

# Town of Windham Fire & Rescue

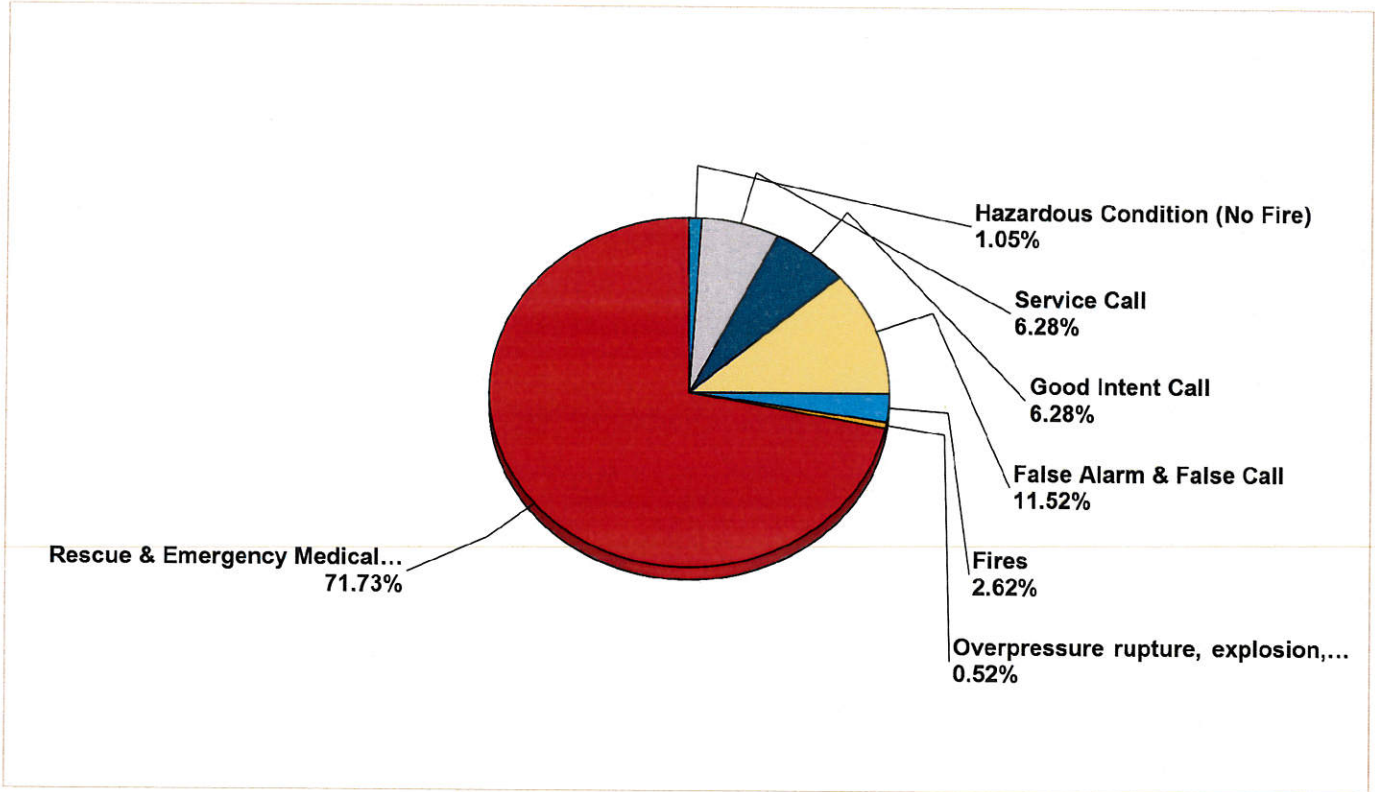


Windham, ME

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## Breakdown by Major Incident Types for Date Range

Start Date: 09/01/2014 | End Date: 09/30/2014



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	5	2.62%
Overpressure rupture, explosion, overheating - no fire	1	0.52%
Rescue & Emergency Medical Service	137	71.73%
Hazardous Condition (No Fire)	2	1.05%
Service Call	12	6.28%
Good Intent Call	12	6.28%
False Alarm & False Call	22	11.52%
<b>TOTAL</b>	<b>191</b>	<b>100.00%</b>

Only REVIEWED incidents included. Summary results for a major incident type are not displayed if the count is zero.



