



Town of Windham

Fire – Rescue Department

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Brent J. Libby, Chief

February 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 February was 5.74 minutes. The average night shift response time was 7.29 minutes. The department's total average response time for February was 6.52 minutes. Our average turn out time which is the time from dispatch to en route was 2.04 minutes. This was an increase from last month as a result of two fire-police traffic control responses. One of which was an assist to Standish.

The department covers six (6) per-diem shifts during the day. In the 28 day period that provides us with 2016 hours of daytime coverage. We had a total of 147 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 1869 hours of the 2016 hours for a percentage of coverage at 92.8% a slight increase in coverage over last month.

During the night shift the department fills two (2) per-diem shifts for a total of 672 hours. There were 2 hours uncovered at night leaving us covering 670 hours providing us with 99.8% 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 February has decreased 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.

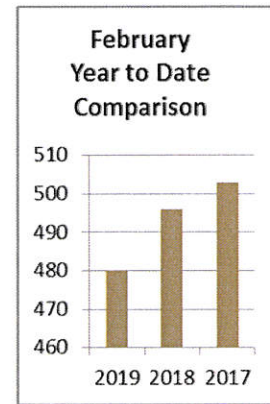
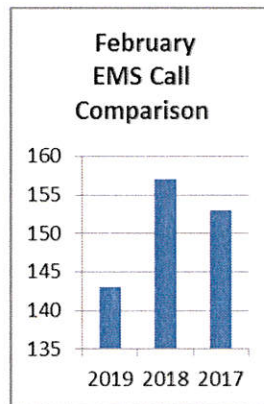
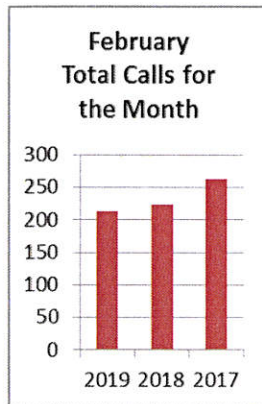
Training hour totals below are for the last four months.

November 2018	291.50 Hrs.	December 2018	142.00 Hrs.
January 2019	705.5 Hrs.	February 2019	615.00 Hrs.

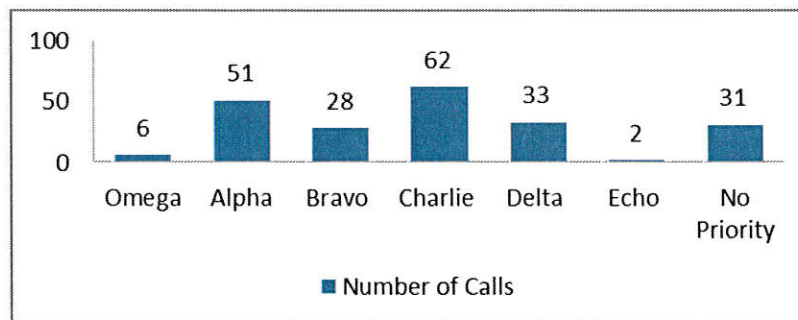
Monthly Activity Data:

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

	2019	2018	2017	
Total Calls for the Month	213	223	263	
Total EMS Calls for the month	143	157	153	(The EMS numbers are a part of the total)
Year to Date Totals	480	496	503	



- We had requested a mutual aid ambulance 0 times in February. Our third ambulance handled 8 additional calls during the month 3 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:

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

Of Interest:

- Deputy Chief John Kooistra started with the department on February 4. He will be responsible for Emergency Medical Services and Training. He has had a busy month getting acclimated and is fitting in well with the department.
- We participated in two water rescue trainings this month, one was to drill our skills and the second was a two day certification for those that needed Cold Water Rescue Technician. This class included personnel from Raymond and Standish as well.
- This month Firefighter/Paramedic Cataldi completed an instructor program to be able to teach water rescue certification classes locally.
- On Saturday, 02-09-19, Consolidated Communications (formerly Fairpoint) suffered a serious equipment problem which caused both telephone and internet services to be down in many areas of Cumberland County for an extended period of time. The system outage prevented the CCRCC staff from having access to Spillman (response plans) and AQUA (EMD / EFD) as well as our business telephone lines. To their credit, the CCRCC staff did an outstanding job adapting and managing the call volume during the outage.
- Our proposed operating and capital budget for fiscal year 2020 was submitted to the Interim Town Manager.
- Ladder 4 was out of service for 2 days with our mechanic for repairs.
- Engine 5 was sent out for a day for pump shift work.
- Ambulance 2's truck remains was out of service for the month for paint warranty work and body repair after being struck in a patients driveway. We utilized the spare ambulance shared with Standish to ensure we had three ambulances available in town.

