



# 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

### August 2016 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 August 2016 during the day shift of 7:00 AM to 7:00 PM was 6.99 minutes. The average response time during the night hours of 7:00 PM to 7:00 AM was 7.39 minutes. The departments total response time for August decreased by 0.01 minutes from last month. We had several mutual aid station coverage responses as well as a structure fire that lengthened our day time response times. Our turn out time which is the time from dispatch to en route decreased from 1.39 to 1.03 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 201 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 1659 hours of the 1860 for a percentage of coverage at **89.2%**, an increase in coverage of 2.1%.

During the night shift the department fills three (3) per-diem shifts for a total of 1116 hours during the 31 day period. We had a total of 56 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 1060 hours of the 1116 leaving us with **94.9 %** of coverage an increase in coverage from last month of 7.8%.

We also provide one (1) full-time paramedic/firefighter per twenty four (24) hour period. That paramedic/firefighter is stationed at the Windham Center Station. When possible we try to ensure that there is a per-diem paramedic at North Windham Station but are not always successful. **76.3%** of the shifts at North Windham Station had a per-diem paramedic; this was an increase in coverage of 0.75% from last month's paramedic coverage.

Our training performance during August improved from last month. Our participation on Wednesday evening trainings was back up and we have started to offer day trainings twice a week. The department had 394.75 total hours for the month.

Training hour totals below are for the last four months.

May 2016	454.50 Hrs.	June 2016	348.5 Hrs.
July 2016	100.25 Hrs.	August 2016	394.75 Hrs.

## **Monthly Activity Data:**

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

	<u>2016</u>	<u>2015</u>	<u>2014</u>	
<i>Total Calls for the Month</i>	229	239	221	
<i>Total EMS Calls for the month</i>	150	170	160	<i>(The EMS numbers are a part of the total)</i>
Year to Date Totals	1823	1868	1803	

We had requested a mutual aid ambulance 9 times in August, of those calls 6 resulted in transports to the hospital by mutual aid.

7 Fire inspections with associated follow up were conducted during the month of August.

## **Of Interest:**

- Cumberland County Regional Communication Center along with Portland and Oxford County Communications were selected to be the first centers to train on Emergency Fire Dispatch. This system operates just like the Emergency Medical Dispatch program. They will be training in October and November with a hopeful go live date at the end of November. This will provide the callers with a more structured line of questionings and provide responder more specific and consistent information about what we are actually responding to.
- The Fire Department was on hand to help celebrate Thayer's Store's 99 Birthday. We took the opportunity to engage with the community, showing kids the apparatus and to pass out fire prevention material.
- Crews have been familiarizing themselves with the new traffic pattern at the Primary School. The new design is a great improvement although it does change our approach to the building just slightly.
- We had submitted a grant to the Assistance to Firefighters Grant Program through FEMA for \$93,560 to replace and purchase additional Thermal Imaging Cameras for the department. We have received word that we were not awarded that grant. We will be looking at other funding sources to accomplish the project. Our current thermal imaging cameras have reached their useful life. With new technology and changes in tactics additional cameras will help to improve our fire ground operations.
- The Police and Fire Departments participated in a military honor's escort for 23 year old Navy Petty Officer Justin Deinstadt who was killed in a single vehicle interstate motor vehicle crash on August 4 in New Mexico. Petty Officer Deinstadt's mother is Sharon Deinstadt of Hemlock Drive here in Windham. Petty Officer Deinstadt graduated from Windham High School in 2011.
- There will be a Public Safety Open house from 10-2 on October 1, 2016 at the Public Safety Building, all are welcome!

## **Equipment**

- On April 4<sup>th</sup> Tower 3 had a major equipment failure. While the mechanic was working on the truck the ladder elevated on its own. While on its way to Florida it had a catastrophic failure that resulted in the drive shaft and pump transfer case being destroyed. E-One has to repair this issue before they can work to diagnose the initial issue, those repairs are ongoing.
- Progress at the 33 Main Street site has been steady. The steel reinforcement in the roof has been completed, bay doors have been installed and they will be moving on the insulation and within the next two weeks framing for walls.