**Detailed Breakdown by Incident Type**

<b>INCIDENT TYPE</b>	<b># INCIDENTS</b>	<b>% of TOTAL</b>
111 - Building fire	3	1.57%
131 - Passenger vehicle fire	1	0.52%
140 - Natural vegetation fire, other	1	0.52%
240 - Explosion (no fire), other	1	0.52%
300 - Rescue, EMS incident, other	1	0.52%
311 - Medical assist, assist EMS crew	2	1.05%
320 - Emergency medical service, other	8	4.19%
321 - EMS call, excluding vehicle accident with injury	110	57.59%
322 - Motor vehicle accident with injuries	5	2.62%
324 - Motor vehicle accident with no injuries.	10	5.24%
381 - Rescue or EMS standby	1	0.52%
410 - Combustible/flammable gas/liquid condition, other	1	0.52%
463 - Vehicle accident, general cleanup	1	0.52%
500 - Service Call, other	5	2.62%
550 - Public service assistance, other	1	0.52%
553 - Public service	1	0.52%
561 - Unauthorized burning	4	2.09%
571 - Cover assignment, standby, moveup	1	0.52%
600 - Good intent call, other	4	2.09%
611 - Dispatched & cancelled en route	6	3.14%
631 - Authorized controlled burning	1	0.52%
651 - Smoke scare, odor of smoke	1	0.52%
700 - False alarm or false call, other	4	2.09%
714 - Central station, malicious false alarm	1	0.52%
730 - System malfunction, other	1	0.52%
733 - Smoke detector activation due to malfunction	3	1.57%
734 - Heat detector activation due to malfunction	1	0.52%
735 - Alarm system sounded due to malfunction	2	1.05%
743 - Smoke detector activation, no fire - unintentional	6	3.14%
745 - Alarm system activation, no fire - unintentional	4	2.09%
<b>TOTAL INCIDENTS:</b>	<b>191</b>	<b>100.00%</b>

Only REVIEWED incidents included. Summary results for a major incident type are not displayed if the count is zero.



# Town of Windham Fire & Rescue

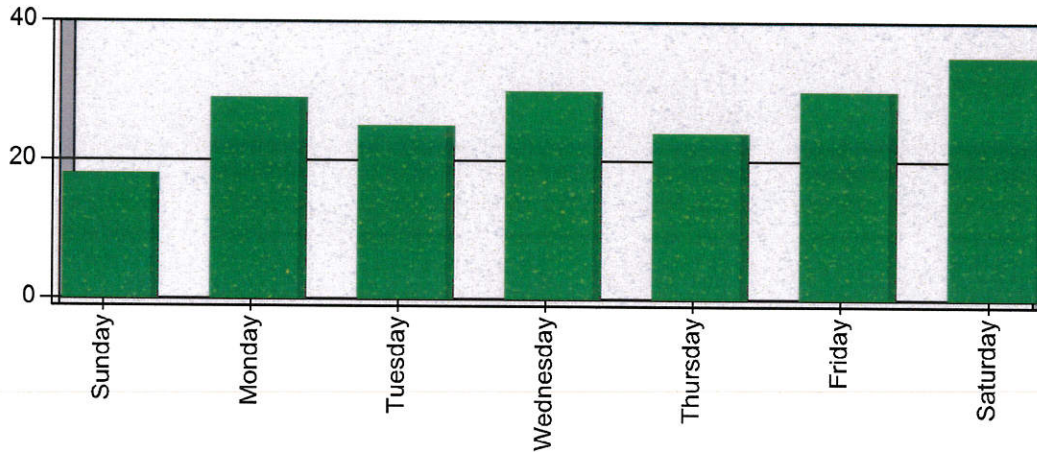
Windham, ME

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## Incidents by Day of the Week for Date Range

Start Date: 09/01/2014 | End Date: 09/30/2014



DAY OF THE WEEK	# INCIDENTS
Sunday	18
Monday	29
Tuesday	25
Wednesday	30
Thursday	24
Friday	30
Saturday	35
<b>TOTAL</b>	<b>191</b>

