



# 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

### September 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 September during the day shift of 7:00 AM to 7:00 PM was 6.63 minutes. The average response time during the night hours of 7:00 PM to 7:00 AM was 7.10 minutes. The departments total average response time for September was 6.84 minutes. Our average turn out time which is the time from dispatch to en route was 1.16 minutes.

The department covers five (5) per-diem shifts during the day. In the 30 day period that provides us with 1800 hours of daytime coverage. We had a total of 249 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 1551 hours of the 1800 for a percentage of coverage at **86.2 %** a decrease in coverage of 5.2 %.

During the night shift the department fills three (3) per-diem shifts for a total of 1080 hours during the 30 day period. We had a total of 39 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 1041 hours of the 1080 leaving us with **96.3%** of coverage a decrease in coverage from last month of 3.2 %.

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 **76.7%** of the night shifts at North Station with a per-diem paramedic.

Our training performance during September has decreased from last month. The department had 353.5 total training hours for the month.

Training hour totals below are for the last four months.

June 2017	220.50 Hrs.	July 2017	186.75 Hrs.
August 2017	696.00 Hrs.	September 2017	353.5 Hrs.

## Monthly Activity Data:

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

	2017	2016	2015	
Total Calls for the Month	241	233	243	
Total EMS Calls for the month	164	168	182	(The EMS numbers are a part of the total)
Year to Date Totals	2247	2056	2114	

We had requested a mutual aid ambulance 9 times in September, of those calls 1 resulted in transport to the hospital by mutual aid. Our third ambulance handled 8 additional calls during the month.

## **Fire Prevention/Inspections:**

- 0 New Plans Reviewed
- 3 New residential inspections
- 0 Follow up residential inspections
- 1 Commercial inspection
- 3 Follow up commercial inspections
- 7 Lock Box Details

## **Of Interest:**

- Crews were in attendance at St. Anne's Church on Windham Center Road for a family day in early September.
- Maine EMS was in house to inspect our 3 ambulances. All passed inspection without issue.
- Our Service and Ambulance licenses were renewed with Maine EMS.
- Inspections of all our protective clothing started this month. This is done by hand to ensure that the clothing is being cared for properly and is still safe for interior firefighting.
- Tower 3 has returned, training has been completed and the vehicle is back in service
- Ladder 4 remains out of service for paint and corrosion repairs.
- We have completed our two physical abilities tests. We started with 27 applications. We have 4 applicants for full time moving forward to interviews. There are 4 applicants moving forward for per-diem. The table below provides a bit of insight into the process so far.

	Number of Applications	Provided Doctors note for physical assessment	Attended physical assessment and passed	Attended physical assessment and didn't pass	Moving onto interviews
Full Time	11	7	4	3	4
Per-Diem	9	6	4	2	4
Call Company	7	2	0	1	0

- The Maine Fire Marshal's Office has released their 2016 Annual Report. It has very interesting statewide information, stats and trends. The link is below.  
[http://www.maine.gov/dps/fmo/research/documents/2016\\_annualreport.pdf](http://www.maine.gov/dps/fmo/research/documents/2016_annualreport.pdf)
- The crews at Central Station with the assistance for Buildings and Grounds were able to clean and paint the apparatus bay floor in preparation for the Public Safety Open House that is occurring on October 14<sup>th</sup>.

