



Town of Windham

Fire – Rescue Department

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Brent J. Libby, Chief

May 2017 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 comprised using the amount of time it takes from our initial dispatch to when our first unit arrives on the scene. The average response time for May during the day shift of 7:00 AM to 7:00 PM was 5.43 minutes. The average response time during the night hours of 7:00 PM to 7:00 AM was 7.06 minutes. The departments total response time for May decreased by 0.74 minutes from last month. Our average turn out time which is the time from dispatch to en route was 1.01 minutes.

The department covers five (5) per-diem shifts during the day. In the 31 day period that provides us with 1860 hours of daytime coverage. We had a total of 172 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 1628 hours of the 1860 for a percentage of coverage at **90.8%** a decrease in coverage of 3.3 %.

During the night shift the department fills three (3) per-diem shifts for a total of 1116 hours during the 31 day period. We had a total of 20 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 1060 hours of the 1116 leaving us with **98.2 %** of coverage a very slight decrease in coverage from last month.

We also provide one (1) full-time paramedic/firefighter stationed at the Public Safety Building per twenty four (24) hour period. We also provide 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. This month we were able to cover **86.2%** of the night shifts at North Station with a per-diem paramedic.

Our training performance during May has increased from last month. The department had 267.25 total classroom hours for the month.

Training hour totals below are for the last four months.

February 2017	222.00 Hrs.	March 2017	260.25 Hrs.
April 2017	183.25 Hrs.	May 2017	267.25 Hrs.

Monthly Activity Data:

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

	2017	2016	2015	
Total Calls for the Month	266	216	272	
Total EMS Calls for the month	204	153	159	(The EMS numbers are a part of the total)
Year to Date Totals	1191	1076	1185	

We had requested a mutual aid ambulance 14 times in April, of those calls 11 resulted in transports to the hospital by mutual aid. Our third ambulance went in service on May 26 and handled 3 additional calls during the month.

7 Fire inspections with associated follow up were conducted during the month of May.

Of Interest:

- We participated in the annual live in student selection process along with 19 other departments. Windham had two live in student positions to fill this year and we have successfully done that through this process.
- We have 7 members that will be testing for their firefighter 1 & 2 certification on June 3rd.
- There are 3 other members who have completed EMS courses and are completing clinical and testing for licensure.

Equipment:

- Squad 1 is out of service at Phillips Auto Body in Gorham for corrosion repair and paint. Once this truck returns Ladder 4 will go out for the same. We expect the Squad to be back in the beginning of June.
- A new major repair has been discovered on Tower 3. After a meeting with the council and the Windham and Gorham Town Managers we are moving forward with quotes for repair.
- Ladder 4 was out of service in the beginning of the month for three days after the engines water pump failed. It was out of service again for three days for maintenance and other repairs.
- Ambulance 3 was placed in service on May 26. The vehicle is currently being housed at Central Station. Ambulance 3 will respond when Ambulance 1 & 2 are already committed on calls. In the week of being in service it has responded on 4 calls.
- The mechanic has seen all our vehicles over the last two months for maintenance and commercial vehicle inspections.
- This month and into June we will be completing our annual hose testing. Each truck carries 2,500 to 3,000 feet of various sized hoses and each must be pressure tested annually.

