



# 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

### 2023 Third Quarter Report

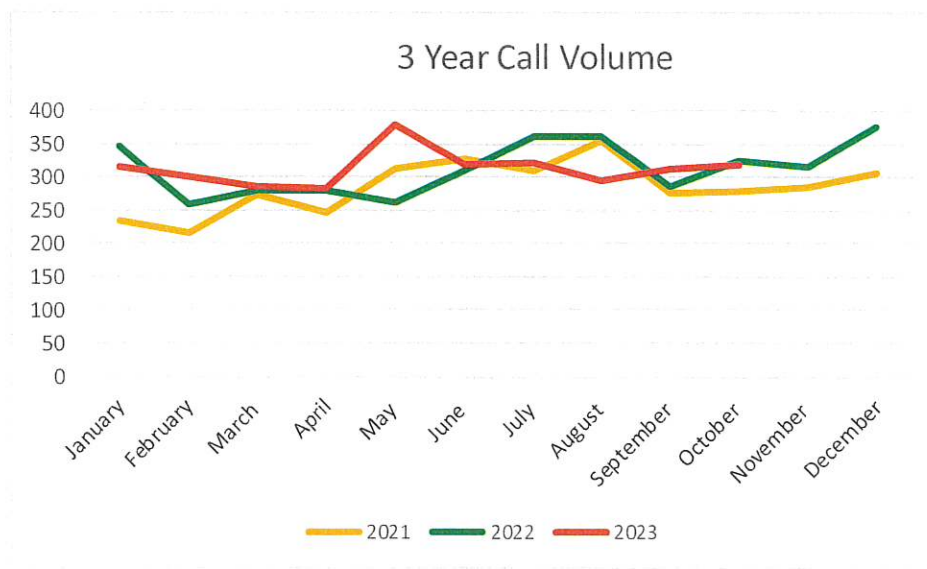
**It is the Mission of Windham Fire-Rescue Department**  
**“To assist the residents and visitors with emergencies or other situations that they are normally unable to handle themselves.”**

#### Performance Measures Related to Our Mission:

- Our average turnout time (dispatch to enroute) from dispatch to enroute was 1:00 minute.
- The average response time (dispatch to arrival) for the quarter was 6.95 minutes.
- Of our quarterly call volume, we received mutual aid assistance 2.81% of the time
- Of our quarterly call volume, we provided mutual aid assistance 15.26 % of the time
- On duty crews completed 36 safety survey inspections in the community
- Our training performance during this quarter was 2835.5 total personnel training hours.

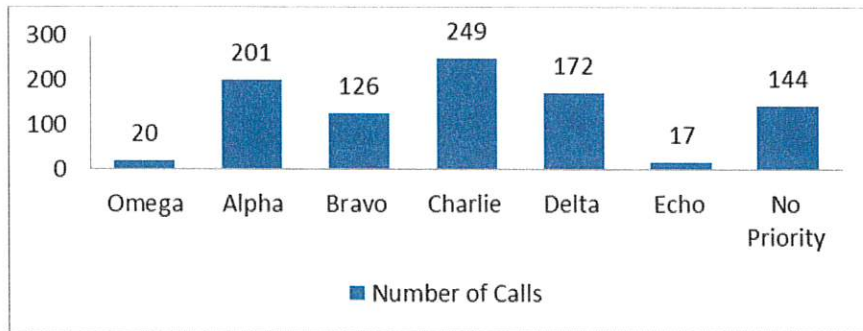
#### Three Year Call Volume Trend

Our call volume for the third quarter has leveled out, similar to previous years and remains at an overall 2% increase in volume over the same time last year.



