



# Town of Windham

## Fire – Rescue Department

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

Brent J. Libby, Chief

### October 2016 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 October 2016 during the day shift of 7:00 AM to 7:00 PM was 5.74 minutes. The average response time during the night hours of 7:00 PM to 7:00 AM was 7.10 minutes. The departments total response time for October increased by 0.04 minutes from last month. Our turn out time which is the time from dispatch to en route was 1.17 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 76 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 1784 hours of the 1860 for a percentage of coverage at **95.2%**, an increase in coverage of 5.2%.

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 68 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 1048 hours of the 1116 leaving us with **93.9 %** of coverage a decrease in coverage from last month of 4.6%.

We also provide one (1) full-time paramedic/firefighter per twenty four (24) hour period. That paramedic/firefighter is stationed at the Public Safety Building. When possible we try to ensure that there is a per-diem paramedic at North Windham Station but are not always successful. **83.4%** of the shifts at North Windham Station had a per-diem paramedic; this was an increase in coverage of 6.9% from last month's paramedic coverage.

Our training performance during October increased from last month. The department had 584.75 total hours for the month. We are continuing to offer Wednesday night trainings and day trainings during the week.

Training hour totals below are for the last four months.

July 2016	100.25 Hrs.	August 2016	394.75 Hrs.
September 2016	180.75 Hrs.	October 2016	584.75 Hrs.

## **Monthly Activity Data:**

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

	2016	2015	2014	
<i>Total Calls for the Month</i>	228	210	184	
<i>Total EMS Calls for the month</i>	157	155	120	<i>(The EMS numbers are a part of the total)</i>
Year to Date Totals	2286	2324	2183	

We had requested a mutual aid ambulance 9 times in October, of those calls 8 resulted in transports to the hospital by mutual aid.

6 Fire inspections with associated follow up were conducted during the month of October.

## **Of Interest:**

- We completed several weeks in the schools and local day care centers this month, we were able to reach 1,210 kids. On duty crews and other personnel participated as available to discuss with the kids the importance of fire safety.
- Also this month in partnership with the Police Department, AARP and our elected officials we resurrected the Public Safety open house. The event was held on October 1<sup>st</sup> at the public safety building with activities, displays, and a shredding station. We had a good turnout for the first year back. We are planning to make it an annual event.
- Crews have been briefed on the new fireworks ordinance. We are also working with our vendor on implementing the fireworks permit module into our online burning permit program.
- This month Windham hosted two weekend sessions of a basic pumps class for the first year college students. The class consists of classroom and practical evolutions which take place around town with the apparatus.
- A mailing has gone out to all of residents in the areas that were once no burn zones at the beginning of the month noting the changes. Response has been positive from the residents.
- The South Windham Fire Station project has gone beyond the original completion date. Crews have been working diligently to get work completed and we are planning for a new completion date at the end of November.

## **Equipment**

- On April 4<sup>th</sup> Tower 3 had a major equipment failure. While the mechanic was working on the truck the ladder elevated on its own. While on its way to Florida it had a catastrophic failure that resulted in the drive shaft and pump transfer case being destroyed. E-One has to repair this issue before they can work to diagnose the initial issue, those repairs are ongoing. We have started the communicating on the return of this truck. Hopefully that will occur by the end of November.
- Our new Engine 6 has arrived in Windham. During the month of October we will be completing factory and drivers training on the truck.
- Apparatus has been rotating through the mechanic for service in preparation for winter weather.

