



Town of Windham

Fire – Rescue Department

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

Brent J. Libby, Chief

December 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 December was 7.51 minutes. The average night shift response time was 8.5 minutes. The department’s total average response time for December was 7.96 minutes. Our average turnout time which is the time from dispatch to en route was 1.27 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 321 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 85% of our day shifts last month.

During the night shift the department fills two (2) per-diem shifts for a total of 744 hours. There were 84 hours uncovered at night. We were able to cover 88% of our night shifts last month.

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 December has increased from last month. The department had 643.95 total training hours for the month. We saw an increase this month as a result of having the old Pratt Abbott building on Roosevelt Trail for three weeks for training evolutions before it was razed.

Training hour totals below are for the last four months.

September 2019	528.00 Hrs.	October 2019	459.00 Hrs.
November 2019	374.00 Hrs.	December 2019	643.95 Hrs.

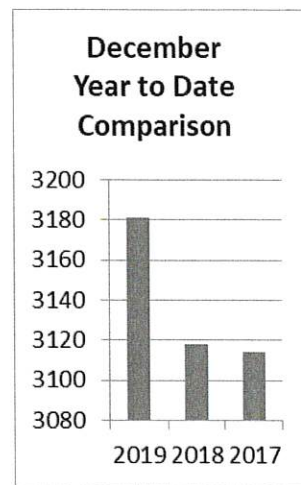
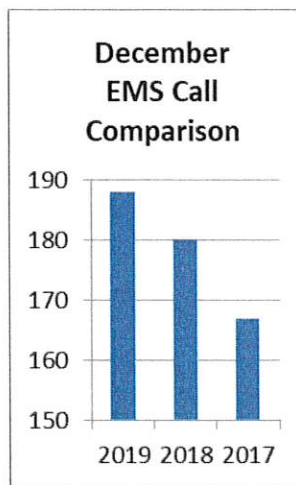
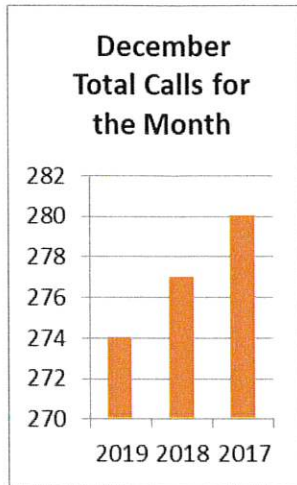
Fire Prevention/Inspections:

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

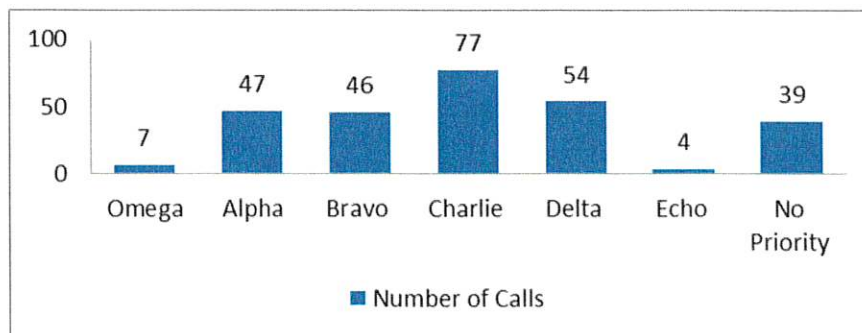
Monthly Activity Data:

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

	2019	2018	2017
Total Calls for the Month	274	277	280
Total EMS Calls for the month	188	180	167
			<i>(The EMS numbers are a part of the total)</i>
Year to Date Totals	3181	3118	3114



- We had requested a mutual aid ambulance 4 times in December. Our third ambulance handled 11 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.



