



Town of Windham

Fire – Rescue Department

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Brent J. Libby, Chief

September 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 September was 5.85 minutes. The average night shift response time was 7.16 minutes. The department's total average response time for August was 5.69 6.50 minutes. This month we saw an overall increase in response times by 0.81 seconds. Our average turn out time which is the time from dispatch to en route was 1.16 minute.

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 303 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 1857 hours of the 2160 hours for a percentage of coverage at 86% an increase of 4% in coverage over last month.

During the night shift the department fills three (2) per-diem shifts for a total of 720 hours. There were 32 hours uncovered at night leaving us covering 688 hours providing us with 95.5% coverage, a decrease of 3.7% from last month.

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 September has decreased from last month. The department had 509.75 total training hours for the month. Much of this is attributed to completing training at the acquired structures on Highland Cliff Road and the new live-in student firefighter 1 & 2 academy all of which took place in August.

Training hour totals below are for the last four months.

June 2018	673.25 Hrs.	July 2018	295.50 Hrs.
August 2018	1,077.50 Hrs.	September 2018	509.75 Hrs.

Monthly Activity Data:

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

	<u>2018</u>	<u>2017</u>	<u>2016</u>	
<i>Total Calls for the Month</i>	267	241	233	
<i>Total EMS Calls for the month</i>	158	164	168	<i>(The EMS numbers are a part of the total)</i>
Year to Date Totals	2262	2247	2056	

We had requested a mutual aid ambulance 1 times in September, of those calls 1 resulted in transport to the hospital by mutual aid. Our third ambulance handled 6 additional calls during the month; none of them resulted in transports to the hospital.

Fire Prevention/Inspections:

- 3 - New Plans Reviewed
- 0 - New residential inspections
- 0 - Follow up residential inspections
- 0 - Multi-family residential inspection
- 0 - Commercial inspections
- 0 - Follow up commercial inspections
- 0 - Commercial Rough-in inspections
- 1 - Lock Box Details
- 2 - Inspection Meetings

Of Interest:

- We have been working with an assigned FEMA rep to continue the process to seek reimbursement funds for the October 2017 wind storm. Our information has been submitted to FEMA and we will await their approval. We have submitted for a total reimbursement of \$50,691.86 resulting in our response and clean up from that storm. It is unknown when we will hear back from them.
- On Saturday September 7th the on duty crews and apparatus went to St. Anne's Church for their family festival.
- Gary Bickford a 12 year call company and per-diem member of the department has resigned his position with us to relocate with his family to Texas.
- Mike White was a 6 year member of the department, starting as a live in student and ending as one of our full time paramedic/firefighters has resigned from the department. Mike has relocated to New Hampshire and is returning to school for respiratory therapy.
- We provided an ambulance to Westbrook for an evening while they attended a department event.
- We have four new applicants who plan to work per-diem and on the call company for us that are nearing completion of the hiring process. We hope to have them in training for the month of October.
- We participated in a disaster drill with the Maine Correctional Center staff on September 4th. Westbrook and Standish provided coverage for us which allowed our crews and apparatus to participate in the drill that involved a mass casualty of patients and an explosion on the site. It was a great learning experience for all.
- Crews responded to Vista Drive for a reported structure fire. On arrival there was a fire in the crawl space of the home as a result of plumbing work. The fire was quickly extinguished and damage was limited to the home.

- On Sunday September 23 we hosted a 50th anniversary brunch for Windham Rescue. We had 40 past and current members attend. It was a great time to catch up and reminisce about all the great work Windham Rescue has done for our community in its 50 years of service. Some photos are attached to this report.





