# Town of Windham
## Fire – Rescue Department
375 Gray Rd
Windham, ME 04062
Business 207-892-1911
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Brent J. Libby, Chief

## May 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 May was 6.81 5.21 minutes. The average night shift response time was 7.66 6.36 minutes. The department's total average response time for May was 7.20 5.73 minutes. This month we saw and overall increase in response times by nearly two minutes, the increase in response times is slightly higher than our normal range. We had several mutual aid and other low priority calls that were handled without lights and sirens. Our average turn out time which is the time from dispatch to en route was 1.00 minute.

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 268 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 1964 hours of the 2232for a percentage of coverage at **88%** a decrease of 3.1% in coverage over last month.

During the night shift the department fills three (2) per-diem shifts for a total of 744 hours. All night shifts were filled providing us with 100% coverage, an increase of 3.7% from 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 May slightly decreased from last month. The department had 654.75 total training hours for the month.

Training hour totals below are for the last four months.

| | | | |
|---|---|---|---|
| February 2018 | 389.50 Hrs. | March 2018 | 690.75 Hrs. |
| April 2018 | 654.75 Hrs. | May 2018 | 472.25 Hrs. |

## Monthly Activity Data:

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

|  | 2018 | 2017 | 2016 |  |
|---|---|---|---|---|
| *Total Calls for the Month* | 251 | 204 | 216 | |
| *Total EMS Calls for the month* | 170 | 266 | 153 | *(The EMS numbers are a part of the total)* |
| Year to Date Totals | 1155 | 1191 | 1076 | |

We had requested a mutual aid ambulance 4 times in May, of those calls 4 resulted in transport to the hospital by mutual aid. Our third ambulance handled 6 additional calls during the month; none of them resulted in transports to the hospital.

## Fire Prevention/Inspections:
- 3 - New Plans Reviewed
- 0 - New residential inspections
- 2 - Follow up residential inspections
- 0 - Multi-family residential inspection
- 2 - Commercial inspection
- 2 - Follow up commercial inspections
- 1 - Commercial Rough-in inspections
- 0- Lock Box Details
- 2 - Inspection Meetings

## Of Interest:

- Crews placed 85 firefighter flags in cemeteries in and out of Windham for past members of the department.
- Our college live-in students completed their spring semester. We will have five new students who will start their academy training in August for the fall semester.
- Tower 3 and Ladder 4 were sent out for aerial ladder services in preparation for our ladder testing that will take place this summer.
- We have been working with an assigned FEMA rep to continue the process to seek reimbursement funds for the October 2017 wind storm.
- Department personnel transitioned to the new Munis Payroll system.
- Hose testing was completed this month. This process involves removing all our hose from the apparatus and pressure testing it. It's a process that is time consuming and labor intensive but ensures the integrity of our hose.
- May 20-26 was National EMS week- I wanted to take an opportunity to say thank you to our crews for what they do to ensure that our patients and their families get the best possible pre-hospital care that they could. We routinely care for those in immediate need and those with less urgent complaints but you recognize that it is all an emergency to them and treat them with dignity, respect, efficiency and accuracy.
- Five officers from the department including Chief Libby attended a National Fire Academy Class that was held locally at SMCC in Brunswick on Command and Control of Incident Operations. The course was a six day program that was mostly conducted through simulations.
- I would like to thank Garvin "Chip" Jones for his commitment to the department and most especially the East Station where he has served as Lieutenant for the last 5 years. Lieutenant Jones will be stepping down from his position effective June 1, 2018 as he has relocated to Casco. Fortunately he will be remaining on the department working in a per-diem capacity.
- We will be receiving a PD unit on all School alarm activations. This is to incorporate a tiered response in the event the alarm was activated for reasons other than fire.
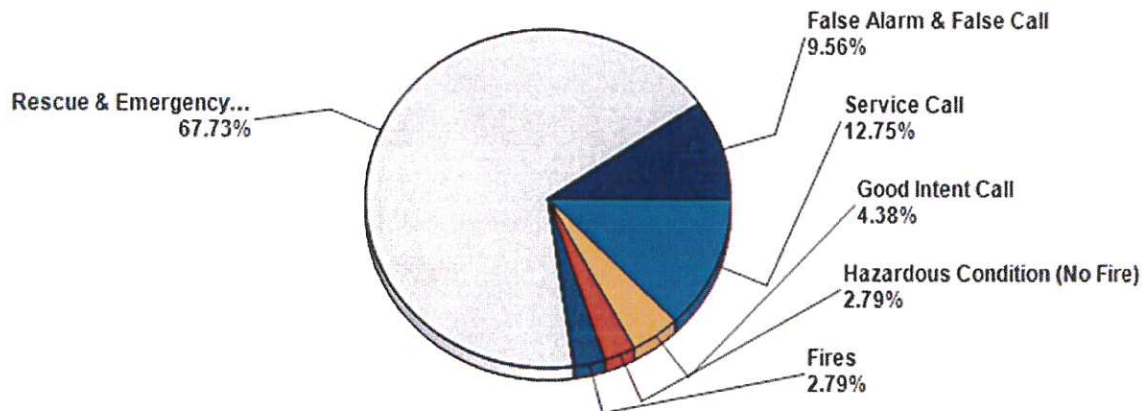
# Town of Windham Fire & Rescue

