



Town of Windham

Fire – Rescue Department

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Brent J. Libby, Chief

February 2020 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 February was 6.64 minutes. The average night shift response time was 7.75 minutes. The department's total average response time for February was 7.15 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 165 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 92.3% 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 48 hours uncovered at night by per-diem. As directed by our collective bargaining agreement these shifts are filled under a minimum staffing requirement of 4 on duty and filled with overtime. We were able to cover 93.4% of our night shifts last month with per-diem staff.

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 February has decreased from last month. The department had 630.50 total training hours for the month.

Training hour totals below are for the last four months.

November 2019	374.00 Hrs.	December 2019	643.95 Hrs.
January 2020	742.25 Hrs.	February 2020	630.50 Hrs.

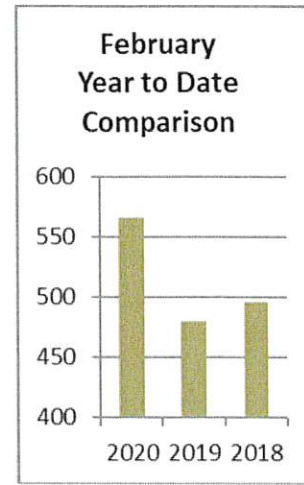
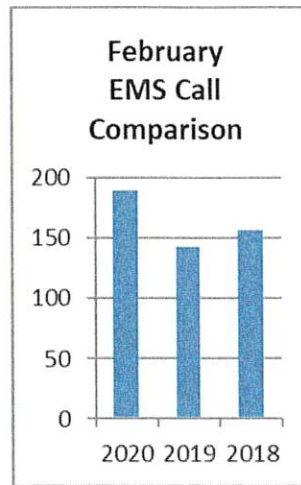
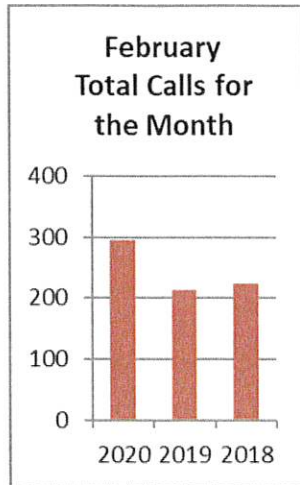
Fire Prevention/Inspections:

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

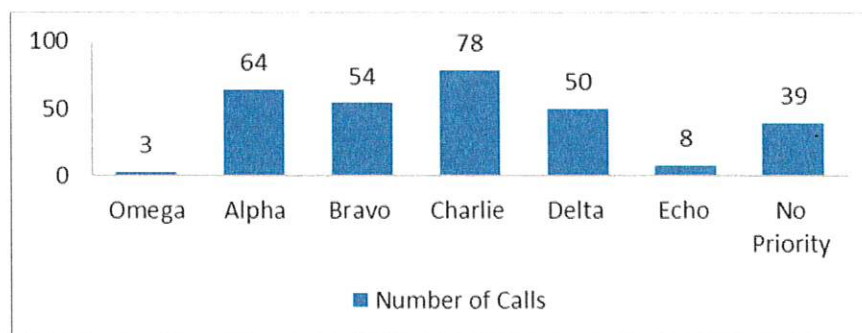
Monthly Activity Data:

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

	2020	2019	2018	
Total Calls for the Month	276	267	273	
Total EMS Calls for the month	193	171	153	(The EMS numbers are a part of the total)
Year to Date Totals	276	267	273	



- We had requested a mutual aid ambulance 7 times in February. Our third ambulance handled 12 additional calls during the month 3 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 a priority provided the response is handled as an emergency with a standard response.



Of Interest:

- Our Brush truck is in the final stages of being built and should arrive to the dealer in Maine in early March.
- Ladder 4 is making great progress in its refurbishment. The old frame has been removed and the new frame rail has been installed. Below are a few photos of the process.
- We have completed installing and in service on the new portables for apparatus and several new mobile radios. These were acquired through the FEMA assistance to firefighters grant program as a regional application with Gorham, Buxton, Standish and Windham.
- We have responded to three emergencies with the snowmobile and rescue sled. The snowmobile is owned by the Parks and Recreation Department and is stored at the North Station. This has been a great partnership with equipment that is able to serve the community in several different ways without duplication.
- We have continued a project to update and install new covers are the needed lock boxes that are installed on our commercial buildings.
- At the Council Meeting of 2/25/2020 the Council approved a rate adjustment and increase to the Fire-Rescue fee schedule. Our crews have been advised and reminded that if a resident is unable to pay their bill to complete the financial relief paperwork and submit it to the chief's office.