Only REVIEWED incidents included

# Town of Windham Fire & Rescue

Windham, ME

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

Zone: All Zones | Start Date: 09/01/2014 | End Date: 09/30/2014

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	1	0	0	0	0	3	0	00:00	4	2.09%
01:00	1	0	1	0	0	0	1	01:00	3	1.57%
02:00	1	0	0	0	0	1	0	02:00	2	1.05%
03:00	1	0	1	0	0	0	0	03:00	2	1.05%
04:00	1	0	0	1	1	0	0	04:00	3	1.57%
05:00	0	1	0	0	0	0	0	05:00	1	0.52%
06:00	1	0	0	0	1	1	1	06:00	4	2.09%
07:00	1	1	3	0	1	1	0	07:00	7	3.66%
08:00	2	0	2	0	2	2	3	08:00	11	5.76%
09:00	1	2	1	1	1	0	1	09:00	7	3.66%
10:00	0	4	0	1	0	1	1	10:00	7	3.66%
11:00	0	1	2	4	1	4	3	11:00	15	7.85%
12:00	1	3	2	2	1	3	5	12:00	17	8.90%
13:00	0	0	1	1	0	2	0	13:00	4	2.09%
14:00	0	1	2	2	1	2	1	14:00	9	4.71%
15:00	0	3	1	2	5	3	3	15:00	17	8.90%
16:00	0	0	1	0	1	0	4	16:00	6	3.14%
17:00	0	0	3	4	2	0	1	17:00	10	5.24%
18:00	3	2	2	1	3	3	4	18:00	18	9.42%
19:00	2	3	0	5	2	0	1	19:00	13	6.81%
20:00	0	2	0	1	1	1	1	20:00	6	3.14%
21:00	0	2	1	3	1	0	3	21:00	10	5.24%
22:00	1	3	0	1	0	2	2	22:00	9	4.71%
23:00	1	1	2	1	0	1	0	23:00	6	3.14%
Total Responses for Day	18	29	25	30	24	30	35	Total	191	100.00%
% of Responses for Day	16.67%	13.79%	12.00%	16.67%	20.83%	13.33%	14.29%			
% of Responses for Week	9.42%	15.18%	13.09%	15.71%	12.57%	15.71%	18.32%			

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 maximum call volumes for each hour are shown with a BLUE background. "% of Responses for Day" indicates the maximum hourly call volume as percentage of total calls for the day of the week. "% of Responses for Week" indicates the total number of calls for the day of the week as a percentage of total calls.



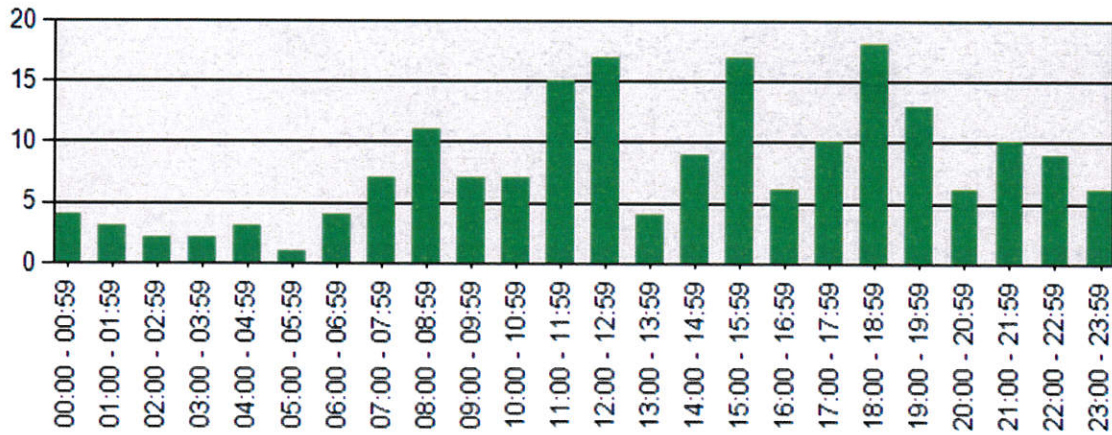
# Town of Windham Fire & Rescue

Windham, ME

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

Incident Range: 100 - 911 | Start Date: 09/01/2014 | End Date: 09/30/2014



HOUR	# of CALLS	
	Day Calls	Night Calls
00:00 - 00:59		4
01:00 - 01:59		3
02:00 - 02:59		2
03:00 - 03:59		2
04:00 - 04:59		3
05:00 - 05:59		1
06:00 - 06:59		4
07:00 - 07:59	7	
08:00 - 08:59	11	
09:00 - 09:59	7	
10:00 - 10:59	7	
11:00 - 11:59	15	
12:00 - 12:59	17	
13:00 - 13:59	4	
14:00 - 14:59	9	
15:00 - 15:59	17	
16:00 - 16:59	6	
17:00 - 17:59	10	
18:00 - 18:59	18	
19:00 - 19:59	13	
20:00 - 20:59		6
21:00 - 21:59		10
22:00 - 22:59		9
23:00 - 23:59		6
<b>TOTAL:</b>	<b>141</b>	<b>50</b>