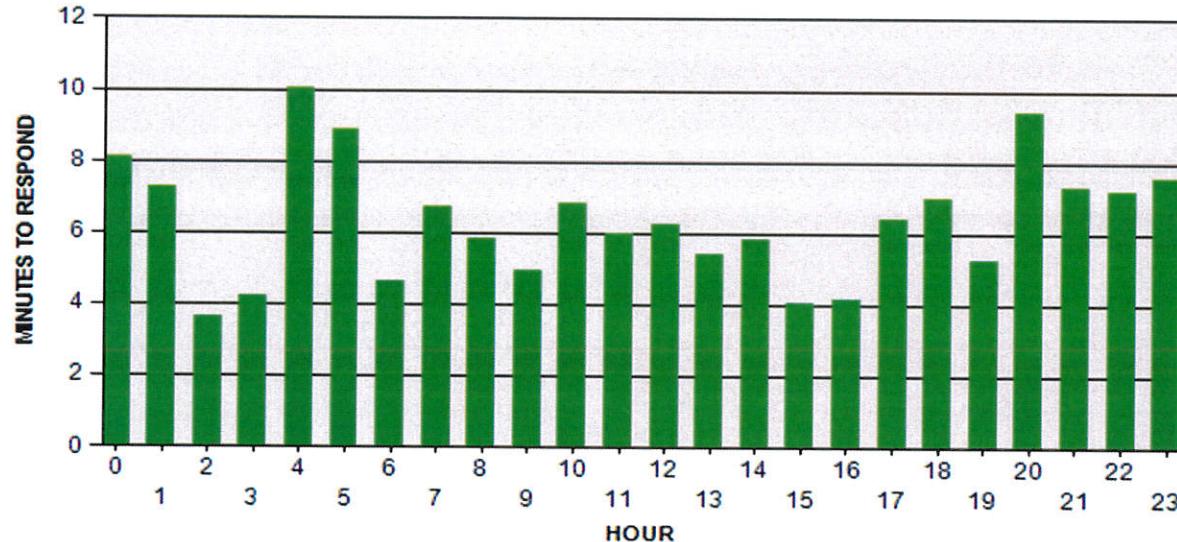
# Town of Windham Fire & Rescue

Windham, ME



## Average Response Time per Hour for Date Range

Start Date: 10/01/2016 | End Date: 10/31/2016



Hour	Times	Avg. Response, minutes	Avg. Response, minutes
			Day
0	0:00 - 0:59		8.07
1	1:00 - 1:59		7.25
2	2:00 - 2:59		3.62
3	3:00 - 3:59		4.19
4	4:00 - 4:59		10.02
5	5:00 - 5:59		8.86
6	6:00 - 6:59		4.61
7	7:00 - 7:59	6.73	
8	8:00 - 8:59	5.82	
9	9:00 - 9:59	4.96	
10	10:00 - 10:59	6.82	
11	11:00 - 11:59	5.99	
12	12:00 - 12:59	6.26	
13	13:00 - 13:59	5.4	
14	14:00 - 14:59	5.82	
15	15:00 - 15:59	4.03	
16	16:00 - 16:59	4.16	
17	17:00 - 17:59	6.4	
18	18:00 - 18:59	6.98	
19	19:00 - 19:59	5.26	
20	20:00 - 20:59		9.4
21	21:00 - 21:59		7.31
22	22:00 - 22:59		7.18
23	23:00 - 23:59		7.58
		5.74	7.10

TOTAL AVERAGE RESPONSE TIME: 6.36 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

