

Town of Windham Fire & Rescue

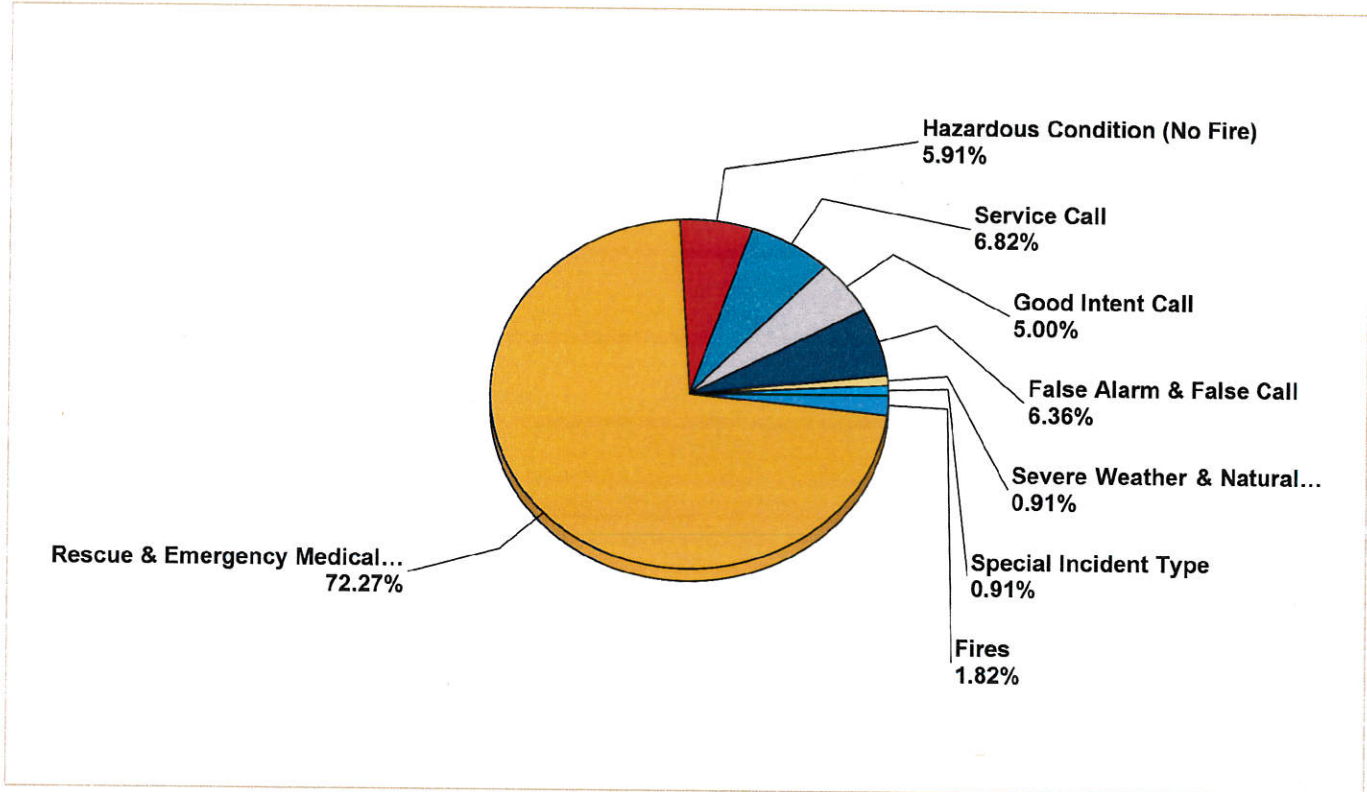
Windham, ME

This report was generated on 9/3/2014 11:30:15 AM



Breakdown by Major Incident Types for Date Range

Start Date: 08/01/2014 | End Date: 08/31/2014



| MAJOR INCIDENT TYPE | # INCIDENTS | % of TOTAL |
|------------------------------------|-------------|----------------|
| Fires | 4 | 1.82% |
| Rescue & Emergency Medical Service | 159 | 72.27% |
| Hazardous Condition (No Fire) | 13 | 5.91% |
| Service Call | 15 | 6.82% |
| Good Intent Call | 11 | 5.00% |
| False Alarm & False Call | 14 | 6.36% |
| Severe Weather & Natural Disaster | 2 | 0.91% |
| Special Incident Type | 2 | 0.91% |
| TOTAL | 220 | 100.00% |

Only REVIEWED incidents included. Summary results for a major incident type are not displayed if the count is zero.

