



Town of Windham

Fire – Rescue Department

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

Brent J. Libby, Chief

February 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 February during the day shift of 7:00 AM to 7:00 PM was 7.74 minutes. The average response time during the night hours of 7:00 PM to 7:00 AM was 8.65 minutes. The departments total response time for February increased by 1.04 minutes from last month. Our average turn out time which is the time from dispatch to en route was 1.17 minutes.

The department covers five (5) per-diem shifts during the day. In the 28 day period that provides us with 1680 hours of daytime coverage. We had a total of 155 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 1525 hours of the 1680 for a percentage of coverage at **90.7%**, a decrease in coverage of 4.9 %.

During the night shift the department fills three (3) per-diem shifts for a total of 1008 hours during the 28 day period. We had a total of 111 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 897 hours of the 1008 leaving us with **88.9 %** of coverage a decrease in coverage from last month of 8%.

We also provide one (1) full-time paramedic/firefighter per twenty four (24) hour period. That paramedic/firefighter is stationed at the Public Safety Building. When possible we try to ensure that there is a per-diem paramedic at North Windham Station but are not always successful. We have filled one of our two budgeted full time paramedic positions. That person has been assigned to weekend days until we can fill the second position. **66.7 %** of the shifts at North Windham Station had a per-diem paramedic; this was a decrease from last month's paramedic coverage by **20.4 %**.

Our training performance during February has decreased from last month. The department had 222.0 total classroom hours for the month.

Training hour totals below are for the last four months.

November 2016	226.50 Hrs.	December 2016	132.00 Hrs.
January 2017	365.75 Hrs.	February 2017	222.00 Hrs.

Monthly Activity Data:

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

	2017	2016	2015
Total Calls for the Month	263	180	244
Total EMS Calls for the month	153	132	159
(The EMS numbers are a part of the total)			
Year to Date Totals	503	409	487

We had requested a mutual aid ambulance 11 times in February, of those calls 4 resulted in transports to the hospital by mutual aid.

4 Fire inspections with associated follow up were conducted during the month of February.

Of Interest:

- As a result of an inspection at 3 Malison Falls Road, as the Authority Having Jurisdiction the certificate of occupancy for the main building has been temporally revoked. The life safety systems that were once in place and functioning as designed in the building no longer operate as they should. We have been working with the occupant through the month to get the systems installed and re-engineered to adequately protect life safety and the property.
- This month we had our fair share of snow storms. We covered the stations three times in a two week period due to the anticipated weather conditions. The final storm on 15th and 16th of the month yielded 63 calls in the two day period. The heavy wet snow and winds resulted in tree and powerline issues.
- Excellent job to FF/P Brichetto (arrived Solo), FF/P Paul, FF/A-EMT Cataldi that responded to a Carbon Monoxide call on February 17th on Sebago Woods Trail. This was a very close call, one occupant was unresponsive the second went unresponsive while on the phone with 9-1-1. Crews had to set aside two in two out to force entry and rescue the two from the residence. Readings throughout the home were initially a 1,000 ppm plus. FF/P Baker transported to fill out the crew on the Ambulances and Deputy Chief Nichols, Deputy Chief Wescott, and Chief Libby were assisted by Raymond and Gray to ventilate. The generator was outside running. The Update from family is that there is a monitor heater vent on the back of the house that was completely buried with snow. The one on the front was clear. They had detectors that had gone off a day or two ago and they took them down figuring it was a battery issue. Although both left the scene barely responsive they have returned home with no apparent residual effects. A very close call and outstanding work by the first arriving crew!!