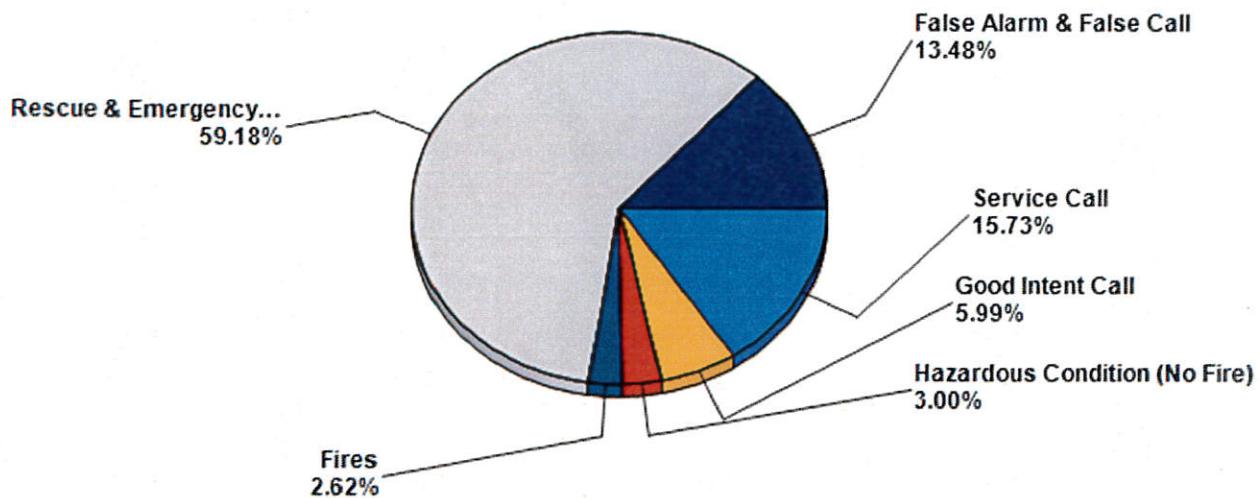
Town of Windham Fire & Rescue

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Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 09/01/2018 | End Date: 09/30/2018



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	7	2.62%
Rescue & Emergency Medical Service	158	59.18%
Hazardous Condition (No Fire)	8	3.00%
Service Call	42	15.73%
Good Intent Call	16	5.99%
False Alarm & False Call	36	13.48%
TOTAL	267	100.00%

Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	1	0.37%
131 - Passenger vehicle fire	3	1.12%
142 - Brush or brush-and-grass mixture fire	1	0.37%
151 - Outside rubbish, trash or waste fire	1	0.37%
162 - Outside equipment fire	1	0.37%
300 - Rescue, EMS incident, other	3	1.12%
311 - Medical assist, assist EMS crew	2	0.75%
320 - Emergency medical service, other	7	2.62%
321 - EMS call, excluding vehicle accident with injury	122	45.69%
322 - Motor vehicle accident with injuries	6	2.25%
324 - Motor vehicle accident with no injuries.	14	5.24%
353 - Removal of victim(s) from stalled elevator	1	0.37%
360 - Water & ice-related rescue, other	1	0.37%
371 - Electrocution or potential electrocution	1	0.37%
381 - Rescue or EMS standby	1	0.37%
412 - Gas leak (natural gas or LPG)	2	0.75%
440 - Electrical wiring/equipment problem, other	1	0.37%
444 - Power line down	3	1.12%
463 - Vehicle accident, general cleanup	2	0.75%
500 - Service Call, other	3	1.12%
520 - Water problem, other	1	0.37%
531 - Smoke or odor removal	1	0.37%
550 - Public service assistance, other	4	1.50%
551 - Assist police or other governmental agency	5	1.87%
553 - Public service	4	1.50%
554 - Assist invalid	2	0.75%
571 - Cover assignment, standby, moveup	22	8.24%
600 - Good intent call, other	4	1.50%
611 - Dispatched & cancelled en route	9	3.37%
622 - No incident found on arrival at dispatch address	2	0.75%
631 - Authorized controlled burning	1	0.37%
700 - False alarm or false call, other	2	0.75%
711 - Municipal alarm system, malicious false alarm	1	0.37%
715 - Local alarm system, malicious false alarm	2	0.75%
730 - System malfunction, other	1	0.37%
731 - Sprinkler activation due to malfunction	4	1.50%
733 - Smoke detector activation due to malfunction	7	2.62%
735 - Alarm system sounded due to malfunction	2	0.75%
736 - CO detector activation due to malfunction	3	1.12%
740 - Unintentional transmission of alarm, other	2	0.75%
743 - Smoke detector activation, no fire - unintentional	4	1.50%
744 - Detector activation, no fire - unintentional	1	0.37%
745 - Alarm system activation, no fire - unintentional	6	2.25%
746 - Carbon monoxide detector activation, no CO	1	0.37%
TOTAL INCIDENTS:	267	100.00%