Detailed Breakdown by Incident Type

| INCIDENT TYPE | # INCIDENTS | % of TOTAL |
|--|-------------|----------------|
| 111 - Building fire | 2 | 0.91% |
| 131 - Passenger vehicle fire | 1 | 0.45% |
| 140 - Natural vegetation fire, other | 1 | 0.45% |
| 320 - Emergency medical service, other | 12 | 5.45% |
| 321 - EMS call, excluding vehicle accident with injury | 130 | 59.09% |
| 322 - Motor vehicle accident with injuries | 11 | 5.00% |
| 324 - Motor vehicle accident with no injuries. | 6 | 2.73% |
| 400 - Hazardous condition, other | 1 | 0.45% |
| 412 - Gas leak (natural gas or LPG) | 3 | 1.36% |
| 442 - Overheated motor | 1 | 0.45% |
| 444 - Power line down | 2 | 0.91% |
| 445 - Arcing, shorted electrical equipment | 3 | 1.36% |
| 460 - Accident, potential accident, other | 1 | 0.45% |
| 463 - Vehicle accident, general cleanup | 2 | 0.91% |
| 520 - Water problem, other | 1 | 0.45% |
| 531 - Smoke or odor removal | 1 | 0.45% |
| 550 - Public service assistance, other | 1 | 0.45% |
| 551 - Assist police or other governmental agency | 1 | 0.45% |
| 553 - Public service | 2 | 0.91% |
| 554 - Assist invalid | 2 | 0.91% |
| 561 - Unauthorized burning | 6 | 2.73% |
| 571 - Cover assignment, standby, moveup | 1 | 0.45% |
| 600 - Good intent call, other | 1 | 0.45% |
| 611 - Dispatched & cancelled en route | 7 | 3.18% |
| 622 - No incident found on arrival at dispatch address | 1 | 0.45% |
| 631 - Authorized controlled burning | 2 | 0.91% |
| 700 - False alarm or false call, other | 3 | 1.36% |
| 710 - Malicious, mischievous false call, other | 1 | 0.45% |
| 714 - Central station, malicious false alarm | 1 | 0.45% |
| 730 - System malfunction, other | 1 | 0.45% |
| 733 - Smoke detector activation due to malfunction | 1 | 0.45% |
| 743 - Smoke detector activation, no fire - unintentional | 6 | 2.73% |
| 746 - Carbon monoxide detector activation, no CO | 1 | 0.45% |
| 814 - Lightning strike (no fire) | 2 | 0.91% |
| 900 - Special type of incident, other | 2 | 0.91% |
| TOTAL INCIDENTS: | 220 | 100.00% |

Only REVIEWED incidents included. Summary results for a major incident type are not displayed if the count is zero.