Equipment:

- Engine 7 was out of service for a week at the beginning of the month for repairs, a sensor has succumbed to corrosion and required replacement of the sensor and wiring.
- During the back to back storm events, public works was able to loan the department their spare pickup truck and plow. We were able to use this during the storm to access driveways for emergency calls and after to assist with opening up hydrants. Public Works also allowed us to use the back hoe after hours to push back the snow banks to clear the hydrants. The use of their equipment is very much appreciated.
- Rescue 2 was out of service for a day for maintenance. Both of our current ambulances are approaching 150,000 miles. We expect our new ambulances to arrive in March.
- We are in the process of reprogramming all our radios to ensure we are compliant with a county wide radio frequency protocol in an effort to enhance interoperability and communications during multi-agency, multi-jurisdictional responses.

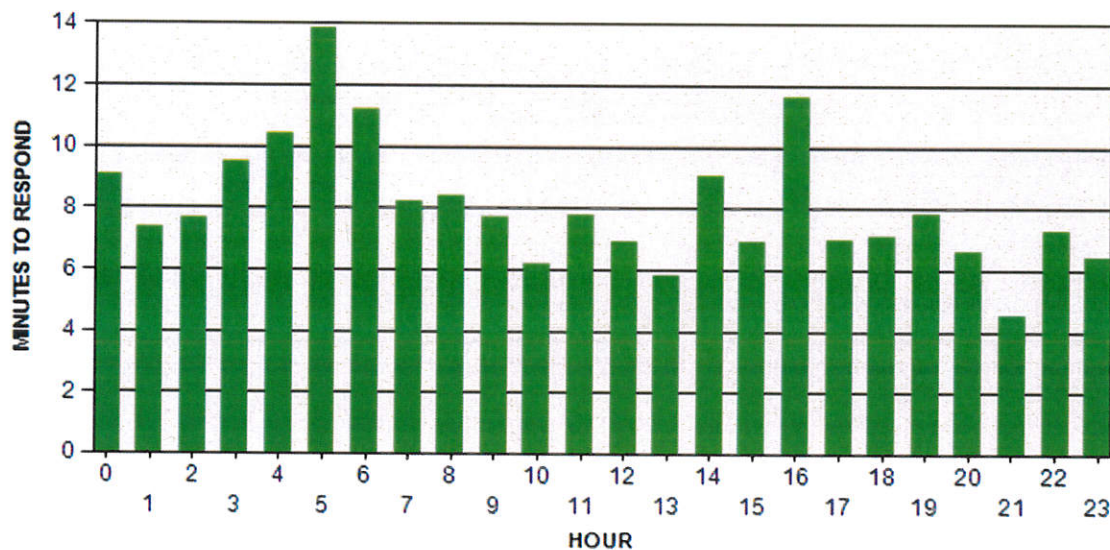
Town of Windham Fire & Rescue

Windham, ME



Average Response Time per Hour for Date Range

Start Date: 02/01/2017 | End Date: 02/28/2017



HOUR	TIMES	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		9.06
1	1:00 - 1:59		7.33
2	2:00 - 2:59		7.63
3	3:00 - 3:59		9.48
4	4:00 - 4:59		10.42
5	5:00 - 5:59		13.84
6	6:00 - 6:59		11.19
7	7:00 - 7:59	8.21	
8	8:00 - 8:59	8.41	
9	9:00 - 9:59	7.73	
10	10:00 - 10:59	6.18	
11	11:00 - 11:59	7.75	
12	12:00 - 12:59	6.94	
13	13:00 - 13:59	5.83	
14	14:00 - 14:59	9.05	
15	15:00 - 15:59	6.93	
16	16:00 - 16:59	11.62	
17	17:00 - 17:59	6.97	
18	18:00 - 18:59	7.13	
19	19:00 - 19:59	7.83	
20	20:00 - 20:59		6.61
21	21:00 - 21:59		4.51
22	22:00 - 22:59		6.43
23	23:00 - 23:59		
		7.74	8.65

TOTAL AVERAGE RESPONSE TIME: 8.10 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

