



# 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

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### January 2019 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 January was 6.32 minutes. The average night shift response time was 8.68 minutes. The department's total average response time for January was 7.50 minutes. This month our response times increased just slightly over last month. Our average turn out time which is the time from dispatch to en route was 1.18 minutes.

The department covers six (6) per-diem shifts during the day. In the 31 day period that provides us with 2232 hours of daytime coverage. We had a total of 289 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 1943 hours of the 2232 hours for a percentage of coverage at 87.1 a decrease of 3.8% in coverage over last month.

During the night shift the department fills two (2) per-diem shifts for a total of 744 hours. There were 15 hours uncovered at night leaving us covering 729 hours providing us with 98% coverage.

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 January has increased from last month. January is the month that we dedicate to completing all Maine Department of Labor annual trainings for all personnel. The department had 705.5 total training hours for the month.

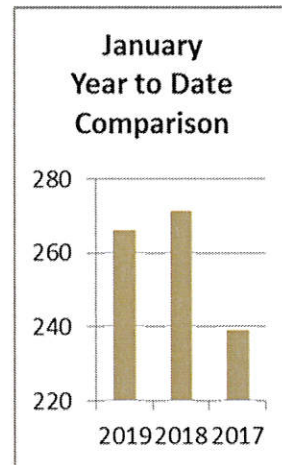
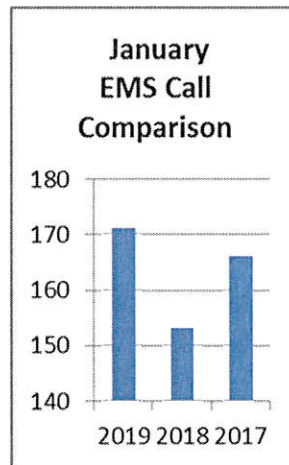
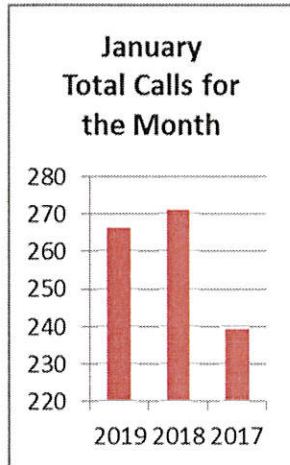
Training hour totals below are for the last four months.

October 2018	395.75 Hrs.	November 2018	291.50 Hrs.
December 2018	142.00 Hrs.	January 2019	705.5 Hrs.

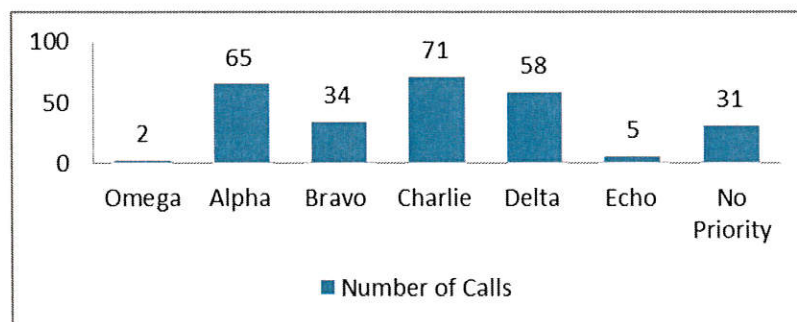
## Monthly Activity Data:

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

	2019	2018	2017	
Total Calls for the Month	266	271	239	
Total EMS Calls for the month	171	153	166	(The EMS numbers are a part of the total)
Year to Date Totals	266	271	239	



- We had requested a mutual aid ambulance 16 times in January, of those calls 7 resulted in transport to the hospital by mutual aid. Our third ambulance handled 9 additional calls during the month 1 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 priority provided the response is handled as an emergency with a standard response.