Town of Windham Fire & Rescue

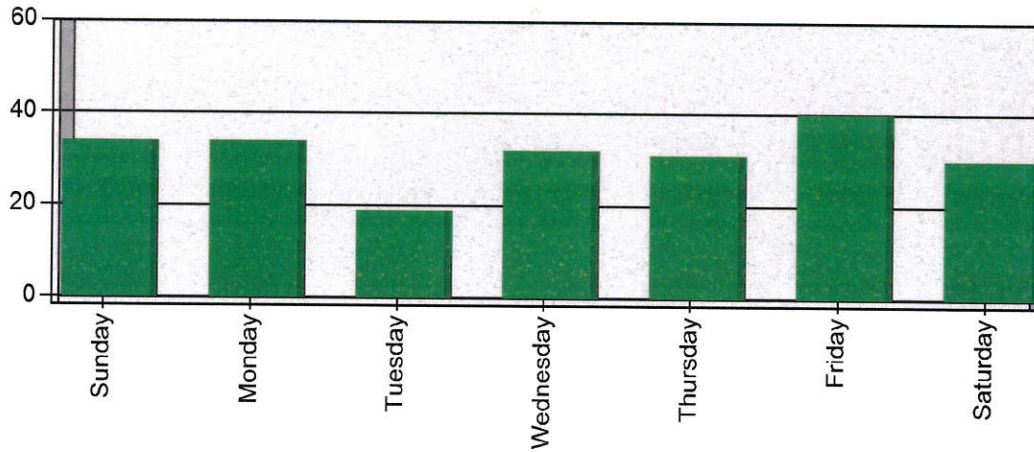
Windham, ME

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Incidents by Day of the Week for Date Range

Start Date: 08/01/2014 | End Date: 08/31/2014



| DAY OF THE WEEK | # INCIDENTS |
|-----------------|-------------|
| Sunday | 34 |
| Monday | 34 |
| Tuesday | 19 |
| Wednesday | 32 |
| Thursday | 31 |
| Friday | 40 |
| Saturday | 30 |
| TOTAL | 220 |

Only REVIEWED incidents included



Town of Windham Fire & Rescue

Windham, ME

This report was generated on 9/3/2014 11:31:27 AM



Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 08/01/2014 | End Date: 08/31/2014

| Hour | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Hour | Total per Hour | Percent |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|-------|----------------|---------|
| 00:00 | 1 | 0 | 1 | 0 | 0 | 0 | 2 | 00:00 | 4 | 1.82% |
| 01:00 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 01:00 | 3 | 1.36% |
| 02:00 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 02:00 | 2 | 0.91% |
| 03:00 | 0 | 1 | 0 | 1 | 1 | 2 | 0 | 03:00 | 5 | 2.27% |
| 04:00 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 04:00 | 3 | 1.36% |
| 05:00 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 05:00 | 1 | 0.45% |
| 06:00 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 06:00 | 2 | 0.91% |
| 07:00 | 2 | 2 | 2 | 1 | 0 | 0 | 1 | 07:00 | 8 | 3.64% |
| 08:00 | 0 | 1 | 1 | 2 | 1 | 1 | 1 | 08:00 | 7 | 3.18% |
| 09:00 | 3 | 2 | 0 | 3 | 3 | 2 | 0 | 09:00 | 13 | 5.91% |
| 10:00 | 2 | 3 | 0 | 3 | 1 | 3 | 1 | 10:00 | 13 | 5.91% |
| 11:00 | 6 | 1 | 2 | 0 | 3 | 4 | 3 | 11:00 | 19 | 8.64% |
| 12:00 | 1 | 1 | 1 | 0 | 3 | 1 | 2 | 12:00 | 9 | 4.09% |
| 13:00 | 1 | 3 | 2 | 2 | 0 | 1 | 4 | 13:00 | 13 | 5.91% |
| 14:00 | 1 | 2 | 2 | 1 | 0 | 2 | 1 | 14:00 | 9 | 4.09% |
| 15:00 | 2 | 1 | 1 | 3 | 4 | 4 | 2 | 15:00 | 17 | 7.73% |
| 16:00 | 1 | 3 | 0 | 4 | 1 | 2 | 0 | 16:00 | 11 | 5.00% |
| 17:00 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | 17:00 | 10 | 4.55% |
| 18:00 | 2 | 3 | 1 | 5 | 3 | 6 | 1 | 18:00 | 21 | 9.55% |
| 19:00 | 3 | 1 | 2 | 1 | 2 | 3 | 3 | 19:00 | 15 | 6.82% |
| 20:00 | 1 | 2 | 0 | 1 | 3 | 1 | 3 | 20:00 | 11 | 5.00% |
| 21:00 | 2 | 3 | 1 | 3 | 2 | 1 | 1 | 21:00 | 13 | 5.91% |
| 22:00 | 1 | 0 | 0 | 0 | 2 | 1 | 1 | 22:00 | 5 | 2.27% |
| 23:00 | 1 | 1 | 1 | 0 | 0 | 2 | 1 | 23:00 | 6 | 2.73% |
| Total Responses for Day | 34 | 34 | 19 | 32 | 31 | 40 | 30 | Total | 220 | 100.00% |
| % of Responses for Day | 17.65% | 8.82% | 10.53% | 15.63% | 12.90% | 15.00% | 13.33% | | | |
| % of Responses for Week | 15.45% | 15.45% | 8.64% | 14.55% | 14.09% | 18.18% | 13.64% | | | |