- We completed our final inspection on the new Engine 6 at the Pierce Factory in Sarasota, Florida. We had a great experience at the factory. We located several small items that needed attention, we were pleased that those items were taken care of in a week and the truck has arrived at the dealership in Massachusetts. Once the lettering is complete the truck will come to the service center in Casco for equipment mounting, we will accept delivery and begin training.
- The Mass Casualty Trailer that had been stored at North Windham Station for many years has been relocated to its new home with Naples Fire Department. The asset is still available for our use.

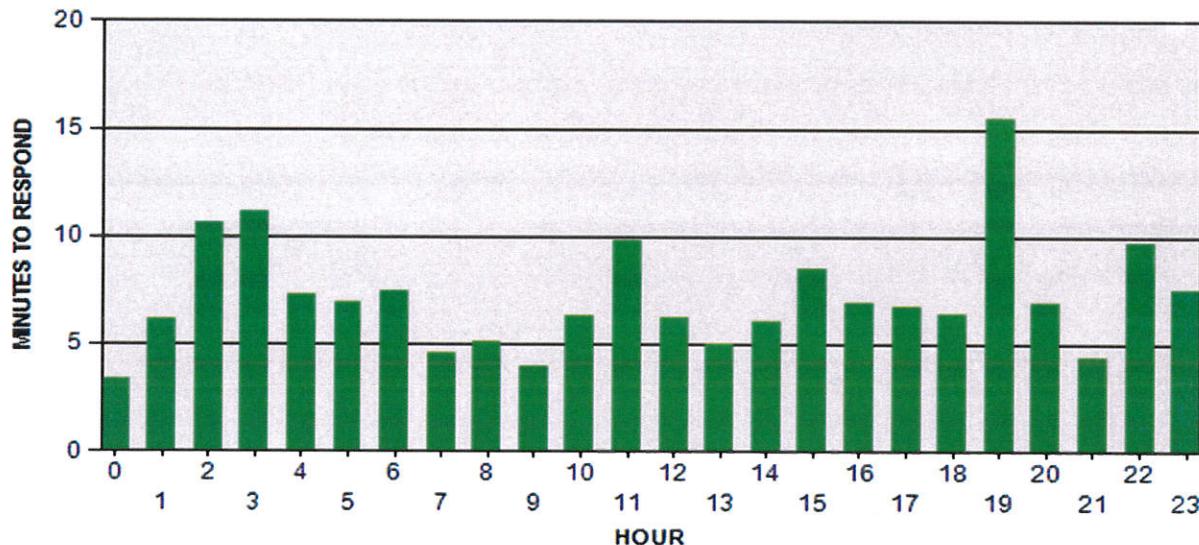
# Town of Windham Fire & Rescue

Windham, ME



## Average Response Time per Hour for Date Range

Start Date: 08/01/2016 | End Date: 08/31/2016



HOUR	TIMES	AVG. RESPONSE, minutes	AVG. RESPONSE, minutes
			Day
0	0:00 - 0:59		3.33
1	1:00 - 1:59		6.16
2	2:00 - 2:59		10.63
3	3:00 - 3:59		11.08
4	4:00 - 4:59		7.22
5	5:00 - 5:59		6.89
6	6:00 - 6:59		7.46
7	7:00 - 7:59	4.57	
8	8:00 - 8:59	5.07	
9	9:00 - 9:59	3.96	
10	10:00 - 10:59	6.33	
11	11:00 - 11:59	9.76	
12	12:00 - 12:59	6.19	
13	13:00 - 13:59	4.97	
14	14:00 - 14:59	6.03	
15	15:00 - 15:59	8.48	
16	16:00 - 16:59	6.88	
17	17:00 - 17:59	6.77	
18	18:00 - 18:59	6.37	
19	19:00 - 19:59	15.47	
20	20:00 - 20:59		6.94
21	21:00 - 21:59		4.33
22	22:00 - 22:59		9.72
23	23:00 - 23:59		7.51
		6.99	7.39

TOTAL AVERAGE RESPONSE TIME: 7.17 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

### Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
100 - Fire, other	1	0.44%
111 - Building fire	1	0.44%
141 - Forest, woods or wildland fire	1	0.44%
300 - Rescue, EMS incident, other	4	1.75%
311 - Medical assist, assist EMS crew	1	0.44%
320 - Emergency medical service, other	3	1.31%
321 - EMS call, excluding vehicle accident with injury	122	53.28%
322 - Motor vehicle accident with injuries	12	5.24%
324 - Motor vehicle accident with no injuries.	6	2.62%
365 - Watercraft rescue	1	0.44%
381 - Rescue or EMS standby	1	0.44%
400 - Hazardous condition, other	1	0.44%
424 - Carbon monoxide incident	1	0.44%
440 - Electrical wiring/equipment problem, other	1	0.44%
444 - Power line down	1	0.44%
460 - Accident, potential accident, other	1	0.44%
463 - Vehicle accident, general cleanup	1	0.44%
510 - Person in distress, other	2	0.87%
511 - Lock-out	1	0.44%
522 - Water or steam leak	1	0.44%
550 - Public service assistance, other	2	0.87%
551 - Assist police or other governmental agency	5	2.18%
553 - Public service	1	0.44%
554 - Assist invalid	2	0.87%
555 - Defective elevator, no occupants	1	0.44%
561 - Unauthorized burning	3	1.31%
571 - Cover assignment, standby, moveup	13	5.68%
600 - Good intent call, other	2	0.87%
611 - Dispatched & cancelled en route	4	1.75%
621 - Wrong location	1	0.44%
622 - No incident found on arrival at dispatch address	1	0.44%
631 - Authorized controlled burning	1	0.44%
651 - Smoke scare, odor of smoke	1	0.44%
652 - Steam, vapor, fog or dust thought to be smoke	1	0.44%
671 - HazMat release investigation w/no HazMat	1	0.44%
700 - False alarm or false call, other	4	1.75%
730 - System malfunction, other	1	0.44%
732 - Extinguishing system activation due to malfunction	1	0.44%
733 - Smoke detector activation due to malfunction	8	3.49%
734 - Heat detector activation due to malfunction	1	0.44%
735 - Alarm system sounded due to malfunction	2	0.87%
736 - CO detector activation due to malfunction	1	0.44%
741 - Sprinkler activation, no fire - unintentional	1	0.44%
742 - Extinguishing system activation	1	0.44%
743 - Smoke detector activation, no fire - unintentional	4	1.75%
745 - Alarm system activation, no fire - unintentional	3	1.31%
<b>TOTAL INCIDENTS:</b>	<b>229</b>	<b>100.00%</b>

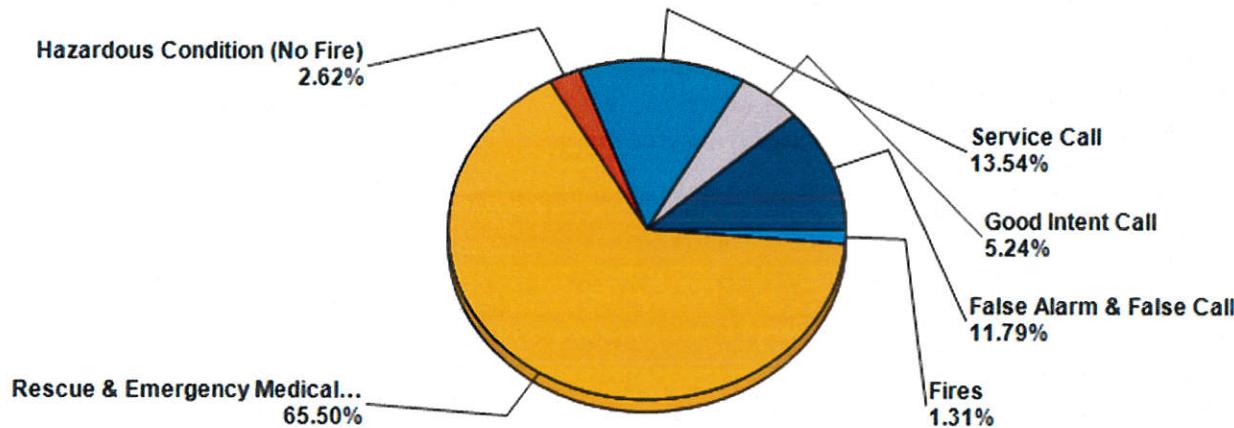
# Town of Windham Fire & Rescue

Windham, ME



## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 08/01/2016 | End Date: 08/31/2016



