



# 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 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 October was 6.72 minutes. The average night shift response time was 7.56 minutes. The department's total average response time for October was 7.14 minutes. This month our response times remained essentially the same in comparison to September. Our average turn out time which is the time from dispatch to en route was 1.11 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 354 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 1878 hours of the 2232 hours for a percentage of coverage at 84.2% a decrease of 2% in coverage over last month.

During the night shift the department fills two (2) per-diem shifts for a total of 744 hours. There were 28 hours uncovered at night leaving us covering 716 hours providing us with 96.3% coverage, a minimal increase 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 October has decreased from last month. The department had 395.75 total training hours for the month.

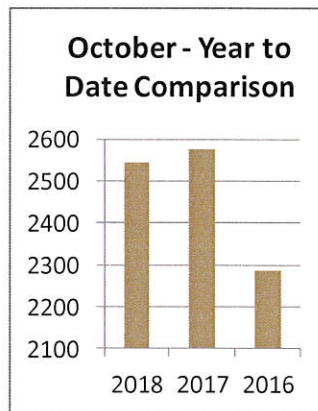
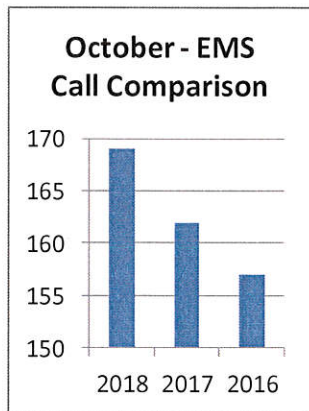
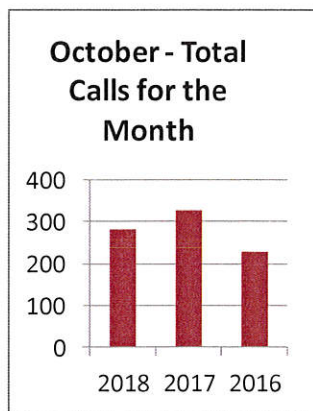
Training hour totals below are for the last four months.

July 2018	295.50 Hrs.	August 2018	1,077.50 Hrs.
September 2018	509.75 Hrs.	October 2018	395.75 Hrs.

## Monthly Activity Data:

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

	2018	2017	2016	
Total Calls for the Month	281	328	228	
Total EMS Calls for the month	169	162	157	(The EMS numbers are a part of the total)
Year to Date Totals	2543	2577	2286	



We had requested a mutual aid ambulance 7 times in October, of those calls 1 resulted in transport to the hospital by mutual aid. Our third ambulance handled 8 additional calls during the month 3 of them resulted in transports to the hospital.

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

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

### **Of Interest:**

- On October 6<sup>th</sup> we held our 3<sup>rd</sup> annual public safety open house. We great attendance from the community and excellent feedback on the event.
- During the month our personnel spent their time teaching fire prevention topics to all grades at the Primary School and most of the day cares in town. In total we made contact with 1800 kids to talk about fire safety, home escape plans and calling 9-1-1.
- The State Fire Marshal's Office attended the October 2<sup>nd</sup> council meeting for a live side by side sprinkler demonstration. With mirror living rooms set up, one room was equipped with a sprinkler and the other was without. Following the demonstration the assistant state fire marshal provide the council with an overview of the fire problem in the state and an outlook on community risk reduction.
- Captain John Brennan stepped down from his position of Captain at North Windham Station after 13 years in the position. We are fortunate that he is remaining a member of the department.

- Engine 7 has been sent out for unanticipated pump repairs. The truck a 2005 has never needed major pump work. It went in for some repairs and others were needed.
- We continue to have an open Paramedic/Firefighter position. We have had only a few applicants that we are working through the process. Until filled the position is being filled with overtime.
- Crews responded to two kitchen fires this month within days of each other. In both cases the occupants were home and able to call quickly. Both homes were damaged but are repairable. There were no injuries reported.
- We have submitted two grants to FEMA through the Assistance to Firefighters Grant Program. The first grant was to request funding to outfit North Windham Station with a sprinkler and alarm system. The second grant was a regional grant between Windham, Standish, Buxton and Gorham for radio equipment. The equipment we have requested funding for is over 10 years old. It will be several months before we learn of the outcome of those grants.



