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					
September 2016					
October 2016					
November 2016					
December 2016					
Averages	0.040	1.037	5.407	61.473	



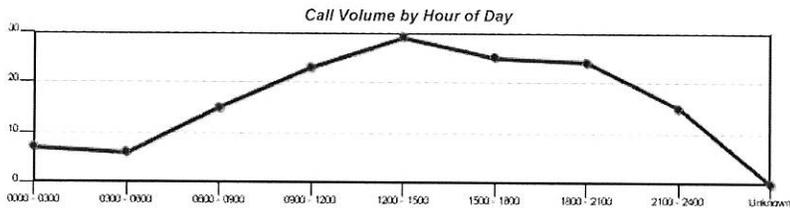
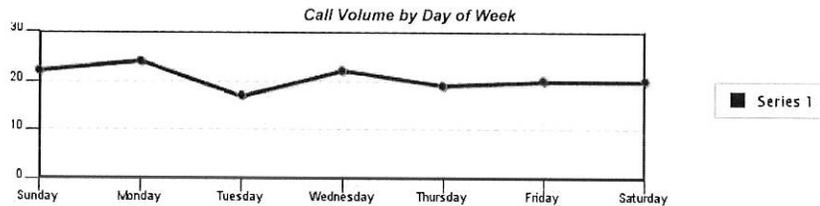
Ambulance Run Data Report
Windham Fire Rescue
From 07/01/16 To 07/31/16
Total Number of Runs Based on Search Criteria: 144

Runs by City

City	# of Runs	% of Runs
Gorham (census name for Gorham Center)	6	4.17%
Gray (sta) (East Gray)	1	0.69%
Gray (Town of)	1	0.69%
Raymond (Town of)	1	0.69%
WINDHAM	1	0.69%
Windham (Town of)	134	93.06%
Unknown	0	0.00%
Total	144	100%

Times of Call

Time Period	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Percentage
0000 - 0300	2	2	0	0	1	0	2	7	4.86%
0300 - 0600	0	2	1	2	1	0	0	6	4.17%
0600 - 0900	2	4	0	1	1	3	4	15	10.42%
0900 - 1200	4	2	6	3	4	3	1	23	15.97%
1200 - 1500	5	5	1	5	3	7	3	29	20.14%
1500 - 1800	3	4	5	4	4	2	3	25	17.36%
1800 - 2100	3	2	1	4	4	3	7	24	16.67%
2100 - 2400	3	3	3	3	1	2	0	15	10.42%
Unknown	0	0	0	0	0	0	0	0	0.00%
Total	22	24	17	22	19	20	20	144	100%



Runs by Provider Impression

Provider Impression	# of Times	% of Times
Allergy / Anaphylaxis	5	3.47%
Altered Level of Consciousness / Coma	5	3.47%
Assist Only	1	0.69%
Behavioral / Psychiatric Disorder	6	4.17%
Cardiac - Chest Pain	7	4.88%
Cardiac - Narrow Complex Tachycardia	1	0.69%
Cardiac - Other	6	4.17%
Cardiac - ST Elevation MI	1	0.69%
Dehydration	1	0.69%
Diabetic Emergency	3	2.08%
Flu Like Illness	1	0.69%
Hemorrhage - Traumatic	2	1.39%
No Apparent Illness / Injury	12	8.33%
Obvious Death	2	1.39%
Other Illness / Injury	9	6.25%
Overdose - Drug / Medication	7	4.86%
Overdose - ETOH	1	0.69%
Pain - Abdominal (Non-Traumatic)	11	7.64%
Pain - Back (Non-Traumatic)	7	4.86%
Pain - Extremity (Non-Traumatic)	6	4.17%
Pain - Head (Non-Traumatic)	1	0.69%
Respiratory Distress - Airway Obstruction	1	0.69%
Respiratory Distress - Bronchospasm	1	0.69%
Respiratory Distress - Other	2	1.39%

Respiratory Distress - Pulmonary Edema	1	0.69%
Seizure / Convulsions	3	2.08%
Stroke / CVA / TIA	2	1.39%
Syncope / Fainting	2	1.39%
Traumatic Injury - Abdomen	3	2.08%
Traumatic Injury - Extremity	10	6.94%
Traumatic Injury - Head	4	2.78%
Traumatic Injury - Multisystem	2	1.39%
Traumatic Injury - Torso	2	1.39%
Weakness / General Malaise	10	6.94%
Unknown	6	4.17%
Total	144	100%