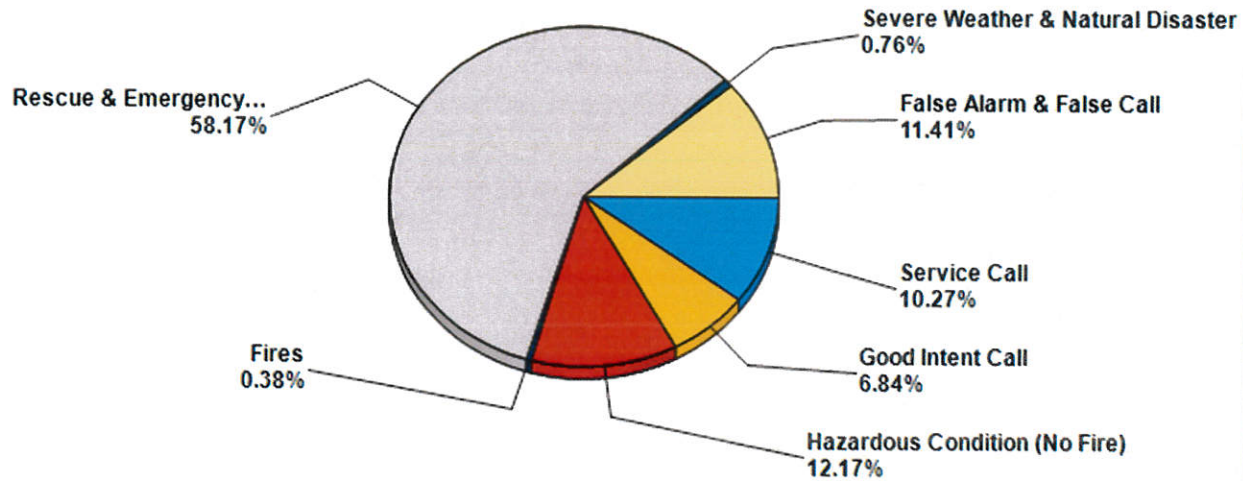
Town of Windham Fire & Rescue

Windham, ME



Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 02/01/2017 | End Date: 02/28/2017



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	1	0.38%
Rescue & Emergency Medical Service	153	58.17%
Hazardous Condition (No Fire)	32	12.17%
Service Call	27	10.27%
Good Intent Call	18	6.84%
False Alarm & False Call	30	11.41%
Severe Weather & Natural Disaster	2	0.76%
TOTAL	263	100.00%

Detailed Breakdown by Incident Type		
INCIDENT TYPE	# INCIDENTS	% of TOTAL
116 - Fuel burner/boiler malfunction, fire confined	1	0.38%
300 - Rescue, EMS incident, other	3	1.14%
320 - Emergency medical service, other	2	0.76%
321 - EMS call, excluding vehicle accident with injury	125	47.53%
322 - Motor vehicle accident with injuries	10	3.80%
324 - Motor vehicle accident with no injuries.	12	4.56%
362 - Ice rescue	1	0.38%
413 - Oil or other combustible liquid spill	1	0.38%
424 - Carbon monoxide incident	8	3.04%
440 - Electrical wiring/equipment problem, other	1	0.38%
444 - Power line down	20	7.60%
445 - Arcing, shorted electrical equipment	1	0.38%
463 - Vehicle accident, general cleanup	1	0.38%
500 - Service Call, other	2	0.76%
550 - Public service assistance, other	4	1.52%
551 - Assist police or other governmental agency	7	2.66%
553 - Public service	7	2.66%
571 - Cover assignment, standby, moveup	7	2.66%
600 - Good intent call, other	7	2.66%
611 - Dispatched & cancelled en route	9	3.42%
622 - No incident found on arrival at dispatch address	2	0.76%
700 - False alarm or false call, other	3	1.14%
711 - Municipal alarm system, malicious false alarm	1	0.38%
714 - Central station, malicious false alarm	1	0.38%
715 - Local 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	3	1.14%
736 - CO detector activation due to malfunction	5	1.90%
743 - Smoke detector activation, no fire - unintentional	5	1.90%
744 - Detector activation, no fire - unintentional	2	0.76%
745 - Alarm system activation, no fire - unintentional	6	2.28%
746 - Carbon monoxide detector activation, no CO	2	0.76%
800 - Severe weather or natural disaster, other	2	0.76%
TOTAL INCIDENTS:	263	100.00%