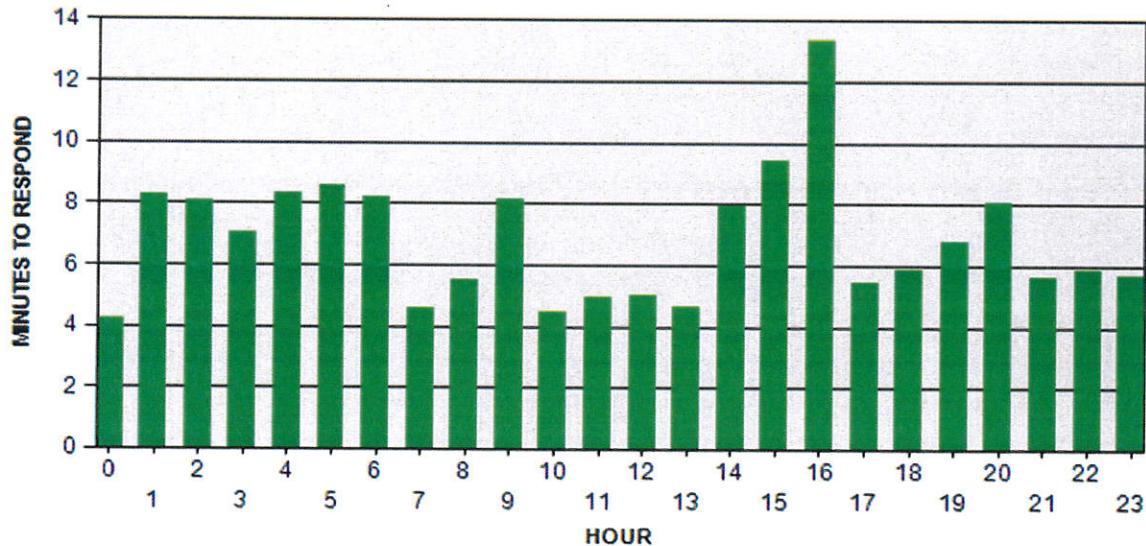
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## Average Response Time per Hour for Date Range

Start Date: 09/01/2017 | End Date: 09/30/2017



HOUR	TIMES	AVG. RESPONSE, minutes	AVG. RESPONSE, minutes
			Day
0	0:00 - 0:59		4.22
1	1:00 - 1:59		8.27
2	2:00 - 2:59		8.09
3	3:00 - 3:59		7.04
4	4:00 - 4:59		8.32
5	5:00 - 5:59		8.58
6	6:00 - 6:59		8.23
7	7:00 - 7:59	4.6	
8	8:00 - 8:59	5.49	
9	9:00 - 9:59	8.12	
10	10:00 - 10:59	4.47	
11	11:00 - 11:59	4.96	
12	12:00 - 12:59	5.03	
13	13:00 - 13:59	4.68	
14	14:00 - 14:59	7.99	
15	15:00 - 15:59	9.42	
16	16:00 - 16:59	13.33	
17	17:00 - 17:59	5.42	
18	18:00 - 18:59	5.86	
19	19:00 - 19:59	6.78	
20	20:00 - 20:59		8.1
21	21:00 - 21:59		5.64
22	22:00 - 22:59		5.9
23	23:00 - 23:59		5.72
		6.63	7.10

TOTAL AVERAGE RESPONSE TIME: 6.84 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

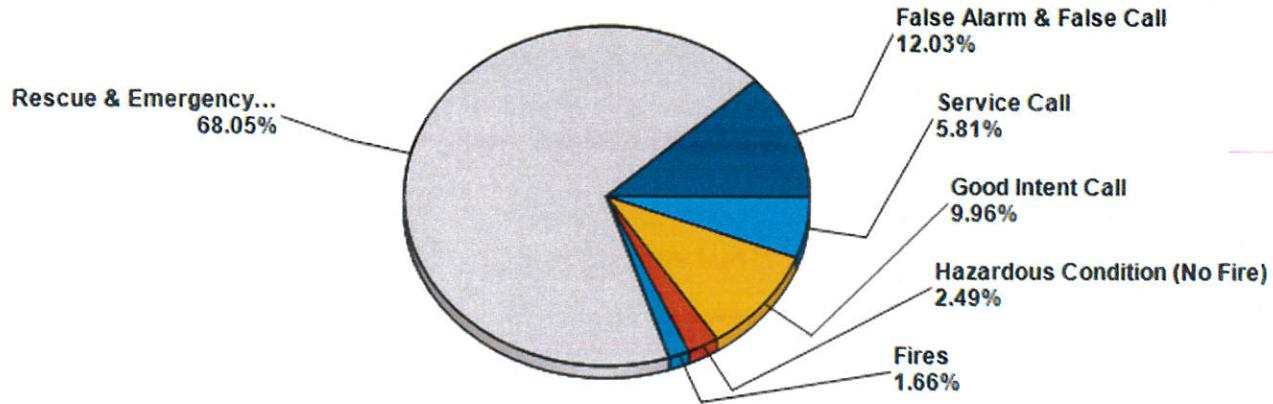
# Town of Windham Fire & Rescue

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## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 09/01/2017 | End Date: 09/30/2017