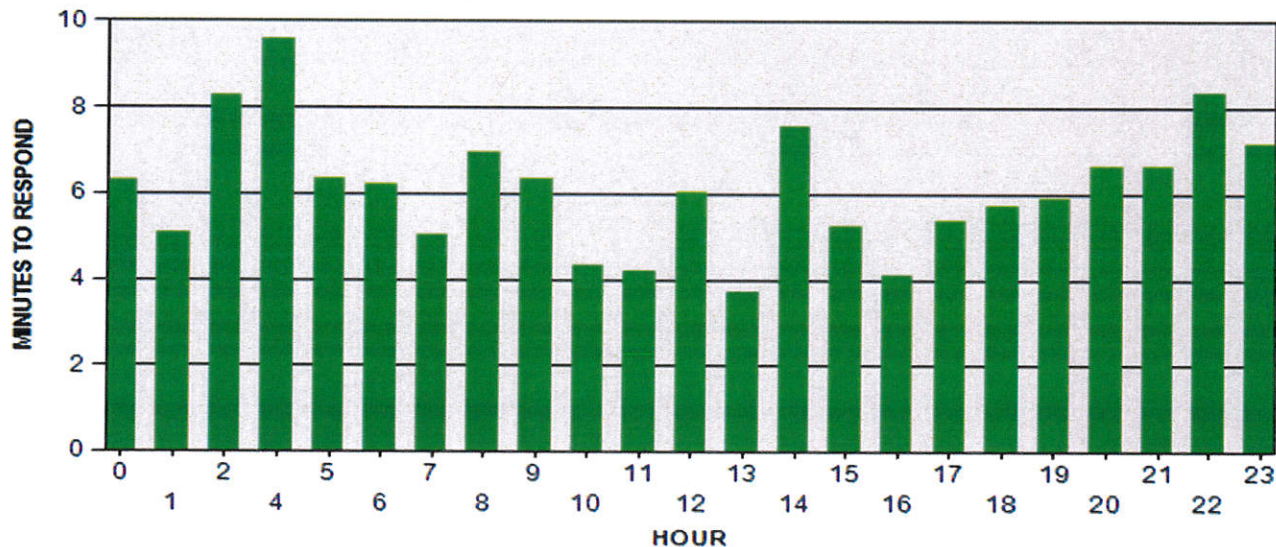
Town of Windham Fire & Rescue

Windham, ME



Average Response Time per Hour for Date Range

Start Date: 05/01/2017 | End Date: 05/31/2017



Hour	Times	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		6.28
1	1:00 - 1:59		5.07
2	2:00 - 2:59		8.29
4	4:00 - 4:59		9.57
5	5:00 - 5:59		6.35
6	6:00 - 6:59		6.23
7	7:00 - 7:59	5.03	
8	8:00 - 8:59	6.95	
9	9:00 - 9:59	6.33	
10	10:00 - 10:59	4.31	
11	11:00 - 11:59	4.2	
12	12:00 - 12:59	6.04	
13	13:00 - 13:59	3.73	
14	14:00 - 14:59	7.59	
15	15:00 - 15:59	5.24	
16	16:00 - 16:59	4.13	
17	17:00 - 17:59	5.39	
18	18:00 - 18:59	5.74	
19	19:00 - 19:59	5.91	
20	20:00 - 20:59		6.66
21	21:00 - 21:59		6.64
22	22:00 - 22:59		8.37
23	23:00 - 23:59		7.18
		5.43	7.06

TOTAL AVERAGE RESPONSE TIME: 6.14 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