**Fire Prevention/Inspections:**

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

**Of Interest:**

- The month of January was spent completing our Bureau of Labor Trainings. The process consists of 4 online programs and 5 in class topics.
- With the recent storms crews have been on the road shoveling hydrants. We very much appreciate those in the community that clear the snow from the hydrants around their homes.
- We have established a on line rebroadcast of our radio frequency to allow personnel to monitor our radio traffic through an online app.
- Maine EMS Challenge Coin # 161 was presented to former rescue member Donna Perkins for her assistance at the Code Save at Walmart on December 18<sup>th</sup>. She was happy to help and proud to have been recognized.
- On January 19<sup>th</sup> we performed 24 hours of storm coverage for the predicted blizzard conditions. Crews responded to several medical calls and a motor vehicle crash while on standby.
- We had three interested in the field middle school students at the Public Safety Building tour with the PD and Fire on Tuesday. Thank you to firefighters Andy Morgan and Mike Benecke for showing them the ropes.
- We met with FEMA on January 16th and closed out the Wind Storm Recovery process from the storm that occurred in October 2017. The Town will receive \$52,600 for the storm from FEMA. Those funds will be applied to the general fund as they were not received in the same budget year of the incident.
- We have sent Ambulance 2 to Frenchville for repair to the body from where it was struck by a resident while in a driveway at a medical call. The vehicle will also undergo some warranty work. The repair is expected to take approximately 3 weeks.
- Full time staff has been issued ballistic vests. This will provide additional protection to our crews while working in dangerous situations.



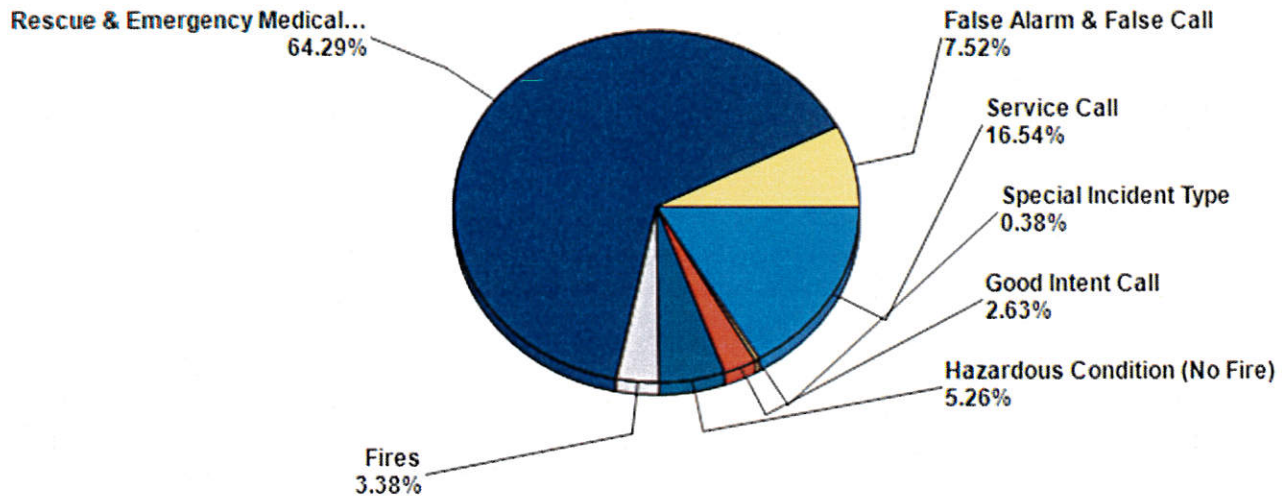
# Town of Windham Fire & Rescue

Windham, ME



## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 01/01/2019 | End Date: 01/31/2019



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	9	3.38%
Rescue & Emergency Medical Service	171	64.29%
Hazardous Condition (No Fire)	14	5.26%
Service Call	44	16.54%
Good Intent Call	7	2.63%
False Alarm & False Call	20	7.52%
Special Incident Type	1	0.38%
<b>TOTAL</b>	<b>266</b>	<b>100.00%</b>

### Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
100 - Fire, other	1	0.38%
111 - Building fire	1	0.38%
113 - Cooking fire, confined to container	1	0.38%
114 - Chimney or flue fire, confined to chimney or flue	5	1.88%
116 - Fuel burner/boiler malfunction, fire confined	1	0.38%
300 - Rescue, EMS incident, other	5	1.88%
311 - Medical assist, assist EMS crew	1	0.38%
320 - Emergency medical service, other	1	0.38%
321 - EMS call, excluding vehicle accident with injury	151	56.77%
322 - Motor vehicle accident with injuries	7	2.63%
324 - Motor vehicle accident with no injuries.	6	2.26%
413 - Oil or other combustible liquid spill	2	0.75%
424 - Carbon monoxide incident	4	1.50%
440 - Electrical wiring/equipment problem, other	1	0.38%
442 - Overheated motor	1	0.38%
460 - Accident, potential accident, other	3	1.13%
463 - Vehicle accident, general cleanup	3	1.13%
500 - Service Call, other	2	0.75%
520 - Water problem, other	6	2.26%
522 - Water or steam leak	2	0.75%
531 - Smoke or odor removal	2	0.75%
550 - Public service assistance, other	3	1.13%
551 - Assist police or other governmental agency	2	0.75%
553 - Public service	1	0.38%
554 - Assist invalid	4	1.50%
571 - Cover assignment, standby, moveup	22	8.27%
600 - Good intent call, other	1	0.38%
611 - Dispatched & cancelled en route	5	1.88%
651 - Smoke scare, odor of smoke	1	0.38%
711 - Municipal alarm system, malicious false alarm	1	0.38%
733 - Smoke detector activation due to malfunction	1	0.38%
735 - Alarm system sounded due to malfunction	1	0.38%
736 - CO detector activation due to malfunction	2	0.75%
740 - Unintentional transmission of alarm, other	1	0.38%
741 - Sprinkler activation, no fire - unintentional	1	0.38%
743 - Smoke detector activation, no fire - unintentional	3	1.13%
744 - Detector activation, no fire - unintentional	2	0.75%
745 - Alarm system activation, no fire - unintentional	8	3.01%
900 - Special type of incident, other	1	0.38%
<b>TOTAL INCIDENTS:</b>	<b>266</b>	<b>100.00%</b>



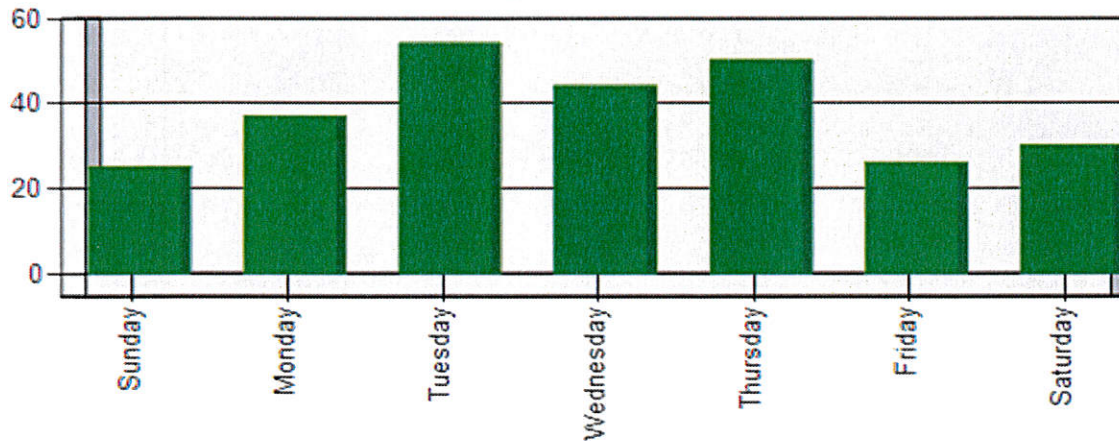
# Town of Windham Fire & Rescue

Windham, ME



## Incidents by Day of the Week for Date Range

Start Date: 01/01/2019 | End Date: 01/31/2019



DAY OF THE WEEK	# INCIDENTS
Sunday	25
Monday	37
Tuesday	54
Wednesday	44
Thursday	50
Friday	26
Saturday	30
TOTAL	266