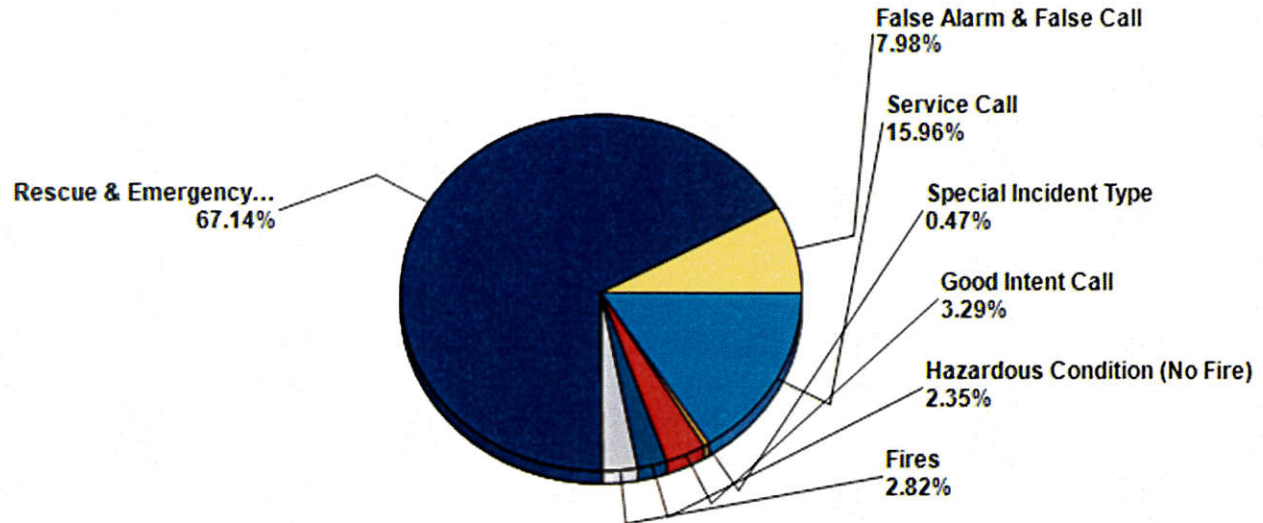
Town of Windham Fire & Rescue

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Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 02/01/2019 | End Date: 02/28/2019



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	6	2.82%
Rescue & Emergency Medical Service	143	67.14%
Hazardous Condition (No Fire)	5	2.35%
Service Call	34	15.96%
Good Intent Call	7	3.29%
False Alarm & False Call	17	7.98%
Special Incident Type	1	0.47%
TOTAL	213	100.00%

Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	3	1.41%
114 - Chimney or flue fire, confined to chimney or flue	2	0.94%
131 - Passenger vehicle fire	1	0.47%
311 - Medical assist, assist EMS crew	2	0.94%
320 - Emergency medical service, other	1	0.47%
321 - EMS call, excluding vehicle accident with injury	130	61.03%
322 - Motor vehicle accident with injuries	5	2.35%
324 - Motor vehicle accident with no injuries.	4	1.88%
381 - Rescue or EMS standby	1	0.47%
400 - Hazardous condition, other	1	0.47%
411 - Gasoline or other flammable liquid spill	2	0.94%
440 - Electrical wiring/equipment problem, other	1	0.47%
444 - Power line down	1	0.47%
510 - Person in distress, other	1	0.47%
512 - Ring or jewelry removal	1	0.47%
550 - Public service assistance, other	2	0.94%
551 - Assist police or other governmental agency	5	2.35%
553 - Public service	7	3.29%
554 - Assist invalid	5	2.35%
571 - Cover assignment, standby, moveup	13	6.10%
600 - Good intent call, other	2	0.94%
611 - Dispatched & cancelled en route	1	0.47%
621 - Wrong location	1	0.47%
622 - No incident found on arrival at dispatch address	2	0.94%
651 - Smoke scare, odor of smoke	1	0.47%
730 - System malfunction, other	2	0.94%
733 - Smoke detector activation due to malfunction	2	0.94%
736 - CO detector activation due to malfunction	1	0.47%
743 - Smoke detector activation, no fire - unintentional	4	1.88%
744 - Detector activation, no fire - unintentional	4	1.88%
745 - Alarm system activation, no fire - unintentional	4	1.88%
911 - Citizen complaint	1	0.47%
TOTAL INCIDENTS:	213	100.00%