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 maximum call volumes for each hour are shown with a BLUE background. "% of Responses for Day" indicates the maximum hourly call volume as percentage of total calls for the day of the week. "% of Responses for Week" indicates the total number of calls for the day of the week as a percentage of total calls.

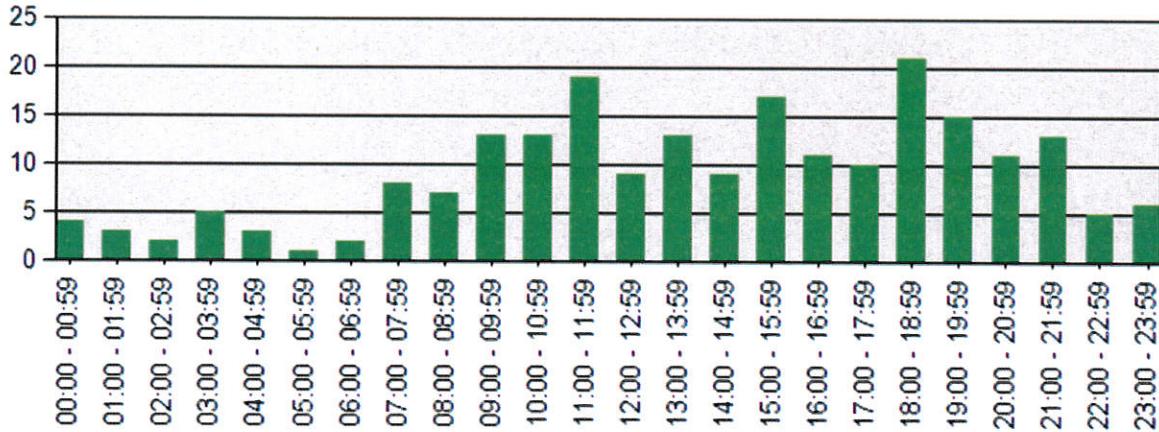
Town of Windham Fire & Rescue

Windham, ME

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Incidents per Hour for Incident Type Range for Date Range

Incident Range: 100 - 911 | Start Date: 08/01/2014 | End Date: 08/31/2014



| HOUR | # of CALLS | |
|---------------|------------|-------|
| | DAY | NIGHT |
| 00:00 - 00:59 | | 4 |
| 01:00 - 01:59 | | 3 |
| 02:00 - 02:59 | | 2 |
| 03:00 - 03:59 | | 5 |
| 04:00 - 04:59 | | 3 |
| 05:00 - 05:59 | | 1 |
| 06:00 - 06:59 | | 2 |
| 07:00 - 07:59 | 8 | |
| 08:00 - 08:59 | 7 | |
| 09:00 - 09:59 | 13 | |
| 10:00 - 10:59 | 13 | |
| 11:00 - 11:59 | 19 | |
| 12:00 - 12:59 | 9 | |
| 13:00 - 13:59 | 13 | |
| 14:00 - 14:59 | 9 | |
| 15:00 - 15:59 | 17 | |
| 16:00 - 16:59 | 11 | |
| 17:00 - 17:59 | 10 | |
| 18:00 - 18:59 | 21 | |
| 19:00 - 19:59 | | 15 |
| 20:00 - 20:59 | | 11 |
| 21:00 - 21:59 | | 13 |
| 22:00 - 22:59 | | 5 |
| 23:00 - 23:59 | | 6 |
| | 150 | 70 |

TOTAL: 220

Only REVIEWED incidents included.

