



# Town of Windham

## Fire – Rescue Department

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Windham, ME 04062  
Business 207-892-1911  
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Brent J. Libby, Chief

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### February 2018 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 during was 7.83 minutes. The average night shift response time was 7.98 minutes. The department's total average response time for February was 7.90 minutes. Our average turn out time which is the time from dispatch to en route was 1.11 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 66 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 1614 hours of the 1680 for a percentage of coverage at **96 %** an increase of 6% in coverage over last month.

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 14 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 994 hours of the 1008 leaving us with **98.6%** of coverage, an increase of 1.7% from last month.

We provide one (1) full-time paramedic/firefighter stationed at the Public Safety Building per twenty four (24) hour period, and one (1) full-time paramedic/firefighter stationed at the North Station during the day for twelve (12) hours. We try to fill the remaining twelve (12) hours at night with a per-diem paramedic/firefighter but are not always successful. Of the 336 hours we were able to 250 hours, **74.5%** of the night shifts at North Station with a per-diem paramedic.

Our training performance during February decreased from last month. January is the month that we complete all Bureau of Labor required annual trainings and is often our peak month for the year. The department had 389.5 total training hours for the month.

Training hour totals below are for the last four months.

November 2017	390.25 Hrs.	December 2017	191.00 Hrs.
January 2018	745.50 Hrs	February 2018	389.50 Hrs.

### **Monthly Activity Data:**

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

	<u>2018</u>	<u>2017</u>	<u>2016</u>	
Total Calls for the Month	223	263	180	
Total EMS Calls for the month	157	153	132	(The EMS numbers are a part of the total)
Year to Date Totals	496	503	409	

We had requested a mutual aid ambulance 5 times in February, of those calls 0 resulted in transport to the hospital by mutual aid. Our third ambulance handled 7 additional calls during the month, 5 resulted in transport to the hospital. The annual average response time of Windham's third ambulance in 2017 was 8.5 minutes. The annual average response time of our mutual aid ambulances in 2017 was 11.5 minutes.

### **Fire Prevention/Inspections:**

- 2 - New Plans Reviewed
- 1 - New residential inspections
- 1 - Follow up residential inspections
- 0 - Multi-family residential inspection
- 2 - Commercial inspection
- 1 - Follow up commercial inspections
- 4 - Commercial Rough-in inspections
- 1 - Lock Box Details
- 0 - Inspection Meetings

### **Of Interest:**

- On 12/30 during the cold snap we suffered a broken domestic water line at East Station on Falmouth Road. Significant water damage was done. We are working with our insurance carrier and facilities to mitigate the water damage and make repairs. Insulation, dry wall and painting is completed. We are working on flooring.
- Over the course of the month personnel were trained in operating Unit 10 one of our ¾ ton pickup trucks that has been outfitted with a snow plow and a sander the public works had available. Training included operation, attaching and detaching the plow, loading the sander and policy review.
- The Parks and Recreation Department and the Fire Department have been working together to share the snowmobile that Parks and Rec already had on hand. Personnel that were interested have been trained in the operation of the snowmobile, connecting and hauling the trailer as well as loading and unloading the snowmobile from the trailer as well as policy review.
- The Chief's new Ford Interceptor went into service on 2/14. The truck previously operated by the Chief has been reassigned to South Station as Unit 8. The truck that was at South Station has been reassigned to Central Station. Until now Central Station was the only station that did not have a pickup truck to respond with. This will help to reduce the use of Engine 7 housed at Central Station.
- Tower 3 was out of service to have a "cradle switch" and associated wiring harness replaced.