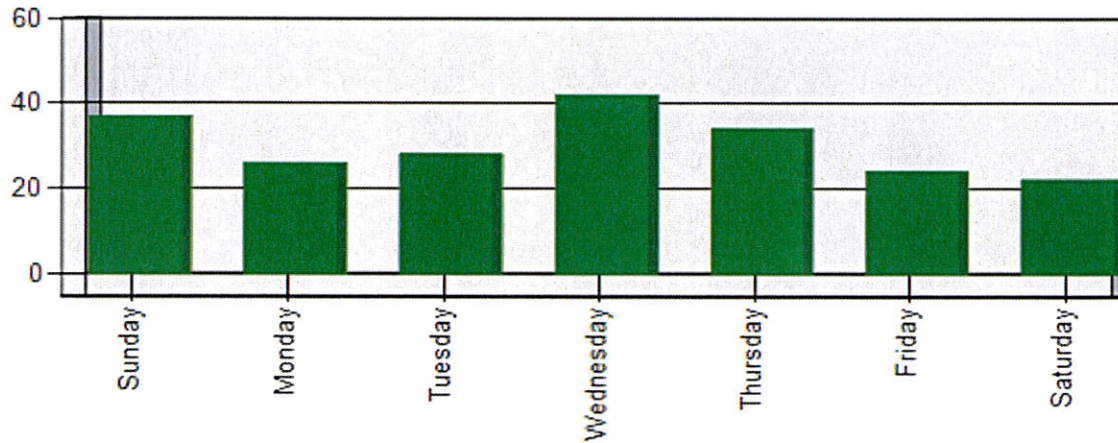
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Incidents by Day of the Week for Date Range

Start Date: 02/01/2019 | End Date: 02/28/2019



DAY OF THE WEEK	# INCIDENTS
Sunday	37
Monday	26
Tuesday	28
Wednesday	42
Thursday	34
Friday	24
Saturday	22
TOTAL	213

Only REVIEWED incidents included

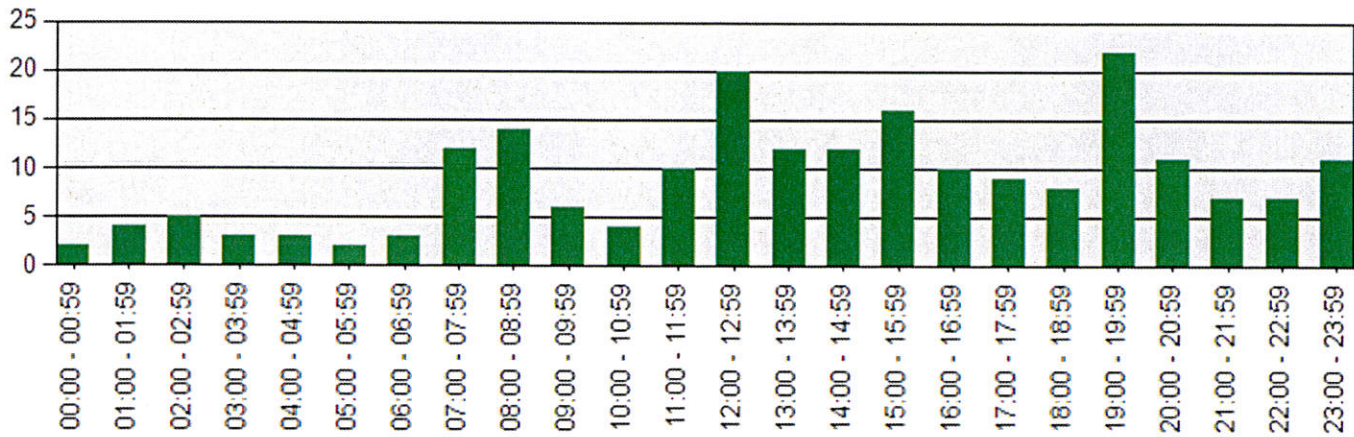
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Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 02/01/2019 | End Date: 02/28/2019