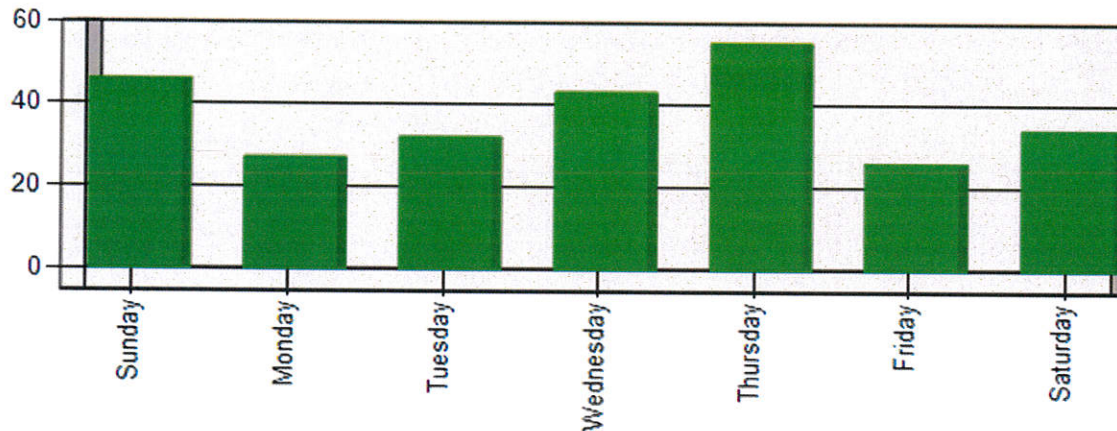
Town of Windham Fire & Rescue

Windham, ME



Incidents by Day of the Week for Date Range

Start Date: 02/01/2017 | End Date: 02/28/2017



DAY OF THE WEEK	# INCIDENTS
Sunday	46
Monday	27
Tuesday	32
Wednesday	43
Thursday	55
Friday	26
Saturday	34
TOTAL	263

Only REVIEWED incidents included

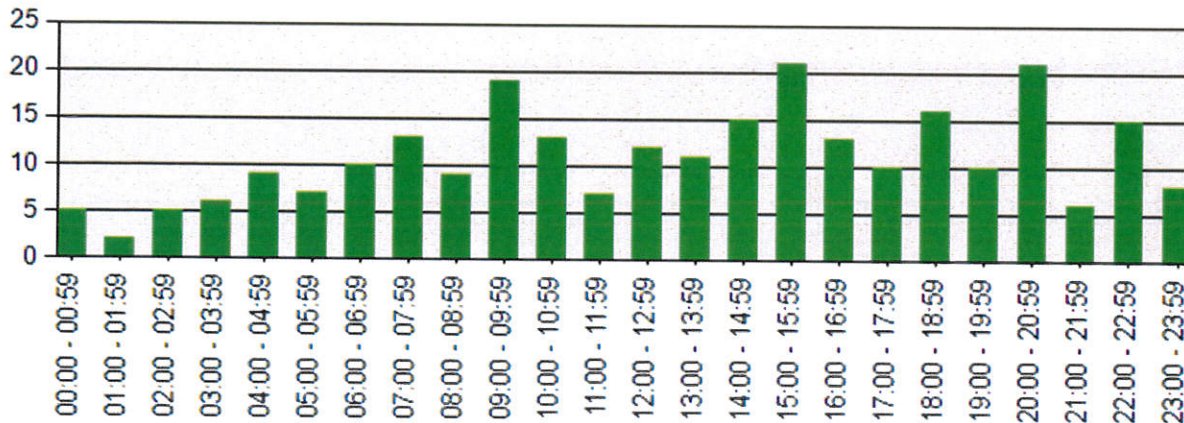
Town of Windham Fire & Rescue

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Incidents per Hour for Incident Type Range for Date Range