Incident Response Data for Month Periods

| Month | Dispatch Time | Reaction Time | Response Time | Call Length |
|----------------|-------------------|---------------------|---------------------|------------------------|
| 2013 | Alarm to Dispatch | Dispatch to Enroute | Dispatch to Arrival | Dispatch to In Service |
| January 2013 | 0.00 ? | 1.550 | 6.590 | 55.06 |
| February 2013 | 0.00 ? | 1.560 | 8.050 | 58.44 |
| March 2013 | 0.00 ? | 1.510 | 6.320 | 58.47 |
| April 2013 | 0.00 ? | 2.020 | 10.590 | 72.27 |
| May 2013 | 0.00 ? | 1.470 | 6.400 | 52.32 |
| June 2013 | 0.00 ? | 2.150 | 7.200 | 61.06 |
| July 2013 | 0.134 | 1.540 | 7.240 | 51.56 |
| August 2013 | 3.340 | 1.510 | 7.080 | 61.19 |
| September 2013 | 2.520 | 2.170 | 6.520 | 61.37 |
| October 2013 | 0.080 | 1.440 | 7.040 | 54.26 |
| November 2013 | 0.00 ? | 1.530 | 7.220 | 53.10 |
| December 2013 | 0.000 | 1.460 | 7.350 | 60.37 |
| Averages | 1.519 | 1.677 | 7.300 | 58.289 |

| Month | Dispatch Time | Reaction Time | Response Time | Call Length |
|----------------|-------------------|---------------------|---------------------|------------------------|
| 2014 | Alarm to Dispatch | Dispatch to Enroute | Dispatch to Arrival | Dispatch to In Service |
| January 2014 | 5.44 | 2.02 | 7.25 | 63.27 |
| February 2014 | 0.04 | 1.54 | 7.22 | 55.29 |
| March 2014 | 0.3 | 1.45 | 6.56 | 56.56 |
| April 2014 | 0.5 | 1.59 | 7.05 | 59.34 |
| May 2014 | 0.8 | 1.39 | 6.59 | 59.08 |
| June 2014 | 0.28 | 2.04 | 7.17 | 65.12 |
| July 2014 | .06 | 1.34 | 6.43 | 54.19 |
| August 2014 | 0:00 ?? | 1:41 | 6:07 | 56.53 |
| September 2014 | | | | |
| October 2014 | | | | |
| November 2014 | | | | |
| December 2014 | | | | |
| Averages | 1.927 | 1.670 | 7.010 | 58.373 |



Ambulance Run Data Report
 Windham Fire Rescue
 From 08/01/14 To 08/31/14
 Total Number of Runs Based on Search Criteria: 154

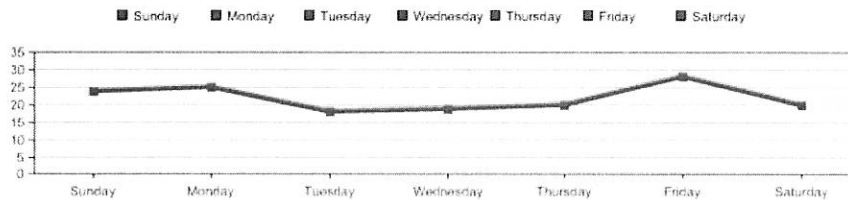
Runs by City

| City | # of Runs | % of Runs |
|--|------------|-------------|
| Gorham (census name for Gorham Center) | 5 | 3.25% |
| Gray | 1 | 0.65% |
| Gray (sta) (East Gray) | 2 | 1.30% |
| PORTLAND | 1 | 0.65% |
| Westbrook | 1 | 0.65% |
| WINDHAM | 3 | 1.95% |
| Windham (Town of) | 134 | 87.01% |
| Unknown | 7 | 4.55% |
| Total | 154 | 100% |