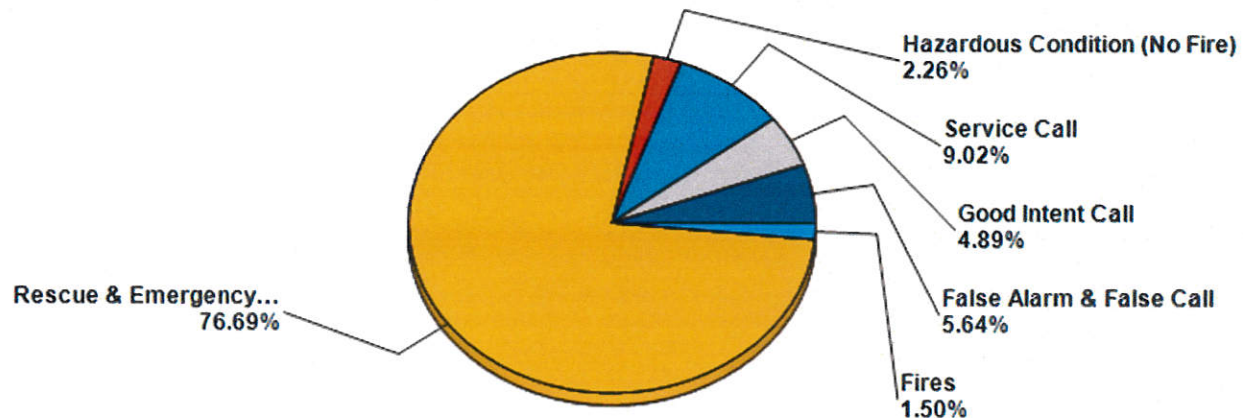
Town of Windham Fire & Rescue

Windham, ME



Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 05/01/2017 | End Date: 05/31/2017



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	4	1.50%
Rescue & Emergency Medical Service	204	76.69%
Hazardous Condition (No Fire)	6	2.26%
Service Call	24	9.02%
Good Intent Call	13	4.89%
False Alarm & False Call	15	5.64%
TOTAL	266	100.00%

Detailed Breakdown by Incident Type		
INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	1	0.38%
114 - Chimney or flue fire, confined to chimney or flue	1	0.38%
142 - Brush or brush-and-grass mixture fire	1	0.38%
143 - Grass fire	1	0.38%
300 - Rescue, EMS incident, other	5	1.88%
311 - Medical assist, assist EMS crew	2	0.75%
320 - Emergency medical service, other	1	0.38%
321 - EMS call, excluding vehicle accident with injury	181	68.05%
322 - Motor vehicle accident with injuries	5	1.88%
324 - Motor vehicle accident with no injuries.	10	3.76%
420 - Toxic condition, other	1	0.38%
444 - Power line down	3	1.13%
463 - Vehicle accident, general cleanup	2	0.75%
510 - Person in distress, other	1	0.38%
531 - Smoke or odor removal	1	0.38%
550 - Public service assistance, other	1	0.38%
551 - Assist police or other governmental agency	5	1.88%
552 - Police matter	2	0.75%
553 - Public service	4	1.50%
554 - Assist invalid	2	0.75%
571 - Cover assignment, standby, moveup	8	3.01%
600 - Good intent call, other	5	1.88%
611 - Dispatched & cancelled en route	6	2.26%
622 - No incident found on arrival at dispatch address	2	0.75%
700 - False alarm or false call, other	1	0.38%
715 - Local alarm system, malicious false alarm	1	0.38%
732 - Extinguishing system activation due to malfunction	1	0.38%
733 - Smoke detector activation due to malfunction	4	1.50%
740 - Unintentional transmission of alarm, other	2	0.75%
743 - Smoke detector activation, no fire - unintentional	1	0.38%
744 - Detector activation, no fire - unintentional	2	0.75%
745 - Alarm system activation, no fire - unintentional	3	1.13%
TOTAL INCIDENTS:	266	100.00%