Incident Range: 100 | Start Date: 02/01/2017 | End Date: 02/28/2017



Hour	# of CALLS
00:00 - 00:59	5
01:00 - 01:59	2
02:00 - 02:59	5
03:00 - 03:59	6
04:00 - 04:59	9
05:00 - 05:59	7
06:00 - 06:59	10
07:00 - 07:59	13
08:00 - 08:59	9
09:00 - 09:59	19
10:00 - 10:59	13
11:00 - 11:59	7
12:00 - 12:59	12
13:00 - 13:59	11
14:00 - 14:59	15
15:00 - 15:59	21
16:00 - 16:59	13
17:00 - 17:59	10
18:00 - 18:59	16
19:00 - 19:59	10
20:00 - 20:59	21
21:00 - 21:59	6
22:00 - 22:59	15
23:00 - 23:59	8

TOTAL: 263

Only REVIEWED incidents included.

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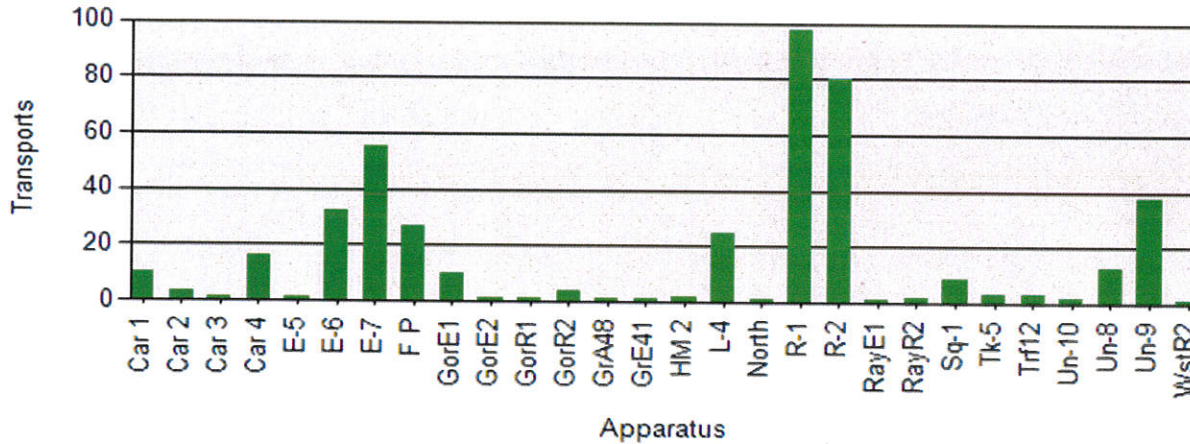
Town of Windham Fire & Rescue

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Incident Count per Apparatus for Date Range

Start Date: 02/01/2017 | End Date: 02/28/2017



APPARATUS	# of INCIDENTS
Car 1	10
Car 2	3
Car 3	1
Car 4	16
E-5	1
E-6	32
E-7	55
F P	27
GorE1	10
GorE2	1
GorR1	1
GorR2	4
GrA48	1
GrE41	1
HM 2	2
L-4	25
North	1
R-1	98
R-2	80
RayE1	1
RayR2	2
Sq-1	9
Tk-5	3
Trf12	3
Un-10	2
Un-8	13
Un-9	38
WstR2	1

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

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: 02/01/2017 | End Date: 02/28/2017