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	4	1.66%
Rescue & Emergency Medical Service	164	68.05%
Hazardous Condition (No Fire)	6	2.49%
Service Call	14	5.81%
Good Intent Call	24	9.96%
False Alarm & False Call	29	12.03%
<b>TOTAL</b>	<b>241</b>	<b>100.00%</b>

### Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	1	0.41%
113 - Cooking fire, confined to container	1	0.41%
142 - Brush or brush-and-grass mixture fire	2	0.83%
300 - Rescue, EMS incident, other	3	1.24%
311 - Medical assist, assist EMS crew	1	0.41%
320 - Emergency medical service, other	4	1.66%
321 - EMS call, excluding vehicle accident with injury	138	57.26%
322 - Motor vehicle accident with injuries	7	2.90%
323 - Motor vehicle/pedestrian accident (MV Ped)	2	0.83%
324 - Motor vehicle accident with no injuries.	7	2.90%
353 - Removal of victim(s) from stalled elevator	1	0.41%
381 - Rescue or EMS standby	1	0.41%
412 - Gas leak (natural gas or LPG)	1	0.41%
441 - Heat from short circuit (wiring), defective/worn	1	0.41%
444 - Power line down	2	0.83%
460 - Accident, potential accident, other	1	0.41%
461 - Building or structure weakened or collapsed	1	0.41%
500 - Service Call, other	4	1.66%
551 - Assist police or other governmental agency	3	1.24%
552 - Police matter	1	0.41%
554 - Assist invalid	2	0.83%
561 - Unauthorized burning	1	0.41%
571 - Cover assignment, standby, moveup	3	1.24%
600 - Good intent call, other	7	2.90%
611 - Dispatched & cancelled en route	7	2.90%
622 - No incident found on arrival at dispatch address	6	2.49%
631 - Authorized controlled burning	2	0.83%
651 - Smoke scare, odor of smoke	2	0.83%
700 - False alarm or false call, other	8	3.32%
730 - System malfunction, other	1	0.41%
733 - Smoke detector activation due to malfunction	4	1.66%
735 - Alarm system sounded due to malfunction	2	0.83%
736 - CO detector activation due to malfunction	2	0.83%
740 - Unintentional transmission of alarm, other	2	0.83%
743 - Smoke detector activation, no fire - unintentional	6	2.49%
744 - Detector activation, no fire - unintentional	2	0.83%
745 - Alarm system activation, no fire - unintentional	2	0.83%
<b>TOTAL INCIDENTS:</b>	<b>241</b>	<b>100.00%</b>

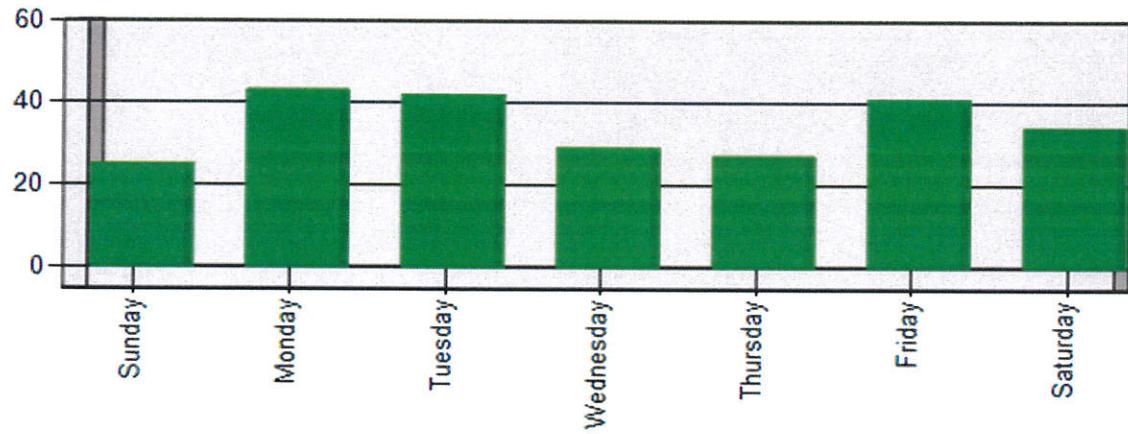
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## Incidents by Day of the Week for Date Range