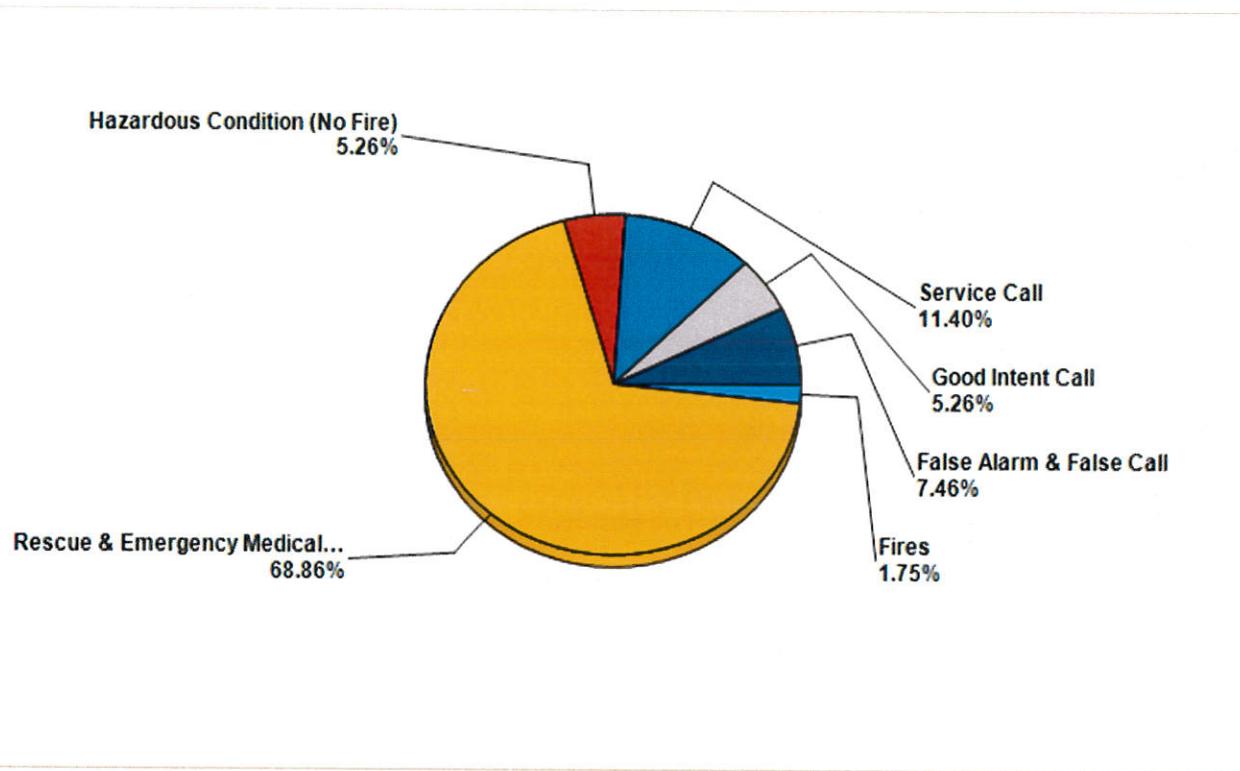
# Town of Windham Fire & Rescue

Windham, ME



## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 10/01/2016 | End Date: 10/31/2016



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	4	1.75%
Rescue & Emergency Medical Service	157	68.86%
Hazardous Condition (No Fire)	12	5.26%
Service Call	26	11.40%
Good Intent Call	12	5.26%
False Alarm & False Call	17	7.46%
<b>TOTAL</b>	<b>228</b>	<b>100.00%</b>

### Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	1	0.44%
113 - Cooking fire, confined to container	1	0.44%
140 - Natural vegetation fire, other	2	0.88%
300 - Rescue, EMS incident, other	1	0.44%
311 - Medical assist, assist EMS crew	1	0.44%
321 - EMS call, excluding vehicle accident with injury	134	58.77%
322 - Motor vehicle accident with injuries	6	2.63%
323 - Motor vehicle/pedestrian accident (MV Ped)	1	0.44%
324 - Motor vehicle accident with no injuries.	13	5.70%
381 - Rescue or EMS standby	1	0.44%
424 - Carbon monoxide incident	6	2.63%
444 - Power line down	1	0.44%
445 - Arcing, shorted electrical equipment	2	0.88%
460 - Accident, potential accident, other	1	0.44%
463 - Vehicle accident, general cleanup	2	0.88%
500 - Service Call, other	2	0.88%
520 - Water problem, other	1	0.44%
522 - Water or steam leak	1	0.44%
551 - Assist police or other governmental agency	2	0.88%
553 - Public service	1	0.44%
561 - Unauthorized burning	8	3.51%
571 - Cover assignment, standby, moveup	11	4.82%
611 - Dispatched & cancelled en route	3	1.32%
622 - No incident found on arrival at dispatch address	2	0.88%
631 - Authorized controlled burning	2	0.88%
651 - Smoke scare, odor of smoke	2	0.88%
652 - Steam, vapor, fog or dust thought to be smoke	1	0.44%
671 - HazMat release investigation w/no HazMat	2	0.88%
700 - False alarm or false call, other	3	1.32%
711 - Municipal alarm system, malicious false alarm	1	0.44%
730 - System malfunction, other	3	1.32%
733 - Smoke detector activation due to malfunction	4	1.75%
734 - Heat detector activation due to malfunction	1	0.44%
736 - CO detector activation due to malfunction	1	0.44%
740 - Unintentional transmission of alarm, other	2	0.88%
743 - Smoke detector activation, no fire - unintentional	1	0.44%
745 - Alarm system activation, no fire - unintentional	1	0.44%
<b>TOTAL INCIDENTS:</b>	<b>228</b>	<b>100.00%</b>

