



# Town of Windham

## Fire – Rescue Department

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Windham, ME 04062  
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Brent J. Libby, Chief

### November 2018 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 6.79 minutes. The average night shift response time was 7.81 minutes. The department's total average response time for November was 6:13 minutes. This month our response times remained improved by a minute compared to October. Our average turn out time which is the time from dispatch to en route was 1.12 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 260 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 1900 hours of the 2160 hours for a percentage of coverage at 88% an increase of 4% in coverage over last month.

During the night shift the department fills two (2) per-diem shifts for a total of 720 hours. There were 3 hours uncovered at night leaving us covering 717 hours providing us with 99.5% coverage, a increase from last month of 3%.

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. Training was not held during the Thanksgiving holiday week. The department had 291.50 total training hours for the month.

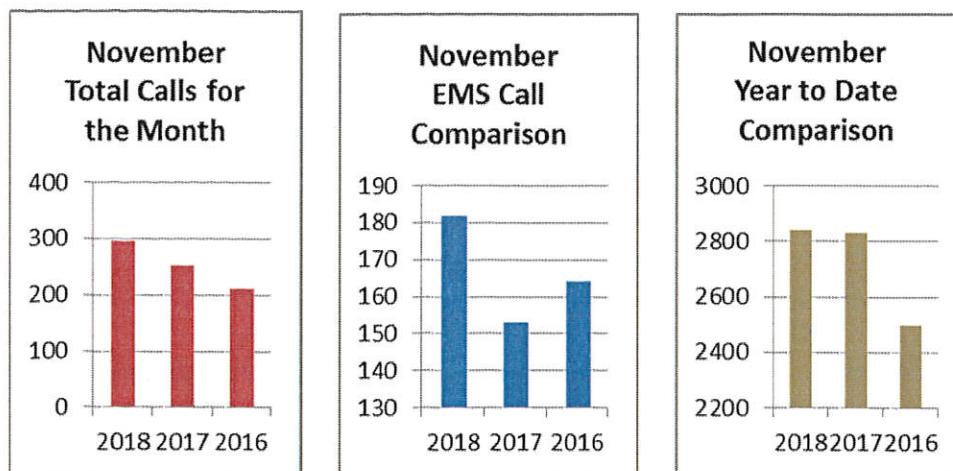
Training hour totals below are for the last four months.

August 2018	1,077.50 Hrs.	September 2018	509.75 Hrs.
October 2018	395.75 Hrs.	November 2018	291.50 Hrs.

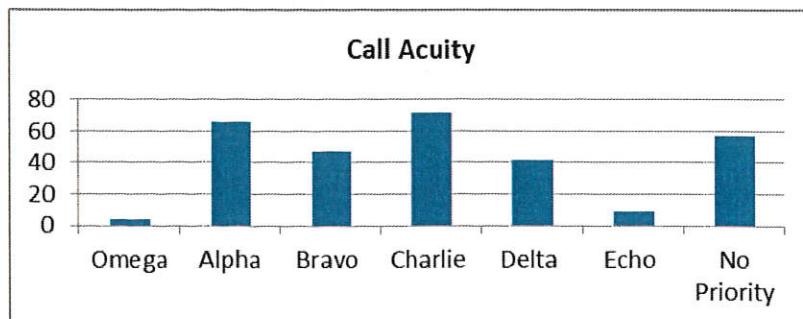
## Monthly Activity Data:

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

	2018	2017	2016	
Total Calls for the Month	297	254	211	
Total EMS Calls for the month	182	153	164	(The EMS numbers are a part of the total)
Year to Date Totals	2841	2832	2499	



- We had requested a mutual aid ambulance 7 times in November, of those calls 1 resulted in transport to the hospital by mutual aid. Our third ambulance handled 8 additional calls during the month 4 of them resulted in transports to the hospital.
- Emergency Medical Dispatch and Emergency Fire Dispatch provide the Cumberland County Regional Communications Center with a standardized call taking process. As the caller answers the pertinent questions the call is prioritized. We have built our response plans based on those priorities, to include whether apparatus will respond with lights and siren or with the flow of traffic and how much apparatus is dispatched to each call. Omega and Alpha calls are the lower priority calls while Echo and Delta are the highest priority calls. A priority may not be assigned if the caller hangs up before questions can be answered or if the call comes from another agency or by radio. If there is not priority provided the response is handled as an emergency with a standard response.