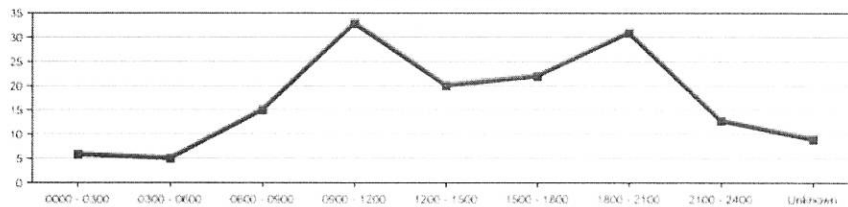
Times of Call

| Time Period | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Total | Percentage |
|--------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-------------|
| 0000 - 0300 | 2 | 1 | 0 | 1 | 1 | 1 | 0 | 6 | 3.90% |
| 0300 - 0600 | 0 | 1 | 1 | 2 | 0 | 1 | 0 | 5 | 3.25% |
| 0600 - 0900 | 2 | 3 | 3 | 3 | 0 | 2 | 2 | 15 | 9.74% |
| 0900 - 1200 | 8 | 5 | 4 | 5 | 6 | 4 | 1 | 33 | 21.43% |
| 1200 - 1500 | 2 | 3 | 4 | 1 | 1 | 5 | 4 | 20 | 12.99% |
| 1500 - 1800 | 2 | 4 | 1 | 3 | 4 | 4 | 4 | 22 | 14.29% |
| 1800 - 2100 | 4 | 6 | 3 | 1 | 6 | 7 | 4 | 31 | 20.13% |
| 2100 - 2400 | 2 | 2 | 1 | 1 | 2 | 2 | 3 | 13 | 8.44% |
| Unknown | 2 | 0 | 1 | 2 | 0 | 2 | 2 | 9 | 5.84% |
| Total | 24 | 25 | 18 | 19 | 20 | 28 | 20 | 154 | 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 | 0.65% |
| Allergy / Anaphylaxis | 1 | 0.65% |
| Allergy / Anaphylaxis | 5 | 3.25% |
| Altered Level of Consciousness / Coma | 2 | 1.30% |
| Assist Only | 7 | 4.55% |
| Behavioral / Psychiatric Disorder | 4 | 2.60% |
| Cardiac - Chest Pain | 6 | 3.90% |
| Cardiac - Narrow Complex Tachycardia | 1 | 0.65% |
| Cardiac - Ventricular Fibrillation | 1 | 0.65% |
| Flu Like Illness | 1 | 0.65% |
| Hemorrhage - Non-Traumatic | 3 | 1.95% |
| Hemorrhage - Traumatic | 1 | 0.65% |
| Nausea / Vomiting (Unknown Etiology) | 4 | 2.60% |
| No Apparent Illness / Injury | 12 | 7.79% |
| Obvious Death | 1 | 0.65% |
| Ophthalmological Emergency | 1 | 0.65% |
| Other Illness / Injury | 7 | 4.55% |
| Overdose - Drug / Medication | 2 | 1.30% |
| Overdose - ETOH | 2 | 1.30% |
| Pain - Abdominal (Non-Traumatic) | 8 | 5.19% |
| Pain - Back (Non-Traumatic) | 8 | 5.19% |
| Pain - Chest (Non-Cardiac) | 1 | 0.65% |

| | | |
|--|------------|-------------|
| Pain - Extremity (Non-Traumatic) | 5 | 3.25% |
| Pain - Head (Non-Traumatic) | 4 | 2.60% |
| Respiratory Distress - Bronchospasm | 1 | 0.65% |
| Respiratory Distress - Other | 6 | 3.90% |
| Respiratory Distress - Pulmonary Edema | 1 | 0.65% |
| Seizure / Convulsions | 3 | 1.95% |
| Stroke / CVA / TIA | 4 | 2.60% |
| Syncope / Fainting | 4 | 2.60% |
| Transfer - Cancer | 1 | 0.65% |
| Traumatic Injury - Abdomen | 1 | 0.65% |
| Traumatic Injury - Back | 3 | 1.95% |
| Traumatic Injury - Extremity | 8 | 5.19% |
| Traumatic Injury - Head | 10 | 6.49% |
| Traumatic Injury - Multisystem | 1 | 0.65% |
| Traumatic Injury - Torso | 3 | 1.95% |
| Weakness / General Malaise | 11 | 7.14% |
| Unknown | 9 | 5.84% |
| Total | 154 | 100% |

| Search Criteria | |
|---------------------------|--|
| Dates | From 08/01/2014 To 08/31/2014 (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 |

