



Town of Windham

Fire – Rescue Department

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Brent J. Libby, Chief

March 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 March was 5.92 minutes. The average night shift response time was 8.52 minutes. The department's total average response time for March was 7.11 minutes. There was an increase in our night response time which directly relates to our winter storms and associated responses. Our average turn out time which is the time from dispatch to en route was 1.14 minutes.

The department covers five (5) per-diem shifts during the day. In the 31 day period that provides us with 1860 hours of daytime coverage. We had a total of 51 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 1809 hours of the 1860 for a percentage of coverage at **97.2 %** an increase of 1% in coverage over last month.

During the night shift the department fills three (3) per-diem shifts for a total of 1116 hours. We had a total of 28 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 1088 hours of the 1116 leaving us with 97.5% of coverage, a decrease of 1.1% from last month.

We provide one (1) full-time paramedic/firefighter stationed at the Public Safety Building per twenty four (24) hour period, and 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. Of the 372 hours we were able to cover 252 hours, 67.8% of the night shifts at North Station with a per-diem paramedic, a decrease in night paramedic coverage of 6.7%.

Our training performance during March increased from last month. The department had 690.75 total training hours for the month.

Training hour totals below are for the last four months.

December 2017	191.00 Hrs.	January 2018	745.50 Hrs
February 2018	389.50 Hrs.	March 2018	690.75 Hrs.

Monthly Activity Data:

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

	2018	2017	2016	
<i>Total Calls for the Month</i>	209	203	219	
<i>Total EMS Calls for the month</i>	146	153	166	<i>(The EMS numbers are a part of the total)</i>
Year to Date Totals	706	709	635	

We had requested a mutual aid ambulance 1 time in March, of those calls 1 resulted in transport to the hospital by mutual aid. Our third ambulance handled 4 additional calls during the month, 3 resulted in transport to the hospital.

Fire Prevention/Inspections:

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

Of Interest:

- The month of March was a very active weather month for us. Due to the weather reports and anticipated conditions we covered our stations for three of those storms. When we activate station coverage we ask all available personnel to report to the stations to staff the apparatus for the duration of the event. This minimizes the number of vehicles on a scene in inclement weather and reduced response time which is often offset by tricky travel conditions as seen in some of our statistics for the month.
- Call Company Deputy Chief David Nichols announced his plans to step down from his position in June of this year. Deputy Nichols has been with the department for 33 years and held the rank of Deputy Chief for 13 years. His departure will certainly leave a void in the organization; however, knowing he will be spending more time on his full time career with Portland Fire Department and with his family this very tough decision is commendable.
- Our EMS training this month was with our Medical Director, Dr John Martel. He comes to us quarterly to review calls that we have responded to. Over the last quarter we have two fatal motor vehicle crashes and four head injuries among other calls that were reviewed. During the review process we go through the call from the time we make contact with the patient to the patient's outcome from the hospital. This follow up is invaluable to the crews that cared for the patient. This is a way that we are able to see what happened to our unique/critical patients after we leave them at the hospital.
- Our two front line ambulances were sent for front tires and alignments. We also rotated them through the Ford Dealership to have the center bearings replaced under warranty.
- Ambulance 2 was out of service for three weeks after being struck by a snow plow during one of our many storms. Sebago Lake Collision completed the repairs totaling just under \$3,000.

- Our Fire-Police company assisted the Police Department on Chute Road again this year for the annual Maine Maple Sugar Sunday festivities. During the event we close Chute Road down to one lane and one way for the safety of pedestrians and motorist visiting the farm.
- Emily Kaster is the training coordinator at Cumberland County Emergency Management Agency. She has reached out and is looking for more experience with emergency scenes operations. To that end during her regular business hours at EMA (0800-1630) she may arrive at some of our scenes to observe. She is familiar with ICS and when on scene will be identifiable as working for EMA.

