



# Town of Windham

## Fire – Rescue Department

375 Gray Rd  
Windham, ME 04062  
Business 207-892-1911  
Fax 207-892-0544

Brent J. Libby, Chief

### July 2017 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 July during the day shift of 7:00 AM to 7:00 PM was 5.98 minutes. The average response time during the night hours of 7:00 PM to 7:00 AM was 8.72 minutes. The departments total response time for July seconds less than last months. Our average turn out time which is the time from dispatch to en route was 1.05 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 284vacant hours during the day and as a result of these open shifts we had reduced coverage during those times. We were able to cover 1576 hours of the 1860 for a percentage of coverage at **84.8 %** a decrease in coverage of 8.7 %.

During the night shift the department fills three (3) per-diem shifts for a total of 1116 hours during the 30 day period. We had a total of 32 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 1084 hours of the 1116 leaving us with **97.2%** of coverage a slight decrease in coverage from last month.

We also provide one (1) full-time paramedic/firefighter stationed at the Public Safety Building per twenty four (24) hour period. We also provide 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. This month we were able to cover **73.7%** of the night shifts at North Station with a per-diem paramedic.

Our training performance during July has decreased from last month. The department had 186.75 total training hours for the month.

Training hour totals below are for the last four months.

April 2017	183.25 Hrs.	May 2017	267.25 Hrs.
June 2017	220.50 Hrs.	July 2017	186.75 Hrs.

## **Monthly Activity Data:**

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

	<u>2017</u>	<u>2016</u>	<u>2015</u>
<i>Total Calls for the Month</i>	286	259	245
<i>Total EMS Calls for the month</i>	199	178	180
<i>(The EMS numbers are a part of the total)</i>			
<b>Year to Date Totals</b>	<b>1748</b>	<b>1592</b>	<b>1627</b>

We had requested a mutual aid ambulance 3 times in July, of those calls 1 resulted in transport to the hospital by mutual aid. Our third ambulance handled 8 additional calls during the month.

## **Fire Prevention/Inspections:**

- 4 New Plans Reviewed
- 3 New residential inspections
- 3 Follow up residential inspections
- 5 Follow up commercial inspections

## **Of Interest:**

- At the end of June our department, among many in the state, received a letter from the state calling for us to stop the use of any online burn permit system other than the state system. This caused us to adjust the process we use to issue permits. Fortunately the legislature was able to resolve the issue quickly.
- Final ground work construction was completed at the South Windham Fire Station to include some excavation, top coat paving and striping.
- This year was our first year with Fireworks Permits. We issued 17 permits on July 3 and 42 permits on July 4<sup>th</sup>.
- The annual review of the fire plan for the correctional center was completed. This outlines when they will call the department and how we will respond on operate within the prison.
- On July 11<sup>th</sup> crews responded to a reported building fire on Pettingill Road and found a small fire in a structure that was under construction. The fire was quickly extinguished and one juvenile has been charged with Arson by the State Fire Marshal's Office.
- We held our annual awards dinner on July 9<sup>th</sup>. This year we were in the event room at Dena's. We had approximately 57 people attend the event. The following personnel were recognized for longevity, training accomplishments and excellent performance on challenging calls from the year prior:

### Training Accomplishments

- FireFighter 1 & 2
  - Brandon Bichetto
  - Logan Doak
  - Shane Enright
  - Zachary Gordon
  - Zachary Goeben
  - Alexander Jordan
  - Wyatt Kimball
  - Andy Leo
  - Cody Moen
  - Brandon Ruel
  - Liam Tracey
  - Glenn Vadjia
  - Jared Wood

- Basic EMT
  - Evan Couglin
  - Logan Doak
  - Shane Enright
  - Shukri (Charlie) Hallak
  - Jeffrey Hilton
  - Kyle Lavoie
  - Cody Moen
  - Michael St. Claire
  - Tyler Thorpe
  - Jared Wood
- Advanced EMT
  - Michael Benecke
  - Richard Bicknell
- Paramedic
  - Griffin Bourassa
  - Brandon Brichetto
  - Michael Dube
  - Tony Cataldi
  - Zachary Goeben
  - Ben Van Dyke