*Windham, ME*

## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 05/01/2018 | End Date: 05/31/2018



| MAJOR INCIDENT TYPE | # INCIDENTS | % of TOTAL |
|---|---|---|
| Fires | 7 | 2.79% |
| Rescue & Emergency Medical Service | 170 | 67.73% |
| Hazardous Condition (No Fire) | 7 | 2.79% |
| Service Call | 32 | 12.75% |
| Good Intent Call | 11 | 4.38% |
| False Alarm & False Call | 24 | 9.56% |
| TOTAL | 251 | 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 | 1 | 0.40% |
| 113 - Cooking fire, confined to container | 1 | 0.40% |
| 131 - Passenger vehicle fire | 1 | 0.40% |
| 141 - Forest, woods or wildland fire | 1 | 0.40% |
| 150 - Outside rubbish fire, other | 1 | 0.40% |
| 160 - Special outside fire, other | 2 | 0.80% |
| 300 - Rescue, EMS incident, other | 7 | 2.79% |
| 320 - Emergency medical service, other | 3 | 1.20% |
| 321 - EMS call, excluding vehicle accident with injury | 143 | 56.97% |
| 322 - Motor vehicle accident with injuries | 9 | 3.59% |
| 324 - Motor vehicle accident with no injuries. | 7 | 2.79% |
| 341 - Search for person on land | 1 | 0.40% |
| 400 - Hazardous condition, other | 1 | 0.40% |
| 413 - Oil or other combustible liquid spill | 1 | 0.40% |
| 440 - Electrical wiring/equipment problem, other | 2 | 0.80% |
| 444 - Power line down | 2 | 0.80% |
| 463 - Vehicle accident, general cleanup | 1 | 0.40% |
| 510 - Person in distress, other | 2 | 0.80% |
| 531 - Smoke or odor removal | 1 | 0.40% |
| 551 - Assist police or other governmental agency | 4 | 1.59% |
| 553 - Public service | 1 | 0.40% |
| 554 - Assist invalid | 4 | 1.59% |
| 561 - Unauthorized burning | 6 | 2.39% |
| 571 - Cover assignment, standby, moveup | 14 | 5.58% |
| 600 - Good intent call, other | 3 | 1.20% |
| 611 - Dispatched & cancelled en route | 4 | 1.59% |
| 651 - Smoke scare, odor of smoke | 2 | 0.80% |
| 671 - HazMat release investigation w/no HazMat | 2 | 0.80% |
| 700 - False alarm or false call, other | 7 | 2.79% |
| 730 - System malfunction, other | 1 | 0.40% |
| 733 - Smoke detector activation due to malfunction | 3 | 1.20% |
| 734 - Heat detector activation due to malfunction | 1 | 0.40% |
| 735 - Alarm system sounded due to malfunction | 3 | 1.20% |
| 736 - CO detector activation due to malfunction | 2 | 0.80% |
| 743 - Smoke detector activation, no fire - unintentional | 5 | 1.99% |
| 745 - Alarm system activation, no fire - unintentional | 1 | 0.40% |
| 746 - Carbon monoxide detector activation, no CO | 1 | 0.40% |
| TOTAL INCIDENTS: | 251 | 100.00% |