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00	0	0	1	0	2	1	1
01:00	0	0	1	0	0	0	1
02:00	1	1	0	0	2	0	1
03:00	1	1	1	1	1	0	1
04:00	0	1	1	2	2	1	2
05:00	0	1	0	0	4	1	1
06:00	0	1	0	1	5	2	1
07:00	4	2	2	1	3	0	1
08:00	1	1	2	2	2	1	0
09:00	2	0	3	2	5	3	4
10:00	3	0	4	1	3	0	2
11:00	1	2	1	1	0	1	1
12:00	2	2	2	3	1	0	2
13:00	3	2	1	0	2	2	1
14:00	0	3	4	0	7	1	0
15:00	6	1	2	2	3	5	2
16:00	2	3	2	0	2	3	1
17:00	3	1	0	1	3	1	1
18:00	3	1	2	2	4	1	3
19:00	2	1	1	2	1	2	1
20:00	6	1	2	6	2	1	3
21:00	2	0	0	3	0	0	1
22:00	2	2	0	9	0	0	2
23:00	2	0	0	4	1	0	1
Total Responses for Day	46	27	32	43	55	26	34
% of Responses for Day	13.04%	11.11%	12.50%	20.93%	12.73%	19.23%	11.76%
% of Responses for Week	17.49%	10.27%	12.17%	16.35%	20.91%	9.89%	12.93%

Hour	Total per	Percent
00:00	5	1.90%
01:00	2	0.76%
02:00	5	1.90%
03:00	6	2.28%
04:00	9	3.42%
05:00	7	2.66%
06:00	10	3.80%
07:00	13	4.94%
08:00	9	3.42%
09:00	19	7.22%
10:00	13	4.94%
11:00	7	2.66%
12:00	12	4.56%
13:00	11	4.18%
14:00	15	5.70%
15:00	21	7.98%
16:00	13	4.94%
17:00	10	3.80%
18:00	16	6.08%
19:00	10	3.80%
20:00	21	7.98%
21:00	6	2.28%
22:00	15	5.70%
23:00	8	3.04%
Total	263	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



Ambulance Run Data Report
Windham Fire Rescue
From 02/01/17 To 02/28/17
Total Number of Runs Based on Search Criteria: 124

Runs by City

City	# of Runs	% of Runs
Gorham (census name for Gorham Center)	1	0.81%
Westbrook	2	1.61%
Windham (Town of)	119	95.97%
Unknown	2	1.61%
Total	124	100%

Times of Call

Time Period	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Percentage
0000 - 0300	0	0	1	0	0	0	1	2	1.61%
0300 - 0600	0	1	2	1	2	3	2	11	8.87%
0600 - 0900	2	3	1	3	0	2	1	12	9.68%
0900 - 1200	5	1	6	5	2	2	1	22	17.74%
1200 - 1500	2	4	6	1	2	2	2	19	15.32%
1500 - 1800	6	2	4	2	2	5	2	23	18.55%
1800 - 2100	2	2	5	3	2	3	5	22	17.74%
2100 - 2400	3	2	0	2	1	0	1	9	7.26%
Unknown	2	1	0	1	0	0	0	4	3.23%
Total	22	16	25	18	11	17	15	124	100%

Call Volume by Day of Week*Call Volume by Hour of Day**Runs by Provider Impression*

Provider Impression	# of Times	% of Times
Abuse / Neglect	1	0.81%
Altered Level of Consciousness / Coma	2	1.61%
Assist Only	1	0.81%
Behavioral / Psychiatric Disorder	9	7.26%
Cardiac - Chest Pain	11	8.87%
Cardiac - Other	3	2.42%
Cardiac - Ventricular Fibrillation	1	0.81%
Flu Like Illness	5	4.03%
Hemorrhage - Non-Traumatic	1	0.81%
Hemorrhage - Traumatic	1	0.81%
Hypothermia	1	0.81%
Nausea / Vomiting (Unknown Etiology)	2	1.61%
No Apparent Illness / Injury	5	4.03%
Not Reported	2	1.61%
Other Illness / Injury	8	6.45%
Overdose - Drug / Medication	1	0.81%
Pain - Abdominal (Non-Traumatic)	6	4.84%
Pain - Back (Non-Traumatic)	6	4.84%
Pain - Extremity (Non-Traumatic)	7	5.65%
Pain - Head (Non-Traumatic)	4	3.23%
Respiratory Distress - Bronchospasm	2	1.61%
Respiratory Distress - Other	5	4.03%
Respiratory Distress - Pulmonary Edema	1	0.81%
Stroke / CVA / TIA	1	0.81%
Syncope / Fainting	6	4.84%
Toxic Exposure	1	0.81%
Traumatic Injury - Abdomen	1	0.81%