Start Date: 09/01/2017 | End Date: 09/30/2017



DAY OF THE WEEK	# INCIDENTS
Sunday	25
Monday	43
Tuesday	42
Wednesday	29
Thursday	27
Friday	41
Saturday	34
<b>TOTAL</b>	<b>241</b>

Only REVIEWED incidents included

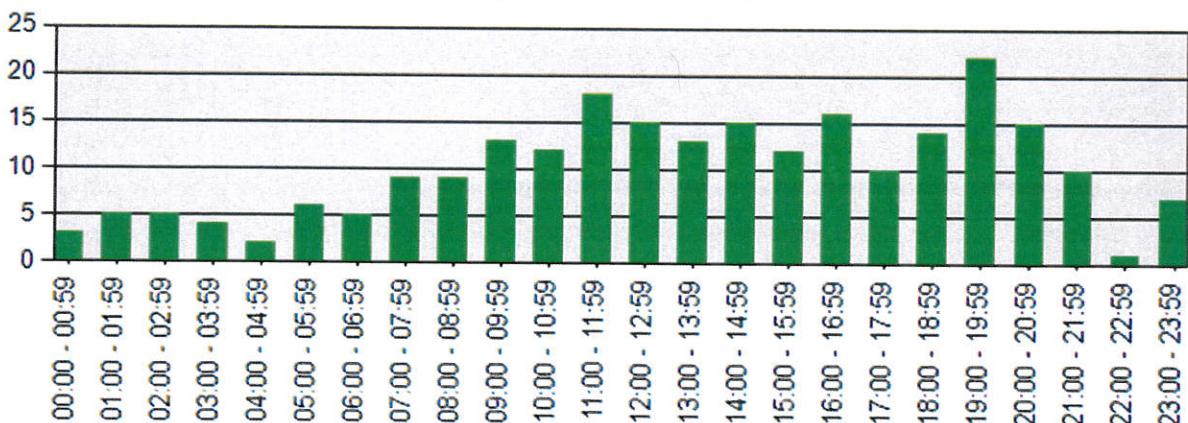
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## Incidents per Hour for Incident Type Range for Date Range

Incident Range: 100 | Start Date: 09/01/2017 | End Date: 09/30/2017



HOUR	# of CALLS
00:00 - 00:59	3
01:00 - 01:59	5
02:00 - 02:59	5
03:00 - 03:59	4
04:00 - 04:59	2
05:00 - 05:59	6
06:00 - 06:59	5
07:00 - 07:59	9
08:00 - 08:59	9
09:00 - 09:59	13
10:00 - 10:59	12
11:00 - 11:59	18
12:00 - 12:59	15
13:00 - 13:59	13
14:00 - 14:59	15
15:00 - 15:59	12
16:00 - 16:59	16
17:00 - 17:59	10
18:00 - 18:59	14
19:00 - 19:59	22
20:00 - 20:59	15
21:00 - 21:59	10
22:00 - 22:59	1
23:00 - 23:59	7
<b>TOTAL:</b>	<b>241</b>

Only REVIEWED incidents included.

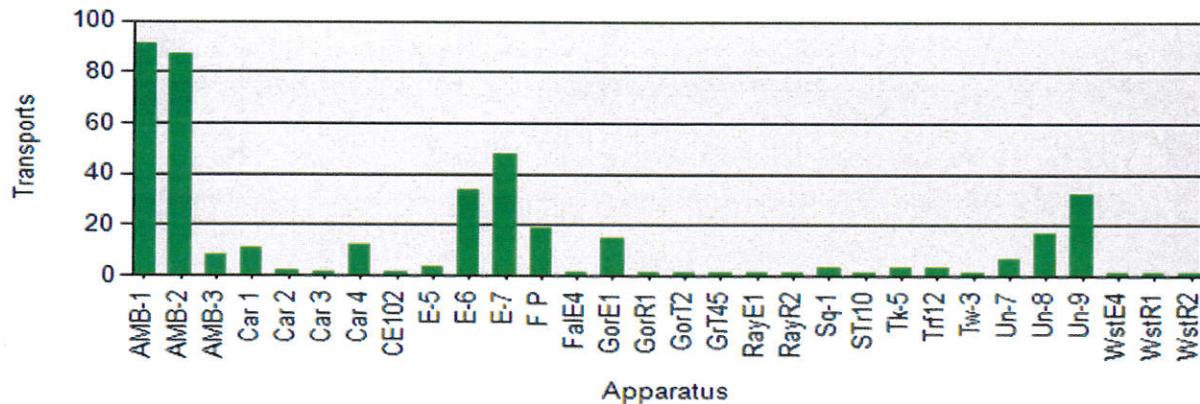
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## Incident Count per Apparatus for Date Range