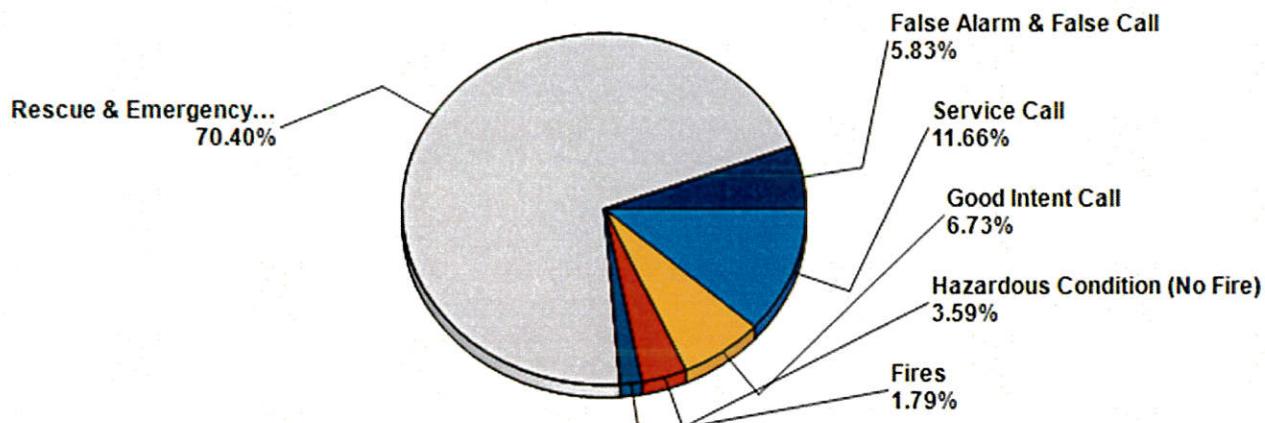
Town of Windham Fire & Rescue

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Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 02/01/2018 | End Date: 02/28/2018



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	4	1.79%
Rescue & Emergency Medical Service	157	70.40%
Hazardous Condition (No Fire)	8	3.59%
Service Call	26	11.66%
Good Intent Call	15	6.73%
False Alarm & False Call	13	5.83%
TOTAL	223	100.00%

Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
114 - Chimney or flue fire, confined to chimney or flue	1	0.48%
118 - Trash or rubbish fire, contained	1	0.48%
131 - Passenger vehicle fire	1	0.48%
300 - Rescue, EMS incident, other	1	0.48%
311 - Medical assist, assist EMS crew	1	0.48%
320 - Emergency medical service, other	1	0.48%
321 - EMS call, excluding vehicle accident with injury	131	62.68%
322 - Motor vehicle accident with injuries	3	1.44%
324 - Motor vehicle accident with no injuries.	9	4.31%
400 - Hazardous condition, other	1	0.48%
412 - Gas leak (natural gas or LPG)	1	0.48%
424 - Carbon monoxide incident	2	0.96%
440 - Electrical wiring/equipment problem, other	1	0.48%
442 - Overheated motor	1	0.48%
444 - Power line down	5	2.39%
445 - Arcing, shorted electrical equipment	2	0.96%
460 - Accident, potential accident, other	1	0.48%
500 - Service Call, other	5	2.39%
511 - Lock-out	1	0.48%
531 - Smoke or odor removal	2	0.96%
550 - Public service assistance, other	1	0.48%
552 - Police matter	1	0.48%
553 - Public service	2	0.96%
554 - Assist invalid	1	0.48%
571 - Cover assignment, standby, moveup	10	4.78%
611 - Dispatched & cancelled en route	2	0.96%
700 - False alarm or false call, other	3	1.44%
715 - Local alarm system, malicious false alarm	1	0.48%
733 - Smoke detector activation due to malfunction	2	0.96%
735 - Alarm system sounded due to malfunction	4	1.91%
741 - Sprinkler activation, no fire - unintentional	1	0.48%
743 - Smoke detector activation, no fire - unintentional	4	1.91%
744 - Detector activation, no fire - unintentional	3	1.44%
746 - Carbon monoxide detector activation, no CO	2	0.96%
900 - Special type of incident, other	1	0.48%
TOTAL INCIDENTS:	209	100.00%