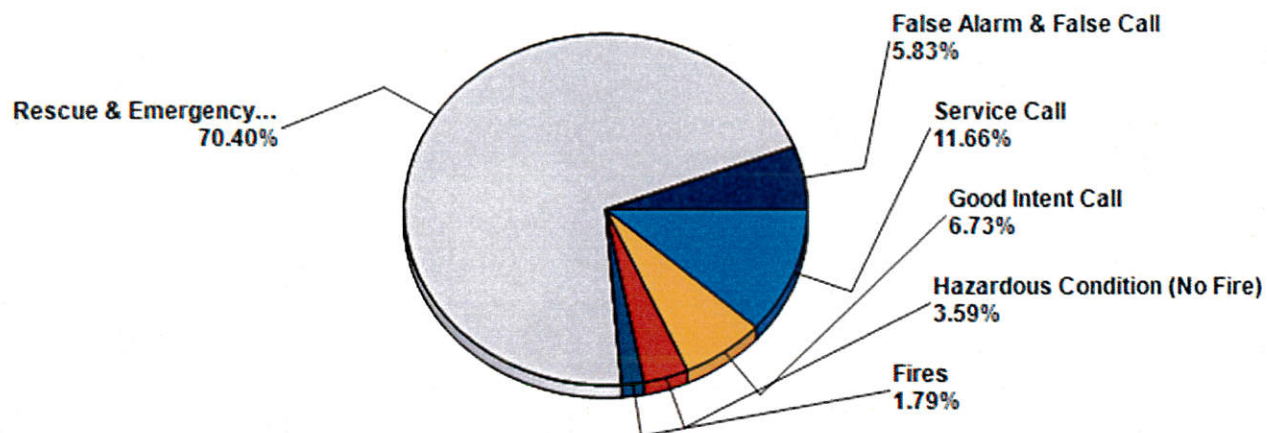
# Town of Windham Fire & Rescue

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## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 02/01/2018 | End Date: 02/28/2018



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	4	1.79%
Rescue & Emergency Medical Service	157	70.40%
Hazardous Condition (No Fire)	8	3.59%
Service Call	26	11.66%
Good Intent Call	15	6.73%
False Alarm & False Call	13	5.83%
<b>TOTAL</b>	<b>223</b>	<b>100.00%</b>



Detailed Breakdown by Incident Type		
INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	1	0.45%
113 - Cooking fire, confined to container	1	0.45%
131 - Passenger vehicle fire	1	0.45%
154 - Dumpster or other outside trash receptacle fire	1	0.45%
300 - Rescue, EMS incident, other	3	1.35%
311 - Medical assist, assist EMS crew	1	0.45%
321 - EMS call, excluding vehicle accident with injury	135	60.54%
322 - Motor vehicle accident with injuries	6	2.69%
323 - Motor vehicle/pedestrian accident (MV Ped)	1	0.45%
324 - Motor vehicle accident with no injuries.	8	3.59%
352 - Extrication of victim(s) from vehicle	1	0.45%
360 - Water & ice-related rescue, other	1	0.45%
381 - Rescue or EMS standby	1	0.45%
412 - Gas leak (natural gas or LPG)	2	0.90%
424 - Carbon monoxide incident	4	1.79%
444 - Power line down	1	0.45%
460 - Accident, potential accident, other	1	0.45%
510 - Person in distress, other	1	0.45%
522 - Water or steam leak	3	1.35%
551 - Assist police or other governmental agency	9	4.04%
554 - Assist invalid	1	0.45%
571 - Cover assignment, standby, moveup	12	5.38%
600 - Good intent call, other	1	0.45%
611 - Dispatched & cancelled en route	8	3.59%
622 - No incident found on arrival at dispatch address	3	1.35%
631 - Authorized controlled burning	2	0.90%
671 - HazMat release investigation w/no HazMat	1	0.45%
700 - False alarm or false call, other	5	2.24%
733 - Smoke detector activation due to malfunction	1	0.45%
735 - Alarm system sounded due to malfunction	1	0.45%
736 - CO detector activation due to malfunction	1	0.45%
743 - Smoke detector activation, no fire - unintentional	3	1.35%
745 - Alarm system activation, no fire - unintentional	2	0.90%
<b>TOTAL INCIDENTS:</b>	<b>223</b>	<b>100.00%</b>

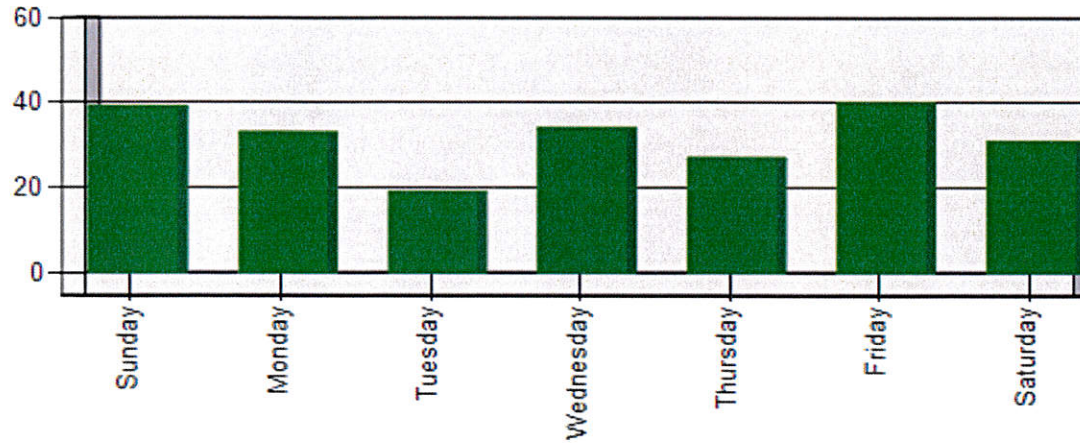
# Town of Windham Fire & Rescue

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## Incidents by Day of the Week for Date Range