**Fire Prevention/Inspections:**

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

**Of Interest:**

- Call Company Lieutenant Steve Hall was promoted Call Company Captain of the North Station
- Call Company Firefighter/EMT Richard Bicknell was promoted to Call Company Lieutenant
- Call Company Firefighter/Paramedic Kenny Alling was promoted to Call Company Lieutenant
- Engine 7 remained out of service for a pump rebuild. The repair is expected to be completed at the beginning of December.
- Squad 1 has been relocated from Central Station to North Station for the winter due to limited space. This allows us to get the pickup truck that we have outfitted with a plow and sander inside for the winter.
- Crews have spent the month training and working with vendor to demo vehicle stabilization struts. We will be preparing an RFP based on what we have seen. These items were approved for replacement in this year's budget.
- On Monday November 12th crews responded to Shaw's for a female down in the seafood section. Unit 9 with Paramedic/FF Nichols arrived and found the patient to be in cardiac arrest. As the cavalry arrived the code was worked for approximately 15 minutes the patient had a return of spontaneous circulation. She was transported and taken to the cath lab. The patient was expected to have a successful recovery. Outstanding work by the crew!!!!
- On Tuesday November 13<sup>th</sup> crews responded to a multi vehicle crash in the area of 149 Tandberg Trail involving two commercial vehicles and a passenger car. Responding personnel did a great job sizing up the scene, performing a rapid assessment of the patient and a rapid extrication of that patient. Unfortunately one patient succumbed to their injuries on scene; one other was transported and has since been released. The crash investigation is ongoing, despite the outcome every did great work to ensure everyone was safe had the best possible pre-hospital care.
- Over the course of the end of the summer we conducted a recruitment effort for per-diem and call company personnel. As a result we have successfully hired 9 new members. 5 live in town and 4 from out of town. 3 of the new members to the call company are new to the service and will require training.
- The week of November 12<sup>th</sup> we had a failure of one of our radio repeater sites located on Freeman Hill. After several days of reduced radio coverage our radio company was able to make the needed repairs to get us back to our previous coverage levels. There was no particular cause noted for the failure.
- Personnel participated in preparing the public safety building for Santa's arrival and tree lighting. It was a great success for the families that attended. Santa is always appreciative for his fire truck ride to get here.

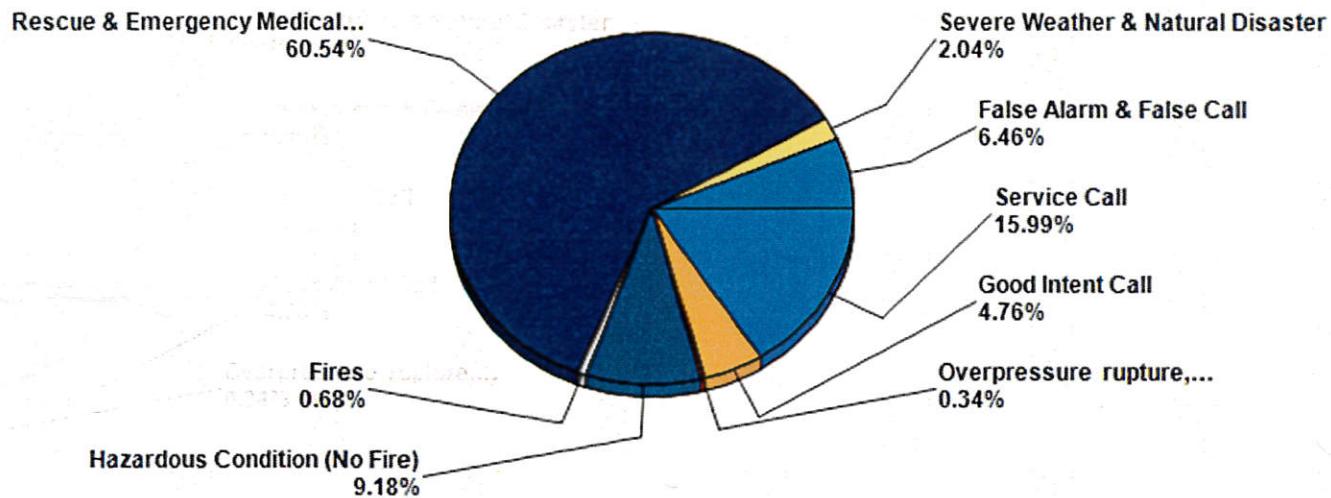
# Town of Windham Fire & Rescue

Windham, ME



## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 11/01/2018 | End Date: 11/30/2018