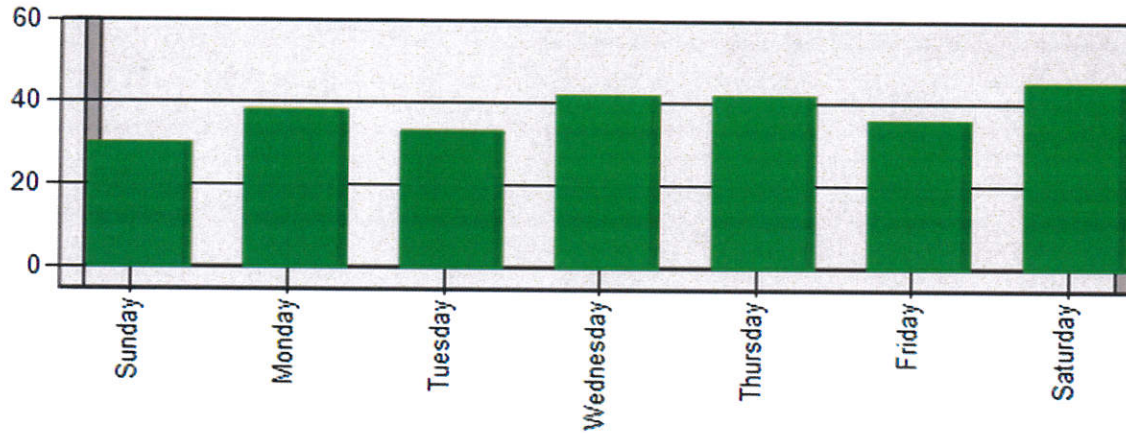
Town of Windham Fire & Rescue

Windham, ME



Incidents by Day of the Week for Date Range

Start Date: 05/01/2017 | End Date: 05/31/2017



DAY OF THE WEEK	# INCIDENTS
Sunday	30
Monday	38
Tuesday	33
Wednesday	42
Thursday	42
Friday	36
Saturday	45
TOTAL	266

Only REVIEWED incidents included

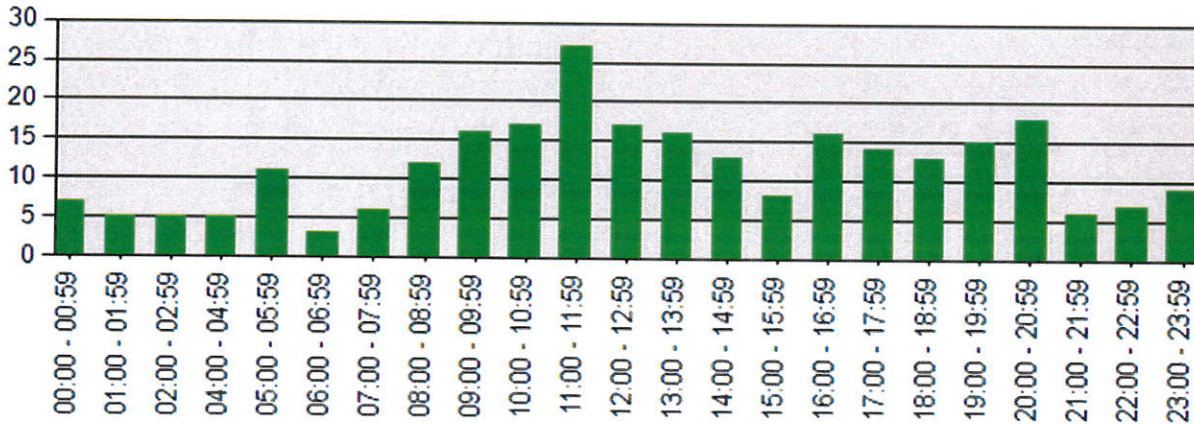
Town of Windham Fire & Rescue

Windham, ME



Incidents per Hour for Incident Type Range for Date Range

Incident Range: 100 | Start Date: 05/01/2017 | End Date: 05/31/2017



Hour	# of CALLS
00:00 - 00:59	7
01:00 - 01:59	5
02:00 - 02:59	5
04:00 - 04:59	5
05:00 - 05:59	11
06:00 - 06:59	3
07:00 - 07:59	6
08:00 - 08:59	12
09:00 - 09:59	16
10:00 - 10:59	17
11:00 - 11:59	27
12:00 - 12:59	17
13:00 - 13:59	16
14:00 - 14:59	13
15:00 - 15:59	8
16:00 - 16:59	16
17:00 - 17:59	14
18:00 - 18:59	13
19:00 - 19:59	15
20:00 - 20:59	18
21:00 - 21:59	6
22:00 - 22:59	7
23:00 - 23:59	9

TOTAL: 266

Only REVIEWED incidents included.