Runs by Dispatch Reason

Dispatch Reason	# of Times	% of Times
1 - Abdominal Pain / Problems	11	7.64%
10 - Chest Pain (Non-Traumatic)	6	4.17%
11 - Choking	2	1.39%
12 - Convulsions / Seizures	3	2.08%
13 - Diabetic Problems	4	2.78%
17 - Falls	12	8.33%
18 - Headache	1	0.69%
19 - Heart Problems / A.I.C.D.	1	0.69%
2 - Allergies (Reactions) / Envenomations (Stings,Bees)	6	4.17%
21 - Hemorrhage / Lacerations	1	0.69%
23 - Overdose / Poisoning (Ingestion)	5	3.47%
25 - Psychiatric / Abnormal Behavior / Suicide Attempt	6	4.17%
26 - Sick Person	23	15.97%
28 - Stroke (CVA) / Transient Ischemic Attack (TIA)	1	0.69%
29 - Traffic / Transportation Incident	11	7.64%
30 - Traumatic Injury	7	4.86%
31 - Unconscious / Fainting (Near)	11	7.64%
32 - Unknown Problem (Man Down)	7	4.86%
37 - Inter-facility Evaluation / Transfer	2	1.39%
4 - Assault / Sexual Assault	2	1.39%
5 - Back Pain (Non-Traumatic/Non-Recent Trauma)	5	3.47%
6 - Breathing Problems	7	4.86%
8 - Carbon Monoxide / Inhalation / HAZMAT / CBRNE	1	0.69%
9 - Cardiac or Respiratory Arrest / Death	2	1.39%
Medical Alarm	1	0.69%
Other	4	2.78%
Stand By (Fire, Law, etc)	2	1.39%
Unknown	0	0.00%
Total	144	100%

Average Run Times

Enroute (Responding - Unit Notified Dispatched)				Response Time (Arrive Scene - Enroute)			
Minutes	# of Runs	% of Runs		Minutes	# of Runs	% of Runs	
0 - 1	115	79.86%		0 - 5	98	68.06%	
2 - 3	26	18.06%		6 - 10	41	28.47%	
4 - 5	1	0.69%		11 - 15	4	2.78%	
> 5	2	1.39%		> 15	1	0.69%	
Unknown	0	0.00%		Unknown	0	0.00%	
Total	144	100%		Total	144	100%	

Scene Time (Depart Scene - Arrive Scene)				Transport Time (Arrive Hospital - Depart Scene)			
Minutes	# of Runs	% of Runs		Minutes	# of Runs	% of Runs	
0 - 10	31	21.53%		0 - 5	1	0.69%	
11 - 20	76	52.78%		6 - 10	0	0.00%	
21 - 30	25	17.36%		11 - 15	4	2.78%	
> 30	12	8.33%		> 15	97	67.36%	
Unknown	0	0.00%		Unknown	42	29.17%	
Total	144	100%		Total	144	100%	

Hospital Time (Depart Hospital - Arrive Hospital)				Average Run Times	
Minutes	# of Runs	% of Runs			
0 - 5	21	14.58%		Enroute	00:00:47
6 - 10	8	5.56%		To Scene	00:04:40
11 - 15	18	12.50%		At Scene	00:17:08
> 15	54	37.50%		To Destination	00:27:39
Unknown	43	29.86%		Back in Service	00:38:55
Total	144	100%		Total	01:29:09

Range of Times: Lowest = -94 and Highest = 1154

Transport Mode from Scene

Transport Mode from Scene	# of Times	% of Times
Initial No Lights or Sirens, Upgraded to Lights and Sirens	1	0.69%
Lights and Sirens	31	21.53%
No Lights or Sirens	71	49.31%
Unknown	41	28.47%
Total	144	100%

Transport Hospital

Destination	# of Runs	% of Runs
BRIDGTON HOSPITAL	2	1.39%
CENTRAL MAINE MEDICAL CENTER	2	1.39%
MAINE MEDICAL CENTER	73	50.69%
MERCY HOSPITAL	26	18.06%
No Destination	41	28.47%
Total	144	100%

Search Criteria	
Dates	From 07/01/2016 To 07/31/2016 (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