	January	February	March	April	May	June	July	August	September	October	November	December
2021	235	217	273	246	312	327	309	356	275	280	285	305
2022	346	258	279	279	262	308	362	362	285	323	315	376
2023	314	299	285	283	378	317	321	295	312	317		3121

Emergency Medical Dispatch and Emergency Fire Dispatch provide the Cumberland County Regional Communications Center with a standardized call taking process. As the caller answers the pertinent questions the call is prioritized. We have built our response plans based on those priorities, to include whether apparatus will respond with lights and siren or with the flow of traffic and how much apparatus is dispatched to each call. Omega and Alpha calls are the lower priority calls while Echo and Delta are the highest priority calls. A priority may not be assigned if the caller hangs up before questions can be answered or if the call comes from another agency or by radio. If there is not a priority provided the response is handled as an emergency with a standard response.



- Third Quarter Anniversaries and new hires:

August		
<b>Carter, Alfred</b>	8/12/2002	21
<b>Williams, Eddie</b>	8/10/2020	3
<b>Holman, Richard</b>	8/29/2016	7
<b>Vajda, Glenn</b>	8/27/2015	8
<b>Havu, Mitchell</b>	8/4/2022	1
<b>Petersen, Peter</b>	8/4/2022	1
<b>Preston, Steven</b>	8/25/2022	1
<b>Wellauer, Keegan</b>	8/5/2022	1
September		
<b>Gomberg, Dane</b>	9/10/2019	4
<b>Silva, Paul</b>	9/1/2019	4
October		
<b>Bucknell, Lynn</b>	10/4/1999	24
<b>Favreau, Anthony</b>	10/8/2003	20
<b>Hall, Steve</b>	10/18/1995	28
<b>Hoar, Greg</b>	10/4/2019	4
<b>Johnston, Andrew</b>	10/1/2003	20
<b>Kerr, Doug</b>	10/19/2018	5
<b>Halladay, Kevin</b>	10/5/2020	3

### New Hires:

Dustin Andrews – Hired as full time - July  
Jaide Fagan – July  
Peter Fulton – July  
Maxwell McKendry – Aug  
Joseph Songen – Aug  
Liam Stewart – Hired as full time – July  
Adam Thacker – July  
JD Vincent – Hired as full time - July

### Of Interest:

- We have begun our transition to a new software program for scheduling, data management, reporting, payroll, inventory, inspections, and pre-planning. This is a huge undertaking and will eventually consolidate three separate programs into one.
- Personnel completed an Inland Fisheries and Wildlife course for the operation of the new UTV
- We participated in a full-scale exercise at the Maine Correctional Center that involved simulated treatment and transport of patients from a planned incident at the facility. It was a great training for our personnel and theirs with the new facilities at that location.
- Wildwood Landscaping has been hard at work to build out our public safety memorial at the Public Safety Building. We are awaiting the last pieces to arrive from Collete Monuments – we will have a dedication and unveiling once it is complete.
- Crews prepared for and covered stations for Hurricane Lee’s anticipated arrival/ miss.
- Our Reserve Engine is running out of South Windham Station as a front line to fill in for Gorham Engine 1, a 1996 engine that we share. It had to be removed from service and decommissioned as it would not pass inspection due to a severe crack in the frame. Gorham is looking at options for replacement.
- The Cumberland County Regional Communications Center has completely relocated to the EMA Office in the bunker below the center at 22 High Street. They will be in that space for the next three months while their space is completely updated and remodeled – picture of the old room and new room layout below.
- During every week for the month of October we had personnel in a school classroom or daycare providing fire prevention lessons. We were also able to bring back with success our Public Safety Open House.