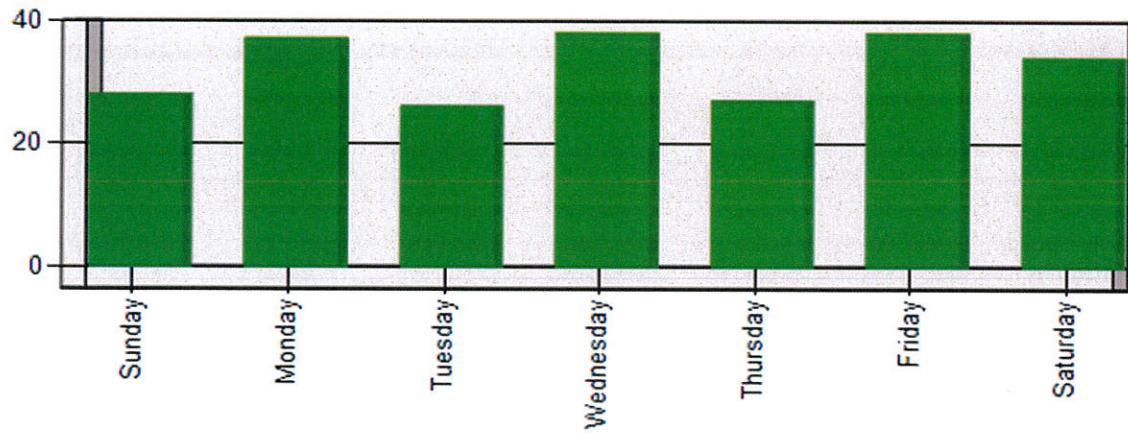
# Town of Windham Fire & Rescue

Windham, ME



## Incidents by Day of the Week for Date Range

Start Date: 10/01/2016 | End Date: 10/31/2016



DAY OF THE WEEK	# INCIDENTS
Sunday	28
Monday	37
Tuesday	26
Wednesday	38
Thursday	27
Friday	38
Saturday	34
<b>TOTAL</b>	<b>228</b>