Of Interest:

- We were fortunate that owner of Pratt Abbott allowed us to spend 3 weeks of training in the old Pratt Abbott Building at 839 Roosevelt Trail before it was razed. We very much appreciate the opportunity!
- Fire-Rescue partnered with other town departments to host the annual Tree lighting at the Public Safety Building. Santa arrived by decorated fire truck and had a great visit with the kids.
- The department again this year was able to assist social services in providing Christmas to families in town. Our crews in conjunction with local businesses completed shopping for 31 kids that will receive gifts for Christmas. Due to the generous support we have received this year we will also be able to purchase Hannaford gift cards for several elderly in town. Thank you to Nancy Graves, Betty Van Vliet, Amy Carter, Theresa Hall and several duty crews and stations for contributing funds and/or soliciting the local businesses and completing all the shopping!!
- We awarded a bid for our new breathing air compressor to Northeast Apparatus and Equipment of Auburn. The unit has been ordered and will arrive in several weeks.
- Below is a Public Service Announcement from the National Weather service which advises of our change in zone when it comes to public notifications for weather impacts.
- A kind note from the Manager of Lowes Aaron Letourneau following a response we had at the store:

"I wanted to take a minute to thank you and your team for your quick response to our store on Sunday 12/1.

Your team absolutely impressed me and my team for sticking around and helping us for a with clean up. This is something we never would have expected. The team that stayed behind was gracious, meticulous and thorough with their clean up. They cleaned nearly the entire appliance display area, moving appliances, cleaning under them and moving them back.

Our two teams had the store cleaned up in about two hours. Something I never would have imagined.

Please thank your team for us. No one likes to ask for help, but this was certainly our time of need."

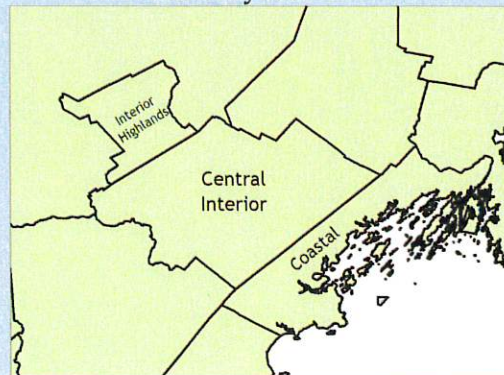
Changes to Cumberland County, Maine Public Forecast Zone to Improve Service

- On or around March 3, 2020, the National Weather Service in Gray, Maine will make an update to their public forecast zone layout in Cumberland County, Maine to improve service to our partners. Currently, Cumberland County is broken into two zones for public forecasts: *Interior Cumberland County and Coastal Cumberland County*. In the new configuration, an additional zone will be added to break the *Interior Cumberland County* into *Central Interior Cumberland County*, and *Interior Cumberland County Highlands*.
- This will separate locations including Bridgton, Harrison, and Naples (*Interior Cumberland County Highlands*), from Windham, Raymond, Gray, and Gorham (*Central Interior Cumberland County*).
- Public forecast products, including watches, warnings, and advisories will be impacted by these changes. Fire weather products will also be impacted.
- The goal of this zone change is to better group areas with similar climatological conditions. For example, there are numerous winter storms in which conditions in Bridgton are significantly different to those in Windham. This changes seeks to alleviate forecast confusion that can result by grouping these zones.
- For more details on this change, please refer to the following Public Information Statement: https://www.weather.gov/media/notification/scn19-105gyx_zone_change.pdf