Only REVIEWED incidents included

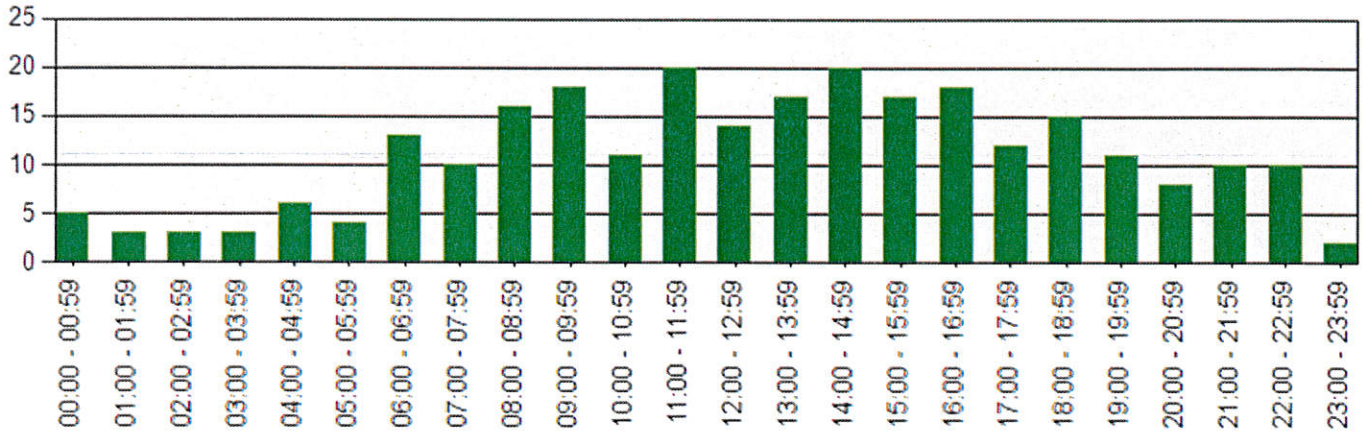
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## Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 01/01/2019 | End Date: 01/31/2019



Hour	# of CALLS
00:00 - 00:59	5
01:00 - 01:59	3
02:00 - 02:59	3
03:00 - 03:59	3
04:00 - 04:59	6
05:00 - 05:59	4
06:00 - 06:59	13
07:00 - 07:59	10
08:00 - 08:59	16
09:00 - 09:59	18
10:00 - 10:59	11
11:00 - 11:59	20
12:00 - 12:59	14
13:00 - 13:59	17
14:00 - 14:59	20
15:00 - 15:59	17
16:00 - 16:59	18
17:00 - 17:59	12
18:00 - 18:59	15
19:00 - 19:59	11
20:00 - 20:59	8
21:00 - 21:59	10
22:00 - 22:59	10
23:00 - 23:59	2
<b>TOTAL:</b>	<b>266</b>