Only REVIEWED incidents included.  Summary results for a major incident type are not displayed if the count is zero.
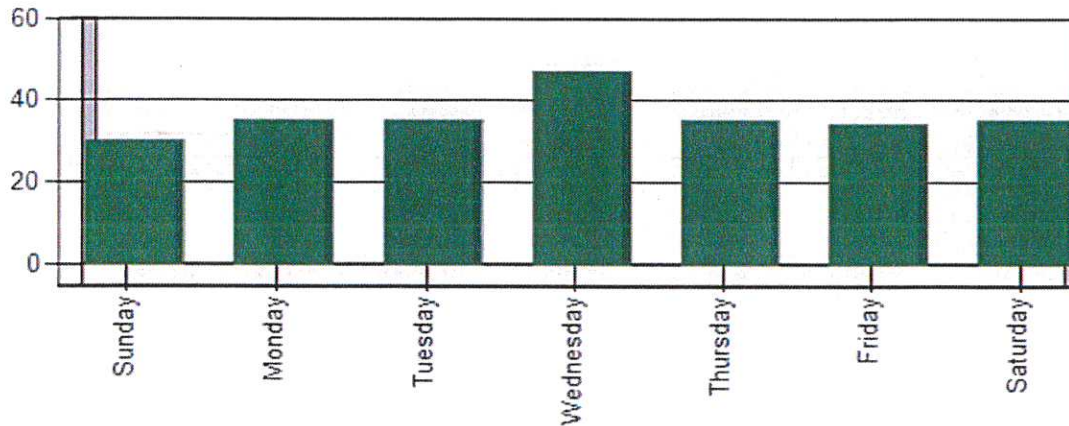
# Town of Windham Fire & Rescue

*Windham, ME*

**Incidents by Day of the Week for Date Range**
Start Date: 05/01/2018 | End Date: 05/31/2018



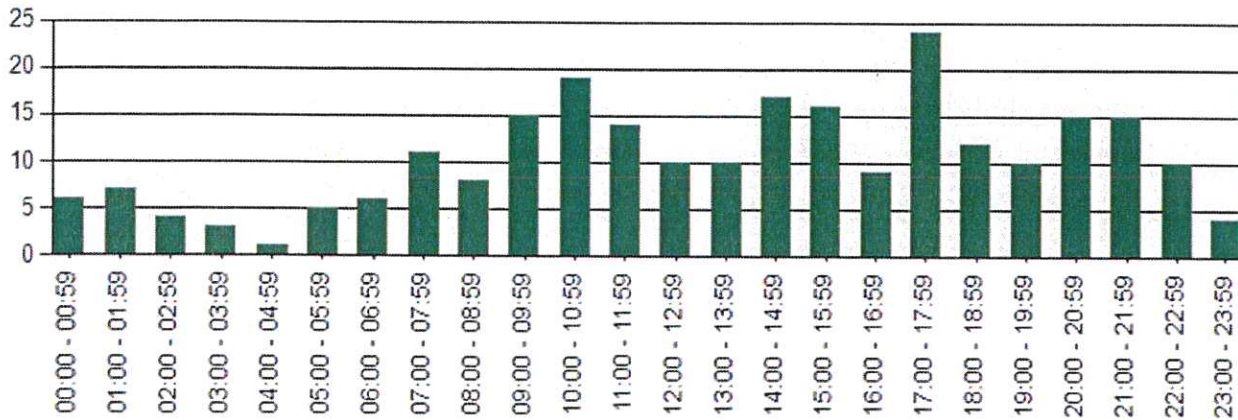| DAY OF THE WEEK | # INCIDENTS |
|-----------------|-------------|
| Sunday          | 30          |
| Monday          | 35          |
| Tuesday         | 35          |
| Wednesday       | 47          |
| Thursday        | 35          |
| Friday          | 34          |
| Saturday        | 35          |
| **TOTAL**       | **251**     |

# Town of Windham Fire & Rescue

*Windham, ME*

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

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 05/01/2018 | End Date: 05/31/2018