Hour	# of CALLS
00:00 - 00:59	2
01:00 - 01:59	4
02:00 - 02:59	5
03:00 - 03:59	3
04:00 - 04:59	3
05:00 - 05:59	2
06:00 - 06:59	3
07:00 - 07:59	12
08:00 - 08:59	14
09:00 - 09:59	6
10:00 - 10:59	4
11:00 - 11:59	10
12:00 - 12:59	20
13:00 - 13:59	12
14:00 - 14:59	12
15:00 - 15:59	16
16:00 - 16:59	10
17:00 - 17:59	9
18:00 - 18:59	8
19:00 - 19:59	22
20:00 - 20:59	11
21:00 - 21:59	7
22:00 - 22:59	7
23:00 - 23:59	11
TOTAL:	213

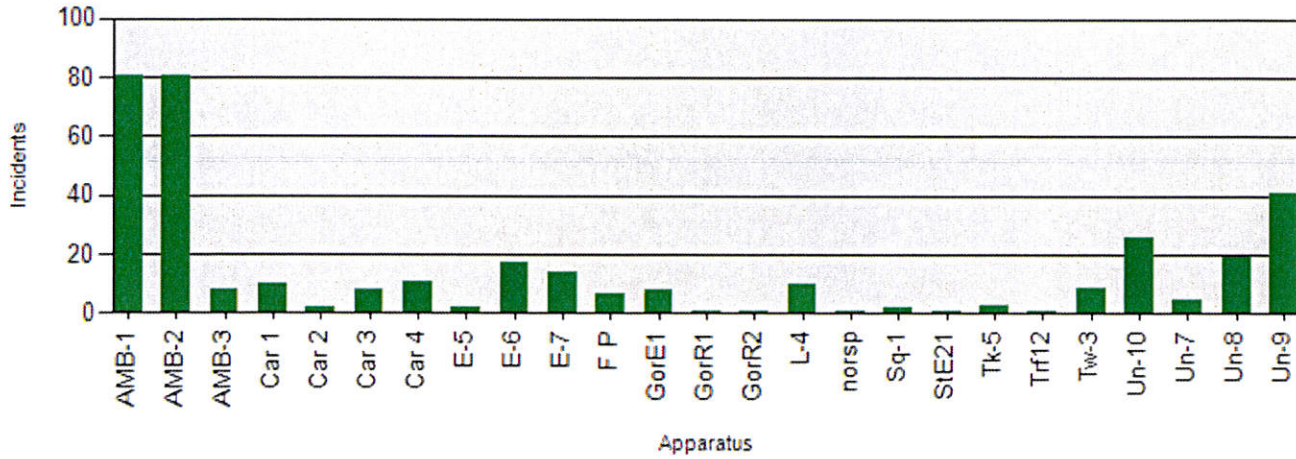
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Incident Count per Apparatus for Date Range

Start Date: 02/01/2019 | End Date: 02/28/2019



APPARATUS	# of INCIDENTS
AMB-1	81
AMB-2	81
AMB-3	8
Car 1	10
Car 2	2
Car 3	8
Car 4	11
E-5	2
E-6	17
E-7	14
F P	7
GorE1	8
GorR1	1
GorR2	1
L-4	10
norsp	1
Sq-1	2
StE21	1
Tk-5	3
Trf12	1
Tw-3	9
Un-10	26
Un-7	5
Un-8	19
Un-9	41

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Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 02/01/2019 | End Date: 02/28/2019

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	1	0	0	0	0	0	1	00:00	2	0.94%
01:00	0	0	1	1	1	0	1	01:00	4	1.88%
02:00	3	0	1	1	0	0	0	02:00	5	2.35%
03:00	1	0	0	1	0	1	0	03:00	3	1.41%
04:00	1	0	1	1	0	0	0	04:00	3	1.41%
05:00	0	0	0	0	2	0	0	05:00	2	0.94%
06:00	1	0	0	1	0	1	0	06:00	3	1.41%
07:00	1	1	2	2	2	3	1	07:00	12	5.63%
08:00	2	1	3	3	0	0	5	08:00	14	6.57%
09:00	3	1	0	0	0	1	1	09:00	6	2.82%
10:00	1	0	2	0	0	0	1	10:00	4	1.88%
11:00	2	2	2	2	2	0	0	11:00	10	4.69%
12:00	6	3	1	1	5	2	2	12:00	20	9.39%
13:00	1	2	1	2	3	1	2	13:00	12	5.63%
14:00	0	2	1	1	2	3	3	14:00	12	5.63%
15:00	1	3	3	3	3	2	1	15:00	16	7.51%
16:00	3	0	1	4	0	2	0	16:00	10	4.69%
17:00	3	0	1	1	3	1	0	17:00	9	4.23%
18:00	0	1	2	5	0	0	0	18:00	8	3.76%
19:00	1	4	3	7	4	3	0	19:00	22	10.33%
20:00	2	1	1	3	3	0	1	20:00	11	5.16%
21:00	0	1	2	1	1	1	1	21:00	7	3.29%
22:00	1	2	0	1	2	0	1	22:00	7	3.29%
23:00	3	2	0	1	1	3	1	23:00	11	5.16%
Total Responses for Day	37	26	28	42	34	24	22	Total	213	100.00%
% of Responses for Day	16.22%	15.38%	10.71%	16.67%	14.71%	12.50%	22.73%			
% of Responses for Week	17.37%	12.21%	13.15%	19.72%	15.96%	11.27%	10.33%			