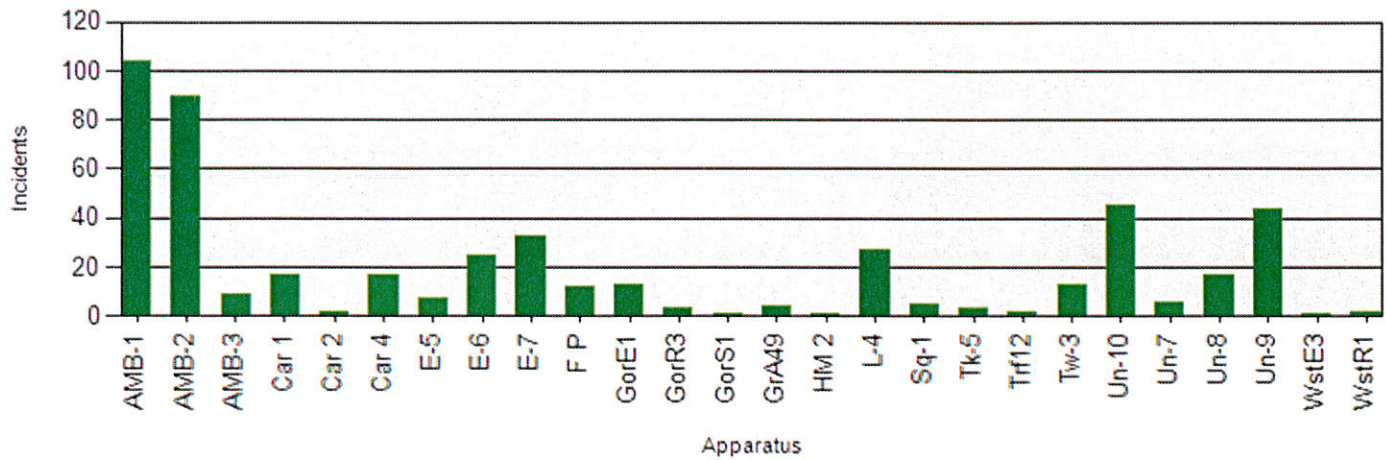
# Town of Windham Fire & Rescue

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## Incident Count per Apparatus for Date Range

Start Date: 01/01/2019 | End Date: 01/31/2019



APPARATUS	# of INCIDENTS
AMB-1	104
AMB-2	90
AMB-3	9
Car 1	17
Car 2	2
Car 4	17
E-5	7
E-6	25
E-7	33
F P	12
GorE1	13
GorR3	3
GorS1	1
GrA49	4
HM 2	1
L-4	27
Sq-1	5
Tk-5	3
Trf12	2
Tw-3	13
Un-10	45
Un-7	6
Un-8	17
Un-9	44
WstE3	1
WstR1	2



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

Zone: All Zones | Start Date: 01/01/2019 | End Date: 01/31/2019

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00	1	0	0	2	1	0	1
01:00	1	1	1	0	0	0	0
02:00	0	0	1	0	2	0	0
03:00	1	0	0	0	1	1	0
04:00	0	2	0	1	1	1	1
05:00	1	2	1	0	0	0	0
06:00	2	2	3	2	2	1	1
07:00	1	0	1	4	3	0	1
08:00	3	3	2	5	2	1	0
09:00	0	1	5	6	4	2	0
10:00	2	1	2	2	1	2	1
11:00	2	3	5	4	3	1	2
12:00	1	3	2	3	1	2	2
13:00	1	5	0	5	1	4	1
14:00	1	2	7	1	5	3	1
15:00	0	1	6	2	4	1	3
16:00	2	2	3	3	6	1	1
17:00	2	2	1	0	3	2	2
18:00	1	2	4	2	2	1	3
19:00	1	2	3	1	3	0	1
20:00	1	0	3	1	0	1	2
21:00	1	2	2	0	1	1	3
22:00	0	0	2	0	4	1	3
23:00	0	1	0	0	0	0	1
Total Responses for Day	25	37	54	44	50	26	30
% of Responses for Day	12.00%	13.51%	12.96%	13.64%	12.00%	15.38%	10.00%
% of Responses for Week	9.40%	13.91%	20.30%	16.54%	18.80%	9.77%	11.28%