# Town of Windham Fire & Rescue

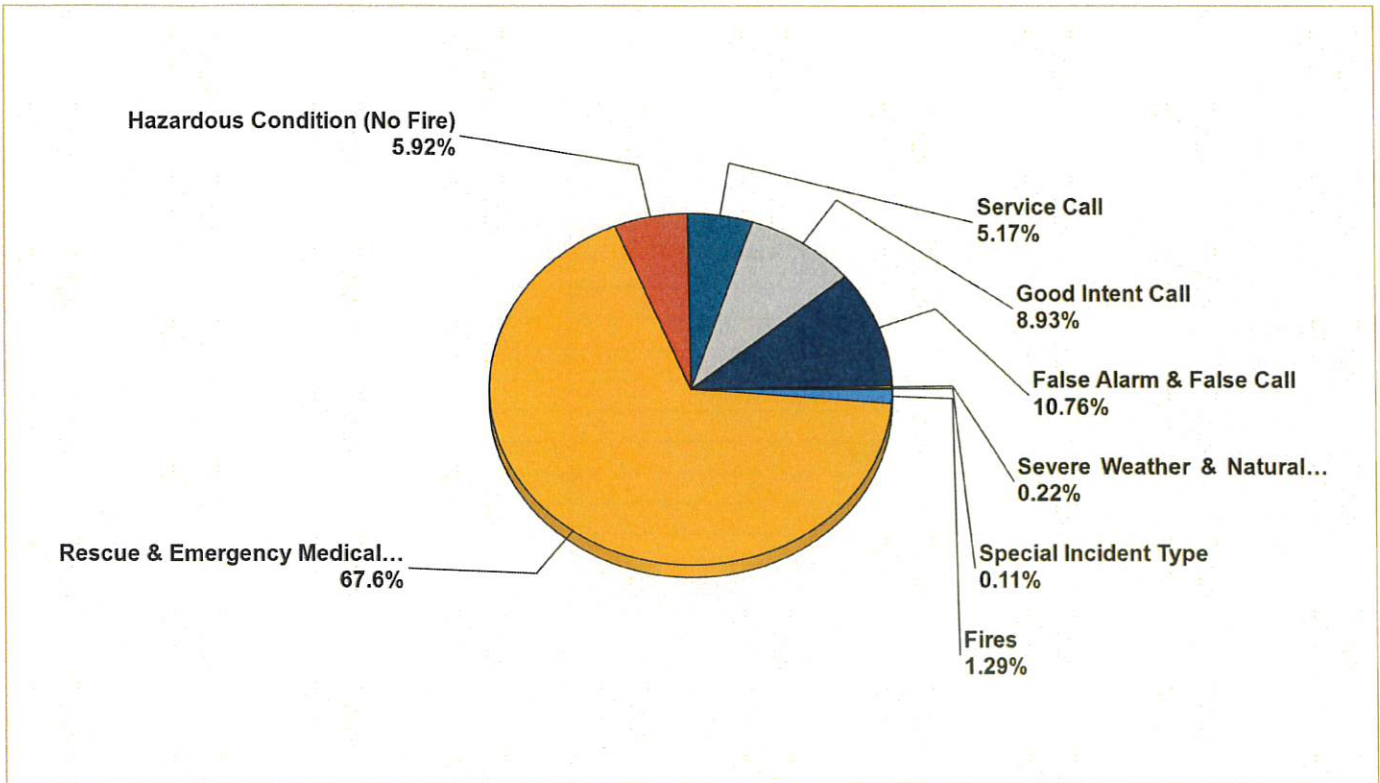
Windham, ME

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## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 07/01/2023 | End Date: 09/30/2023



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	12	1.29%
Rescue & Emergency Medical Service	628	67.6%
Hazardous Condition (No Fire)	55	5.92%
Service Call	48	5.17%
Good Intent Call	83	8.93%
False Alarm & False Call	100	10.76%
Severe Weather & Natural Disaster	2	0.22%
Special Incident Type	1	0.11%
<b>TOTAL</b>	<b>929</b>	<b>100%</b>