- **Current Zone Layout:**



- **New Zone Layout:**



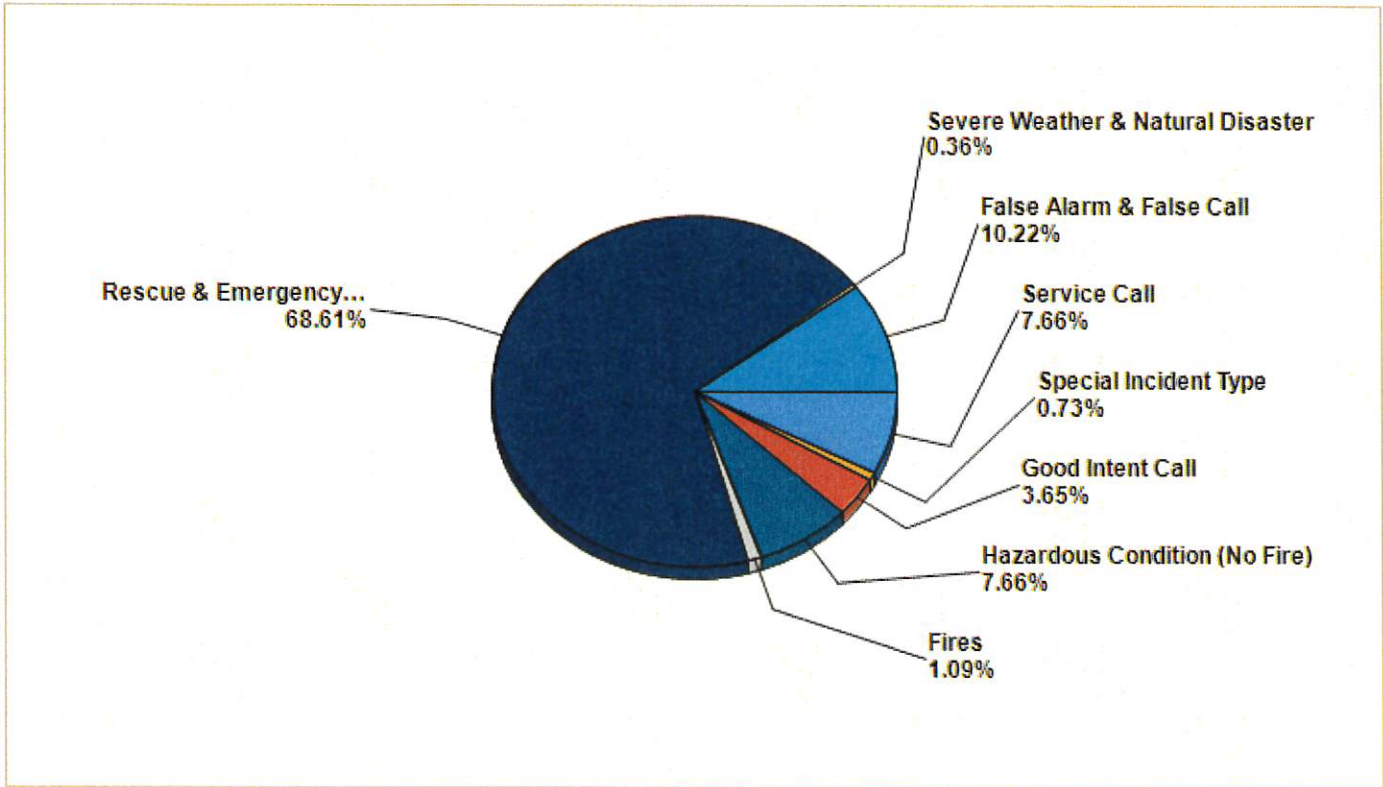
Town of Windham Fire & Rescue

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Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 12/01/2019 | End Date: 12/31/2019



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	3	1.09%
Rescue & Emergency Medical Service	188	68.61%
Hazardous Condition (No Fire)	21	7.66%
Service Call	21	7.66%
Good Intent Call	10	3.65%
False Alarm & False Call	28	10.22%
Severe Weather & Natural Disaster	1	0.36%
Special Incident Type	2	0.73%
TOTAL	274	100.00%

Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	1	0.36%
116 - Fuel burner/boiler malfunction, fire confined	1	0.36%
151 - Outside rubbish, trash or waste fire	1	0.36%
300 - Rescue, EMS incident, other	2	0.73%
311 - Medical assist, assist EMS crew	6	2.19%
321 - EMS call, excluding vehicle accident with injury	144	52.55%
322 - Motor vehicle accident with injuries	14	5.11%
323 - Motor vehicle/pedestrian accident (MV Ped)	1	0.36%
324 - Motor vehicle accident with no injuries.	21	7.66%
410 - Combustible/flammable gas/liquid condition, other	1	0.36%
411 - Gasoline or other flammable liquid spill	2	0.73%
412 - Gas leak (natural gas or LPG)	5	1.82%
424 - Carbon monoxide incident	1	0.36%
443 - Breakdown of light ballast	1	0.36%
444 - Power line down	4	1.46%
445 - Arcing, shorted electrical equipment	1	0.36%
463 - Vehicle accident, general cleanup	6	2.19%
511 - Lock-out	1	0.36%
520 - Water problem, other	2	0.73%
521 - Water evacuation	1	0.36%
522 - Water or steam leak	1	0.36%
531 - Smoke or odor removal	1	0.36%
550 - Public service assistance, other	3	1.09%
551 - Assist police or other governmental agency	3	1.09%
553 - Public service	3	1.09%
554 - Assist invalid	1	0.36%
571 - Cover assignment, standby, moveup	5	1.82%
600 - Good intent call, other	4	1.46%
611 - Dispatched & cancelled en route	4	1.46%
651 - Smoke scare, odor of smoke	1	0.36%
652 - Steam, vapor, fog or dust thought to be smoke	1	0.36%
700 - False alarm or false call, other	1	0.36%
711 - Municipal alarm system, malicious false alarm	3	1.09%
715 - Local alarm system, malicious false alarm	1	0.36%
733 - Smoke detector activation due to malfunction	1	0.36%
736 - CO detector activation due to malfunction	2	0.73%
740 - Unintentional transmission of alarm, other	1	0.36%
741 - Sprinkler activation, no fire - unintentional	1	0.36%
743 - Smoke detector activation, no fire - unintentional	7	2.55%
744 - Detector activation, no fire - unintentional	4	1.46%
745 - Alarm system activation, no fire - unintentional	6	2.19%
746 - Carbon monoxide detector activation, no CO	1	0.36%
812 - Flood assessment	1	0.36%
911 - Citizen complaint	2	0.73%
TOTAL INCIDENTS:	274	100.00%

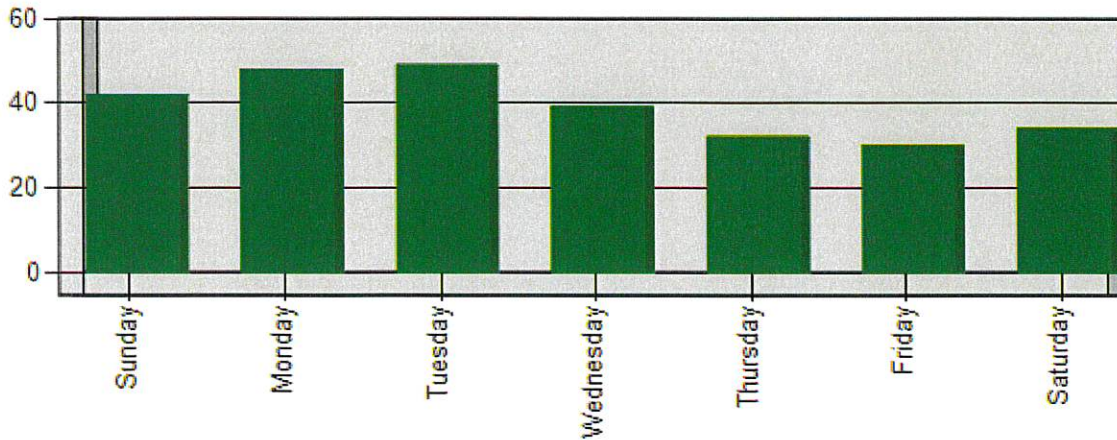
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Incidents by Day of the Week for Date Range