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	3	1.31%
Rescue & Emergency Medical Service	150	65.50%
Hazardous Condition (No Fire)	6	2.62%
Service Call	31	13.54%
Good Intent Call	12	5.24%
False Alarm & False Call	27	11.79%
<b>TOTAL</b>	<b>229</b>	<b>100.00%</b>

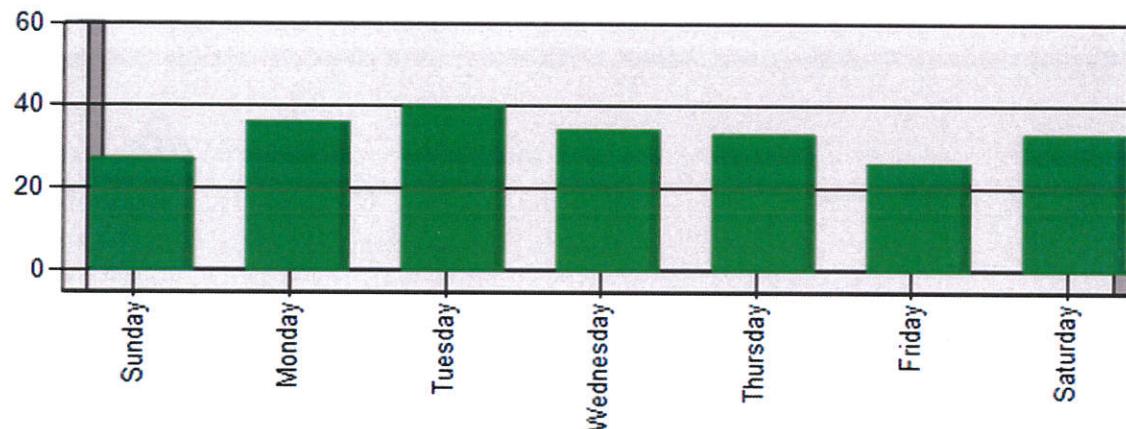
# Town of Windham Fire & Rescue

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## Incidents by Day of the Week for Date Range

Start Date: 08/01/2016 | End Date: 08/31/2016



DAY OF THE WEEK	# INCIDENTS
Sunday	27
Monday	36
Tuesday	40
Wednesday	34
Thursday	33
Friday	26
Saturday	33
<b>TOTAL</b>	<b>229</b>