**TOTAL: 191**

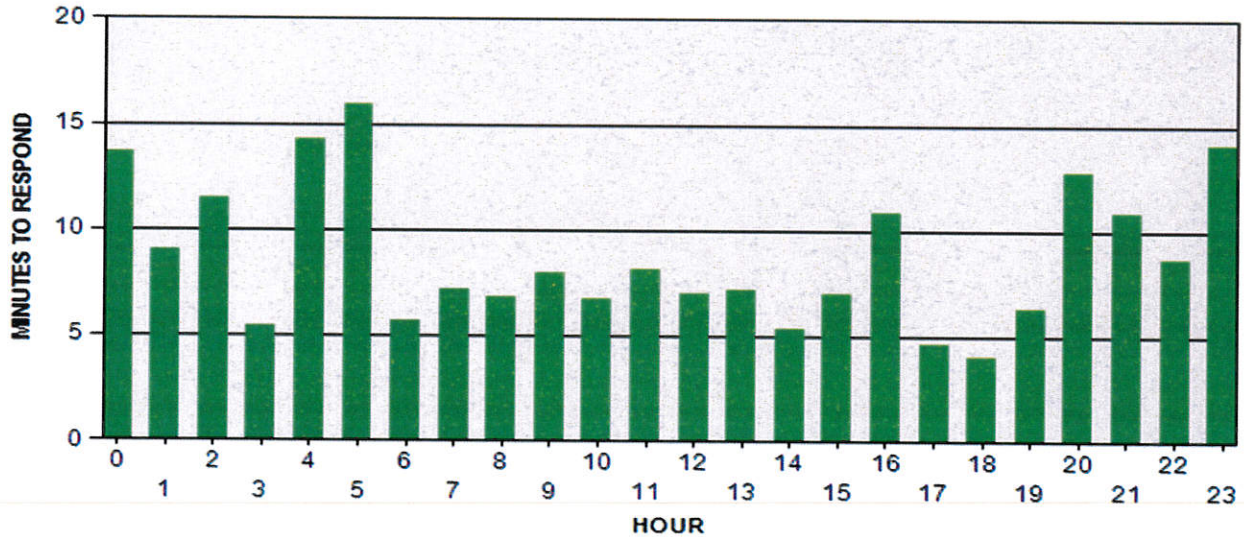
# Town of Windham Fire & Rescue

Windham, ME

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## Average Response Time per Hour for Date Range

Start Date: 09/01/2013 | End Date: 09/30/2013



HOUR	TIMES	AVE. RESPONSE, minutes	
		Day Calls	Night Calls
0	0:00 - 0:59		13.64
1	1:00 - 1:59		9.01
2	2:00 - 2:59		11.44
3	3:00 - 3:59		5.39
4	4:00 - 4:59		14.29
5	5:00 - 5:59		15.95
6	6:00 - 6:59		5.69
7	7:00 - 7:59	7.13	
8	8:00 - 8:59	6.78	
9	9:00 - 9:59	8	
10	10:00 - 10:59	6.72	
11	11:00 - 11:59	8.12	
12	12:00 - 12:59	6.99	
13	13:00 - 13:59	7.17	
14	14:00 - 14:59	5.37	
15	15:00 - 15:59	6.97	
16	16:00 - 16:59	10.87	
17	17:00 - 17:59	4.62	
18	18:00 - 18:59	4	
19	19:00 - 19:59	6.33	6.33
20	20:00 - 20:59		12.77
21	21:00 - 21:59		10.81
22	22:00 - 22:59		8.7
23	23:00 - 23:59		14.09
		6.85	10.68