Hour	Total per Hour	Percent
00:00	5	1.88%
01:00	3	1.13%
02:00	3	1.13%
03:00	3	1.13%
04:00	6	2.26%
05:00	4	1.50%
06:00	13	4.89%
07:00	10	3.76%
08:00	16	6.02%
09:00	18	6.77%
10:00	11	4.14%
11:00	20	7.52%
12:00	14	5.26%
13:00	17	6.39%
14:00	20	7.52%
15:00	17	6.39%
16:00	18	6.77%
17:00	12	4.51%
18:00	15	5.64%
19:00	11	4.14%
20:00	8	3.01%
21:00	10	3.76%
22:00	10	3.76%
23:00	2	0.75%
Total	266	100.00%

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

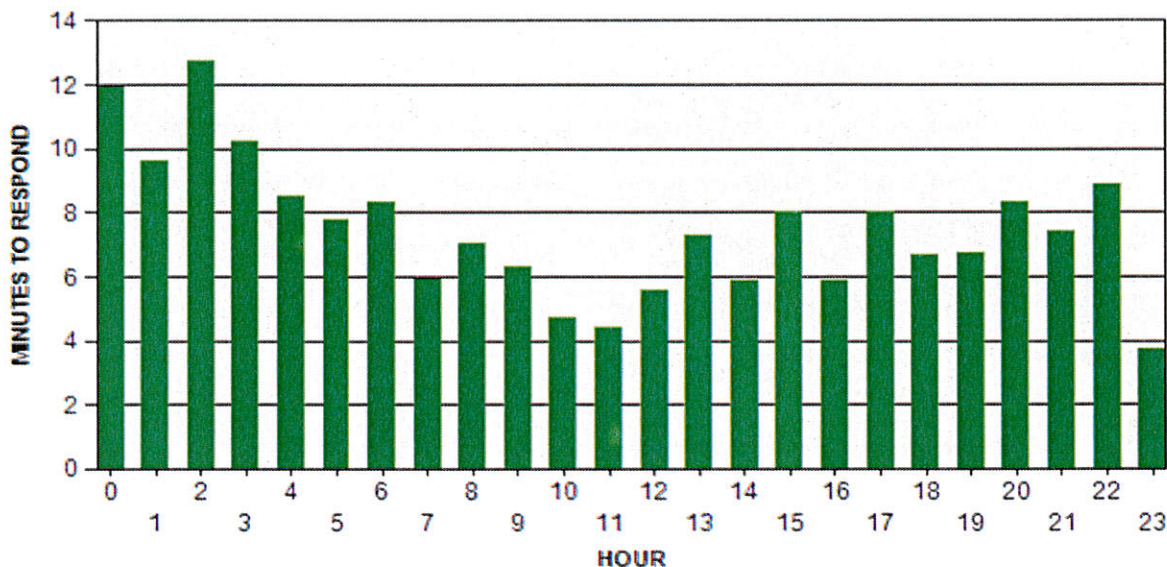
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## Average Response Time per Hour for Date Range

Start Date: 01/01/2019 | End Date: 01/31/2019



HOUR	TIMES	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		11.93
1	1:00 - 1:59		9.63
2	2:00 - 2:59		12.73
3	3:00 - 3:59		10.23
4	4:00 - 4:59		8.52
5	5:00 - 5:59		7.76
6	6:00 - 6:59		8.32
7	7:00 - 7:59	5.96	
8	8:00 - 8:59	7.06	
9	9:00 - 9:59	6.3	
10	10:00 - 10:59	4.72	
11	11:00 - 11:59	4.41	
12	12:00 - 12:59	5.6	
13	13:00 - 13:59	7.31	
14	14:00 - 14:59	5.88	
15	15:00 - 15:59	8.04	
16	16:00 - 16:59	5.9	
17	17:00 - 17:59	8	
18	18:00 - 18:59	6.69	
19	19:00 - 19:59		6.76
20	20:00 - 20:59		8.33
21	21:00 - 21:59		7.42
22	22:00 - 22:59		8.87
23	23:00 - 23:59		3.71
		6.32	8.68

**TOTAL AVERAGE RESPONSE TIME: 7.50 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