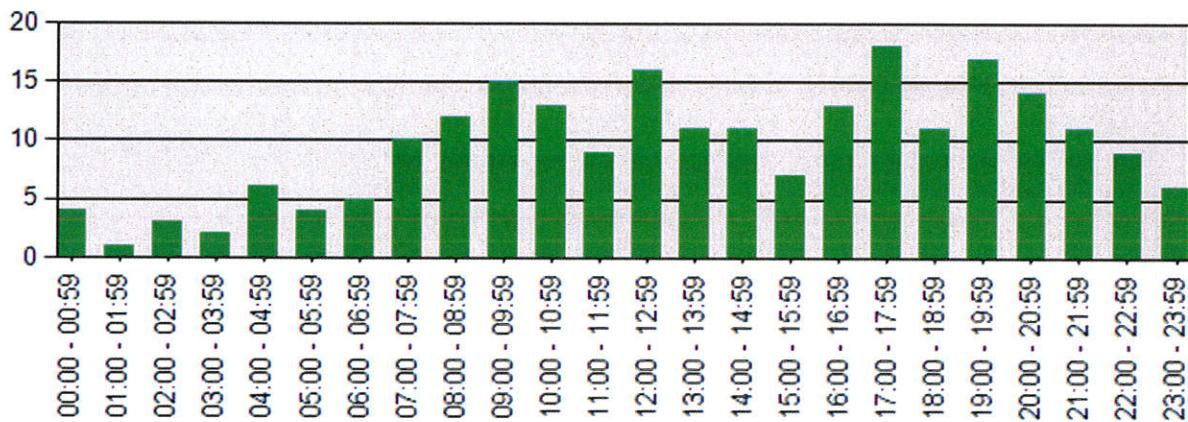
Only REVIEWED incidents included

# Town of Windham Fire & Rescue

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



HOUR	# of CALLS
00:00 - 00:59	4
01:00 - 01:59	1
02:00 - 02:59	3
03:00 - 03:59	2
04:00 - 04:59	6
05:00 - 05:59	4
06:00 - 06:59	5
07:00 - 07:59	10
08:00 - 08:59	12
09:00 - 09:59	15
10:00 - 10:59	13
11:00 - 11:59	9
12:00 - 12:59	16
13:00 - 13:59	11
14:00 - 14:59	11
15:00 - 15:59	7
16:00 - 16:59	13
17:00 - 17:59	18
18:00 - 18:59	11
19:00 - 19:59	17
20:00 - 20:59	14
21:00 - 21:59	11
22:00 - 22:59	9
23:00 - 23:59	6
<b>TOTAL:</b>	<b>228</b>

Only REVIEWED incidents included.

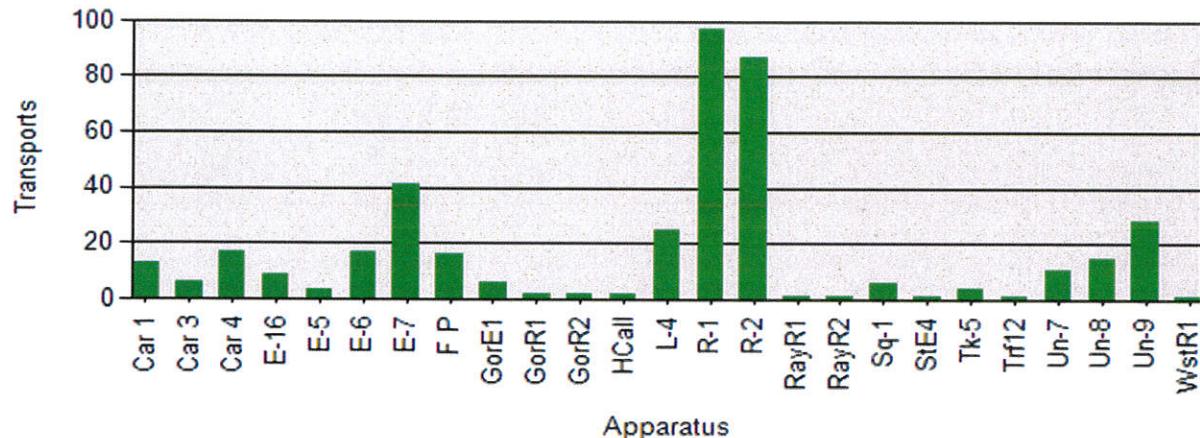
# Town of Windham Fire & Rescue

Windham, ME



## Incident Count per Apparatus for Date Range

Start Date: 10/01/2016 | End Date: 10/31/2016



APPARATUS	# of INCIDENTS
Car 1	13
Car 3	6
Car 4	17
E-16	9
E-5	3
E-6	17
E-7	41
F P	16
GorE1	6
GorR1	2
GorR2	2
HCall	2
L-4	25
R-1	97
R-2	87
RayR1	1
RayR2	1
Sq-1	6
StE4	1
Tk-5	4
Trf12	1
Un-7	11
Un-8	15
Un-9	28
WstR1	1