Start Date: 12/01/2019 | End Date: 12/31/2019



DAY OF THE WEEK	# INCIDENTS
Sunday	42
Monday	48
Tuesday	49
Wednesday	39
Thursday	32
Friday	30
Saturday	34
TOTAL	274

Only REVIEWED incidents included

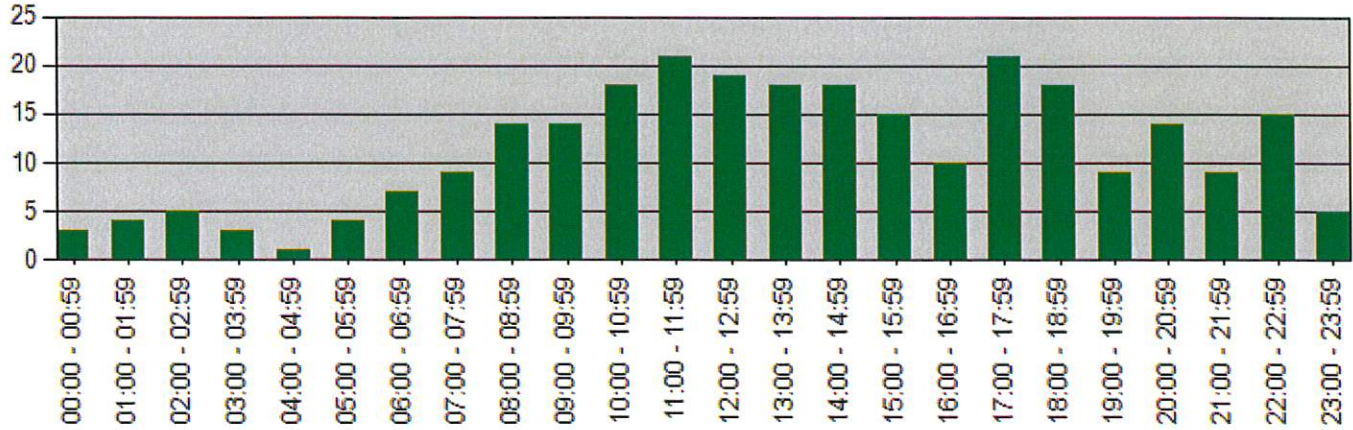
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Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 12/01/2019 | End Date: 12/31/2019



HOURLY	# of CALLS
00:00 - 00:59	3
01:00 - 01:59	4
02:00 - 02:59	5
03:00 - 03:59	3
04:00 - 04:59	1
05:00 - 05:59	4
06:00 - 06:59	7
07:00 - 07:59	9
08:00 - 08:59	14
09:00 - 09:59	14
10:00 - 10:59	18
11:00 - 11:59	21
12:00 - 12:59	19
13:00 - 13:59	18
14:00 - 14:59	18
15:00 - 15:59	15
16:00 - 16:59	10
17:00 - 17:59	21
18:00 - 18:59	18
19:00 - 19:59	9
20:00 - 20:59	14
21:00 - 21:59	9
22:00 - 22:59	15
23:00 - 23:59	5
TOTAL:	274