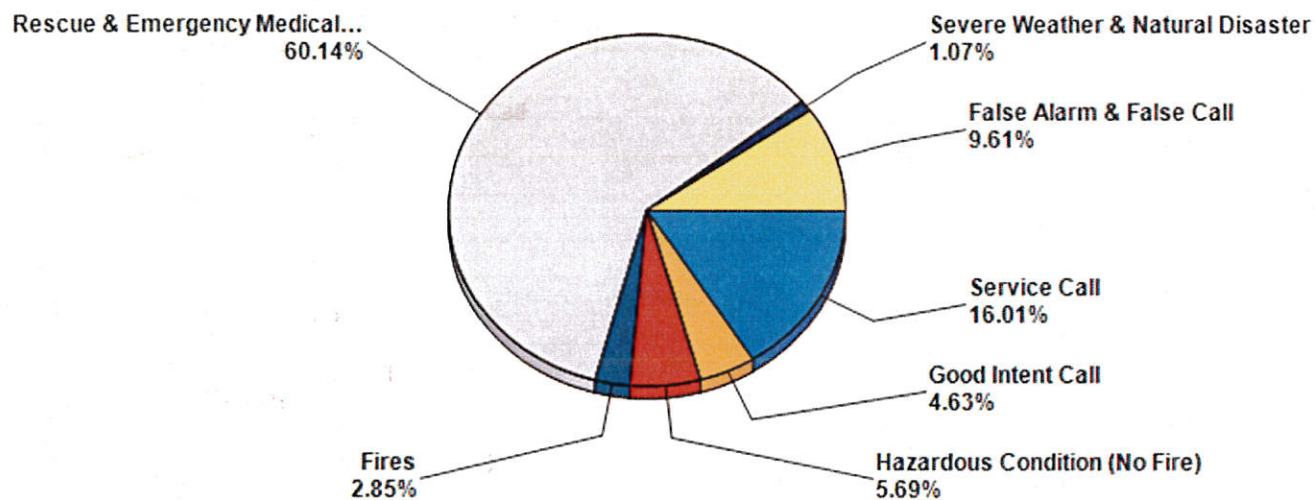
# Town of Windham Fire & Rescue

Windham, ME



## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 10/01/2018 | End Date: 10/31/2018



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	8	2.85%
Rescue & Emergency Medical Service	169	60.14%
Hazardous Condition (No Fire)	16	5.69%
Service Call	45	16.01%
Good Intent Call	13	4.63%
False Alarm & False Call	27	9.61%
Severe Weather & Natural Disaster	3	1.07%
<b>TOTAL</b>	<b>281</b>	<b>100.00%</b>