# Town of Windham Fire & Rescue

Windham, ME



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

Zone: All Zones | Start Date: 10/01/2016 | End Date: 10/31/2016

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	0	0	0	1	0	1	2	00:00	4	1.75%
01:00	1	0	0	0	0	0	0	01:00	1	0.44%
02:00	0	0	0	0	1	0	2	02:00	3	1.32%
03:00	1	0	0	0	0	0	1	03:00	2	0.88%
04:00	0	2	1	1	0	1	1	04:00	6	2.63%
05:00	1	0	0	0	0	3	0	05:00	4	1.75%
06:00	1	0	0	2	1	1	0	06:00	5	2.19%
07:00	1	2	2	1	1	0	3	07:00	10	4.39%
08:00	0	2	1	5	1	2	1	08:00	12	5.26%
09:00	2	3	2	3	4	0	1	09:00	15	6.58%
10:00	3	2	0	0	3	3	2	10:00	13	5.70%
11:00	1	0	0	2	2	2	2	11:00	9	3.95%
12:00	3	2	3	3	1	2	2	12:00	16	7.02%
13:00	0	2	2	1	0	3	3	13:00	11	4.82%
14:00	3	2	0	2	1	3	0	14:00	11	4.82%
15:00	0	1	2	1	1	1	1	15:00	7	3.07%
16:00	1	2	0	3	3	2	2	16:00	13	5.70%
17:00	1	3	2	2	4	4	2	17:00	18	7.89%
18:00	1	1	1	3	0	2	3	18:00	11	4.82%
19:00	3	6	2	1	1	3	1	19:00	17	7.46%
20:00	1	2	4	4	2	0	1	20:00	14	6.14%
21:00	4	2	1	0	0	2	2	21:00	11	4.82%
22:00	0	3	1	1	0	2	2	22:00	9	3.95%
23:00	0	0	2	2	1	1	0	23:00	6	2.63%
Total Responses for Day	28	37	26	38	27	38	34	Total	228	100.00%
% of Responses for Day	14.29%	16.22%	15.38%	13.16%	14.81%	10.53%	8.82%			
% of Responses for Week	12.28%	16.23%	11.40%	16.67%	11.84%	16.67%	14.91%			

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

Month	Dispatch Time	Reaction Time	Response Time	Call Length
2016	Alarm to Dispatch	Dispatch to Enroute	Dispatch to Arrival	Dispatch to In Service
January 2016	0.01	1.05	5.34	57.17
February 2016	0.05	1.04	5.32	57.23
March 2016	0.03	1.02	5.56	70.02
April 2016	0.06	1.09	5.17	50.08
May 2016	0.06	1.02	6.54	59.64
June 2016	0.08	1.10	8.31	67.22
July 2016	0.02	1.39	5.53	54.33
August 2016	0.11	1.03	5.36	57.29
September 2016	0.17	1.04	4.43	59.04
October 2016	0.04	1.17	5.44	56.21
November 2016				
December 2016				
Averages	<b>0.040</b>	<b>1.037</b>	<b>5.407</b>	<b>61.473</b>

Month	Dispatch Time	Reaction Time	Response Time	Call Length
2015	Alarm to Dispatch	Dispatch to Enroute	Dispatch to Arrival	Dispatch to In Service
January 2015	0.04	1.72	6.27	54.42
February 2015	0.5	1.4	6.54	62.87
March 2015	0.1	1.34	6.81	63.28
April 2015	0.9	1.20	6.73	52.11
May 2015	0.1	1.21	6.15	61.16
June 2015	0.04	1.11	5.35	59.35
July 2015	0.03	1.24	6.21	53.45
August 2015	0.02	1.14	5.56	52.47
September 2015	0.08	1.14	5.10	56.22
October 2015	0.04	1.01	5.15	60.25
November 2015	0.02	1.21	5.46	54.08
December 2015	0.01	1.05	5.15	53.06
Averages	0.300	1.487	6.540	60.190