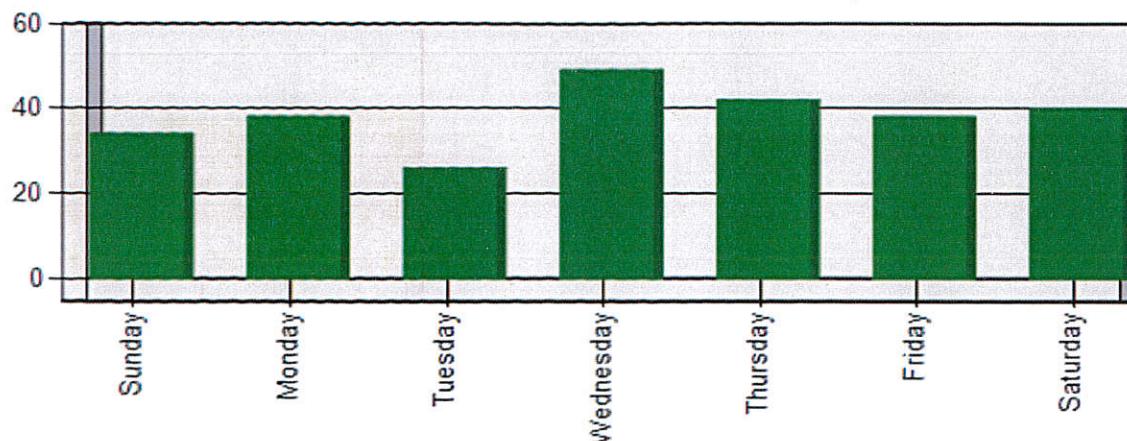
Town of Windham Fire & Rescue

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Incidents by Day of the Week for Date Range

Start Date: 09/01/2018 | End Date: 09/30/2018



DAY OF THE WEEK	# INCIDENTS
Sunday	34
Monday	38
Tuesday	26
Wednesday	49
Thursday	42
Friday	38
Saturday	40
TOTAL	267

Only REVIEWED incidents included

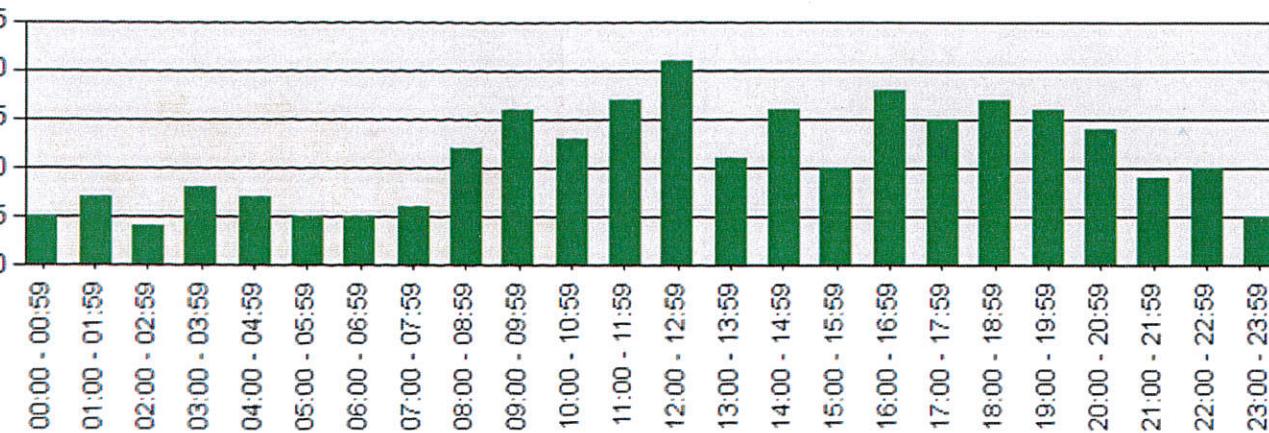
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Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 09/01/2018 | End Date: 09/30/2018



HOUR	# of CALLS
00:00 - 00:59	5
01:00 - 01:59	7
02:00 - 02:59	4
03:00 - 03:59	8
04:00 - 04:59	7
05:00 - 05:59	5
06:00 - 06:59	5
07:00 - 07:59	6
08:00 - 08:59	12
09:00 - 09:59	16
10:00 - 10:59	13
11:00 - 11:59	17
12:00 - 12:59	21
13:00 - 13:59	11
14:00 - 14:59	16
15:00 - 15:59	10
16:00 - 16:59	18
17:00 - 17:59	15
18:00 - 18:59	17
19:00 - 19:59	16
20:00 - 20:59	14
21:00 - 21:59	9
22:00 - 22:59	10
23:00 - 23:59	5
TOTAL:	267

Only REVIEWED incidents included.