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	2	0.68%
Overpressure rupture, explosion, overheat - no fire	1	0.34%
Rescue & Emergency Medical Service	178	60.54%
Hazardous Condition (No Fire)	27	9.18%
Service Call	47	15.99%
Good Intent Call	14	4.76%
False Alarm & False Call	19	6.46%
Severe Weather & Natural Disaster	6	2.04%
<b>TOTAL</b>	<b>294</b>	<b>100.00%</b>

### Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	1	0.34%
131 - Passenger vehicle fire	1	0.34%
212 - Overpressure rupture of steam boiler	1	0.34%
300 - Rescue, EMS incident, other	2	0.68%
311 - Medical assist, assist EMS crew	2	0.68%
320 - Emergency medical service, other	2	0.68%
321 - EMS call, excluding vehicle accident with injury	145	49.32%
322 - Motor vehicle accident with injuries	7	2.38%
324 - Motor vehicle accident with no injuries.	18	6.12%
360 - Water & ice-related rescue, other	1	0.34%
365 - Watercraft rescue	1	0.34%
411 - Gasoline or other flammable liquid spill	1	0.34%
412 - Gas leak (natural gas or LPG)	3	1.02%
424 - Carbon monoxide incident	4	1.36%
440 - Electrical wiring/equipment problem, other	2	0.68%
444 - Power line down	12	4.08%
451 - Biological hazard, confirmed or suspected	1	0.34%
460 - Accident, potential accident, other	1	0.34%
463 - Vehicle accident, general cleanup	1	0.34%
480 - Attempted burning, illegal action, other	2	0.68%
500 - Service Call, other	6	2.04%
520 - Water problem, other	2	0.68%
531 - Smoke or odor removal	1	0.34%
550 - Public service assistance, other	3	1.02%
551 - Assist police or other governmental agency	6	2.04%
553 - Public service	3	1.02%
554 - Assist invalid	6	2.04%
571 - Cover assignment, standby, moveup	20	6.80%
600 - Good intent call, other	2	0.68%
611 - Dispatched & cancelled en route	6	2.04%
621 - Wrong location	1	0.34%
622 - No incident found on arrival at dispatch address	2	0.68%
631 - Authorized controlled burning	1	0.34%
651 - Smoke scare, odor of smoke	2	0.68%
700 - False alarm or false call, other	1	0.34%
730 - System malfunction, other	2	0.68%
731 - Sprinkler activation due to malfunction	1	0.34%
733 - Smoke detector activation due to malfunction	1	0.34%
734 - Heat detector activation due to malfunction	2	0.68%
735 - Alarm system sounded due to malfunction	1	0.34%
736 - CO detector activation due to malfunction	4	1.36%
743 - Smoke detector activation, no fire - unintentional	4	1.36%
744 - Detector activation, no fire - unintentional	1	0.34%
745 - Alarm system activation, no fire - unintentional	2	0.68%
813 - Wind storm, tornado/hurricane assessment	6	2.04%
<b>TOTAL INCIDENTS:</b>	<b>294</b>	<b>100.00%</b>

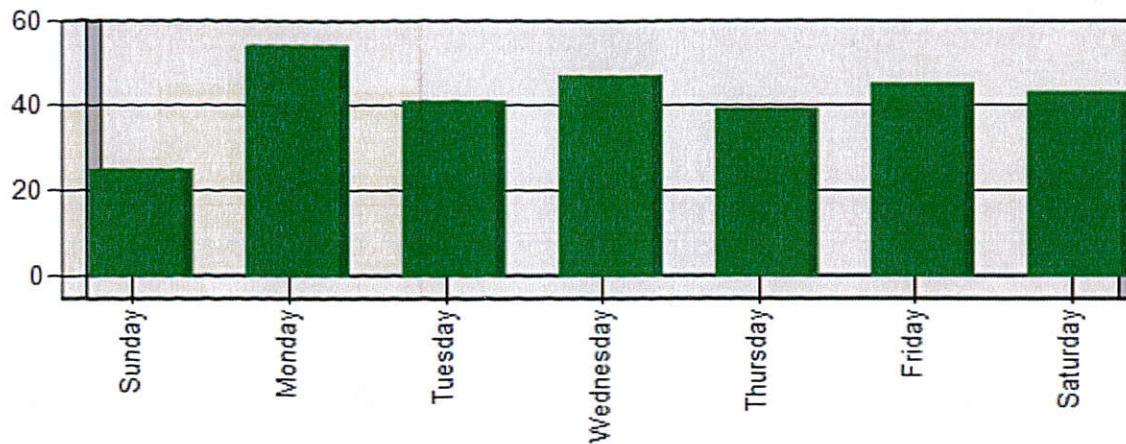
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## Incidents by Day of the Week for Date Range