Only REVIEWED and/or LOCKED IMPORTED incidents are 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	6	0.65%
113 - Cooking fire, confined to container	2	0.22%
118 - Trash or rubbish fire, contained	1	0.11%
131 - Passenger vehicle fire	2	0.22%
151 - Outside rubbish, trash or waste fire	1	0.11%
311 - Medical assist, assist EMS crew	3	0.32%
320 - Emergency medical service, other	2	0.22%
321 - EMS call, excluding vehicle accident with injury	544	58.56%
322 - Motor vehicle accident with injuries	34	3.66%
323 - Motor vehicle/pedestrian accident (MV Ped)	1	0.11%
324 - Motor vehicle accident with no injuries.	32	3.44%
341 - Search for person on land	1	0.11%
353 - Removal of victim(s) from stalled elevator	1	0.11%
360 - Water & ice-related rescue, other	1	0.11%
361 - Swimming/recreational water areas rescue	1	0.11%
363 - Swift water rescue	1	0.11%
365 - Watercraft rescue	2	0.22%
381 - Rescue or EMS standby	5	0.54%
400 - Hazardous condition, other	4	0.43%
410 - Combustible/flammable gas/liquid condition, other	1	0.11%
411 - Gasoline or other flammable liquid spill	4	0.43%
412 - Gas leak (natural gas or LPG)	11	1.18%
413 - Oil or other combustible liquid spill	2	0.22%
420 - Toxic condition, other	1	0.11%
424 - Carbon monoxide incident	4	0.43%
440 - Electrical wiring/equipment problem, other	3	0.32%
442 - Overheated motor	1	0.11%
444 - Power line down	18	1.94%
445 - Arcing, shorted electrical equipment	1	0.11%
460 - Accident, potential accident, other	3	0.32%
463 - Vehicle accident, general cleanup	2	0.22%
500 - Service Call, other	8	0.86%
511 - Lock-out	3	0.32%
520 - Water problem, other	1	0.11%
522 - Water or steam leak	2	0.22%
531 - Smoke or odor removal	1	0.11%
550 - Public service assistance, other	3	0.32%
551 - Assist police or other governmental agency	1	0.11%
552 - Police matter	1	0.11%
553 - Public service	5	0.54%
554 - Assist invalid	1	0.11%
561 - Unauthorized burning	11	1.18%
571 - Cover assignment, standby, moveup	11	1.18%
600 - Good intent call, other	10	1.08%
611 - Dispatched & cancelled en route	39	4.2%
621 - Wrong location	1	0.11%
622 - No incident found on arrival at dispatch address	10	1.08%
631 - Authorized controlled burning	3	0.32%
632 - Prescribed fire	1	0.11%
641 - Vicinity alarm (incident in other location)	1	0.11%
650 - Steam, other gas mistaken for smoke, other	1	0.11%
651 - Smoke scare, odor of smoke	12	1.29%
661 - EMS call, party transported by non-fire agency	1	0.11%
671 - HazMat release investigation w/no HazMat	4	0.43%
700 - False alarm or false call, other	1	0.11%

Only REVIEWED and/or LOCKED IMPORTED incidents are 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
715 - Local alarm system, malicious false alarm	2	0.22%
721 - Bomb scare - no bomb	1	0.11%
730 - System malfunction, other	2	0.22%
733 - Smoke detector activation due to malfunction	20	2.15%
735 - Alarm system sounded due to malfunction	14	1.51%
736 - CO detector activation due to malfunction	2	0.22%
740 - Unintentional transmission of alarm, other	1	0.11%
741 - Sprinkler activation, no fire - unintentional	1	0.11%
743 - Smoke detector activation, no fire - unintentional	18	1.94%
744 - Detector activation, no fire - unintentional	3	0.32%
745 - Alarm system activation, no fire - unintentional	33	3.55%
746 - Carbon monoxide detector activation, no CO	2	0.22%
813 - Wind storm, tornado/hurricane assessment	2	0.22%
911 - Citizen complaint	1	0.11%
<b>TOTAL INCIDENTS:</b>	<b>929</b>	<b>100%</b>