**TOTAL AVERAGE RESPONSE TIME: 8.79 minutes**

Report 847

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

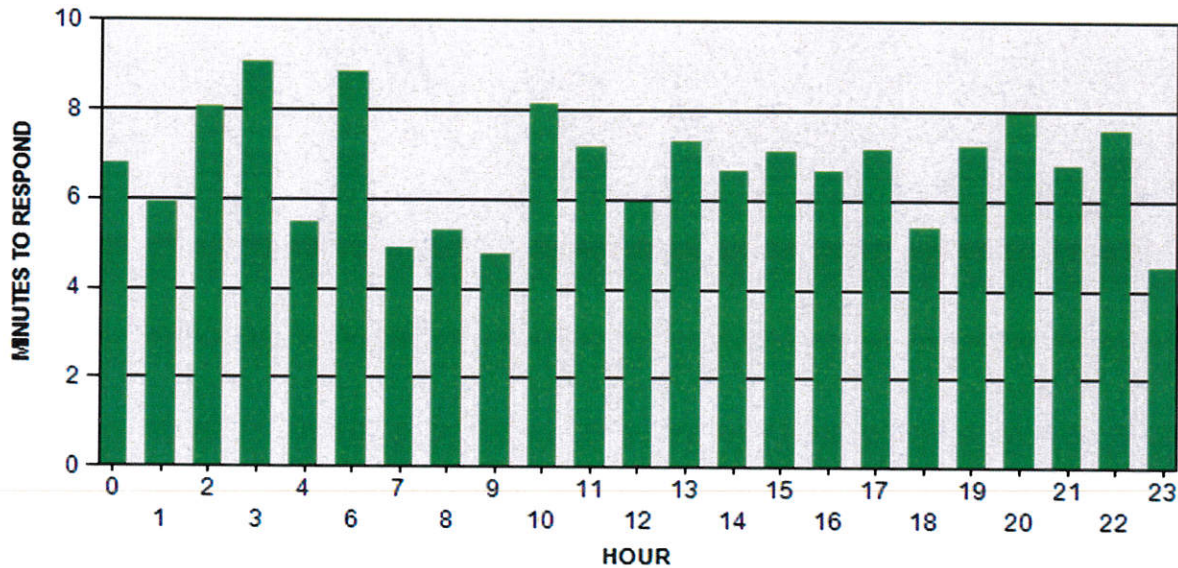
# Town of Windham Fire & Rescue

Windham, ME

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## Average Response Time per Hour for Date Range

Start Date: 09/01/2014 | End Date: 09/30/2014



HOUR	TIMES	AVE. RESPONSE TIME	
		Day Calls	Night Calls
0	0:00 - 0:59		6.79
1	1:00 - 1:59		5.89
2	2:00 - 2:59		8.03
3	3:00 - 3:59		9.08
4	4:00 - 4:59		5.47
6	6:00 - 6:59		8.82
7	7:00 - 7:59	4.9	
8	8:00 - 8:59	5.28	
9	9:00 - 9:59	4.79	
10	10:00 - 10:59	8.13	
11	11:00 - 11:59	7.16	
12	12:00 - 12:59	5.95	
13	13:00 - 13:59	7.31	
14	14:00 - 14:59	6.67	
15	15:00 - 15:59	7.09	
16	16:00 - 16:59	6.64	
17	17:00 - 17:59	7.14	
18	18:00 - 18:59	5.4	
19	19:00 - 19:59	7.2	
20	20:00 - 20:59		7.96
21	21:00 - 21:59		6.78
22	22:00 - 22:59		7.59
23	23:00 - 23:59		4.49
		<b>6.44</b>	<b>7.09</b>

**TOTAL AVERAGE RESPONSE TIME: 6.72 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

Incident Response Data for Month Periods

Month	Dispatch Time	Reaction Time	Response Time	Call Length
	Alarm to Dispatch	Dispatch to Enroute	Dispatch to Arrival	Dispatch to In Service
<b>2013</b>				
January 2013	0.00 ?	1.550	6.590	55.06
February 2013	0.00 ?	1.560	8.050	58.44
March 2013	0.00 ?	1.510	6.320	58.47
April 2013	0.00 ?	2.020	10.590	72.27
May 2013	0.00 ?	1.470	6.400	52.32
June 2013	0.00 ?	2.150	7.200	61.06
July 2013	0.134	1.540	7.240	51.56
August 2013	3.340	1.510	7.080	61.19
September 2013	2.520	2.170	6.520	61.37
October 2013	0.080	1.440	7.040	54.26
November 2013	0.00 ?	1.530	7.220	53.10
December 2013	0.000	1.460	7.350	60.37
Averages	1.519	1.677	7.300	58.289

Month	Dispatch Time	Reaction Time	Response Time	Call Length
	Alarm to Dispatch	Dispatch to Enroute	Dispatch to Arrival	Dispatch to In Service
<b>2014</b>				
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				
November 2014				
December 2014				
Averages	1.927	1.670	7.010	58.373





Ambulance Run Data Report  
 Windham Fire Rescue  
 From 09/01/14 To 09/30/14  
 Total Number of Runs Based on Search Criteria: 113