Detailed Breakdown by Incident Type		
INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	4	1.42%
114 - Chimney or flue fire, confined to chimney or flue	3	1.07%
131 - Passenger vehicle fire	1	0.36%
300 - Rescue, EMS incident, other	2	0.71%
311 - Medical assist, assist EMS crew	1	0.36%
320 - Emergency medical service, other	6	2.14%
321 - EMS call, excluding vehicle accident with injury	138	49.11%
322 - Motor vehicle accident with injuries	15	5.34%
324 - Motor vehicle accident with no injuries.	6	2.14%
341 - Search for person on land	1	0.36%
400 - Hazardous condition, other	1	0.36%
411 - Gasoline or other flammable liquid spill	2	0.71%
413 - Oil or other combustible liquid spill	2	0.71%
444 - Power line down	9	3.20%
463 - Vehicle accident, general cleanup	2	0.71%
500 - Service Call, other	7	2.49%
511 - Lock-out	2	0.71%
550 - Public service assistance, other	1	0.36%
551 - Assist police or other governmental agency	3	1.07%
552 - Police matter	1	0.36%
553 - Public service	2	0.71%
554 - Assist invalid	3	1.07%
561 - Unauthorized burning	2	0.71%
571 - Cover assignment, standby, moveup	24	8.54%
600 - Good intent call, other	1	0.36%
611 - Dispatched & cancelled en route	5	1.78%
621 - Wrong location	2	0.71%
622 - No incident found on arrival at dispatch address	2	0.71%
651 - Smoke scare, odor of smoke	1	0.36%
661 - EMS call, party transported by non-fire agency	1	0.36%
671 - HazMat release investigation w/no HazMat	1	0.36%
700 - False alarm or false call, other	2	0.71%
713 - Telephone, malicious false alarm	1	0.36%
730 - System malfunction, other	4	1.42%
731 - Sprinkler activation due to malfunction	1	0.36%
733 - Smoke detector activation due to malfunction	5	1.78%
734 - Heat detector activation due to malfunction	1	0.36%
735 - Alarm system sounded due to malfunction	2	0.71%
736 - CO detector activation due to malfunction	2	0.71%
743 - Smoke detector activation, no fire - unintentional	6	2.14%
744 - Detector activation, no fire - unintentional	2	0.71%
745 - Alarm system activation, no fire - unintentional	1	0.36%
813 - Wind storm, tornado/hurricane assessment	3	1.07%
<b>TOTAL INCIDENTS:</b>	<b>281</b>	<b>100.00%</b>



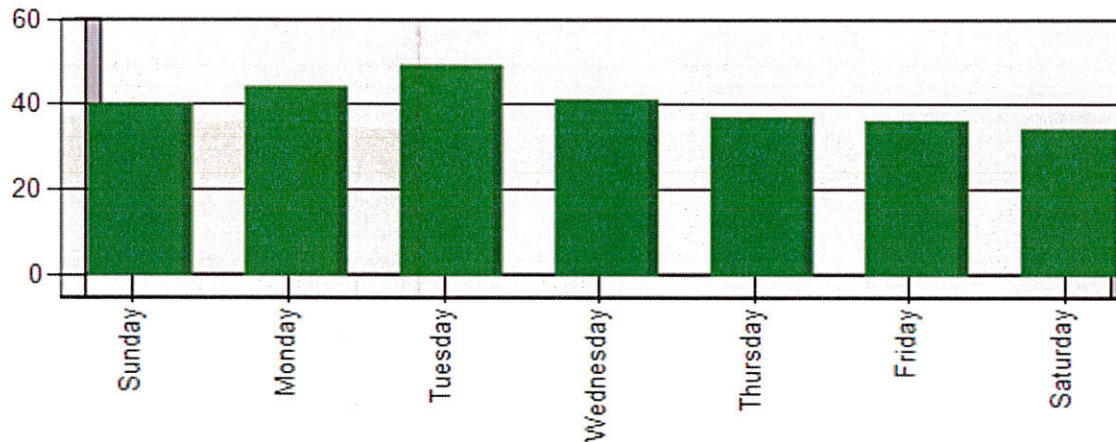
# Town of Windham Fire & Rescue

Windham, ME



## Incidents by Day of the Week for Date Range

Start Date: 10/01/2018 | End Date: 10/31/2018



DAY OF THE WEEK	# INCIDENTS
Sunday	40
Monday	44
Tuesday	49
Wednesday	41
Thursday	37
Friday	36
Saturday	34
<b>TOTAL</b>	<b>281</b>