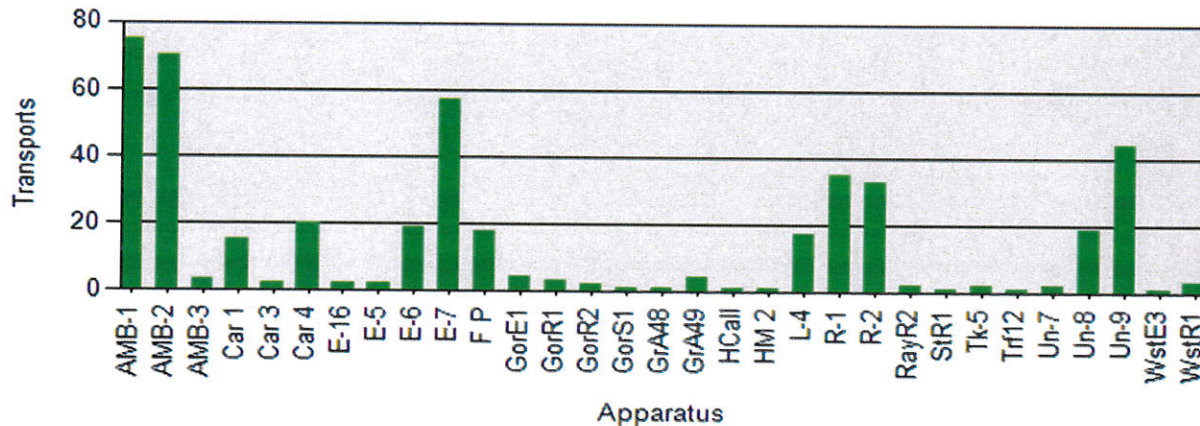
Town of Windham Fire & Rescue

Windham, ME



Incident Count per Apparatus for Date Range

Start Date: 05/01/2017 | End Date: 05/31/2017



APPARATUS	# of INCIDENTS
AMB-1	75
AMB-2	70
AMB-3	3
Car 1	15
Car 3	2
Car 4	20
E-16	2
E-5	2
E-6	19
E-7	57
F P	18
GorE1	4
GorR1	3
GorR2	2
GorS1	1
GrA48	1
GrA49	4
HCall	1
HM 2	1
L-4	17
R-1	35
R-2	33
RayR2	2
StR1	1
Tk-5	2
Trf12	1
Un-7	2
Un-8	19
Un-9	44
WstE3	1
WstR1	3

☐ Canceled apparatus (if checked THIS APPARATUS WAS CANCELLED checkbox on Basic Info 4) not included. Only
☒ REVIEWED incidents included.

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Windham, ME



Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 05/01/2017 | End Date: 05/31/2017

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	3	0	0	0	0	1	3	00:00	7	2.63%
01:00	2	0	1	2	0	0	0	01:00	5	1.88%
02:00	0	1	0	0	2	1	1	02:00	5	1.88%
03:00	0	0	0	0	0	0	0	03:00	0	0.00%
04:00	2	1	0	0	0	2	0	04:00	5	1.88%
05:00	1	1	3	4	0	1	1	05:00	11	4.14%
06:00	0	1	1	1	0	0	0	06:00	3	1.13%
07:00	0	1	0	1	0	3	1	07:00	6	2.26%
08:00	0	3	1	1	5	0	2	08:00	12	4.51%
09:00	1	2	1	4	2	5	1	09:00	16	6.02%
10:00	2	3	1	4	3	4	0	10:00	17	6.39%
11:00	4	5	1	3	3	6	5	11:00	27	10.15%
12:00	0	3	2	1	3	2	6	12:00	17	6.39%
13:00	0	2	4	2	2	2	4	13:00	16	6.02%
14:00	1	0	4	0	5	1	2	14:00	13	4.89%
15:00	0	2	2	1	1	1	1	15:00	8	3.01%
16:00	1	3	3	1	4	1	3	16:00	16	6.02%
17:00	2	4	2	5	0	1	0	17:00	14	5.26%
18:00	1	1	2	3	3	0	3	18:00	13	4.89%
19:00	4	0	2	0	2	2	5	19:00	15	5.64%
20:00	4	1	3	5	3	1	1	20:00	18	6.77%
21:00	0	0	0	2	1	0	3	21:00	6	2.26%
22:00	1	1	0	2	1	1	1	22:00	7	2.63%
23:00	1	3	0	0	2	1	2	23:00	9	3.38%
Total Responses for Day	30	38	33	42	42	36	45	Total	266	100.00%
% of Responses for Day	13.33%	13.16%	12.12%	11.90%	11.90%	16.67%	13.33%			
% of Responses for Week	11.28%	14.29%	12.41%	15.79%	15.79%	13.53%	16.92%			