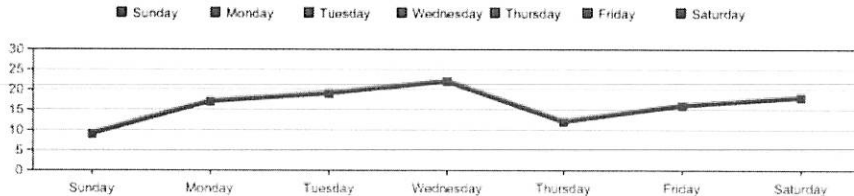
Runs by City

City	# of Runs	% of Runs
Gorham (census name for Gorham Center)	2	1.77%
Gray (sta) (East Gray)	1	0.88%
Standish	1	0.88%
WINDHAM	1	0.88%
Windham (Town of)	107	94.69%
Unknown	1	0.88%
<b>Total</b>	<b>113</b>	<b>100%</b>

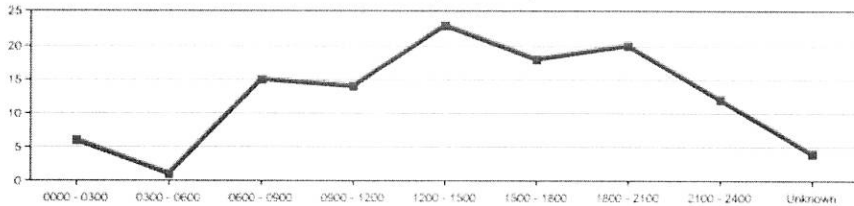
Times of Call

Time Period	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Percentage
0000 - 0300	2	0	1	0	0	2	1	6	5.31%
0300 - 0600	0	0	0	1	0	0	0	1	0.88%
0600 - 0900	2	0	5	0	2	4	2	15	13.27%
0900 - 1200	0	5	1	4	0	2	2	14	12.39%
1200 - 1500	1	3	4	4	1	5	5	23	20.35%
1500 - 1800	0	1	5	4	4	0	4	18	15.93%
1800 - 2100	2	3	1	6	5	1	2	20	17.70%
2100 - 2400	1	2	2	3	0	2	2	12	10.62%
Unknown	1	3	0	0	0	0	0	4	3.54%
<b>Total</b>	<b>9</b>	<b>17</b>	<b>19</b>	<b>22</b>	<b>12</b>	<b>16</b>	<b>18</b>	<b>113</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
Allergy / Anaphylaxis	2	1.77%
Altered Level of Consciousness / Coma	1	0.88%
Assist Only	2	1.77%
Behavioral / Psychiatric Disorder	4	3.54%
Cardiac - Chest Pain	7	6.19%
Cardiac - Other	2	1.77%
Cardiac Arrest - Asystole	1	0.88%
Dehydration	4	3.54%
Diabetic Emergency	2	1.77%
Flu Like Illness	1	0.88%
Hemorrhage - Traumatic	1	0.88%
Nausea / Vomiting (Unknown Etiology)	3	2.65%
No Apparent Illness / Injury	8	7.08%
Other Illness / Injury	10	8.85%
Overdose - Drug / Medication	1	0.88%
Overdose - ETOH	1	0.88%
Pain - Abdominal (Non-Traumatic)	8	7.08%
Pain - Back (Non-Traumatic)	6	5.31%
Pain - Chest (Non-Cardiac)	3	2.65%
Pain - Extremity (Non-Traumatic)	1	0.88%
Pain - Head (Non-Traumatic)	1	0.88%
Pregnancy / OB Delivery	1	0.88%
Respiratory Distress - Bronchospasm	1	0.88%
Respiratory Distress - Other	4	3.54%

Respiratory Distress - Pulmonary Edema	1	0.88%
Seizure / Convulsions	6	5.31%
Stroke / CVA / TIA	1	0.88%
Syncope / Fainting	1	0.88%
Traumatic Injury - Abdomen	1	0.88%
Traumatic Injury - Back	1	0.88%
Traumatic Injury - Extremity	5	4.42%
Traumatic Injury - Head	9	7.96%
Traumatic Injury - Multisystem	3	2.65%
Traumatic Injury - Torso	1	0.88%
Weakness / General Malaise	6	5.31%
Unknown	3	2.65%
<b>Total</b>	<b>113</b>	<b>100%</b>

<b>Search Criteria</b>	
Dates	From 09/01/2014 To 09/30/2014 (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