Only REVIEWED incidents included

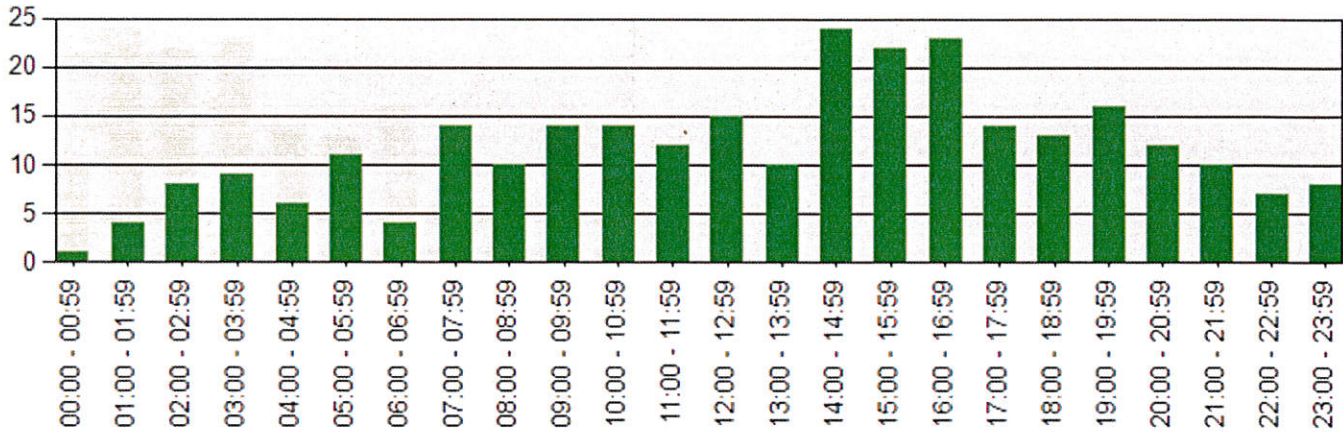
# Town of Windham Fire & Rescue

Windham, ME



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

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 10/01/2018 | End Date: 10/31/2018



Hour	# of CALLS
00:00 - 00:59	1
01:00 - 01:59	4
02:00 - 02:59	8
03:00 - 03:59	9
04:00 - 04:59	6
05:00 - 05:59	11
06:00 - 06:59	4
07:00 - 07:59	14
08:00 - 08:59	10
09:00 - 09:59	14
10:00 - 10:59	14
11:00 - 11:59	12
12:00 - 12:59	15
13:00 - 13:59	10
14:00 - 14:59	24
15:00 - 15:59	22
16:00 - 16:59	23
17:00 - 17:59	14
18:00 - 18:59	13
19:00 - 19:59	16
20:00 - 20:59	12
21:00 - 21:59	10
22:00 - 22:59	7
23:00 - 23:59	8
<b>TOTAL:</b>	<b>281</b>