Traumatic Injury - Extremity	9	7.26%
Traumatic Injury - Head	3	2.42%
Traumatic Injury - Multisystem	3	2.42%
Traumatic Injury - Torso	3	2.42%
Weakness / General Malaise	10	8.06%
Unknown	2	1.61%
Total	124	100%

Runs by Response Disposition

Response Disposition	# of Times	% of Times
No Treatment Required	2	1.61%
Patient Refused Treatment	6	4.84%
Treated, Patient Refused Transport	11	8.87%
Treated, Transferred Care to other EMS Service	1	0.81%
Treated, Transported by EMS (ALS)	74	59.68%
Treated, Transported by EMS (BLS)	28	22.58%
Unknown	2	1.61%
Total	124	100%

Average Run Mileage

To Scene	Miles	# of Runs	% of Runs
0 - 5		105	84.68%
6 - 10		0	0.00%
11 - 15		0	0.00%
16 - 20		0	0.00%
> 20		0	0.00%
Unknown		19	15.32%
Total		124	100%

To Destination	Miles	# of Runs	% of Runs
0 - 5		92	74.19%
6 - 10		1	0.81%
11 - 15		2	1.61%
16 - 20		6	4.84%
> 20		0	0.00%
Unknown		23	18.55%
Total		124	100%

Average Run Mileage		
To Scene		0
To Destination		2
Total		2

Range of Mileage: Lowest = 0 and Highest = 19.00

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	101	81.45%	0 - 5	62	50.00%
2 - 3	16	12.90%	6 - 10	50	40.32%
4 - 5	1	0.81%	11 - 15	6	4.84%
> 5	2	1.61%	> 15	2	1.61%
Unknown	4	3.23%	Unknown	4	3.23%
Total	124	100%	Total	124	100%

Scene Time (Depart Scene - Arrive Scene)			Transport Time (Arrive Hospital - Depart Scene)		
Minutes	# of Runs	% of Runs	Minutes	# of Runs	% of Runs
0 - 10	24	19.35%	0 - 5	1	0.81%
11 - 20	66	53.23%	6 - 10	1	0.81%
21 - 30	24	19.35%	11 - 15	1	0.81%
> 30	6	4.84%	> 15	99	79.84%
Unknown	4	3.23%	Unknown	22	17.74%
Total	124	100%	Total	124	100%

Hospital Time (Depart Hospital - Arrive Hospital)			Average Run Times	
Minutes	# of Runs	% of Runs		
0 - 5	16	12.90%	Enroute	00:00:44
6 - 10	10	8.06%	To Scene	00:05:37
11 - 15	8	6.45%	At Scene	00:16:31
> 15	68	54.84%	To Destination	00:28:15
Unknown	22	17.74%	Back in Service	00:22:19
Total	124	100%	Total	01:13:26

Range of Times: Lowest = 0 and Highest = 95

Search Criteria

Dates	From 02/01/2017 To 02/28/2017 (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

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
2016				
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	0.040	1.037	5.407	61.473

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
2017				
January 2017	0.03	1.06	6.01	57.35
February 2017	0.06	1.17	7.22	52.43
March 2017				
April 2017				
May 2017				
June 2017				
July 2017				
August 2017				
September 2017				
October 2017				
November 2017				
December 2017				
Averages	0.030	1.115	6.615	54.890