#### Longevity

- Completed Probation
  - Brandon Brichetto
  - Shane Enright
  - Zachary Goeben
  - Jeffrey Hilton
  - Wyatt Kimball
  - Keith Libby
  - Cody Moen
  - Tyler Prosser
  - Michael St. Clair
  - Tyler Swanson
  - Kaleb Therberge
  - Liam Tracey
  - Glenn Vajda
- 2 Years of Service
  - Griffin Bourassa
  - Cassandra Conroy
  - Andrew Constantine
  - Thomas Jones
  - Kyle Lavoie
  - Ryan Pynchon
- 4 Years of Service
  - Tony Cataldi
  - Dale Doughty
  - Michael White



- 9 Years of Service
  - Gary Bickford
  - Mike Dube
  - Jennifer Dyar
  - Mahlon Hansen
  - Adam Rogers
- 14 Years of Service
  - Alfred (JR) Carter
  - Scott Mildrum
  - John Wescott
- 19 Years of Service
  - Tim Chute
  - Lloyd Murphy
  - Betty Van Vliet
  - David Van Vliet
- 24 Years of Service
  - Aaron Bridges
  - Peter Riesbeck

#### Unit Citations

- 6/12/2016 Laskey Road – ATV Accident
- 11/16/2016 Anderson Road – Fatal Accident
- 12/1/2016 Tandberg Trail – Serious Accident
- 1/13/2017 William Knight & Gray Road – Serious Accident
- 3/11/2017 Dutton Hill Road – Gunshot Wound
- 3/19/2017 Fall Ridge Road – Gunshot Wound

#### Member of the Year

- Les Baker, Paramedic/Firefighter

#### Officer of the Year

- Captain Aaron Bridges

#### Chief's Excellence Awards

- Shane Taylor – For his continued assistance in our Quality Assurance Program
- Mark Scribner – For support of the department's mission
- Joe Dyar – For ensuring that we are providing quality and effective emergency medical services.

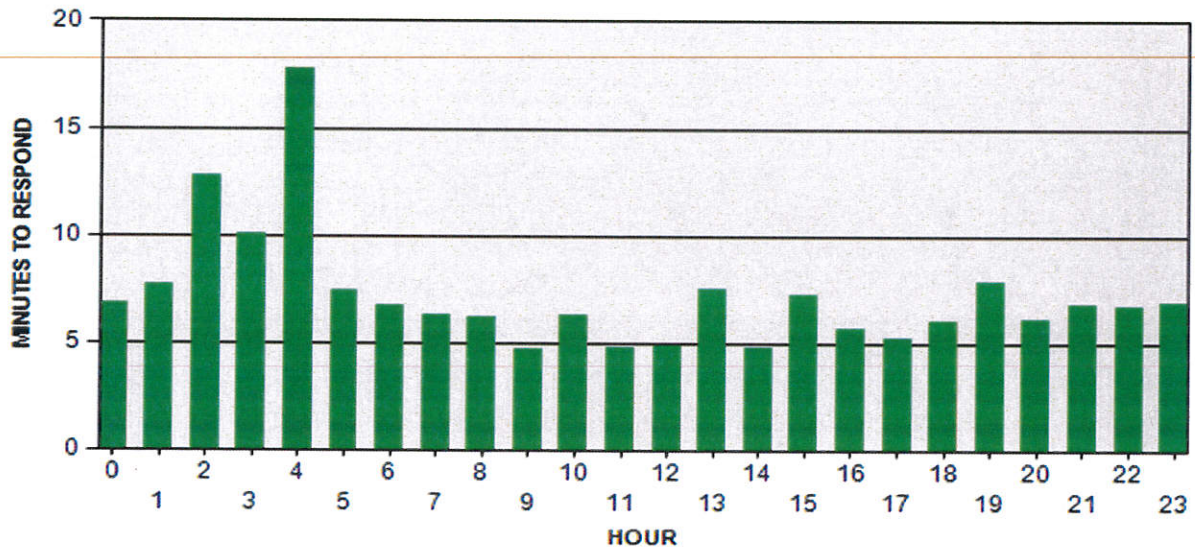
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## Average Response Time per Hour for Date Range