Start Date: 02/01/2018 | End Date: 02/28/2018



DAY OF THE WEEK	# INCIDENTS
Sunday	39
Monday	33
Tuesday	19
Wednesday	34
Thursday	27
Friday	40
Saturday	31
TOTAL	223

Only REVIEWED incidents included



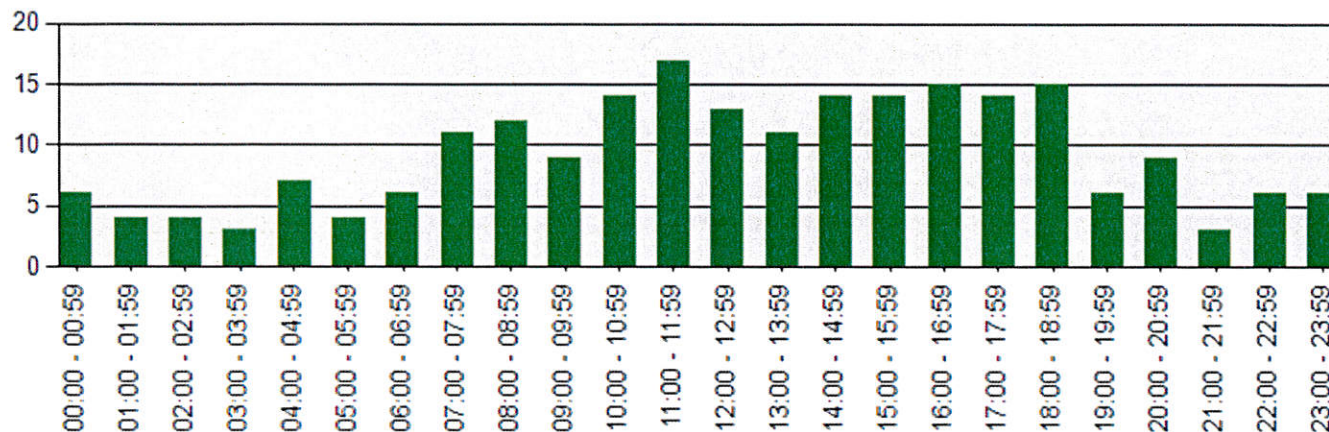
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## Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 02/01/2018 | End Date: 02/28/2018



Hour	# of CALLS
00:00 - 00:59	6
01:00 - 01:59	4
02:00 - 02:59	4
03:00 - 03:59	3
04:00 - 04:59	7
05:00 - 05:59	4
06:00 - 06:59	6
07:00 - 07:59	11
08:00 - 08:59	12
09:00 - 09:59	9
10:00 - 10:59	14
11:00 - 11:59	17
12:00 - 12:59	13
13:00 - 13:59	11
14:00 - 14:59	14
15:00 - 15:59	14
16:00 - 16:59	15
17:00 - 17:59	14
18:00 - 18:59	15
19:00 - 19:59	6
20:00 - 20:59	9
21:00 - 21:59	3
22:00 - 22:59	6
23:00 - 23:59	6
<b>TOTAL:</b>	<b>223</b>