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



Ambulance Run Data Report
Windham Fire Rescue
From 05/01/17 To 05/31/17
Total Number of Runs Based on Search Criteria: 184

Runs by City

City	# of Runs	% of Runs
Gorham (census name for Gorham Center)	3	1.63%
North Windham	1	0.54%
Standish	2	1.09%
Westbrook	3	1.63%
Windham (Town of)	174	94.57%
Unknown	1	0.54%
Total	184	100%

Runs by County

County	# of Runs	% of Runs
Cumberland	183	99.46%
Unknown	1	0.54%
Total	184	100%

Times of Call

Time Period	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Percentage
0000 - 0300	5	1	2	0	1	2	1	12	6.52%
0300 - 0600	2	2	1	2	0	3	1	11	5.98%
0600 - 0900	0	4	3	3	4	2	1	17	9.24%
0900 - 1200	5	7	4	12	6	10	2	46	25.00%
1200 - 1500	0	4	8	2	6	3	7	30	16.30%
1500 - 1800	3	5	5	2	4	2	2	23	12.50%
1800 - 2100	6	2	3	5	8	1	6	31	16.85%
2100 - 2400	1	3	0	4	2	0	3	13	7.07%
Unknown	1	0	0	0	0	0	0	1	0.54%
Total	23	28	26	30	31	23	23	184	100%

Call Volume by Day of Week*Call Volume by Hour of Day**Runs by Provider Impression*

Provider Impression	# of Times	% of Times
Altered Level of Consciousness / Coma	1	0.54%
Assist Only	5	2.72%
Behavioral / Psychiatric Disorder	12	6.52%
Cardiac - Chest Pain	10	5.43%
Cardiac - Narrow Complex Tachycardia	2	1.09%
Cardiac - Other	3	1.63%
Cardiac - Symptomatic Bradycardia	1	0.54%
Dehydration	1	0.54%
Diabetic Emergency	6	3.26%

Flu Like Illness	2	1.09%
Hemorrhage - Non-Traumatic	7	3.80%
Hemorrhage - Traumatic	2	1.09%
Hemorrhage - Vaginal	1	0.54%
Nausea / Vomiting (Unknown Etiology)	3	1.63%
No Apparent Illness / Injury	24	13.04%
Not Reported	1	0.54%
Other Illness / Injury	15	8.15%
Overdose - Drug / Medication	6	3.26%
Overdose - ETOH	3	1.63%
Overdose - Inhalant	1	0.54%
Pain - Abdominal (Non-Traumatic)	11	5.98%
Pain - Back (Non-Traumatic)	2	1.09%
Pain - Extremity (Non-Traumatic)	4	2.17%
Pain - Head (Non-Traumatic)	2	1.09%
Respiratory Distress - Bronchospasm	5	2.72%
Respiratory Distress - Other	14	7.61%
Seizure / Convulsions	7	3.80%
Stroke / CVA / TIA	6	3.26%
Syncope / Fainting	1	0.54%
Traumatic Injury - Back	5	2.72%
Traumatic Injury - Extremity	5	2.72%
Traumatic Injury - Head	1	0.54%
Traumatic Injury - Multisystem	1	0.54%
Traumatic Injury - Torso	1	0.54%
Weakness / General Malaise	12	6.52%
Unknown	1	0.54%
Total	184	100%