Start Date: 07/01/2017 | End Date: 07/31/2017



Hour	Times	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		6.86
1	1:00 - 1:59		7.71
2	2:00 - 2:59		12.78
3	3:00 - 3:59		10.06
4	4:00 - 4:59		17.77
5	5:00 - 5:59		7.43
6	6:00 - 6:59		6.73
7	7:00 - 7:59	6.31	
8	8:00 - 8:59	6.19	
9	9:00 - 9:59	4.73	
10	10:00 - 10:59	6.3	
11	11:00 - 11:59	4.8	
12	12:00 - 12:59	4.91	
13	13:00 - 13:59	7.55	
14	14:00 - 14:59	4.83	
15	15:00 - 15:59	7.3	
16	16:00 - 16:59	5.67	
17	17:00 - 17:59	5.26	
18	18:00 - 18:59	6.07	
19	19:00 - 19:59	7.84	
20	20:00 - 20:59		6.11
21	21:00 - 21:59		6.81
22	22:00 - 22:59		6.75
23	23:00 - 23:59		6.95
		5.98	8.72

**TOTAL AVERAGE RESPONSE TIME:** 7.24 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

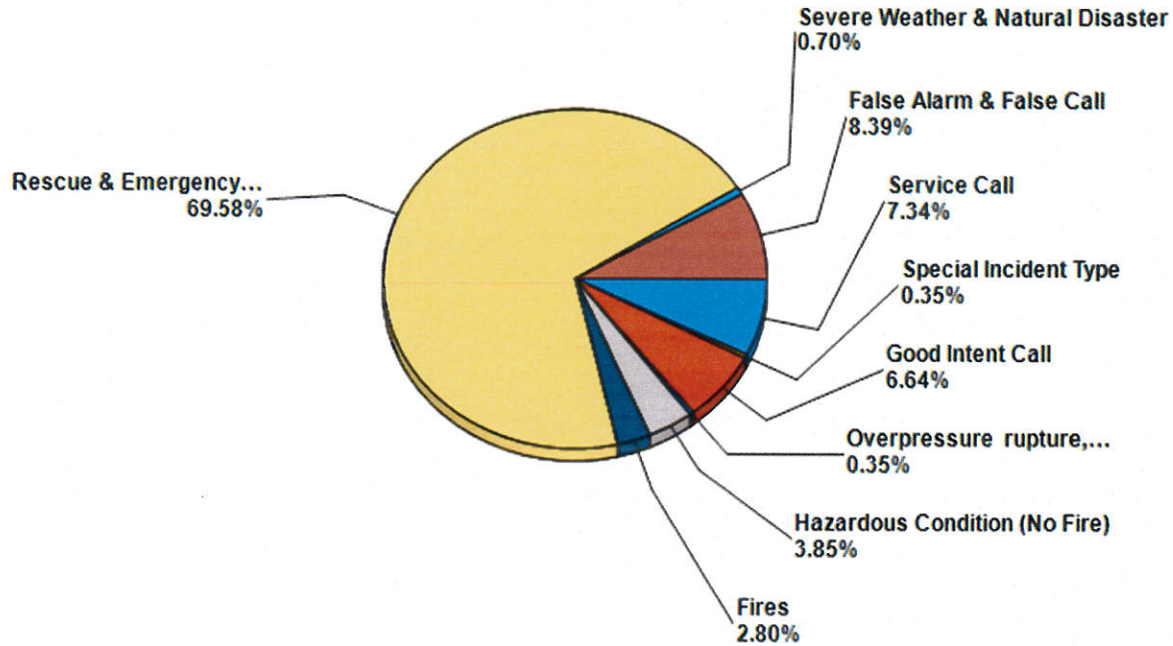
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## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 07/01/2017 | End Date: 07/31/2017



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	8	2.80%
Overpressure rupture, explosion, overheating - no fire	1	0.35%
Rescue & Emergency Medical Service	199	69.58%
Hazardous Condition (No Fire)	11	3.85%
Service Call	21	7.34%
Good Intent Call	19	6.64%
False Alarm & False Call	24	8.39%
Severe Weather & Natural Disaster	2	0.70%
Special Incident Type	1	0.35%
<b>TOTAL</b>	<b>286</b>	<b>100.00%</b>