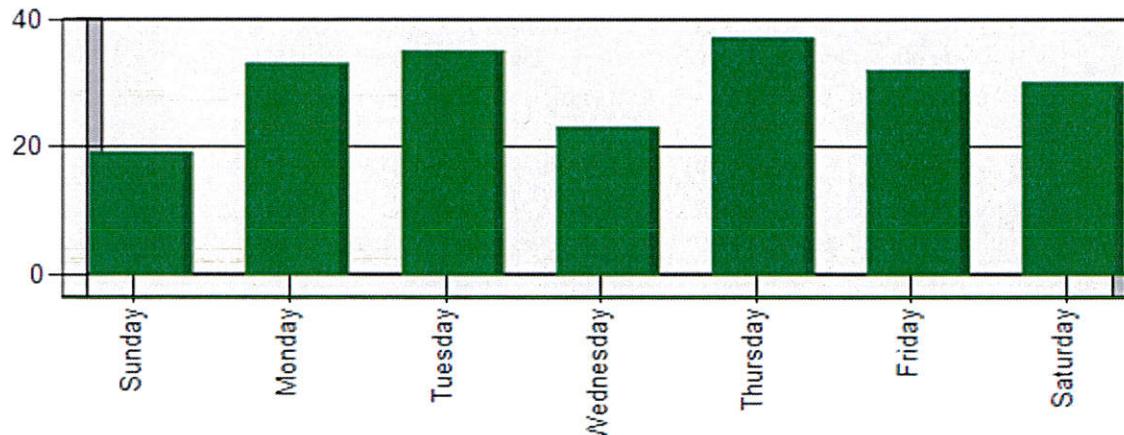
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Incidents by Day of the Week for Date Range

Start Date: 03/01/2018 | End Date: 03/31/2018



DAY OF THE WEEK	# INCIDENTS
Sunday	19
Monday	33
Tuesday	35
Wednesday	23
Thursday	37
Friday	32
Saturday	30
TOTAL	209

Only REVIEWED incidents included

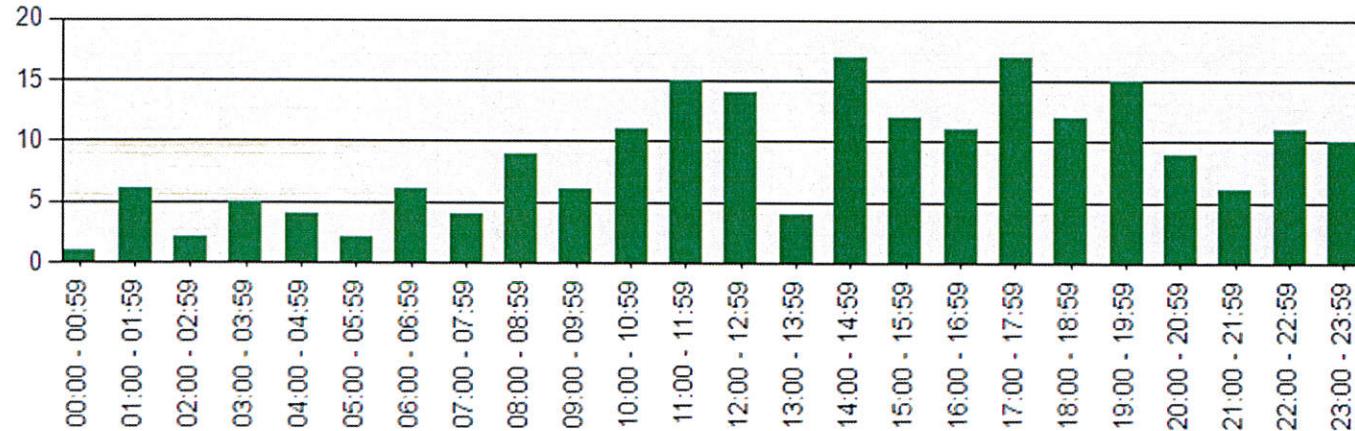
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Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 03/01/2018 | End Date: 03/31/2018



HOUR	# of CALLS
00:00 - 00:59	1
01:00 - 01:59	6
02:00 - 02:59	2
03:00 - 03:59	5
04:00 - 04:59	4
05:00 - 05:59	2
06:00 - 06:59	6
07:00 - 07:59	4
08:00 - 08:59	9
09:00 - 09:59	6
10:00 - 10:59	11
11:00 - 11:59	15
12:00 - 12:59	14
13:00 - 13:59	4
14:00 - 14:59	17
15:00 - 15:59	12
16:00 - 16:59	11
17:00 - 17:59	17
18:00 - 18:59	12
19:00 - 19:59	15
20:00 - 20:59	9
21:00 - 21:59	6
22:00 - 22:59	11
23:00 - 23:59	10
TOTAL:	209

Only REVIEWED incidents included.