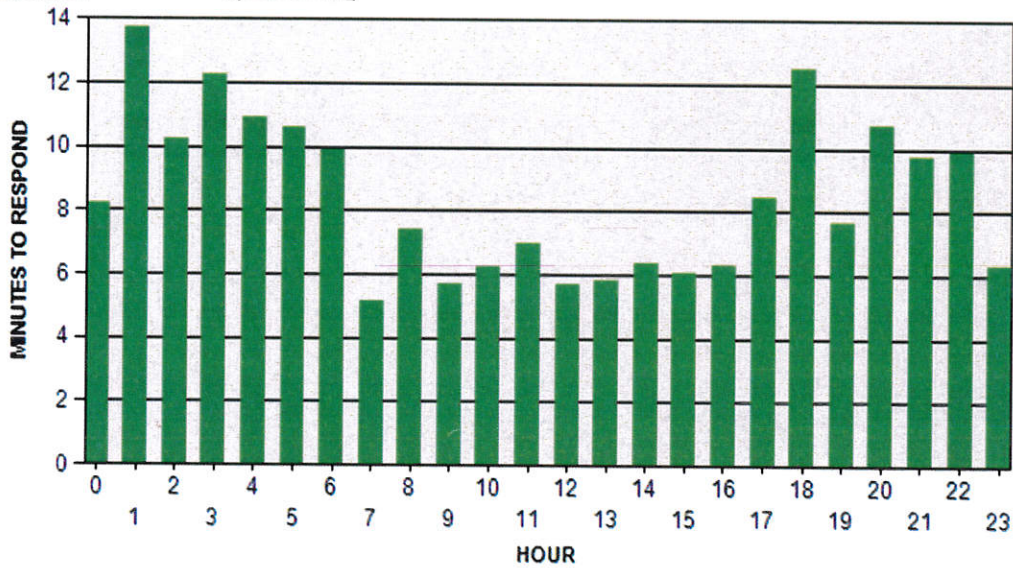
Town of Windham Fire & Rescue

Windham, ME

This report was generated on 9/3/2014 3:52:52 PM

Average Response Time per Hour for Date Range

Start Date: 07/01/2014 | End Date: 07/31/2014



| HOUR | TIMES | AVE. RESPONSE, | |
|------|---------------|----------------|-------|
| | | Day | Night |
| 0 | 0:00 - 0:59 | | 8.18 |
| 1 | 1:00 - 1:59 | | 13.71 |
| 2 | 2:00 - 2:59 | | 10.21 |
| 3 | 3:00 - 3:59 | | 12.25 |
| 4 | 4:00 - 4:59 | | 10.89 |
| 5 | 5:00 - 5:59 | | 10.61 |
| 6 | 6:00 - 6:59 | | 9.9 |
| 7 | 7:00 - 7:59 | 5.14 | |
| 8 | 8:00 - 8:59 | 7.41 | |
| 9 | 9:00 - 9:59 | 5.72 | |
| 10 | 10:00 - 10:59 | 6.24 | |
| 11 | 11:00 - 11:59 | 6.96 | |
| 12 | 12:00 - 12:59 | 5.72 | |
| 13 | 13:00 - 13:59 | 5.81 | |
| 14 | 14:00 - 14:59 | 6.35 | |
| 15 | 15:00 - 15:59 | 6.04 | |
| 16 | 16:00 - 16:59 | 6.33 | |
| 17 | 17:00 - 17:59 | 8.47 | |
| 18 | 18:00 - 18:59 | 12.47 | |
| 19 | 19:00 - 19:59 | 7.65 | |
| 20 | 20:00 - 20:59 | | 10.71 |
| 21 | 21:00 - 21:59 | | 9.71 |
| 22 | 22:00 - 22:59 | | 9.94 |
| 23 | 23:00 - 23:59 | | 6.31 |
| | Average Times | 6.95 | 10.22 |