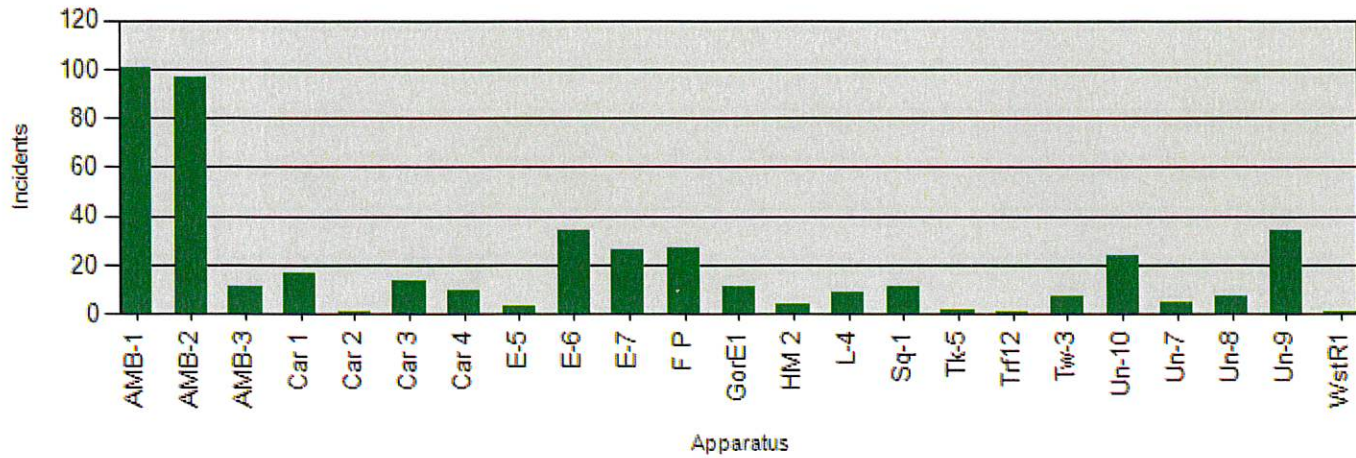
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Incident Count per Apparatus for Date Range

Start Date: 12/01/2019 | End Date: 12/31/2019



APPARATUS	# of INCIDENTS
AMB-1	101
AMB-2	97
AMB-3	11
Car 1	17
Car 2	1
Car 3	14
Car 4	10
E-5	3
E-6	34
E-7	26
F P	27
GorE1	11
HM 2	4
L-4	9
Sq-1	11
Tk-5	2
Trf12	1
Tw-3	7
Un-10	24
Un-7	5
Un-8	7
Un-9	34
WstR1	1

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

Shift(s): All Shifts | Zone: All Zones | Start Date: 12/01/2019 | End Date: 12/31/2019

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	0	1	1	0	0	0	1	00:00	3	1.09%
01:00	0	1	0	1	0	0	2	01:00	4	1.46%
02:00	0	3	1	1	0	0	0	02:00	5	1.82%
03:00	0	1	0	0	1	0	1	03:00	3	1.09%
04:00	0	0	0	0	0	0	1	04:00	1	0.36%
05:00	1	1	1	0	0	1	0	05:00	4	1.46%
06:00	1	1	0	1	3	0	1	06:00	7	2.55%
07:00	2	4	0	1	0	0	2	07:00	9	3.28%
08:00	3	3	2	0	1	3	2	08:00	14	5.11%
09:00	3	1	2	0	1	3	4	09:00	14	5.11%
10:00	2	3	1	4	3	5	0	10:00	18	6.57%
11:00	6	3	4	2	3	0	3	11:00	21	7.66%
12:00	1	3	2	2	5	4	2	12:00	19	6.93%
13:00	2	3	5	3	2	0	3	13:00	18	6.57%
14:00	1	4	2	3	2	3	3	14:00	18	6.57%
15:00	3	2	3	3	3	0	1	15:00	15	5.47%
16:00	3	1	3	1	1	0	1	16:00	10	3.65%
17:00	2	3	6	4	2	2	2	17:00	21	7.66%
18:00	2	1	6	2	2	3	2	18:00	18	6.57%
19:00	0	3	1	4	1	0	0	19:00	9	3.28%
20:00	6	1	2	1	0	3	1	20:00	14	5.11%
21:00	2	0	1	2	1	2	1	21:00	9	3.28%
22:00	1	4	5	3	1	1	0	22:00	15	5.47%
23:00	1	1	1	1	0	0	1	23:00	5	1.82%
Total Responses for Day	42	48	49	39	32	30	34	Total	274	100.00%
% of Responses for Day	14.29%	8.33%	12.24%	10.26%	15.63%	16.67%	11.76%			
% of Responses for Week	15.33%	17.52%	17.88%	14.23%	11.68%	10.95%	12.41%			