Detailed Breakdown by Incident Type		
INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	3	1.05%
131 - Passenger vehicle fire	1	0.35%
140 - Natural vegetation fire, other	3	1.05%
141 - Forest, woods or wildland fire	1	0.35%
200 - Overpressure rupture, explosion, overheat other	1	0.35%
300 - Rescue, EMS incident, other	5	1.75%
311 - Medical assist, assist EMS crew	3	1.05%
320 - Emergency medical service, other	3	1.05%
321 - EMS call, excluding vehicle accident with injury	164	57.34%
322 - Motor vehicle accident with injuries	11	3.85%
323 - Motor vehicle/pedestrian accident (MV Ped)	1	0.35%
324 - Motor vehicle accident with no injuries.	9	3.15%
360 - Water & ice-related rescue, other	1	0.35%
361 - Swimming/recreational water areas rescue	1	0.35%
365 - Watercraft rescue	1	0.35%
412 - Gas leak (natural gas or LPG)	2	0.70%
413 - Oil or other combustible liquid spill	1	0.35%
424 - Carbon monoxide incident	4	1.40%
445 - Arcing, shorted electrical equipment	1	0.35%
461 - Building or structure weakened or collapsed	1	0.35%
463 - Vehicle accident, general cleanup	1	0.35%
480 - Attempted burning, illegal action, other	1	0.35%
500 - Service Call, other	2	0.70%
542 - Animal rescue	1	0.35%
550 - Public service assistance, other	2	0.70%
551 - Assist police or other governmental agency	1	0.35%
553 - Public service	3	1.05%
554 - Assist invalid	1	0.35%
561 - Unauthorized burning	1	0.35%
571 - Cover assignment, standby, moveup	10	3.50%
600 - Good intent call, other	3	1.05%
611 - Dispatched & cancelled en route	11	3.85%
622 - No incident found on arrival at dispatch address	2	0.70%
651 - Smoke scare, odor of smoke	2	0.70%
652 - Steam, vapor, fog or dust thought to be smoke	1	0.35%
700 - False alarm or false call, other	1	0.35%
714 - Central station, malicious false alarm	1	0.35%
730 - System malfunction, other	2	0.70%
731 - Sprinkler activation due to malfunction	3	1.05%
733 - Smoke detector activation due to malfunction	6	2.10%
735 - Alarm system sounded due to malfunction	2	0.70%
736 - CO detector activation due to malfunction	1	0.35%
743 - Smoke detector activation, no fire - unintentional	4	1.40%
744 - Detector activation, no fire - unintentional	2	0.70%
745 - Alarm system activation, no fire - unintentional	2	0.70%
813 - Wind storm, tornado/hurricane assessment	1	0.35%
814 - Lightning strike (no fire)	1	0.35%
900 - Special type of incident, other	1	0.35%
<b>TOTAL INCIDENTS:</b>	<b>286</b>	<b>100.00%</b>

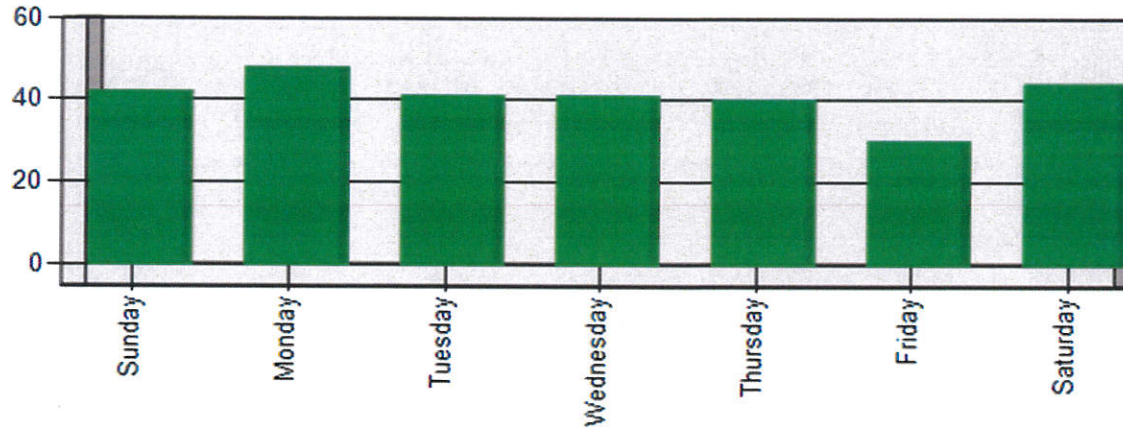
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## Incidents by Day of the Week for Date Range

Start Date: 07/01/2017 | End Date: 07/31/2017



DAY OF THE WEEK	# INCIDENTS
Sunday	42
Monday	48
Tuesday	41
Wednesday	41
Thursday	40
Friday	30
Saturday	44