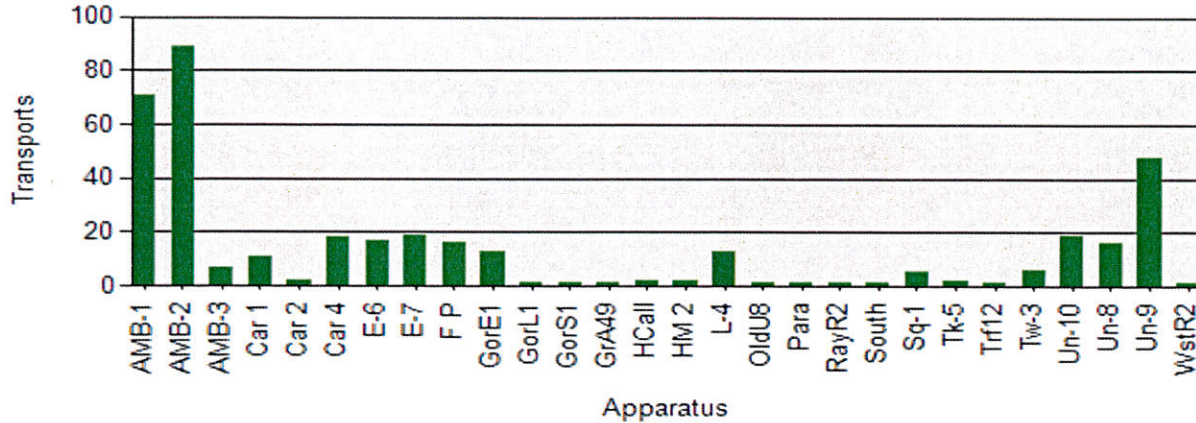
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## Incident Count per Apparatus for Date Range

Start Date: 02/01/2018 | End Date: 02/28/2018



APPARATUS	# of INCIDENTS
AMB-1	71
AMB-2	89
AMB-3	7
Car 1	11
Car 2	2
Car 4	18
E-6	17
E-7	19
F P	16
GorE1	13
GorL1	1
GorS1	1
GrA49	1
HCall	2
HM 2	2
L-4	13
OldU8	1
Para	1
RayR2	1
South	1
Sq-1	5
Tk-5	2
Trf12	1
Tw-3	6
Un-10	19
Un-8	16
Un-9	48
WstR2	1

Canceled apparatus (per the THIS APPARATUS WAS CANCELLED checkbox on Basic Info 4) not included. Only  
 emergencyreporting.com  
 ID: 658  
 REVIEWED incidents included. Page # 1



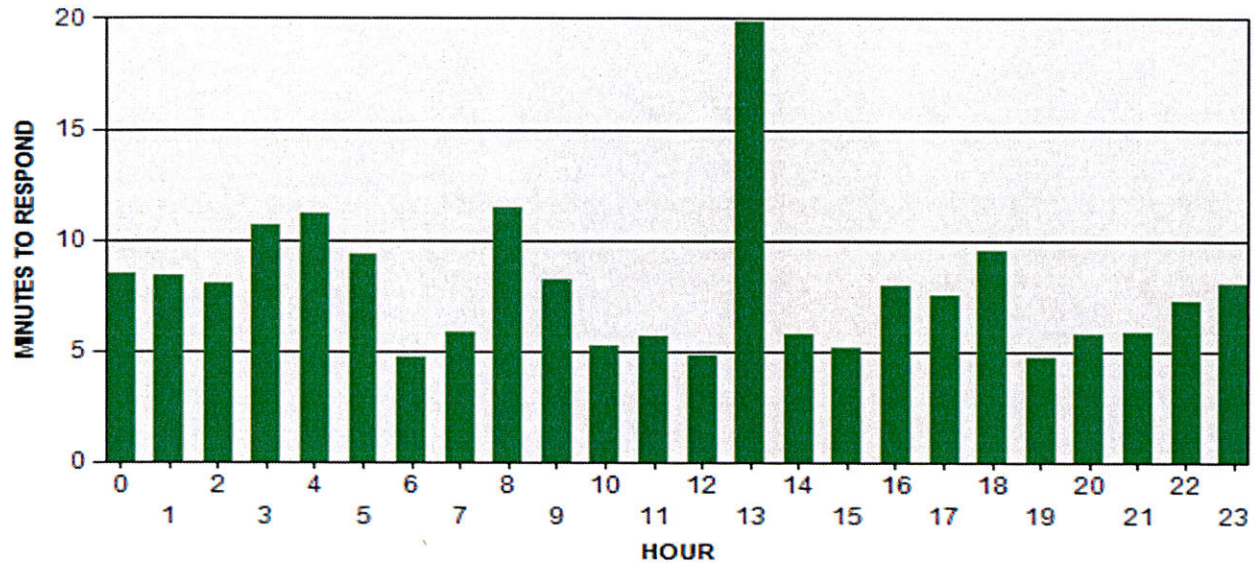
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## Average Response Time per Hour for Date Range