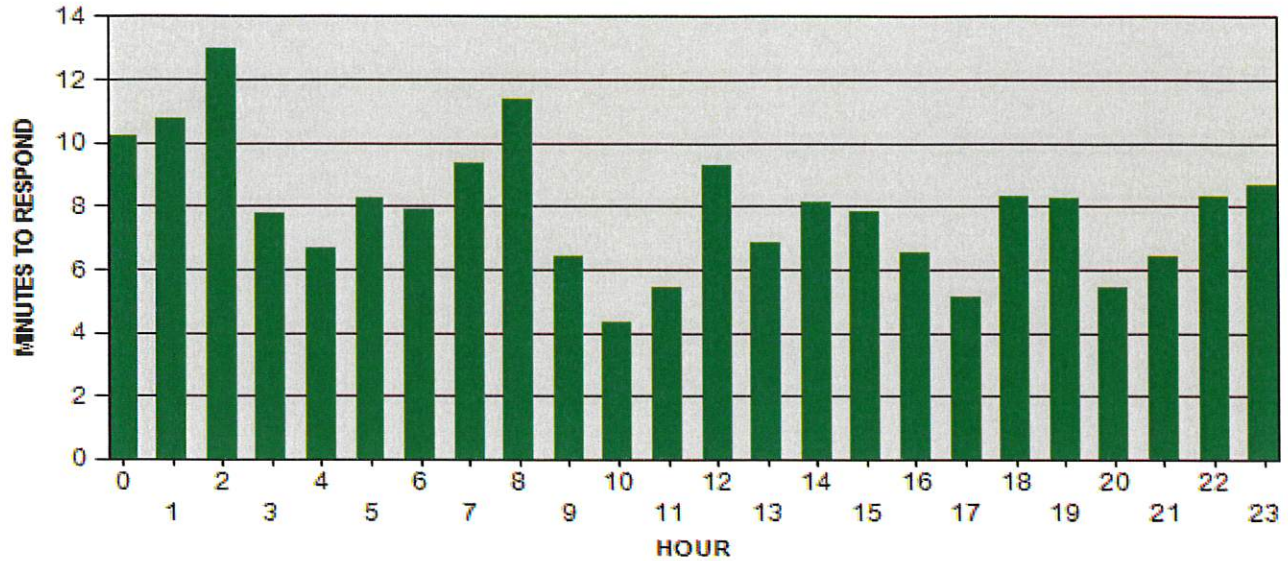
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Average Response Time per Hour for Date Range

Start Date: 12/01/2019 | End Date: 12/31/2019



HOUR	TIMES	AVG. RESPONSE, minutes	AVG. RESPONSE, minutes
		Day	Night
0	0:00 - 0:59		10.23
1	1:00 - 1:59		10.76
2	2:00 - 2:59		12.97
3	3:00 - 3:59		7.78
4	4:00 - 4:59		6.68
5	5:00 - 5:59		8.26
6	6:00 - 6:59		7.91
7	7:00 - 7:59	9.39	
8	8:00 - 8:59	11.38	
9	9:00 - 9:59	6.42	
10	10:00 - 10:59	4.36	
11	11:00 - 11:59	5.45	
12	12:00 - 12:59	9.33	
13	13:00 - 13:59	6.84	
14	14:00 - 14:59	8.17	
15	15:00 - 15:59	7.87	
16	16:00 - 16:59	6.58	
17	17:00 - 17:59	5.16	
18	18:00 - 18:59	8.32	
19	19:00 - 19:59	8.3	
20	20:00 - 20:59		5.43
21	21:00 - 21:59		6.43
22	22:00 - 22:59		8.34
23	23:00 - 23:59		8.7
		7.51	8.50

TOTAL AVERAGE RESPONSE TIME: 7.96 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