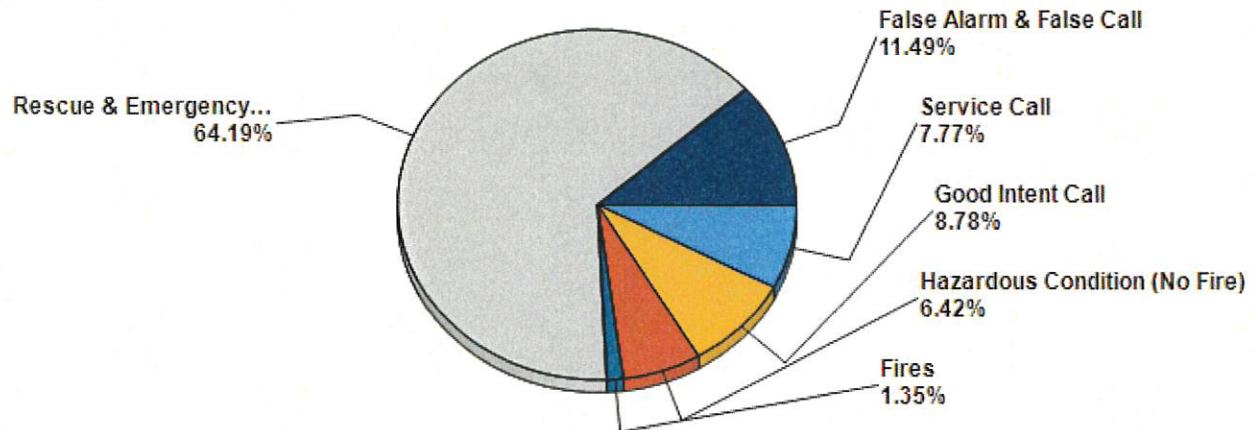
Town of Windham Fire & Rescue

Windham, ME



Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 02/01/2020 | End Date: 02/29/2020



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	4	1.35%
Rescue & Emergency Medical Service	190	64.19%
Hazardous Condition (No Fire)	19	6.42%
Service Call	23	7.77%
Good Intent Call	26	8.78%
False Alarm & False Call	34	11.49%
TOTAL	296	100.00%

Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	3	1.01%
138 - Off-road vehicle or heavy equipment fire	1	0.34%
311 - Medical assist, assist EMS crew	4	1.35%
321 - EMS call, excluding vehicle accident with injury	170	57.43%
322 - Motor vehicle accident with injuries	6	2.03%
324 - Motor vehicle accident with no injuries.	9	3.04%
350 - Extrication, rescue, other	1	0.34%
400 - Hazardous condition, other	1	0.34%
411 - Gasoline or other flammable liquid spill	1	0.34%
412 - Gas leak (natural gas or LPG)	4	1.35%
413 - Oil or other combustible liquid spill	1	0.34%
424 - Carbon monoxide incident	3	1.01%
440 - Electrical wiring/equipment problem, other	1	0.34%
444 - Power line down	2	0.68%
460 - Accident, potential accident, other	1	0.34%
463 - Vehicle accident, general cleanup	5	1.69%
500 - Service Call, other	1	0.34%
510 - Person in distress, other	3	1.01%
520 - Water problem, other	1	0.34%
531 - Smoke or odor removal	1	0.34%
550 - Public service assistance, other	2	0.68%
552 - Police matter	3	1.01%
553 - Public service	6	2.03%
554 - Assist invalid	1	0.34%
571 - Cover assignment, standby, moveup	5	1.69%
600 - Good intent call, other	3	1.01%
611 - Dispatched & cancelled en route	15	5.07%
622 - No incident found on arrival at dispatch address	4	1.35%
651 - Smoke scare, odor of smoke	1	0.34%
671 - HazMat release investigation w/no HazMat	3	1.01%
730 - System malfunction, other	1	0.34%
731 - Sprinkler activation due to malfunction	1	0.34%
733 - Smoke detector activation due to malfunction	2	0.68%
735 - Alarm system sounded due to malfunction	2	0.68%
740 - Unintentional transmission of alarm, other	1	0.34%
741 - Sprinkler activation, no fire - unintentional	2	0.68%
743 - Smoke detector activation, no fire - unintentional	5	1.69%
745 - Alarm system activation, no fire - unintentional	20	6.76%
TOTAL INCIDENTS:	296	100.00%