Only REVIEWED incidents included

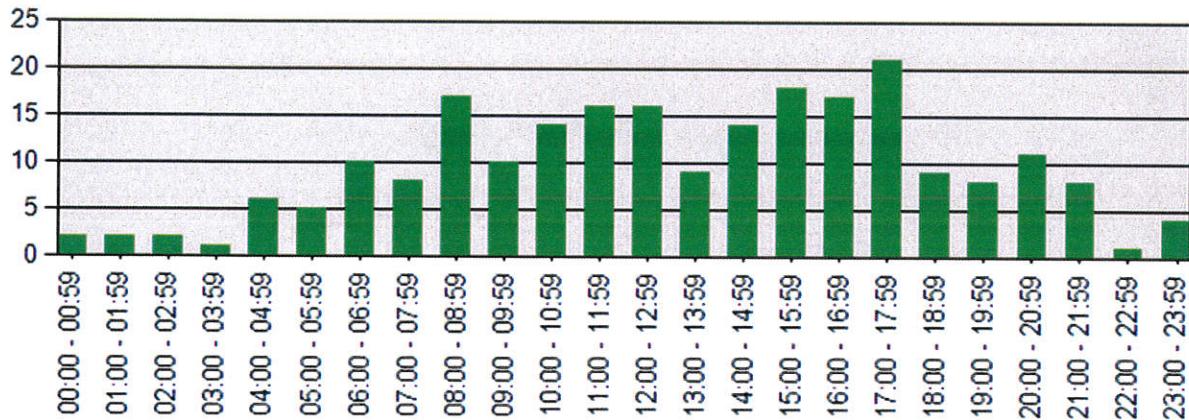
# Town of Windham Fire & Rescue

Windham, ME



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

Incident Range: 100 | Start Date: 08/01/2016 | End Date: 08/31/2016



HOUR	# of CALLS
00:00 - 00:59	2
01:00 - 01:59	2
02:00 - 02:59	2
03:00 - 03:59	1
04:00 - 04:59	6
05:00 - 05:59	5
06:00 - 06:59	10
07:00 - 07:59	8
08:00 - 08:59	17
09:00 - 09:59	10
10:00 - 10:59	14
11:00 - 11:59	16
12:00 - 12:59	16
13:00 - 13:59	9
14:00 - 14:59	14
15:00 - 15:59	18
16:00 - 16:59	17
17:00 - 17:59	21
18:00 - 18:59	9
19:00 - 19:59	8
20:00 - 20:59	11
21:00 - 21:59	8
22:00 - 22:59	1
23:00 - 23:59	4
<b>TOTAL:</b>	<b>229</b>

Only REVIEWED incidents included.

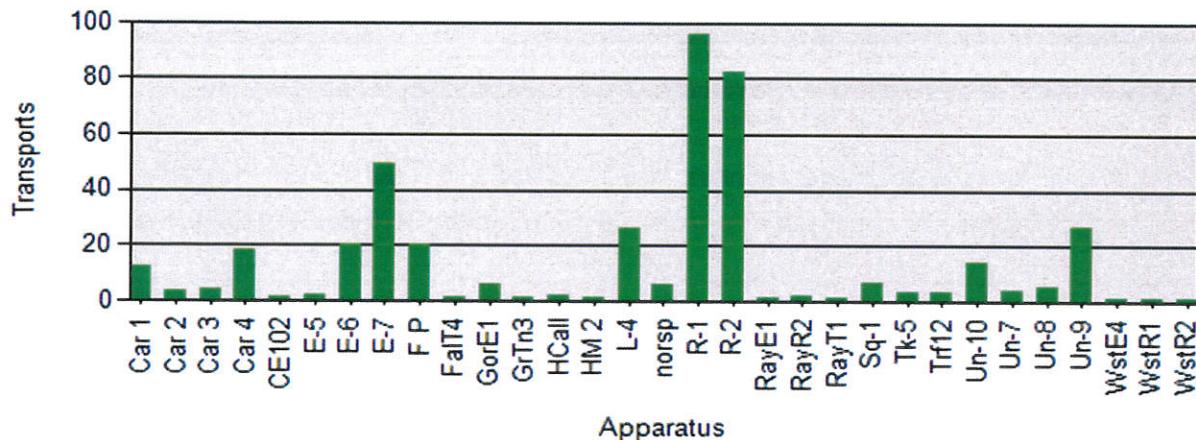
# Town of Windham Fire & Rescue

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## Incident Count per Apparatus for Date Range

Start Date: 08/01/2016 | End Date: 08/31/2016



APPARATUS	# of INCIDENTS
Car 1	12
Car 2	3
Car 3	4
Car 4	18
CE102	1
E-5	2
E-6	20
E-7	49
F P	20
FaIT4	1
GorE1	6
GrTn3	1
HCall	2
HM 2	1
L-4	26
nor	6
R-1	96
R-2	82
RayE1	1
RayR2	2
RayT1	1
Sq-1	7
Tk-5	3
Trf12	3
Un-10	14
Un-7	4
Un-8	5
Un-9	27
WstE4	1
WstR1	1
WstR2	1

Canceled apparatus

WstR1 THIS APPARATUS WAS CANCELLED checkbox on Basic Info 4) not included. Only WstR2 REVIEWED incidents included.

emergencyreporting.com  
Doc Id: 658  
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# Town of Windham Fire & Rescue