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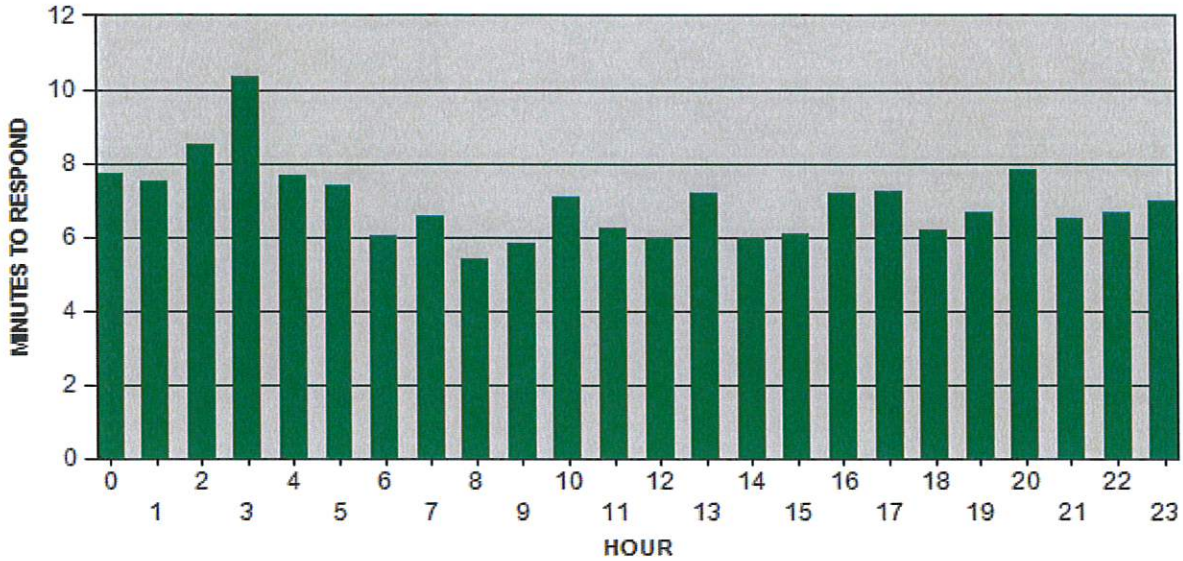
# Town of Windham Fire & Rescue

Windham, ME



## Average Response Time per Hour for Date Range

Start Date: 07/01/2023 | End Date: 09/30/2023



HOUR	TIMES	AVG. RESPONSE, minutes
0	0:00 - 0:59	7.74
1	1:00 - 1:59	7.52
2	2:00 - 2:59	8.51
3	3:00 - 3:59	10.35
4	4:00 - 4:59	7.65
5	5:00 - 5:59	7.38
6	6:00 - 6:59	6.02
7	7:00 - 7:59	6.55
8	8:00 - 8:59	5.39
9	9:00 - 9:59	5.82
10	10:00 - 10:59	7.09
11	11:00 - 11:59	6.23
12	12:00 - 12:59	5.99
13	13:00 - 13:59	7.19
14	14:00 - 14:59	5.96
15	15:00 - 15:59	6.08
16	16:00 - 16:59	7.17
17	17:00 - 17:59	7.24
18	18:00 - 18:59	6.19
19	19:00 - 19:59	6.67
20	20:00 - 20:59	7.8
21	21:00 - 21:59	6.53
22	22:00 - 22:59	6.69
23	23:00 - 23:59	7