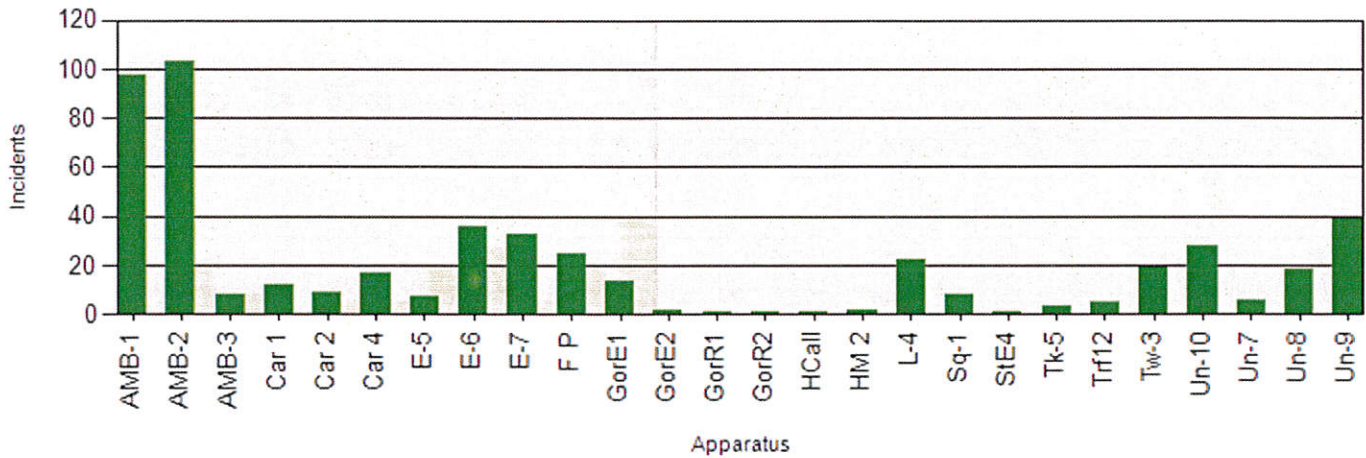
# Town of Windham Fire & Rescue

Windham, ME



## Incident Count per Apparatus for Date Range

Start Date: 10/01/2018 | End Date: 10/31/2018



APPARATUS	# of INCIDENTS
AMB-1	98
AMB-2	103
AMB-3	8
Car 1	12
Car 2	9
Car 4	17
E-5	7
E-6	36
E-7	33
F P	25
GorE1	14
GorE2	2
GorR1	1
GorR2	1
HCall	1
HM 2	2
L-4	22
Sq-1	8
StE4	1
Tk-5	3
Trf12	5
Tw-3	19
Un-10	28
Un-7	6
Un-8	18
Un-9	39



# Town of Windham Fire & Rescue

Windham, ME



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

Zone: All Zones | Start Date: 10/01/2018 | End Date: 10/31/2018

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	0	0	0	0	1	0	0	00:00	1	0.36%
01:00	0	3	0	0	1	0	0	01:00	4	1.42%
02:00	3	0	3	0	1	0	1	02:00	8	2.85%
03:00	2	1	4	1	0	0	1	03:00	9	3.20%
04:00	0	0	4	1	0	1	0	04:00	6	2.14%
05:00	1	2	5	0	1	2	0	05:00	11	3.91%
06:00	0	1	3	0	0	0	0	06:00	4	1.42%
07:00	2	6	0	1	1	1	3	07:00	14	4.98%
08:00	1	3	0	0	2	3	1	08:00	10	3.56%
09:00	2	3	5	0	1	1	2	09:00	14	4.98%
10:00	1	2	2	4	2	1	2	10:00	14	4.98%
11:00	2	1	2	2	1	3	1	11:00	12	4.27%
12:00	4	3	2	2	3	1	0	12:00	15	5.34%
13:00	0	0	1	3	5	1	0	13:00	10	3.56%
14:00	3	3	2	4	4	6	2	14:00	24	8.54%
15:00	4	4	2	9	1	1	1	15:00	22	7.83%
16:00	2	2	5	6	1	3	4	16:00	23	8.19%
17:00	3	2	2	2	2	0	3	17:00	14	4.98%
18:00	1	2	4	2	0	3	1	18:00	13	4.63%
19:00	3	2	0	3	1	4	3	19:00	16	5.69%
20:00	4	0	1	0	2	2	3	20:00	12	4.27%
21:00	0	2	1	1	2	1	3	21:00	10	3.56%
22:00	1	1	0	0	1	1	3	22:00	7	2.49%
23:00	1	1	1	0	4	1	0	23:00	8	2.85%
Total Responses for Day	40	44	49	41	37	36	34	Total	281	100.00%
% of Responses for Day	10.00%	13.64%	10.20%	21.95%	13.51%	16.67%	11.76%			
% of Responses for Week	14.23%	15.66%	17.44%	14.59%	13.17%	12.81%	12.10%			