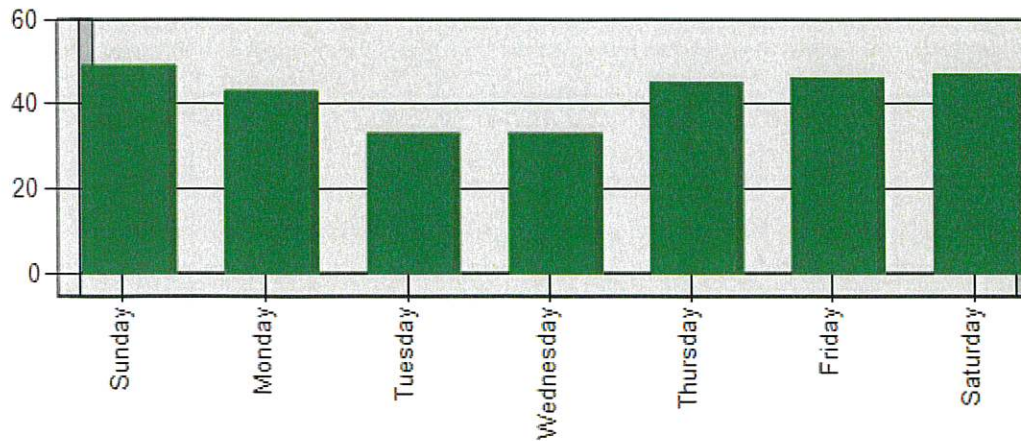
Town of Windham Fire & Rescue

Windham, ME



Incidents by Day of the Week for Date Range

Start Date: 02/01/2020 | End Date: 02/29/2020



DAY OF THE WEEK	# INCIDENTS
Sunday	49
Monday	43
Tuesday	33
Wednesday	33
Thursday	45
Friday	46
Saturday	47
TOTAL	296

Only REVIEWED incidents included

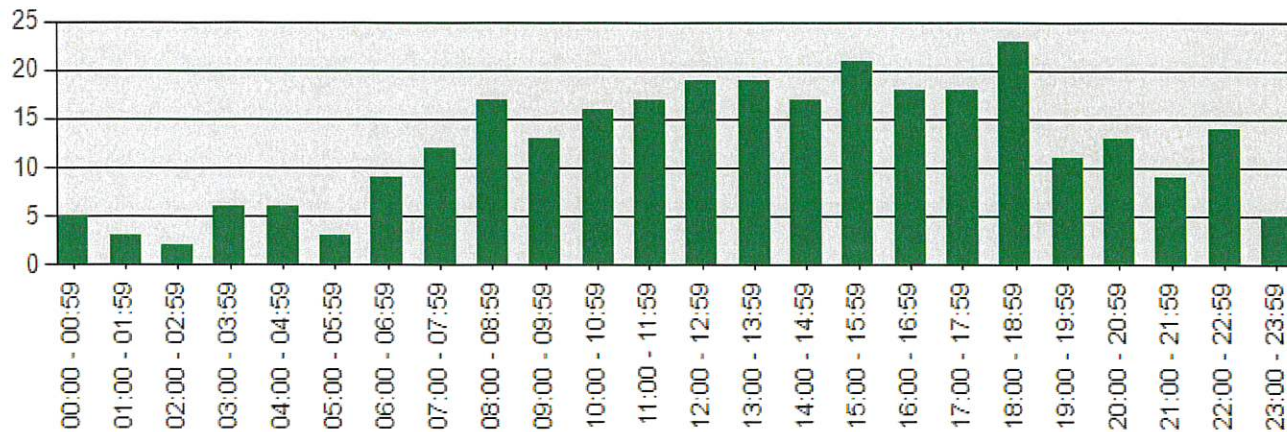
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Windham, ME



Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 02/01/2020 | End Date: 02/29/2020



Hour	# of CALLS
00:00 - 00:59	5
01:00 - 01:59	3
02:00 - 02:59	2
03:00 - 03:59	6
04:00 - 04:59	6
05:00 - 05:59	3
06:00 - 06:59	9
07:00 - 07:59	12
08:00 - 08:59	17
09:00 - 09:59	13
10:00 - 10:59	16
11:00 - 11:59	17
12:00 - 12:59	19
13:00 - 13:59	19
14:00 - 14:59	17
15:00 - 15:59	21
16:00 - 16:59	18
17:00 - 17:59	18
18:00 - 18:59	23
19:00 - 19:59	11
20:00 - 20:59	13
21:00 - 21:59	9
22:00 - 22:59	14
23:00 - 23:59	5
TOTAL:	296