Start Date: 09/01/2017 | End Date: 09/30/2017



APPARATUS	# of INCIDENTS
AMB-1	91
AMB-2	87
AMB-3	8
Car 1	11
Car 2	2
Car 3	1
Car 4	12
CE102	1
E-5	3
E-6	34
E-7	48
F P	19
FalE4	1
GorE1	15
GorR1	1
GorT2	1
GrT45	1
RayE1	1
RayR2	1
Sq-1	3
STr10	1
Tk-5	3
Trf12	3
Tw-3	1
Un-7	7
Un-8	17
Un-9	32
WstE4	1
WstR1	1

Canceled apparatus (per the THIS APPARATUS WAS CANCELLED checkbox on Basic Info 4) not included. Only REVIEWED incidents included.

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

Zone: All Zones | Start Date: 09/01/2017 | End Date: 09/30/2017

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	0	0	0	2	0	0	1	00:00	3	1.24%
01:00	1	2	0	1	0	0	1	01:00	5	2.07%
02:00	2	1	0	0	0	0	2	02:00	5	2.07%
03:00	1	1	0	1	0	1	0	03:00	4	1.66%
04:00	0	1	1	0	0	0	0	04:00	2	0.83%
05:00	0	1	1	1	2	0	1	05:00	6	2.49%
06:00	1	1	1	1	0	1	0	06:00	5	2.07%
07:00	2	1	3	1	2	0	0	07:00	9	3.73%
08:00	0	1	4	1	0	1	2	08:00	9	3.73%
09:00	1	4	1	2	3	2	0	09:00	13	5.39%
10:00	1	0	3	3	2	2	1	10:00	12	4.98%
11:00	1	1	0	0	7	7	2	11:00	18	7.47%
12:00	2	3	3	3	3	1	0	12:00	15	6.22%
13:00	2	4	1	2	1	2	1	13:00	13	5.39%
14:00	0	3	1	2	3	3	3	14:00	15	6.22%
15:00	2	0	4	1	0	1	4	15:00	12	4.98%
16:00	3	4	2	1	0	3	3	16:00	16	6.64%
17:00	1	2	2	0	1	2	2	17:00	10	4.15%
18:00	1	3	4	1	0	2	3	18:00	14	5.81%
19:00	2	4	4	4	2	3	3	19:00	22	9.13%
20:00	0	3	5	1	1	2	3	20:00	15	6.22%
21:00	0	3	0	1	0	4	2	21:00	10	4.15%
22:00	0	0	0	0	0	1	0	22:00	1	0.41%
23:00	2	0	2	0	0	3	0	23:00	7	2.90%
Total Responses for Day	25	43	42	29	27	41	34	Total	241	100.00%
% of Responses for Day	12.00%	9.30%	11.90%	13.79%	25.93%	17.07%	11.76%			
% of Responses for Week	10.37%	17.84%	17.43%	12.03%	11.20%	17.01%	14.11%			

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	Dispatch to Arrival	Call Length
2016	Alarm to Dispatch	Dispatch to Enroute	Response Time	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	
				Averages	0.06
					1.16
					6.41
					55.68

2017 Incident Response Data for Month Periods					
Month	Dispatch Time	Reaction Time	Response Time	Dispatch to Arrival	Call Length
2017	Alarm to Dispatch	Dispatch to Enroute	Response Time	Dispatch to Arrival	Dispatch to In Service
January 2017			0.03	1.06	6.01
February 2017			0.06	1.17	7.22
March 2017			0.05	1.26	6
April 2017			0.01	1.02	5.28
May 2017			0.08	1.04	5.08
June 2017			0.05	1.23	5.99
July 2017			0.03	1.05	5.27
August 2017			0.03	1.07	5.38
September 2017			0.01	1.16	5.37
October 2017					55.59
November 2017					
December 2017					
Averages			0.06	1.16	6.41
					55.68