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

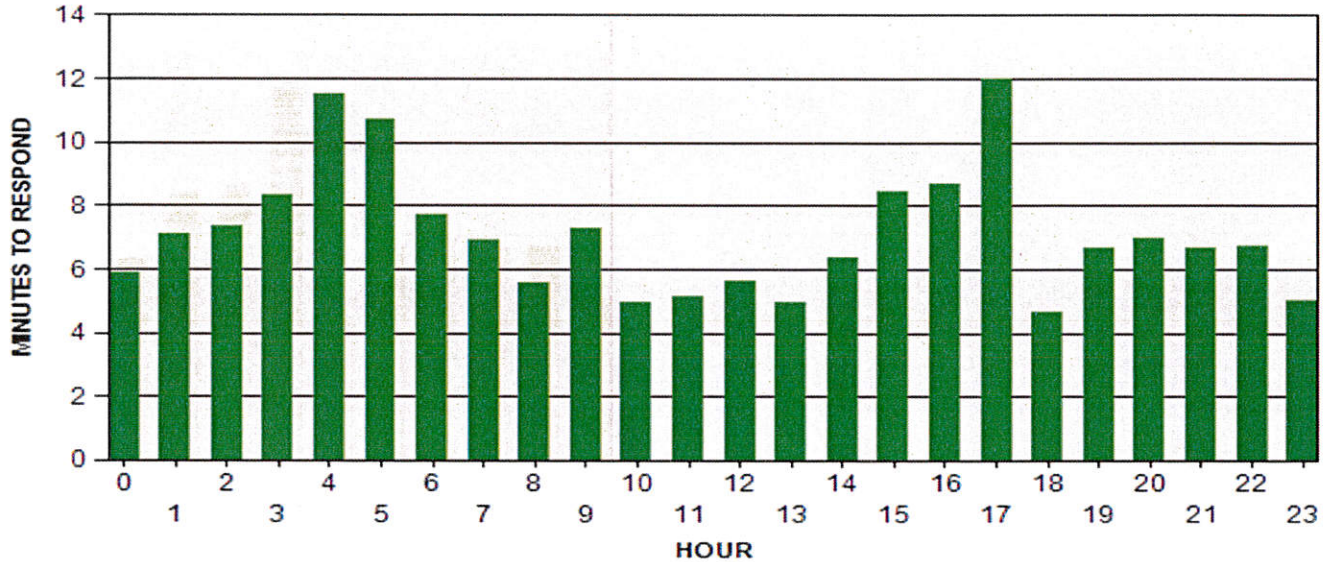
# Town of Windham Fire & Rescue

Windham, ME



## Average Response Time per Hour for Date Range

Start Date: 10/01/2018 | End Date: 10/31/2018



HOUR	TIMES	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		5.91
1	1:00 - 1:59		7.13
2	2:00 - 2:59		7.33
3	3:00 - 3:59		8.32
4	4:00 - 4:59		11.49
5	5:00 - 5:59		10.73
6	6:00 - 6:59		7.71
7	7:00 - 7:59	6.92	
8	8:00 - 8:59	5.59	
9	9:00 - 9:59	7.28	
10	10:00 - 10:59	4.96	
11	11:00 - 11:59	5.17	
12	12:00 - 12:59	5.65	
13	13:00 - 13:59	4.94	
14	14:00 - 14:59	6.36	
15	15:00 - 15:59	8.44	
16	16:00 - 16:59	8.7	
17	17:00 - 17:59	12.01	
18	18:00 - 18:59	4.65	
19	19:00 - 19:59		6.69
20	20:00 - 20:59		7.01
21	21:00 - 21:59		6.66
22	22:00 - 22:59		6.71
23	23:00 - 23:59		5.03
		6.72	7.56

**TOTAL AVERAGE RESPONSE TIME: 7.14 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



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	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	0.04	1.05	5.59	51.35
July	0.01	1.03	5.34	64.52
August	0.02	1.00	5.11	54.31
September	0.03	1.16	5.22	53.20
October	0.01	1.11	6.27	54.53
November				
December				
Averages	<b>0.13</b>	<b>1.18</b>	<b>6.23</b>	<b>59.66</b>