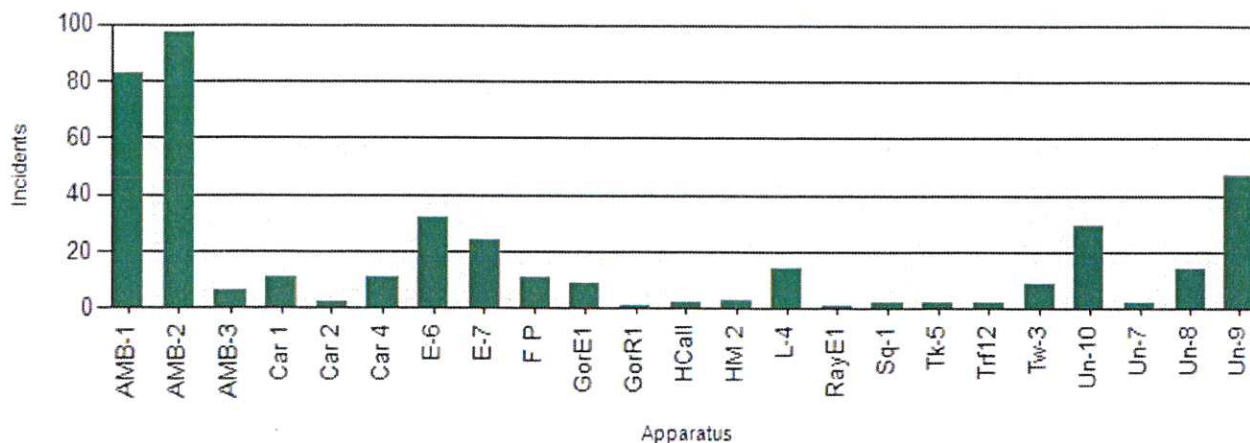| HOUR | # of CALLS |
|---|---|
| 00:00 - 00:59 | 6 |
| 01:00 - 01:59 | 7 |
| 02:00 - 02:59 | 4 |
| 03:00 - 03:59 | 3 |
| 04:00 - 04:59 | 1 |
| 05:00 - 05:59 | 5 |
| 06:00 - 06:59 | 6 |
| 07:00 - 07:59 | 11 |
| 08:00 - 08:59 | 8 |
| 09:00 - 09:59 | 15 |
| 10:00 - 10:59 | 19 |
| 11:00 - 11:59 | 14 |
| 12:00 - 12:59 | 10 |
| 13:00 - 13:59 | 10 |
| 14:00 - 14:59 | 17 |
| 15:00 - 15:59 | 16 |
| 16:00 - 16:59 | 9 |
| 17:00 - 17:59 | 24 |
| 18:00 - 18:59 | 12 |
| 19:00 - 19:59 | 10 |
| 20:00 - 20:59 | 15 |
| 21:00 - 21:59 | 15 |
| 22:00 - 22:59 | 10 |
| 23:00 - 23:59 | 4 |
| **TOTAL:** | 251 |

Only REVIEWED incidents included.

# Town of Windham Fire & Rescue

*Windham, ME*

## Incident Count per Apparatus for Date Range
Start Date: 05/01/2018 | End Date: 05/31/2018



| APPARATUS | # of INCIDENTS |
|-----------|----------------|
| AMB-1 | 83 |
| AMB-2 | 97 |
| AMB-3 | 6 |
| Car 1 | 11 |
| Car 2 | 2 |
| Car 4 | 11 |
| E-6 | 32 |
| E-7 | 24 |
| F P | 11 |
| GorE1 | 9 |
| GorR1 | 1 |
| HCall | 2 |
| HM 2 | 3 |
| L-4 | 14 |
| RayE1 | 1 |
| Sq-1 | 2 |
| Tk-5 | 2 |
| Trf12 | 2 |
| Tw-3 | 9 |
| Un-10 | 29 |
| Un-7 | 2 |
| Un-8 | 14 |
| Un-9 | 47 |