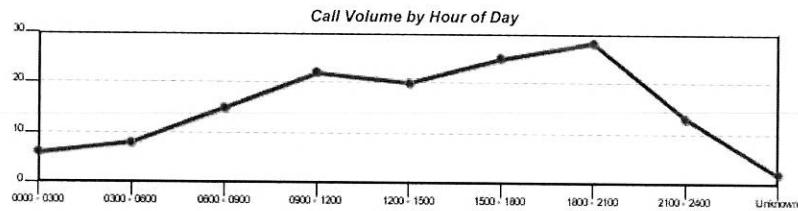
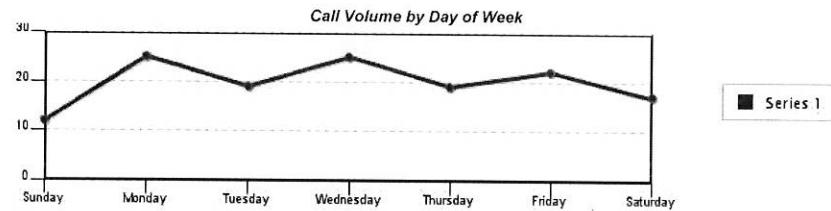
**Ambulance Run Data Report**  
**Windham Fire Rescue**  
**From 10/01/16 To 10/31/16**  
**Total Number of Runs Based on Search Criteria: 139**

**Runs by City**

City	# of Runs	% of Runs
Gorham (census name for Gorham Center)	1	0.72%
Gray (sta) (East Gray)	1	0.72%
Standish	3	2.16%
WINDHAM	1	0.72%
Windham (Town of)	132	94.96%
Unknown	1	0.72%
<b>Total</b>	<b>139</b>	<b>100%</b>

**Times of Call**

Time Period	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Percentage
0000 - 0300	0	0	0	1	1	1	3	6	4.32%
0300 - 0600	1	2	1	0	0	3	1	8	5.76%
0600 - 0900	1	2	1	6	2	2	1	15	10.79%
0900 - 1200	4	3	2	3	4	2	4	22	15.83%
1200 - 1500	2	4	5	2	1	5	1	20	14.39%
1500 - 1800	1	3	3	6	8	3	1	25	17.99%
1800 - 2100	2	7	5	5	1	5	3	28	20.14%
2100 - 2400	1	4	2	1	1	1	3	13	9.35%
Unknown	0	0	0	1	1	0	0	2	1.44%
<b>Total</b>	<b>12</b>	<b>25</b>	<b>19</b>	<b>25</b>	<b>19</b>	<b>22</b>	<b>17</b>	<b>139</b>	<b>100%</b>

**Runs by Provider Impression**

Provider Impression	# of Times	% of Times
Allergy / Anaphylaxis	2	1.44%
Altered Level of Consciousness / Coma	1	0.72%
Assist Only	4	2.88%
Behavioral / Psychiatric Disorder	1	0.72%
Cardiac - Chest Pain	10	7.19%
Cardiac - Other	3	2.16%
Dehydration	4	2.88%
Diabetic Emergency	2	1.44%
Flu Like Illness	2	1.44%
Hemorrhage - Non-Traumatic	2	1.44%
Hemorrhage - Traumatic	1	0.72%
Nausea / Vomiting (Unknown Etiology)	2	1.44%
No Apparent Illness / Injury	1	0.72%
Obvious Death	1	0.72%
Other Illness / Injury	15	10.79%
Overdose - Drug / Medication	5	3.60%
Overdose - ETOH	3	2.16%
Pain - Abdominal (Non-Traumatic)	11	7.91%
Pain - Back (Non-Traumatic)	2	1.44%
Pain - Chest (Non-Cardiac)	1	0.72%
Pain - Head (Non-Traumatic)	3	2.16%
Respiratory Distress - Bronchospasm	3	2.16%
Respiratory Distress - Other	5	3.60%
Seizure / Convulsions	1	0.72%
Stroke / CVA / TIA	3	2.16%

Syncope / Fainting	7	5.04%
Toxic Exposure	1	0.72%
Transfer - Other	1	0.72%
Traumatic Injury - Back	3	2.16%
Traumatic Injury - Extremity	8	5.76%
Traumatic Injury - Head	9	6.47%
Traumatic Injury - Multisystem	2	1.44%
Weakness / General Malaise	18	12.95%
Unknown	2	1.44%
<b>Total</b>	<b>139</b>	<b>100%</b>

*Runs by Response Disposition*

Response Disposition	# of Times	% of Times
Deceased on Scene	1	0.72%
No Treatment Required	9	6.47%
Patient Refused Treatment	11	7.91%
Treated, Patient Refused Transport	15	10.79%
Treated, Transferred Care to other EMS Service	2	1.44%
Treated, Transported by EMS (ALS)	83	59.71%
Treated, Transported by EMS (BLS)	17	12.23%
Unknown	1	0.72%
<b>Total</b>	<b>139</b>	<b>100%</b>