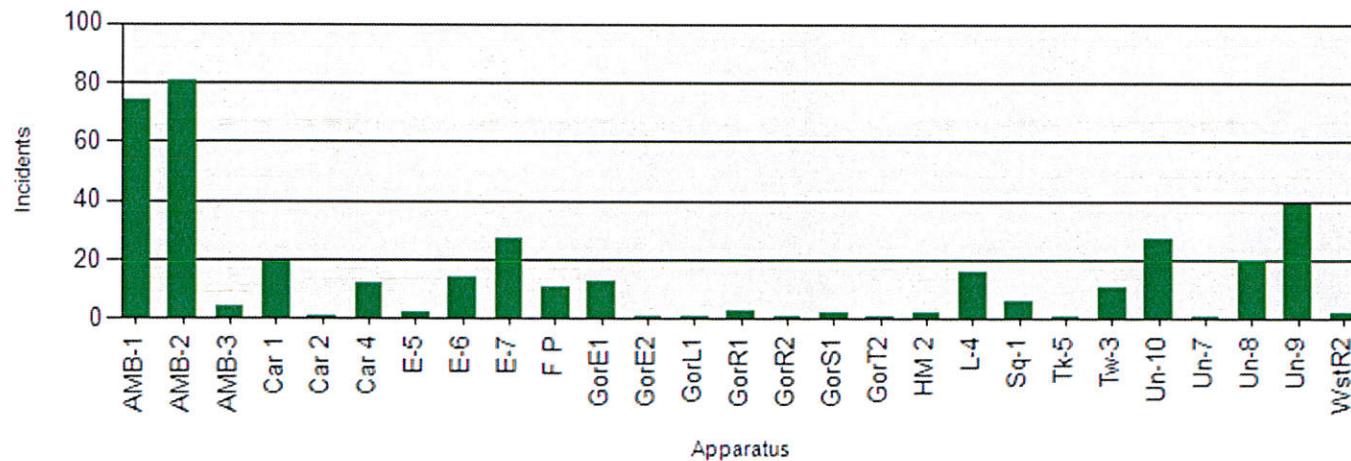
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Incident Count per Apparatus for Date Range

Start Date: 03/01/2018 | End Date: 03/31/2018



APPARATUS	# of INCIDENTS
AMB-1	74
AMB-2	81
AMB-3	4
Car 1	19
Car 2	1
Car 4	12
E-5	2
E-6	14
E-7	27
F P	11
GorE1	13
GorE2	1
GorL1	1
GorR1	3
GorR2	1
GorS1	2
GorT2	1
HM 2	2
L-4	16
Sq-1	6
Tk-5	1
Tw-3	11
Un-10	27
Un-7	1
Un-8	20
Un-9	39
WstR2	2

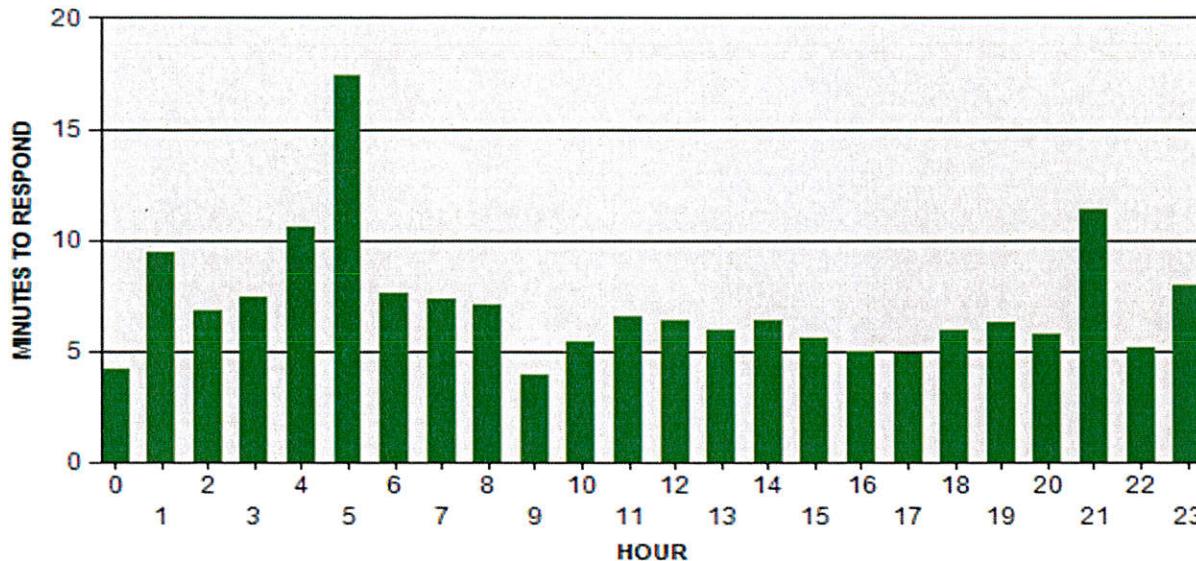
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Average Response Time per Hour for Date Range

