



# Town of Windham

## Fire – Rescue Department

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Charles Hammond, Fire-Rescue Chief

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### September 2014

#### Windham Fire-Rescue Department Mission Statement

**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:

I will continue to report on the overnight response times as I believe they are indicative of the quality of service that the department provides. I will compare the month of September 2013 to September 2014. I have included the same statistic sheet for September 2013 and 2014. The time for the day hours for 2014 was 6.44 minutes. The day hour response time for September 2013 was 6.85 minutes. The night hour (7 PM to 7 AM) response time in September 2013 was 10.68 minutes versus the night hour response time in September 2014 7.09. This is a decrease in about dropped by about two and one-half minutes. We look forward to maintaining these times throughout the remainder of the year. This is a significant improvement. Thank you for your support in this effort to improve our services.

Out training performance has improved as we are now through the summer months. Summers are a struggle for the training schedule. The fall is one of the better times of the year to really provide some strong training. The department is making preparations to have M & M Associates come to Windham. We are working with them to improve the status of the fire protection for the residents that live in areas where there are no fire hydrants. This is accomplished by demonstrating our ability to deliver water at flows of 500-100 gallons per minute for a period of two hours. This involves us working with 6-8 other communities to haul large amounts of water. We have several members that are scheduled to attend programs in Sanford, Wells, and Waterville. We have one person signed up for a Paramedic program at United Ambulance. This program will begin in January. The opportunities are there. These bulletins are distributed to the stations on Monday morning and individual may request the training opportunity. We also are requiring shared costs where individuals are employed in multiple agencies or services. This will enable the department to extend its financial values further.

#### Activities:

- Statistics for the month are listed below

		2014	2013	2012
September	Total	191	215	208
	EMS	137	160	158
Year to Date Total		1964	1880	1963

The EMS numbers are a part of monthly numbers

- The department covers five (5) shifts during the day. In a 30 day period that is 1800 hours of time. The department filled 1704 hours for a percentage of 94.6% of the day coverage. On the night side the department fills three (3) shifts per night. This brings the hours to fill to 1080 hours for the 30 day period. The department filled 1068 of those hours for a percentage of 98.8% . The total of days and nights is 5760 hours with 5652 hours filled which translates to a 98.1% filled rate for days and nights for the month of September. All of those numbers translate into a very successful fill rate for service.
- Personnel continue the process of recertifying their driving skills on the apparatus assigned to be done for the year 2014. This process will be completed by the end of October. We are down to the final days for personnel to complete their recertification on the apparatus for this year.
- We are preparing to do Tanker Shuttle drills with M & M Associates. The date of Saturday, November 8<sup>th</sup> is the date set to complete the drill. A satisfactory performance will lead to insurance savings for the residential community that is without the services of fire hydrants. This will require some extra drills and operations to perfect our skills in the delivery of water on to a simulated fire for an extended period of time.

## **Equipment**

- Tower 3 was discovered to have two large bolts sheared off. These bolts hold the 2000 gallon pump in place. The bolts are part of the system that secures the pump to the frame of the apparatus. We are in the process of gathering estimates for the repair. The pump needs to be removed to remove and replace the bolts. This will also allow us to have a leaking seal replaced on the pump.
- Windham Squad 1's light tower was removed and delivered to Northeast Fire Apparatus in Auburn. They needed to disassemble the unit to prepare an estimate to determine repair costs for the unit. In talking with Northeast recently they were reassembling the unit and needed to wait for a couple of important parts before they could complete the process. We are going to install a switch interlocking the transmission so it will not move unless it is cradled properly.
- The new cardiac equipment was ordered and should arrive in two to three weeks.
- A substantial amount of our larger equipment arrived in September. The replacement flashlights on the apparatus arrived and Erik is installing them as he does maintenance on the vehicles.
- This month we are awaiting the paving operations to begin and get completed at each of the fire-rescue stations.
- District 2 will be getting some renovations in insulation in the upcoming months. We also are working with an architect to have plans and build two sleeping rooms at North Windham Station.
- The electrician is working in the stations to install light sensors to prevent leaving lights on when not needed.