Runs by Dispatch Reason

Dispatch Reason	# of Times	% of Times
1 - Abdominal Pain / Problems	13	7.07%
10 - Chest Pain (Non-Traumatic)	17	9.24%
11 - Choking	1	0.54%
12 - Convulsions / Seizures	12	6.52%
13 - Diabetic Problems	10	5.43%
16 - Eye Problems / Injuries	1	0.54%
17 - Falls	12	6.52%
18 - Headache	2	1.09%
21 - Hemorrhage / Lacerations	4	2.17%
23 - Overdose / Poisoning (Ingestion)	7	3.80%
25 - Psychiatric / Abnormal Behavior / Suicide Attempt	11	5.98%
26 - Sick Person	21	11.41%
28 - Stroke (CVA) / Transient Ischemic Attack (TIA)	7	3.80%
29 - Traffic / Transportation Incident	14	7.61%
30 - Traumatic Injury	5	2.72%
31 - Unconscious / Fainting (Near)	6	3.26%
32 - Unknown Problem (Man Down)	2	1.09%
5 - Back Pain (Non-Traumatic/Non-Recent Trauma)	4	2.17%
6 - Breathing Problems	23	12.50%
Medical Alarm	1	0.54%
Other	9	4.89%
Patient Assist / Lifting Assist	1	0.54%
Unknown	0	0.00%
Total	184	100%

Average Run Times

Enroute (Responding - Unit Notified Dispatched)			Response Time (Arrive Scene - Enroute)		
Minutes	# of Runs	% of Runs	Minutes	# of Runs	% of Runs
0 - 1	150	81.52%	0 - 5	128	69.57%
2 - 3	30	16.30%	6 - 10	47	25.54%
4 - 5	1	0.54%	11 - 15	5	2.72%
> 5	2	1.09%	> 15	3	1.63%
Unknown	1	0.54%	Unknown	1	0.54%
Total	184	100%	Total	184	100%

Scene Time (Depart Scene - Arrive Scene)			Transport Time (Arrive Hospital - Depart Scene)		
Minutes	# of Runs	% of Runs	Minutes	# of Runs	% of Runs
0 - 10	37	20.11%	0 - 5	1	0.54%
11 - 20	108	58.70%	6 - 10	0	0.00%
21 - 30	25	13.59%	11 - 15	3	1.63%
> 30	10	5.43%	> 15	128	69.57%
Unknown	4	2.17%	Unknown	52	28.26%
Total	184	100%	Total	184	100%

Hospital Time (Depart Hospital - Arrive Hospital)			Average Run Times	
Minutes	# of Runs	% of Runs		
0 - 5	13	7.07%	Enroute	00:00:45
6 - 10	7	3.80%	To Scene	00:04:52
11 - 15	18	9.78%	At Scene	00:17:35
> 15	92	50.00%	To Destination	00:27:05
Unknown	54	29.35%	Back in Service	00:23:20
Total	184	100%	Total	01:13:37

Range of Times: Lowest = -22 and Highest = 87

Transport Mode from Scene

Transport Mode from Scene	# of Times	% of Times
Initial No Lights or Sirens, Upgraded to Lights and Sirens	1	0.54%
Lights and Sirens	24	13.04%
No Lights or Sirens	107	58.15%
Unknown	52	28.26%
Total	184	100%

Transport Hospital

Destination	# of Runs	% of Runs
BRIDGTON HOSPITAL	1	0.54%
MAINE MEDICAL CENTER	104	56.52%
MERCY HOSPITAL	25	13.59%
SAINT MARYS REGIONAL MEDICAL CENTER	1	0.54%
No Destination	53	28.80%
Total	184	100%

Destination Determination

Destination Determination	# of Runs	% of Runs
Closest Facility	8	4.35%
Diversion	1	0.54%
Family Choice	10	5.43%
Law Enforcement Choice	1	0.54%
Other	1	0.54%
Patient Choice	108	58.70%
Patient's Physician's Choice	2	1.09%
Unknown	53	28.80%
Total	184	100%

Search Criteria	
Dates	From 05/01/2017 To 05/31/2017 (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