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

Zone: All Zones | Start Date: 08/01/2016 | End Date: 08/31/2016

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	0	1	0	0	0	1	0	00:00	2	0.87%
01:00	0	0	0	1	0	0	1	01:00	2	0.87%
02:00	1	0	1	0	0	0	0	02:00	2	0.87%
03:00	0	0	0	1	0	0	0	03:00	1	0.44%
04:00	0	2	1	1	2	0	0	04:00	6	2.62%
05:00	1	0	2	2	0	0	0	05:00	5	2.18%
06:00	0	4	2	0	2	1	1	06:00	10	4.37%
07:00	1	2	1	0	2	1	1	07:00	8	3.49%
08:00	0	6	0	5	1	1	4	08:00	17	7.42%
09:00	2	1	0	0	2	1	4	09:00	10	4.37%
10:00	2	2	2	3	1	2	2	10:00	14	6.11%
11:00	3	2	4	3	2	1	1	11:00	16	6.99%
12:00	1	4	2	2	2	1	4	12:00	16	6.99%
13:00	0	0	3	0	2	1	3	13:00	9	3.93%
14:00	1	2	3	2	2	4	0	14:00	14	6.11%
15:00	4	0	5	5	2	1	1	15:00	18	7.86%
16:00	1	1	5	3	3	0	4	16:00	17	7.42%
17:00	4	3	2	1	3	5	3	17:00	21	9.17%
18:00	2	1	0	0	3	2	1	18:00	9	3.93%
19:00	1	2	3	0	1	1	0	19:00	8	3.49%
20:00	1	1	2	3	2	1	1	20:00	11	4.80%
21:00	0	2	1	1	1	2	1	21:00	8	3.49%
22:00	1	0	0	0	0	0	0	22:00	1	0.44%
23:00	1	0	1	1	0	0	1	23:00	4	1.75%
Total Responses for Day	27	36	40	34	33	26	33	Total	229	100.00%
% of Responses for Day	14.81%	16.67%	12.50%	14.71%	9.09%	19.23%	12.12%			
% of Responses for Week	11.79%	15.72%	17.47%	14.85%	14.41%	11.35%	14.41%			

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

## 2015 Incident Response Data for Month Periods

Month	Dispatch Time	Reaction Time	Response Time	Call Length
2015	Alarm to Dispatch	Dispatch to Enroute	Dispatch to Arrival	Dispatch to In Service
January 2015	0.04	1.72	6.27	54.42
February 2015	0.5	1.4	6.54	62.87
March 2015	0.1	1.34	6.81	63.28
April 2015	0.9	1.20	6.73	52.11
May 2015	0.1	1.21	6.15	61.16
June 2015	0.04	1.11	5.35	59.35
July 2015	0.03	1.24	6.21	53.45
August 2015	0.02	1.14	5.56	52.47
September 2015	0.08	1.14	5.10	56.22
October 2015	0.04	1.01	5.15	60.25
November 2015	0.02	1.21	5.46	54.08
December 2015	0.01	1.05	5.15	53.06
Averages	0.300	1.487	6.540	60.190

2016 Incident Response Data for Month Periods

Month	Dispatch Time	Reaction Time	Response Time	Call Length
2016	Alarm to Dispatch	Dispatch to Enroute	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				
October 2016				
November 2016				
December 2016				
Averages	<b>0.040</b>	<b>1.037</b>	<b>5.407</b>	<b>61.473</b>



**Ambulance Run Data Report**  
**Windham Fire Rescue**  
**From 08/01/16 To 08/31/16**  
**Total Number of Runs Based on Search Criteria: 144**