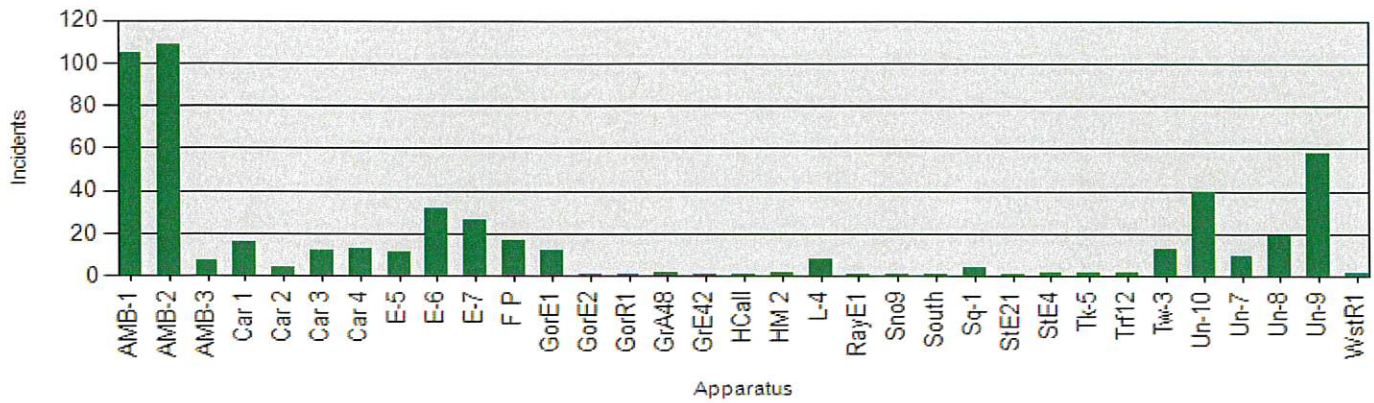
Town of Windham Fire & Rescue

Windham, ME



Incident Count per Apparatus for Date Range

Start Date: 02/01/2020 | End Date: 02/29/2020



APPARATUS	# of INCIDENTS
AMB-1	105
AMB-2	109
AMB-3	7
Car 1	16
Car 2	4
Car 3	12
Car 4	13
E-5	11
E-6	32
E-7	26
F P	17
GorE1	12
GorE2	1
GorR1	1
GrA48	2
GrE42	1
HCall	1
HM 2	2
L-4	8
RayE1	1
Sno9	1
South	1
Sq-1	4
StE21	1
StE4	2
Tk-5	2
Trf12	2
Tw-3	13
Un-10	40
Un-7	10
Un-8	19
Un-9	58
WstR1	2

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Windham, ME



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

Shift(s): All Shifts | Zone: All Zones | Start Date: 02/01/2020 | End Date: 02/29/2020

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	1	0	1	0	1	0	2	00:00	5	1.69%
01:00	1	1	1	0	0	0	0	01:00	3	1.01%
02:00	1	0	0	0	0	1	0	02:00	2	0.68%
03:00	1	1	2	0	0	0	2	03:00	6	2.03%
04:00	1	0	2	0	0	2	1	04:00	6	2.03%
05:00	0	0	0	0	1	0	2	05:00	3	1.01%
06:00	1	0	2	0	1	3	2	06:00	9	3.04%
07:00	1	0	1	3	2	4	1	07:00	12	4.05%
08:00	4	3	1	4	1	2	2	08:00	17	5.74%
09:00	2	2	2	0	2	2	3	09:00	13	4.39%
10:00	2	3	2	1	4	1	3	10:00	16	5.41%
11:00	5	3	0	3	2	2	2	11:00	17	5.74%
12:00	4	3	0	3	4	3	2	12:00	19	6.42%
13:00	2	1	3	2	6	2	3	13:00	19	6.42%
14:00	3	5	1	2	1	2	3	14:00	17	5.74%
15:00	3	4	1	3	1	3	6	15:00	21	7.09%
16:00	2	2	2	4	4	2	2	16:00	18	6.08%
17:00	5	4	2	1	4	2	0	17:00	18	6.08%
18:00	1	4	4	1	3	7	3	18:00	23	7.77%
19:00	2	0	1	2	1	3	2	19:00	11	3.72%
20:00	2	2	1	1	3	1	3	20:00	13	4.39%
21:00	2	1	1	1	2	1	1	21:00	9	3.04%
22:00	2	3	2	2	2	2	1	22:00	14	4.73%
23:00	1	1	1	0	0	1	1	23:00	5	1.69%
Total Responses for Day	49	43	33	33	45	46	47	Total	296	100.00%
% of Responses for Day	10.20%	11.63%	12.12%	12.12%	13.33%	15.22%	12.77%			
% of Responses for Week	16.55%	14.53%	11.15%	11.15%	15.20%	15.54%	15.88%			