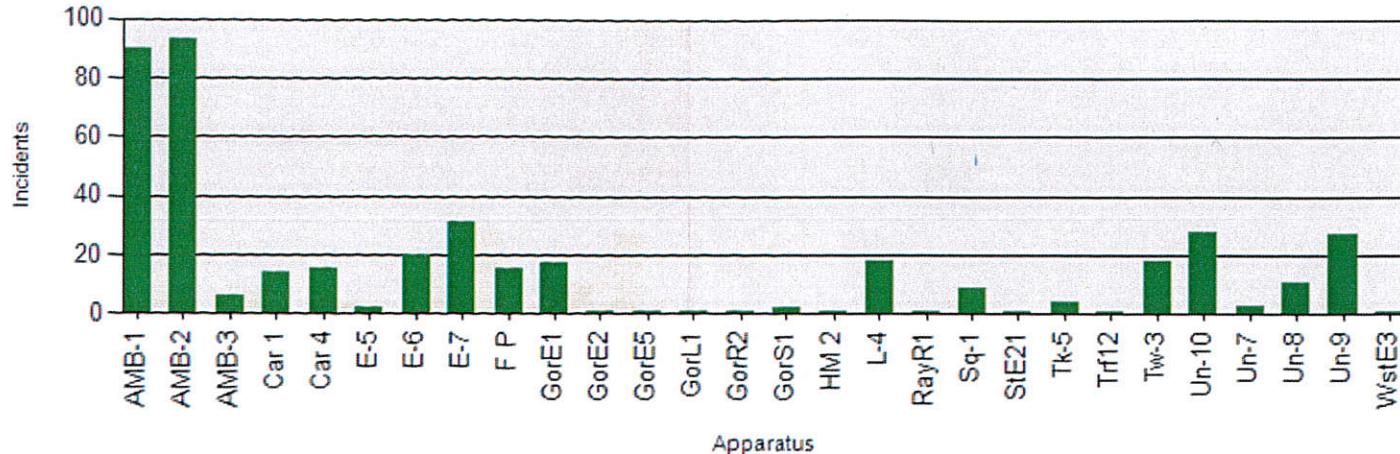
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Incident Count per Apparatus for Date Range

Start Date: 09/01/2018 | End Date: 09/30/2018



APPARATUS	# of INCIDENTS
AMB-1	90
AMB-2	93
AMB-3	6
Car 1	14
Car 4	15
E-5	2
E-6	20
E-7	31
FP	15
GorE1	17
GorE2	1
GorE5	1
GorL1	1
GorR2	1
GorS1	2
HM 2	1
L-4	18
RayR1	1
Sq-1	9
StE21	1
Tk-5	4
Trf12	1
Tw-3	18
Un-10	28
Un-7	3
Un-8	11
Un-9	27
WstE3	1

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Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 09/01/2018 | End Date: 09/30/2018

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	1	1	0	0	1	0	2	00:00	5	1.87%
01:00	1	1	0	1	2	0	2	01:00	7	2.62%
02:00	0	0	0	2	0	1	1	02:00	4	1.50%
03:00	2	0	0	2	1	3	0	03:00	8	3.00%
04:00	0	2	0	2	2	1	0	04:00	7	2.62%
05:00	3	1	1	0	0	0	0	05:00	5	1.87%
06:00	0	0	0	2	2	0	1	06:00	5	1.87%
07:00	0	1	0	3	0	1	1	07:00	6	2.25%
08:00	0	2	1	1	5	2	1	08:00	12	4.49%
09:00	2	3	2	1	1	3	4	09:00	16	5.99%
10:00	1	1	2	4	2	1	2	10:00	13	4.87%
11:00	4	3	1	1	2	3	3	11:00	17	6.37%
12:00	3	2	1	6	2	4	3	12:00	21	7.87%
13:00	1	2	1	1	2	3	1	13:00	11	4.12%
14:00	2	2	3	2	4	1	2	14:00	16	5.99%
15:00	1	0	1	2	3	2	1	15:00	10	3.75%
16:00	1	4	2	5	2	2	2	16:00	18	6.74%
17:00	4	3	3	1	1	0	3	17:00	15	5.62%
18:00	4	2	3	2	3	1	2	18:00	17	6.37%
19:00	1	2	1	3	3	3	3	19:00	16	5.99%
20:00	1	2	1	3	1	2	4	20:00	14	5.24%
21:00	1	1	2	2	0	1	2	21:00	9	3.37%
22:00	1	2	1	2	2	2	0	22:00	10	3.75%
23:00	0	1	0	1	1	2	0	23:00	5	1.87%
Total Responses for Day	34	38	26	49	42	38	40	Total	267	100.00%
% of Responses for Day	11.76%	10.53%	11.54%	12.24%	11.90%	10.53%	10.00%			
% of Responses for Week	12.73%	14.23%	9.74%	18.35%	15.73%	14.23%	14.98%			