**Runs by City**

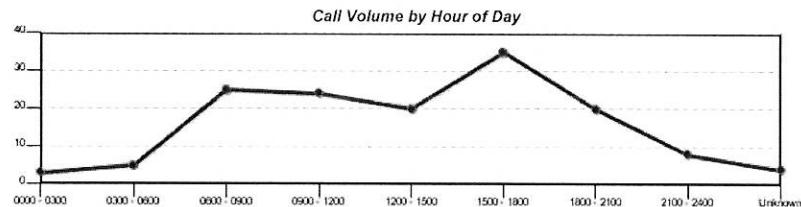
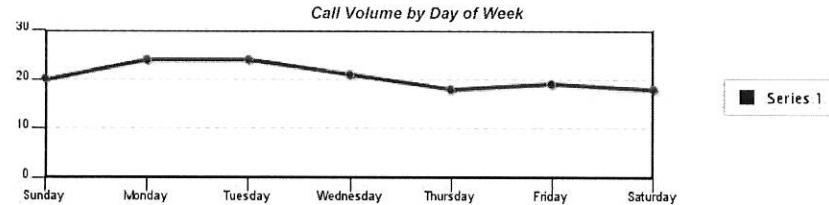
City	# of Runs	% of Runs
Gorham (census name for Gorham Center)	3	2.08%
Raymond (Town of)	2	1.39%
Westbrook	3	2.08%
Windham (Town of)	133	92.36%
Unknown	3	2.08%
<b>Total</b>	<b>144</b>	<b>100%</b>

**Runs by County**

County	# of Runs	% of Runs
Cumberland	141	97.92%
Unknown	3	2.08%
<b>Total</b>	<b>144</b>	<b>100%</b>

**Times of Call**

Time Period	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Percentage
0000 - 0300	0	0	0	1	0	1	1	3	2.08%
0300 - 0600	1	1	2	1	0	0	0	5	3.47%
0600 - 0900	1	7	2	4	4	2	5	25	17.36%
0900 - 1200	6	1	4	3	2	4	4	24	16.67%
1200 - 1500	2	4	3	4	2	4	1	20	13.89%
1500 - 1800	6	6	6	3	5	4	5	35	24.31%
1800 - 2100	3	3	3	3	5	2	1	20	13.89%
2100 - 2400	1	1	2	2	0	1	1	8	5.56%
Unknown	0	1	2	0	0	1	0	4	2.78%
<b>Total</b>	<b>20</b>	<b>24</b>	<b>24</b>	<b>21</b>	<b>18</b>	<b>19</b>	<b>18</b>	<b>144</b>	<b>100%</b>

**Runs by Provider Impression**

Provider Impression	# of Times	% of Times
Abuse / Neglect	1	0.69%
Allergy / Anaphylaxis	1	0.69%
Altered Level of Consciousness / Coma	2	1.39%
Assist Only	4	2.78%
Behavioral / Psychiatric Disorder	3	2.08%
Cardiac - Chest Pain	7	4.86%
Cardiac - Narrow Complex Tachycardia	1	0.69%
Cardiac - Other	3	2.08%
Cardiac - ST Elevation MI	1	0.69%
Cardiac - Symptomatic Bradycardia	1	0.69%
Dehydration	1	0.69%
Diabetic Emergency	1	0.69%
Flu Like Illness	2	1.39%
Hemorrhage - Non-Traumatic	5	3.47%
Hemorrhage - Traumatic	4	2.78%
Nausea / Vomiting (Unknown Etiology)	1	0.69%
No Apparent Illness / Injury	6	4.17%

Ophthalmological Emergency	1	0.69%
Other Illness / Injury	9	6.25%
Overdose - Drug / Medication	2	1.39%
Pain - Abdominal (Non-Traumatic)	11	7.64%
Pain - Back (Non-Traumatic)	2	1.39%
Pain - Chest (Non-Cardiac)	2	1.39%
Pain - Extremity (Non-Traumatic)	4	2.78%
Pain - Head (Non-Traumatic)	1	0.69%
Respiratory Distress - Bronchospasm	2	1.39%
Respiratory Distress - Other	6	4.17%
Respiratory Distress - Pulmonary Edema	4	2.78%
Seizure / Convulsions	3	2.08%
Shock - Medical	1	0.69%
Stroke / CVA / TIA	2	1.39%
Syncope / Fainting	5	3.47%
Traumatic Injury - Abdomen	1	0.69%
Traumatic Injury - Back	8	5.56%
Traumatic Injury - Burn	2	1.39%
Traumatic Injury - Extremity	11	7.64%
Traumatic Injury - Head	8	5.56%
Traumatic Injury - Multisystem	2	1.39%
Weakness / General Malaise	7	4.86%
Unknown	6	4.17%
<b>Total</b>	<b>144</b>	<b>100%</b>