Start Date: 11/01/2018 | End Date: 11/30/2018



DAY OF THE WEEK	# INCIDENTS
Sunday	25
Monday	54
Tuesday	41
Wednesday	47
Thursday	39
Friday	45
Saturday	43
<b>TOTAL</b>	<b>294</b>

Only REVIEWED incidents included

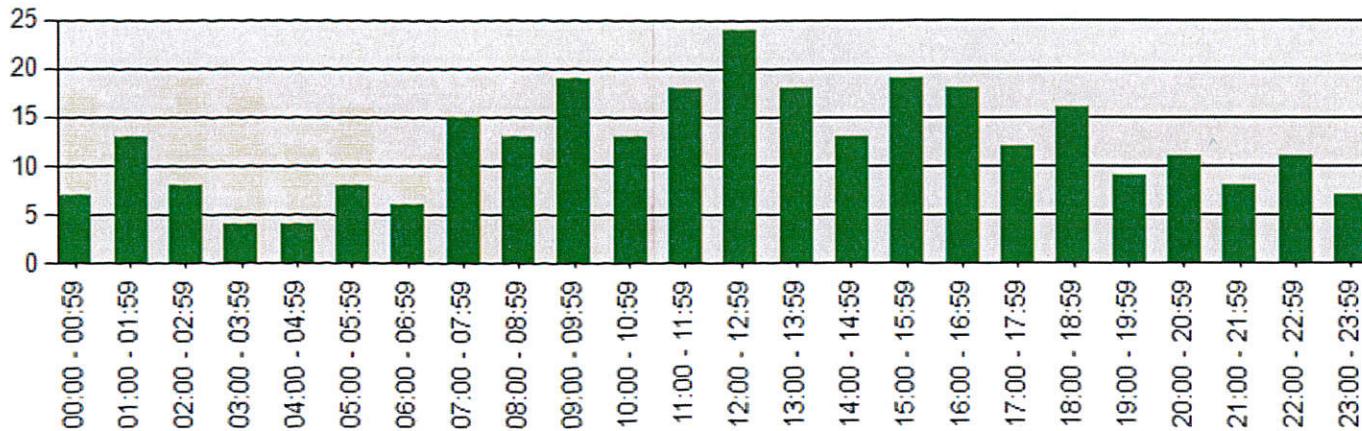
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## Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 11/01/2018 | End Date: 11/30/2018



HOUR	# of CALLS
00:00 - 00:59	7
01:00 - 01:59	13
02:00 - 02:59	8
03:00 - 03:59	4
04:00 - 04:59	4
05:00 - 05:59	8
06:00 - 06:59	6
07:00 - 07:59	15
08:00 - 08:59	13
09:00 - 09:59	19
10:00 - 10:59	13
11:00 - 11:59	18
12:00 - 12:59	24
13:00 - 13:59	18
14:00 - 14:59	13
15:00 - 15:59	19
16:00 - 16:59	18
17:00 - 17:59	12
18:00 - 18:59	16
19:00 - 19:59	9
20:00 - 20:59	11
21:00 - 21:59	8
22:00 - 22:59	11
23:00 - 23:59	7
<b>TOTAL:</b>	<b>294</b>