Start Date: 03/01/2018 | End Date: 03/31/2018



HOUR	TIMES	AVG. RESPONSE,	AVG. RESPONSE, minutes
		Day	Night
0	0:00 - 0:59		4.17
1	1:00 - 1:59		9.45
2	2:00 - 2:59		6.8
3	3:00 - 3:59		7.42
4	4:00 - 4:59		10.63
5	5:00 - 5:59		17.44
6	6:00 - 6:59		7.62
7	7:00 - 7:59	7.37	
8	8:00 - 8:59	7.12	
9	9:00 - 9:59	3.9	
10	10:00 - 10:59	5.41	
11	11:00 - 11:59	6.56	
12	12:00 - 12:59	6.4	
13	13:00 - 13:59	5.96	
14	14:00 - 14:59	6.37	
15	15:00 - 15:59	5.62	
16	16:00 - 16:59	4.98	
17	17:00 - 17:59	4.94	
18	18:00 - 18:59	5.98	
19	19:00 - 19:59	6.3	
20	20:00 - 20:59		5.73
21	21:00 - 21:59		11.38
22	22:00 - 22:59		5.15
23	23:00 - 22:59		7.98
		5.92	8.52

TOTAL AVERAGE RESPONSE TIME: 7.11 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

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Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 03/01/2018 | End Date: 03/31/2018

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	0	0	0	0	0	0	1	00:00	1	0.48%
01:00	2	2	0	1	1	0	0	01:00	6	2.87%
02:00	0	2	0	0	0	0	0	02:00	2	0.96%
03:00	1	3	0	0	1	0	0	03:00	5	2.39%
04:00	0	1	1	1	1	0	0	04:00	4	1.91%
05:00	0	0	0	1	0	1	0	05:00	2	0.96%
06:00	0	0	1	2	2	0	1	06:00	6	2.87%
07:00	0	1	2	0	0	0	1	07:00	4	1.91%
08:00	0	0	2	0	3	3	1	08:00	9	4.31%
09:00	1	0	0	0	4	1	0	09:00	6	2.87%
10:00	0	3	1	1	2	3	1	10:00	11	5.26%
11:00	1	2	4	2	2	3	1	11:00	15	7.18%
12:00	1	6	2	2	1	1	1	12:00	14	6.70%
13:00	2	1	0	0	0	1	0	13:00	4	1.91%
14:00	1	0	3	1	4	2	6	14:00	17	8.13%
15:00	2	1	3	1	4	0	1	15:00	12	5.74%
16:00	3	3	2	1	0	0	2	16:00	11	5.26%
17:00	2	0	3	1	3	5	3	17:00	17	8.13%
18:00	0	3	2	2	2	2	1	18:00	12	5.74%
19:00	1	2	3	2	3	1	3	19:00	15	7.18%
20:00	0	0	4	3	0	1	1	20:00	9	4.31%
21:00	1	1	0	0	2	1	1	21:00	6	2.87%
22:00	0	0	1	2	1	4	3	22:00	11	5.26%
23:00	1	2	1	0	1	3	2	23:00	10	4.78%
Total Responses for Day	19	33	35	23	37	32	30	Total	209	100.00%
% of Responses for Day	15.79%	18.18%	11.43%	13.04%	10.81%	15.63%	20.00%			
% of Responses for Week	9.09%	15.79%	16.75%	11.00%	17.70%	15.31%	14.35%			

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

2017 Incident Response Data for Month Periods						
Month	Dispatch Time	Reaction Time	Dispatch to Arrival	Response Time	Call Length	
2017	Alarm to Dispatch	Dispatch to Enroute	Dispatch to Arrival	Alarm to Dispatch	Dispatch to In Service	
January	0.03	1.06	6.01	57.35	54.17	
February	0.06	1.17	7.22	52.43	64.2	
March	0.05	1.26	6	57.26	60.6	
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	Dispatch to Arrival	Response Time	Call Length	
2018	Alarm to Dispatch	Dispatch to Enroute	Dispatch to Arrival	Alarm to Dispatch	Dispatch to In Service	
January			0.01	1.21	6.35	
February			0.19	1.18	6.59	
March		0.07	1.14	5.76		
April						
May						
June						
July						
August						
September						
October						
November						
December						
Averages			0.19	1.18	6.23	59.66