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

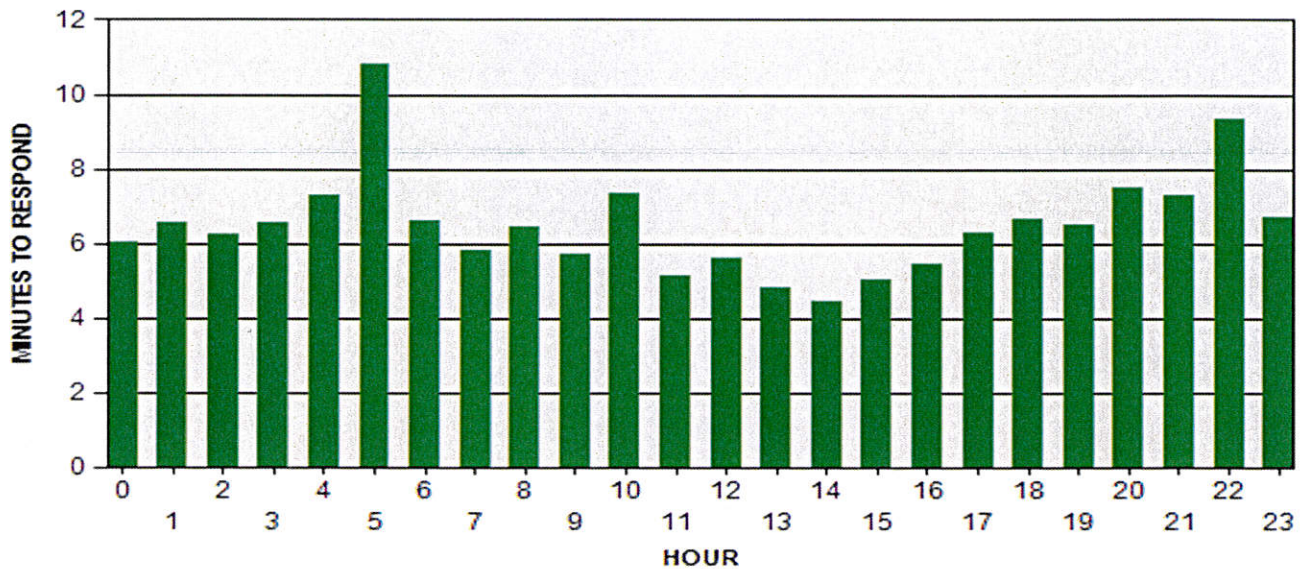
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Average Response Time per Hour for Date Range

Start Date: 02/01/2019 | End Date: 02/28/2019



HOUR	TIMES	AVG. RESPONSE, minutes	AVG. RESPONSE,
		Day	Night
0	0:00 - 0:59		6.04
1	1:00 - 1:59		6.58
2	2:00 - 2:59		6.26
3	3:00 - 3:59		6.54
4	4:00 - 4:59		7.32
5	5:00 - 5:59		10.81
6	6:00 - 6:59		6.64
7	7:00 - 7:59	5.82	
8	8:00 - 8:59	6.45	
9	9:00 - 9:59	5.71	
10	10:00 - 10:59	7.37	
11	11:00 - 11:59	5.16	
12	12:00 - 12:59	5.62	
13	13:00 - 13:59	4.85	
14	14:00 - 14:59	4.48	
15	15:00 - 15:59	5.02	
16	16:00 - 16:59	5.44	
17	17:00 - 17:59	6.28	
18	18:00 - 18:59	6.69	
19	19:00 - 19:59		6.5
20	20:00 - 20:59		7.51
21	21:00 - 21:59		7.3
22	22:00 - 22:59		9.33
23	23:00 - 23:59		6.7
		5.74	7.29

TOTAL AVERAGE RESPONSE TIME: 6.52 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