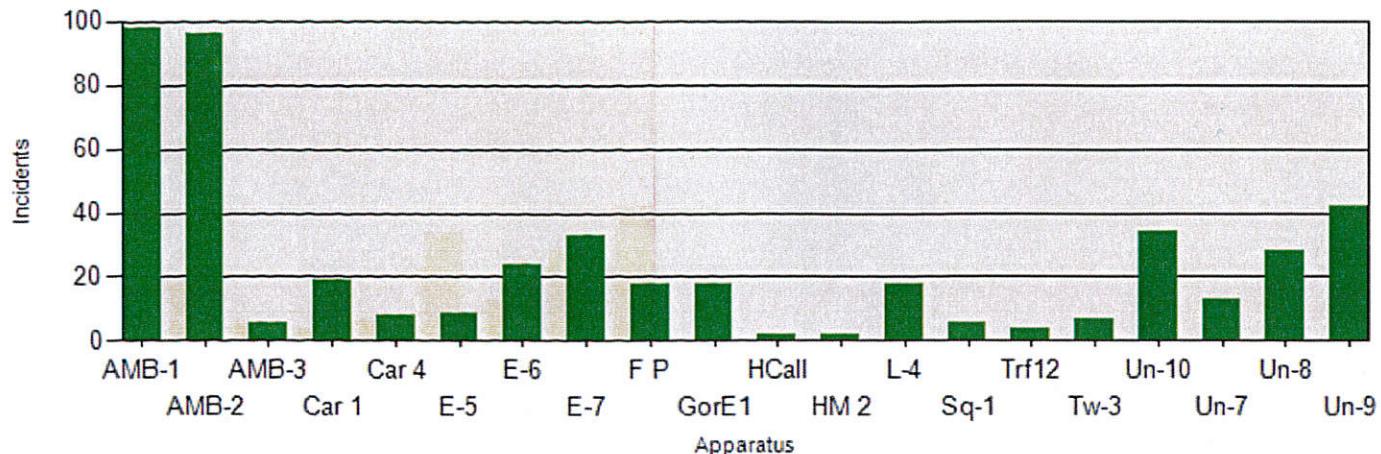
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## Incident Count per Apparatus for Date Range

Start Date: 11/01/2018 | End Date: 11/30/2018



APPARATUS	# of INCIDENTS
AMB-1	98
AMB-2	96
AMB-3	6
Car 1	19
Car 4	8
E-5	9
E-6	24
E-7	33
F P	18
GorE1	18
HCall	2
HM 2	2
L-4	18
Sq-1	6
Trf12	4
Tw-3	7
Un-10	34
Un-7	13
Un-8	28
Un-9	42

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

Zone: All Zones | Start Date: 11/01/2018 | End Date: 11/30/2018

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00	2	1	1	1	2	0	0
01:00	0	2	0	7	0	3	1
02:00	1	3	1	2	0	0	1
03:00	2	0	0	0	1	0	1
04:00	0	0	0	0	1	2	1
05:00	1	2	2	1	1	0	1
06:00	0	1	1	0	1	2	1
07:00	1	4	2	4	0	2	2
08:00	2	2	4	1	1	0	3
09:00	1	4	6	2	4	1	1
10:00	0	4	2	1	4	1	1
11:00	0	1	2	5	1	6	3
12:00	2	7	3	6	2	2	2
13:00	1	4	2	1	6	2	2
14:00	3	0	0	2	1	3	4
15:00	2	2	5	0	2	3	5
16:00	1	1	1	2	4	4	5
17:00	0	4	1	3	1	2	1
18:00	2	4	1	0	3	3	3
19:00	2	1	1	2	0	3	0
20:00	1	3	1	2	2	0	2
21:00	1	2	1	1	2	1	0
22:00	0	2	1	2	0	3	3
23:00	0	0	3	2	0	2	0
Total Responses for Day	25	54	41	47	39	45	43
% of Responses for Day	12.00%	12.96%	14.63%	14.89%	15.38%	13.33%	11.63%
% of Responses for Week	8.50%	18.37%	13.95%	15.99%	13.27%	15.31%	14.63%

Hour	Total per Hour	Percent
00:00	7	2.38%
01:00	13	4.42%
02:00	8	2.72%
03:00	4	1.36%
04:00	4	1.36%
05:00	8	2.72%
06:00	6	2.04%
07:00	15	5.10%
08:00	13	4.42%
09:00	19	6.46%
10:00	13	4.42%
11:00	18	6.12%
12:00	24	8.16%
13:00	18	6.12%
14:00	13	4.42%
15:00	19	6.46%
16:00	18	6.12%
17:00	12	4.08%
18:00	16	5.44%
19:00	9	3.06%
20:00	11	3.74%
21:00	8	2.72%
22:00	11	3.74%
23:00	7	2.38%
Total	294	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