Canceled apparatus (per the THIS APPARATUS WAS CANCELLED checkbox on Basic Info 4) not included. Only
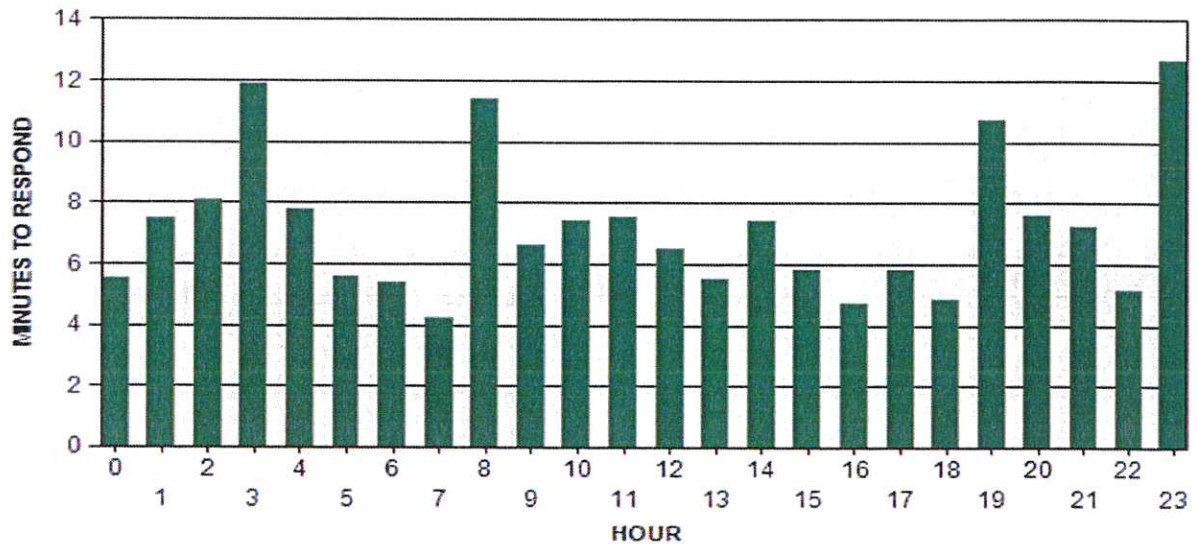REVIEWED incidents included.

# Town of Windham Fire & Rescue

*Windham, ME*

**Average Response Time per Hour for Date Range**
Start Date: 05/01/2018 | End Date: 05/31/2018



| HOUR | TIMES | AVG. RESPONSE, minutes Day | AVG. RESPONSE, minutes Night |
|------|-------|--------------------------|------------------------------|
| 0 | 0:00 - 0:59 | | 5.5 |
| 1 | 1:00 - 1:59 | | 7.5 |
| 2 | 2:00 - 2:59 | | 8.11 |
| 3 | 3:00 - 3:59 | | 11.86 |
| 4 | 4:00 - 4:59 | | 7.75 |
| 5 | 5:00 - 5:59 | | 5.56 |
| 6 | 6:00 - 6:59 | | 5.36 |
| 7 | 7:00 - 7:59 | 4.21 | |
| 8 | 8:00 - 8:59 | 11.38 | |
| 9 | 9:00 - 9:59 | 6.64 | |
| 10 | 10:00 - 10:59 | 7.4 | |
| 11 | 11:00 - 11:59 | 7.53 | |
| 12 | 12:00 - 12:59 | 6.52 | |
| 13 | 13:00 - 13:59 | 5.52 | |
| 14 | 14:00 - 14:59 | 7.41 | |
| 15 | 15:00 - 15:59 | 5.84 | |
| 16 | 16:00 - 16:59 | 4.72 | |
| 17 | 17:00 - 17:59 | 5.8 | |
| 18 | 18:00 - 18:59 | 4.81 | |
| 19 | 19:00 - 19:59 | 10.75 | |
| 20 | 20:00 - 20:59 | | 7.57 |
| 21 | 21:00 - 21:59 | | 7.21 |
| 22 | 22:00 - 22:59 | | 5.15 |
| 23 | 23:00 - 23:59 | | 12.66 |
| | | 6.81 | 7.66 |

**TOTAL AVERAGE RESPONSE TIME:    7.20 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

| 2017 Incident Response Data for Month Periods | | | | |

| Month 2017 | Dispatch Time Alarm to Dispatch | Reaction Time Dispatch to Enroute | Response Time Dispatch to Arrival | Call Length Dispatch to In Service |
|---|---|---|---|---|
| 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 | 0.06 | 1.16 | 6.41 | 55.68 |

| 2018 Incident Response Data for Month Periods | | | | |

| Month 2018 | Dispatch Time Alarm to Dispatch | Reaction Time Dispatch to Enroute | Response Time Dispatch to Arrival | Call Length Dispatch to In Service |
|---|---|---|---|---|
| January | 0.01 | 1.21 | 6.35 | 54.17 |
| February | 0.19 | 1.18 | 6.59 | 64.2 |
| March | 0.07 | 1.14 | 5.76 | 60.6 |
| April | 0.03 | 0.59 | 4.53 | 57.37 |
| May | 0.02 | 1.00 | 6.02 | 58.15 |
| June | | | | |
| July | | | | |
| August | | | | |
| September | | | | |
| October | | | | |
| November | | | | |
| December | | | | |
| Averages | 0.13 | 1.18 | 6.23 | 59.66 |