TOTAL AVERAGE RESPONSE TIME: 8.45 minutes

Report 847

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

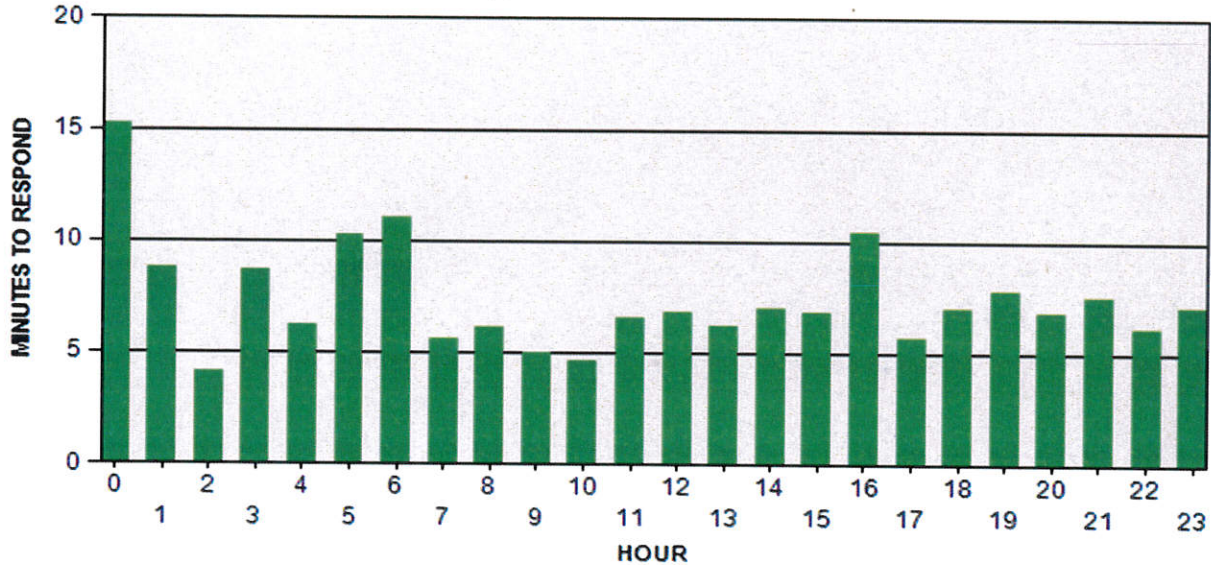
Town of Windham Fire & Rescue

Windham, ME

This report was generated on 9/3/2014 11:55:28 AM

Average Response Time per Hour for Date Range

Start Date: 08/01/2014 | End Date: 08/31/2014



| HOUR | TIMES | AVE. RESPONSE, minutes | |
|------|---------------|------------------------|-------|
| | | Day | Night |
| 0 | 0:00 - 0:59 | | 15.23 |
| 1 | 1:00 - 1:59 | | 8.77 |
| 2 | 2:00 - 2:59 | | 4.08 |
| 3 | 3:00 - 3:59 | | 8.64 |
| 4 | 4:00 - 4:59 | | 6.21 |
| 5 | 5:00 - 5:59 | | 10.23 |
| 6 | 6:00 - 6:59 | | 11.02 |
| 7 | 7:00 - 7:59 | 5.57 | |
| 8 | 8:00 - 8:59 | 6.11 | |
| 9 | 9:00 - 9:59 | 4.97 | |
| 10 | 10:00 - 10:59 | 4.6 | |
| 11 | 11:00 - 11:59 | 6.6 | |
| 12 | 12:00 - 12:59 | 6.86 | |
| 13 | 13:00 - 13:59 | 6.18 | |
| 14 | 14:00 - 14:59 | 7.01 | |
| 15 | 15:00 - 15:59 | 6.79 | |
| 16 | 16:00 - 16:59 | 10.44 | |
| 17 | 17:00 - 17:59 | 5.66 | |
| 18 | 18:00 - 18:59 | 7 | |
| 19 | 19:00 - 19:59 | 7.78 | |
| 20 | 20:00 - 20:59 | | 6.86 |
| 21 | 21:00 - 21:59 | | 7.51 |
| 22 | 22:00 - 22:59 | | 6.1 |
| 23 | 23:00 - 23:59 | | 7.09 |
| | | 6.58 | 8.34 |

TOTAL AVERAGE RESPONSE TIME: 7.39 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