**TOTAL 286**

Only REVIEWED incidents included



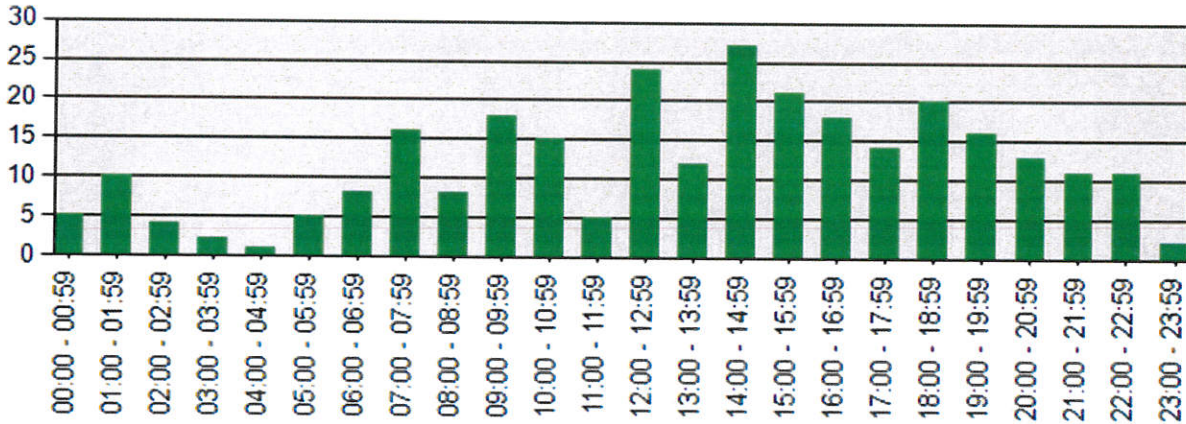
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## Incidents per Hour for Incident Type Range for Date Range

Incident Range: 100 | Start Date: 07/01/2017 | End Date: 07/31/2017



Hour	# of CALLS
00:00 - 00:59	5
01:00 - 01:59	10
02:00 - 02:59	4
03:00 - 03:59	2
04:00 - 04:59	1
05:00 - 05:59	5
06:00 - 06:59	8
07:00 - 07:59	16
08:00 - 08:59	8
09:00 - 09:59	18
10:00 - 10:59	15
11:00 - 11:59	5
12:00 - 12:59	24
13:00 - 13:59	12
14:00 - 14:59	27
15:00 - 15:59	21
16:00 - 16:59	18
17:00 - 17:59	14
18:00 - 18:59	20
19:00 - 19:59	16
20:00 - 20:59	13
21:00 - 21:59	11
22:00 - 22:59	11
23:00 - 23:59	2

**TOTAL:** 286

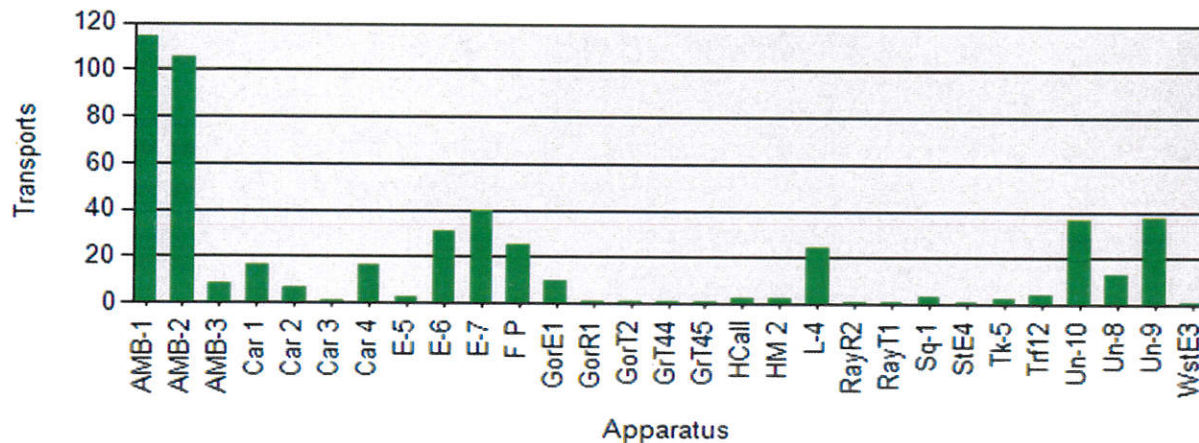
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## Incident Count per Apparatus for Date Range