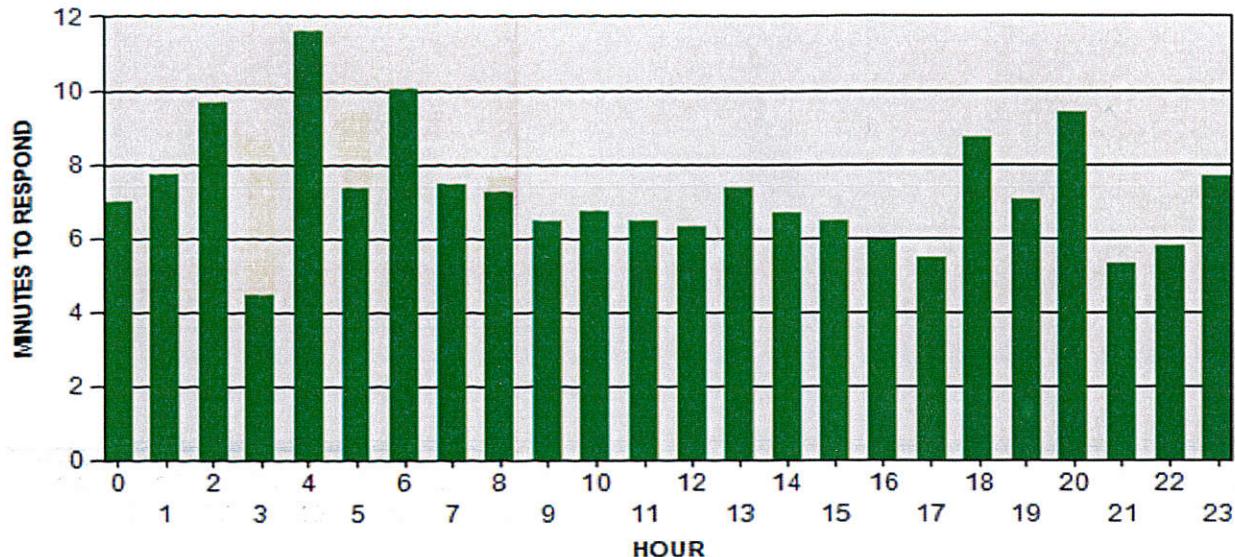
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## Average Response Time per Hour for Date Range

Start Date: 11/01/2018 | End Date: 11/30/2018



Hour	Times	AVG. RESPONSE,	AVG. RESPONSE,
		Day	Night
0	0:00 - 0:59		6.98
1	1:00 - 1:59		7.7
2	2:00 - 2:59		9.64
3	3:00 - 3:59		4.44
4	4:00 - 4:59		11.6
5	5:00 - 5:59		7.34
6	6:00 - 6:59		10.05
7	7:00 - 7:59	7.45	
8	8:00 - 8:59	7.27	
9	9:00 - 9:59	6.44	
10	10:00 - 10:59	6.72	
11	11:00 - 11:59	6.47	
12	12:00 - 12:59	6.3	
13	13:00 - 13:59	7.33	
14	14:00 - 14:59	6.66	
15	15:00 - 15:59	6.48	
16	16:00 - 16:59	5.94	
17	17:00 - 17:59	5.47	
18	18:00 - 18:59	8.73	
19	19:00 - 19:59	7.05	
20	20:00 - 20:59		9.38
21	21:00 - 21:59		5.3
22	22:00 - 22:59		5.75
23	23:00 - 23:59		7.69
		6.79	7.81

TOTAL AVERAGE RESPONSE TIME: 7.26 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

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	0.03	1.06	6.01	57.35
February	0.06	1.17	7.22	52.43
March	0.05	1.26	6	57.26
April	0.01	1.02	5.28	56.9
May	0.08	1.04	5.08	55.39
June	0.05	1.23	5.99	66.53
July	0.03	1.05	5.27	54.31
August	0.03	1.07	5.38	56.05
September	0.01	1.16	5.37	55.59
October	0.03	1.17	6.35	58.06
November	0.04	1.10	5.52	50.02
December	0.11	1.09	5.47	56.43
Averages	<b>0.06</b>	<b>1.16</b>	<b>6.41</b>	<b>55.68</b>

2018 Incident Response Data for Month Periods

Month	Dispatch Time	Reaction Time	Response Time	Call Length
2018	Alarm to Dispatch	Dispatch to Enroute	Dispatch to Arrival	Dispatch to In Service
January	0.01	1.21	6.35	54.17
February	0.19	1.18	6.59	64.2
March	0.07	1.14	5.76	60.6
April	0.03	0.59	4.53	57.37
May	0.02	1.00	6.02	58.15
June	0.04	1.05	5.59	51.35
July	0.01	1.03	5.34	64.52
August	0.02	1.00	5.11	54.31
September	0.03	1.16	5.22	53.20
October	0.01	1.11	6.27	54:53
November	0.04	1.12	6.13	57.38
December				
Averages	<b>0.13</b>	<b>1.18</b>	<b>6.23</b>	<b>59.66</b>