**Average Run Times**

Enroute (Responding - Unit Notified Dispatched)			Response Time (Arrive Scene - Enroute)		
Minutes	# of Runs	% of Runs	Minutes	# of Runs	% of Runs
0 - 1	112	77.78%	0 - 5	92	63.89%
2 - 3	24	16.67%	6 - 10	43	29.86%
4 - 5	1	0.69%	11 - 15	5	3.47%
> 5	3	2.08%	> 15	0	0.00%
Unknown	4	2.78%	Unknown	4	2.78%
<b>Total</b>	<b>144</b>	<b>100%</b>	<b>Total</b>	<b>144</b>	<b>100%</b>

Scene Time (Depart Scene - Arrive Scene)			Transport Time (Arrive Hospital - Depart Scene)		
Minutes	# of Runs	% of Runs	Minutes	# of Runs	% of Runs
0 - 10	39	27.08%	0 - 5	2	1.39%
11 - 20	74	51.39%	6 - 10	0	0.00%
21 - 30	17	11.81%	11 - 15	3	2.08%
> 30	10	6.94%	> 15	103	71.53%
Unknown	4	2.78%	Unknown	36	25.00%
<b>Total</b>	<b>144</b>	<b>100%</b>	<b>Total</b>	<b>144</b>	<b>100%</b>

Hospital Time (Depart Hospital - Arrive Hospital)			Average Run Times		
Minutes	# of Runs	% of Runs	Enroute	To Scene	At Scene
0 - 5	19	13.19%			
6 - 10	8	5.56%			
11 - 15	20	13.89%			
> 15	61	42.36%			
Unknown	36	25.00%			
<b>Total</b>	<b>144</b>	<b>100%</b>	To Destination	00:25:29	
			Back in Service	00:19:22	
			<b>Total</b>	<b>01:06:24</b>	

Range of Times: Lowest = -36 and Highest = 60

**Runs by Primary Symptom**

Primary Symptom	# of Runs	% of Runs
Abdominal Pain	17	11.81%
Altered Level of Consciousness	3	2.08%
Back Pain	7	4.86%
Breathing Problem	14	9.72%
Chest Pain	10	6.94%
Diarrhea	1	0.69%
Dizziness	3	2.08%
Fever	1	0.69%
Headache	3	2.08%
Hemorrhage	7	4.86%
Malaise	2	1.39%
Mental / Psych	2	1.39%
Nausea	1	0.69%
No Signs or Symptoms	7	4.86%
Other	14	9.72%
Pain	25	17.36%
Palpitations	1	0.69%
Seizure / Convulsions	3	2.08%
Syncope	3	2.08%
Unresponsive / Unconscious	3	2.08%
Weakness	9	6.25%
Wound	3	2.08%
Unknown	5	3.47%
<b>Total</b>	<b>144</b>	<b>100%</b>

**Response Mode to Scene**

Response Mode to Scene	# of Times	% of Times
Initial Lights and Sirens, Downgraded to No Lights or Sirens	4	2.78%
Lights and Sirens	128	88.89%
No Lights and Sirens	9	6.25%
Unknown	3	2.08%
<b>Total</b>	<b>144</b>	<b>100%</b>

*Transport Hospital*

Destination	# of Runs	% of Runs
CENTRAL MAINE MEDICAL CENTER	2	1.39%
MAINE MEDICAL CENTER	81	56.25%
MERCY HOSPITAL	24	16.67%
No Destination	37	25.69%
<b>Total</b>	<b>144</b>	<b>100%</b>

Search Criteria	
Dates	From 08/01/2016 To 08/31/2016 (mm/dd/yyyy)
Service	Windham Fire Rescue
EMS Shift	All
Staff	All Active
Unit	All
Call Sign	All
Zone/District	All
Type of Service Requested	All
Patient Disposition	All
Provider Impression	All