*Runs by Dispatch Reason*

Dispatch Reason	# of Times	% of Times
1 - Abdominal Pain / Problems	1	0.72%
10 - Chest Pain (Non-Traumatic)	12	8.63%
11 - Choking	1	0.72%
12 - Convulsions / Seizures	1	0.72%
13 - Diabetic Problems	4	2.88%
16 - Eye Problems / Injuries	1	0.72%
17 - Falls	16	11.51%
18 - Headache	5	3.60%
2 - Allergies (Reactions) / Envenomations (Stings,Bees)	2	1.44%
21 - Hemorrhage / Lacerations	6	4.32%
23 - Overdose / Poisoning (Ingestion)	6	4.32%
25 - Psychiatric / Abnormal Behavior / Suicide Attempt	1	0.72%
26 - Sick Person	14	10.07%
28 - Stroke (CVA) / Transient Ischemic Attack (TIA)	4	2.88%
29 - Traffic / Transportation Incident	10	7.19%
30 - Traumatic Injury	3	2.16%
31 - Unconscious / Fainting (Near)	13	9.35%
32 - Unknown Problem (Man Down)	3	2.16%
4 - Assault / Sexual Assault	4	2.88%
5 - Back Pain (Non-Traumatic/Non-Recent Trauma)	1	0.72%
6 - Breathing Problems	10	7.19%
8 - Carbon Monoxide / Inhalation / HAZMAT / CBRNE	1	0.72%
9 - Cardiac or Respiratory Arrest / Death	1	0.72%
Medical Alarm	1	0.72%
Other	5	3.60%
Unknown	0	0.00%
<b>Total</b>	<b>139</b>	<b>100%</b>

*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	113	81.29%	0 - 5	84	60.43%
2 - 3	17	12.23%	6 - 10	42	30.22%
4 - 5	7	5.04%	11 - 15	10	7.19%
> 5	0	0.00%	> 15	1	0.72%
Unknown	2	1.44%	Unknown	2	1.44%
<b>Total</b>	<b>139</b>	<b>100%</b>	<b>Total</b>	<b>139</b>	<b>100%</b>

Scene Time (Depart Scene - Arrive Scene)			Transport Time (Arrive Hospital - Depart Scene)		
Minutes	# of Runs	% of Runs	Minutes	# of Runs	% of Runs
0 - 10	39	28.06%	0 - 5	2	1.44%
11 - 20	60	43.17%	6 - 10	1	0.72%
21 - 30	20	14.39%	11 - 15	1	0.72%
> 30	15	10.79%	> 15	97	69.78%
Unknown	5	3.60%	Unknown	38	27.34%
<b>Total</b>	<b>139</b>	<b>100%</b>	<b>Total</b>	<b>139</b>	<b>100%</b>

Hospital Time (Depart Hospital - Arrive Hospital)			Average Run Times		
Minutes	# of Runs	% of Runs	Enroute	To Scene	To Destination
0 - 5	19	13.67%			
6 - 10	8	5.76%			
11 - 15	8	5.76%			
> 15	66	47.48%			
Unknown	38	27.34%			
<b>Total</b>	<b>139</b>	<b>100%</b>	Enroute	To Scene	To Destination
			00:00:46	00:04:59	00:26:44
				At Scene	Back in Service
				00:18:09	00:21:53
					Total
					01:12:31

Range of Times: Lowest = 0 and Highest = 95

*Transport Mode from Scene*

Transport Mode from Scene	# of Times	% of Times
Initial No Lights or Sirens, Upgraded to Lights and Sirens	2	1.44%
Lights and Sirens	22	15.83%
No Lights or Sirens	77	55.40%
Not Applicable	1	0.72%
Unknown	37	26.62%
<b>Total</b>	<b>139</b>	<b>100%</b>

**Search Criteria**

Dates	From 10/01/2016 To 10/31/2016 (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