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

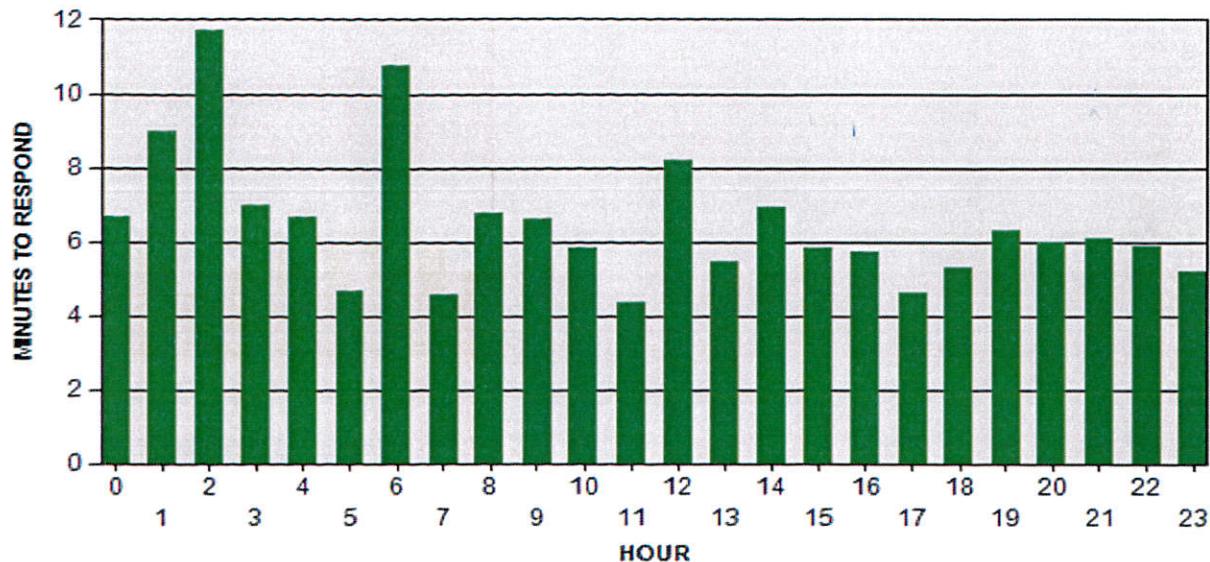
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Average Response Time per Hour for Date Range

Start Date: 09/01/2018 | End Date: 09/30/2018



Hour	Times	Avg. Response, minutes	
		Day	Night
0	0:00 - 0:59		6.65
1	1:00 - 1:59		8.99
2	2:00 - 2:59		11.73
3	3:00 - 3:59		6.97
4	4:00 - 4:59		6.69
5	5:00 - 5:59		4.66
6	6:00 - 6:59		10.78
7	7:00 - 7:59	4.59	
8	8:00 - 8:59	6.78	
9	9:00 - 9:59	6.6	
10	10:00 - 10:59	5.83	
11	11:00 - 11:59	4.38	
12	12:00 - 12:59	8.17	
13	13:00 - 13:59	5.46	
14	14:00 - 14:59	6.92	
15	15:00 - 15:59	5.82	
16	16:00 - 16:59	5.71	
17	17:00 - 17:59	4.62	
18	18:00 - 18:59	5.28	
19	19:00 - 19:59		6.29
20	20:00 - 20:59		5.98
21	21:00 - 21:59		6.08
22	22:00 - 22:59		5.9
23	23:00 - 23:59		5.19
		5.85	7.16

TOTAL AVERAGE RESPONSE TIME: 6.50 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	0.06	1.16	6.41	55.68

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				
November				
December				
Averages	0.13	1.18	6.23	59.66