Start Date: 02/01/2018 | End Date: 02/28/2018



HOUR	TIMES	AVG. RESPONSE, minutes	AVG. RESPONSE,
		Day	Night
0	0:00 - 0:59		8.52
1	1:00 - 1:59		8.44
2	2:00 - 2:59		8.06
3	3:00 - 3:59		10.65
4	4:00 - 4:59		11.23
5	5:00 - 5:59		9.33
6	6:00 - 6:59		4.68
7	7:00 - 7:59	5.85	
8	8:00 - 8:59	11.5	
9	9:00 - 9:59	8.25	
10	10:00 - 10:59	5.29	
11	11:00 - 11:59	5.66	
12	12:00 - 12:59	4.79	
13	13:00 - 13:59	19.83	
14	14:00 - 14:59	5.81	
15	15:00 - 15:59	5.12	
16	16:00 - 16:59	7.93	
17	17:00 - 17:59	7.51	
18	18:00 - 18:59	9.54	
19	19:00 - 19:59	4.69	
20	20:00 - 20:59		5.77
21	21:00 - 21:59		5.82
22	22:00 - 22:59		7.22
23	23:00 - 23:59		8.09
		7.83	7.98

**TOTAL AVERAGE RESPONSE TIME: 7.90 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



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

Zone: All Zones | Start Date: 02/01/2018 | End Date: 02/28/2018

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00	0	0	1	2	0	0	3
01:00	1	2	0	0	1	0	0
02:00	0	0	0	1	1	1	1
03:00	1	0	1	0	1	0	0
04:00	2	0	0	3	0	1	1
05:00	2	0	0	0	1	1	0
06:00	0	1	1	0	0	2	2
07:00	0	3	1	0	1	4	2
08:00	4	2	0	1	3	2	0
09:00	3	0	1	1	0	2	2
10:00	4	4	2	1	0	2	1
11:00	1	2	1	5	2	5	1
12:00	0	2	1	2	2	4	2
13:00	1	2	1	2	0	4	1
14:00	6	1	1	2	4	0	0
15:00	1	3	2	4	1	1	2
16:00	1	2	0	4	2	2	4
17:00	2	2	1	3	3	1	2
18:00	3	2	3	0	1	4	2
19:00	1	1	0	2	0	1	1
20:00	2	1	0	1	2	2	1
21:00	2	0	0	0	0	0	1
22:00	1	2	0	0	1	0	2
23:00	1	1	2	0	1	1	0
Total Responses for Day	39	33	19	34	27	40	31
% of Responses for Day	15.38%	12.12%	15.79%	14.71%	14.81%	12.50%	12.90%
% of Responses for Week	17.49%	14.80%	8.52%	15.25%	12.11%	17.94%	13.90%

Hour	Total per Hour	Percent
00:00	6	2.69%
01:00	4	1.79%
02:00	4	1.79%
03:00	3	1.35%
04:00	7	3.14%
05:00	4	1.79%
06:00	6	2.69%
07:00	11	4.93%
08:00	12	5.38%
09:00	9	4.04%
10:00	14	6.28%
11:00	17	7.62%
12:00	13	5.83%
13:00	11	4.93%
14:00	14	6.28%
15:00	14	6.28%
16:00	15	6.73%
17:00	14	6.28%
18:00	15	6.73%
19:00	6	2.69%
20:00	9	4.04%
21:00	3	1.35%
22:00	6	2.69%
23:00	6	2.69%
Total	223	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

2017 Incident Response Data for Month Periods

Month	Dispatch Time Alarm to Dispatch	Reaction Time Dispatch to Enroute	Response Time Dispatch to Arrival	Call Length Dispatch to In Service
<b>2017</b>				
January	0.03	1.06	6.01	57.35
February	0.06	1.17	7.22	52.43
March	0.05	1.26	6	57.26
April	0.01	1.02	5.28	56.9
May	0.08	1.04	5.08	55.39
June	0.05	1.23	5.99	66.53
July	0.03	1.05	5.27	54.31
August	0.03	1.07	5.38	56.05
September	0.01	1.16	5.37	55.59
October	0.03	1.17	6.35	58.06
November	0.04	1.10	5.52	50.02
December	0.11	1.09	5.47	56.43
Averages	<b>0.06</b>	<b>1.16</b>	<b>6.41</b>	<b>55.68</b>

2018 Incident Response Data for Month Periods

Month	Dispatch Time Alarm to Dispatch	Reaction Time Dispatch to Enroute	Response Time Dispatch to Arrival	Call Length Dispatch to In Service
<b>2018</b>				
January	0.01	1.21	6.35	54.17
February	0.19	1.18	6.59	64.2
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
Averages	<b>0.19</b>	<b>1.20</b>	<b>6.47</b>	<b>59.19</b>