Start Date: 07/01/2017 | End Date: 07/31/2017



APPARATUS	# of INCIDENTS
AMB-1	114
AMB-2	105
AMB-3	8
Car 1	16
Car 2	6
Car 3	1
Car 4	16
E-5	2
E-6	31
E-7	40
F P	25
GorE1	10
GorR1	1
GorT2	1
GrT44	1
GrT45	1
HCall	2
HM 2	2
L-4	24
RayR2	1
RayT1	1
Sq-1	3
StE4	1
Tk-5	2
Trf12	4
Un-10	36
Un-8	13
Un-9	37
WstE3	1

Canceled apparatus (per the THIS APPARATUS WAS CANCELLED checkbox on Basic Info 4) not included. Only REVIEWS incidents included.



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

Zone: All Zones | Start Date: 07/01/2017 | End Date: 07/31/2017

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	0	2	0	1	0	0	2	00:00	5	1.75%
01:00	2	3	1	3	0	0	1	01:00	10	3.50%
02:00	1	1	1	0	0	0	1	02:00	4	1.40%
03:00	0	1	0	0	1	0	0	03:00	2	0.70%
04:00	0	0	0	0	0	1	0	04:00	1	0.35%
05:00	1	1	0	1	0	1	1	05:00	5	1.75%
06:00	1	2	1	1	0	2	1	06:00	8	2.80%
07:00	1	0	3	3	3	2	4	07:00	16	5.59%
08:00	3	0	2	0	2	1	0	08:00	8	2.80%
09:00	2	5	1	1	7	2	0	09:00	18	6.29%
10:00	2	3	2	3	2	1	2	10:00	15	5.24%
11:00	0	1	1	2	0	0	1	11:00	5	1.75%
12:00	4	4	6	5	4	0	1	12:00	24	8.39%
13:00	2	2	2	1	2	0	3	13:00	12	4.20%
14:00	2	6	7	2	2	1	7	14:00	27	9.44%
15:00	6	2	4	3	0	5	1	15:00	21	7.34%
16:00	0	4	1	2	5	4	2	16:00	18	6.29%
17:00	2	2	2	1	3	2	2	17:00	14	4.90%
18:00	2	3	2	5	2	2	4	18:00	20	6.99%
19:00	2	4	0	4	1	2	3	19:00	16	5.59%
20:00	4	1	0	1	2	2	3	20:00	13	4.55%
21:00	2	1	3	1	1	1	2	21:00	11	3.85%
22:00	2	0	2	1	2	1	3	22:00	11	3.85%
23:00	1	0	0	0	1	0	0	23:00	2	0.70%
Total Responses for Day	42	48	41	41	40	30	44	Total	286	100.00%
% of Responses for Day	14.29%	12.50%	17.07%	12.20%	17.50%	16.67%	15.91%			
% of Responses for Week	14.69%	16.78%	14.34%	14.34%	13.99%	10.49%	15.38%			

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



2016 Incident Response Data for Month Periods

Month	Dispatch Time	Reaction Time	Response Time	Call Length
	Alarm to Dispatch	Dispatch to Enroute	Dispatch to Arrival	Dispatch to In Service
<b>2016</b>				
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	0.17	1.04	4.43	59.04
October 2016	0.04	1.17	5.44	56.21
November 2016	0.01	1.04	5.32	56.32
December 2016	0.05	1.11	6.14	130.23
Averages	<b>0.040</b>	<b>1.037</b>	<b>5.407</b>	<b>61.473</b>

2017 Incident Response Data for Month Periods

Month	Dispatch Time	Reaction Time	Response Time	Call Length
	Alarm to Dispatch	Dispatch to Enroute	Dispatch to Arrival	Dispatch to In Service
<b>2017</b>				
January 2017	0.03	1.06	6.01	57.35
February 2017	0.06	1.17	7.22	52.43
March 2017	0.05	1.26	6	57.26
April 2017	0.01	1.02	5.28	56.9
May 2017	0.08	1.04	5.08	55.39
June 2017	0.05	1.23	5.99	66.53
July 2017	0.03	1.05	5.27	54.31
August 2017				
September 2017				
October 2017				
November 2017				
December 2017				
Averages	<b>0.06</b>	<b>1.16</b>	<b>6.41</b>	<b>55.68</b>