**TOTAL AVERAGE RESPONSE TIME: 6.95 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

# Town of Windham Fire & Rescue

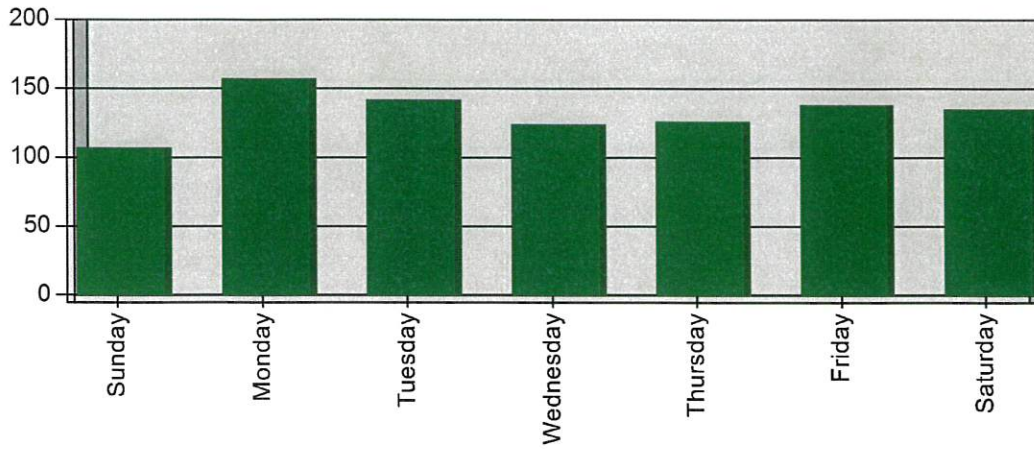
Windham, ME

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## Incidents by Day of the Week for Date Range

Start Date: 07/01/2023 | End Date: 09/30/2023



DAY OF THE WEEK	# INCIDENTS
Sunday	107
Monday	157
Tuesday	142
Wednesday	124
Thursday	126
Friday	138
Saturday	135
<b>TOTAL</b>	<b>929</b>

Only REVIEWED incidents included



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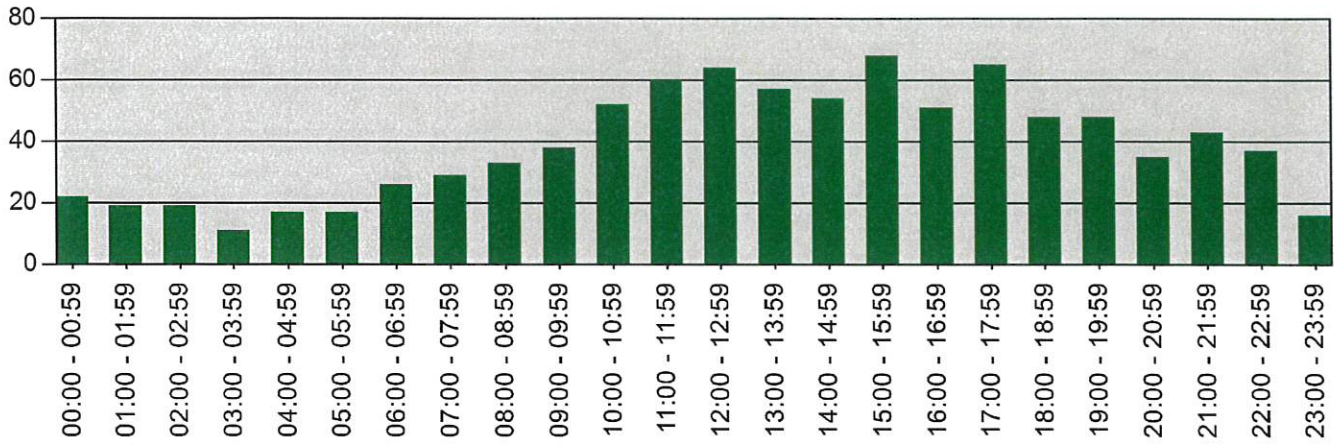
Windham, ME

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

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 07/01/2023 | End Date: 09/30/2023



Hour	# of Calls
00:00 - 00:59	22
01:00 - 01:59	19
02:00 - 02:59	19
03:00 - 03:59	11
04:00 - 04:59	17
05:00 - 05:59	17
06:00 - 06:59	26
07:00 - 07:59	29
08:00 - 08:59	33
09:00 - 09:59	38
10:00 - 10:59	52
11:00 - 11:59	60
12:00 - 12:59	64
13:00 - 13:59	57
14:00 - 14:59	54
15:00 - 15:59	68
16:00 - 16:59	51
17:00 - 17:59	65
18:00 - 18:59	48
19:00 - 19:59	48
20:00 - 20:59	35
21:00 - 21:59	43
22:00 - 22:59	37
23:00 - 23:59	16
<b>TOTAL:</b>	<b>929</b>

Only REVIEWED incidents included.