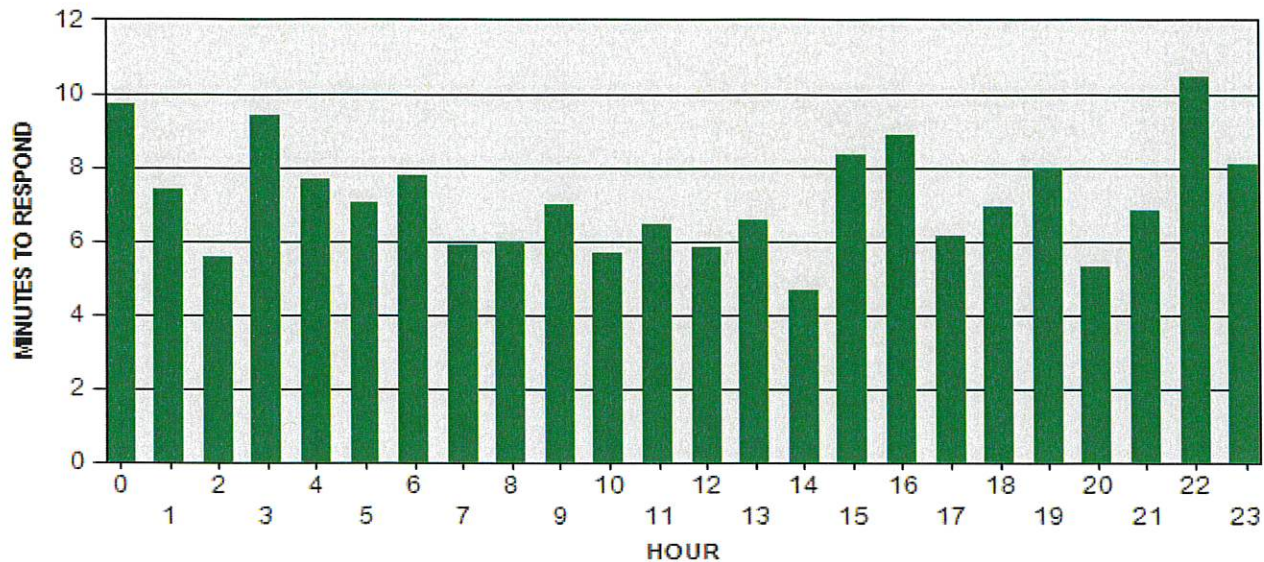
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Average Response Time per Hour for Date Range

Start Date: 02/01/2020 | End Date: 02/29/2020



Hour	Times	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		9.73
1	1:00 - 1:59		7.39
2	2:00 - 2:59		5.56
3	3:00 - 3:59		9.4
4	4:00 - 4:59		7.66
5	5:00 - 5:59		7.06
6	6:00 - 6:59		7.79
7	7:00 - 7:59	5.89	
8	8:00 - 8:59	5.98	
9	9:00 - 9:59	7	
10	10:00 - 10:59	5.69	
11	11:00 - 11:59	6.46	
12	12:00 - 12:59	5.81	
13	13:00 - 13:59	6.55	
14	14:00 - 14:59	4.65	
15	15:00 - 15:59	8.36	
16	16:00 - 16:59	8.89	
17	17:00 - 17:59	6.16	
18	18:00 - 18:59	6.92	
19	19:00 - 19:59	8	
20	20:00 - 20:59		5.3
21	21:00 - 21:59		6.8
22	22:00 - 22:59		10.43
23	23:00 - 23 :59		8.1
		6.64	7.75

TOTAL AVERAGE RESPONSE TIME: 7.15 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