



Town of Windham

Fire – Rescue Department

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Brent J. Libby, Chief

September 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 September 2016 during the day shift of 7:00 AM to 7:00 PM was 5.83 minutes. The average response time during the night hours of 7:00 PM to 7:00 AM was 6.97 minutes. The departments total response time for September decreased by 0.85 minutes from last month. Our turn out time which is the time from dispatch to en route was 1.04 minutes.

The department covers five (5) per-diem shifts during the day. In the 30 day period that provides us with 1800 hours of daytime coverage. We had a total of 169 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 1635 hours of the 1800 for a percentage of coverage at **90%**, an increase in coverage of 0.8%.

During the night shift the department fills three (3) per-diem shifts for a total of 1080 hours during the 30 day period. We had a total of 17 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 1063 hours of the 1080 leaving us with **98.5 %** of coverage an increase in coverage from last month of 3.6%.

We also provide one (1) full-time paramedic/firefighter per twenty four (24) hour period. That paramedic/firefighter is stationed at the Windham Center Station. When possible we try to ensure that there is a per-diem paramedic at North Windham Station but are not always successful. **76.5%** of the shifts at North Windham Station had a per-diem paramedic; this was an increase in coverage of 0.2% from last month's paramedic coverage.

Our training performance during September decreased from last month. The department had 180.75 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.

June 2016	348.5 Hrs.	July 2016	100.25 Hrs.
August 2016	394.75 Hrs.	September 2016	180.75 Hrs.

Monthly Activity Data:

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

	<u>2016</u>	<u>2015</u>	<u>2014</u>	
Total Calls for the Month	233	243	191	
Total EMS Calls for the month	168	182	137	(The EMS numbers are a part of the total)
Year to Date Totals	2056	2114	1995	

We had requested a mutual aid ambulance 4 times in September, of those calls 2 resulted in transports to the hospital by mutual aid.

9 Fire inspections with associated follow up were conducted during the month of September.

Of Interest:

- Several members of the department were invited to and attended a 9/11 memorial ceremony with the Police Department at the Windham Assembly of God. Ladder 4 and a crew also assisted Gray with a 9/11 ceremony.
- A crew was on standby at Dundee Park while people were in the river for the Lakes Regional Amazing Race.
- This month we had a very informative and thought provoking training on Firefighter cancer. We covered the associated risks and steps that we can take to help minimize exposure to the harmful chemicals of combustion that our crews are exposed during fire suppression.
- Crews responded to a working fire at the Northeastern Motel on Roosevelt Trail. That fire was contained to the object of origin and is suspected arson. The alarm functioned properly to evacuate the building.
- We also responded to a porch fire on Gambo Road that extended into the attic and through the roof. Crews were on scene quickly and were able to bring the situation under control quickly. The fire damage was limited as a result of the prompt response; much of the home did suffer smoke and some water damage.
- South Windham Station is progressing nicely. Walls have been framed, electrical, dry wall and plumbing are all underway.

Equipment

- On April 4th 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 on ongoing.
- Our new Engine 6 has arrived in Windham. During the month of October we will be completing factory and drivers training on the truck.
- Maine EMS was in this month to complete our annual ambulance inspections as required by our EMS license. We passed without incident.

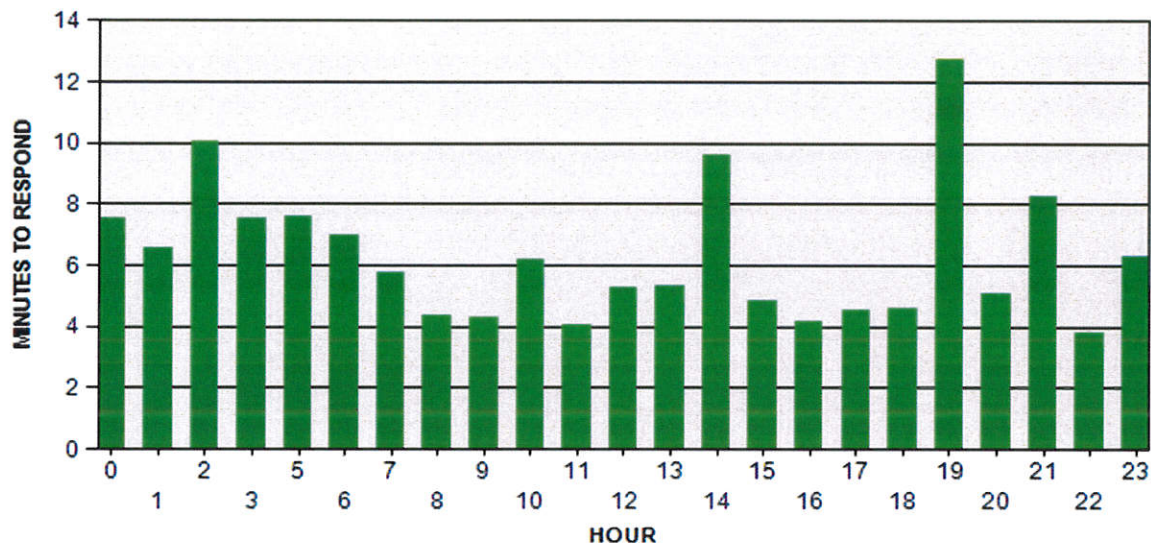
Town of Windham Fire & Rescue

Windham, ME



Average Response Time per Hour for Date Range

Start Date: 09/01/2016 | End Date: 09/30/2016



HOUR	TIMES	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		7.52
1	1:00 - 1:59		6.58
2	2:00 - 2:59		10.04
3	3:00 - 3:59		7.54
5	5:00 - 5:59		7.58
6	6:00 - 6:59		7.01
7	7:00 - 7:59	5.75	
8	8:00 - 8:59	4.32	
9	9:00 - 9:59	4.3	
10	10:00 - 10:59	6.21	
11	11:00 - 11:59	4.04	
12	12:00 - 12:59	5.26	
13	13:00 - 13:59	5.33	
14	14:00 - 14:59	9.62	
15	15:00 - 15:59	4.85	
16	16:00 - 16:59	4.15	
17	17:00 - 17:59	4.54	
18	18:00 - 18:59	4.62	
19	19:00 - 19:59	12.74	
20	20:00 - 20:59		5.07
21	21:00 - 21:59		8.26
22	22:00 - 22:59		3.79
23	23:00-2359		6.29
		5.83	6.97

TOTAL AVERAGE RESPONSE TIME: 6.32 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

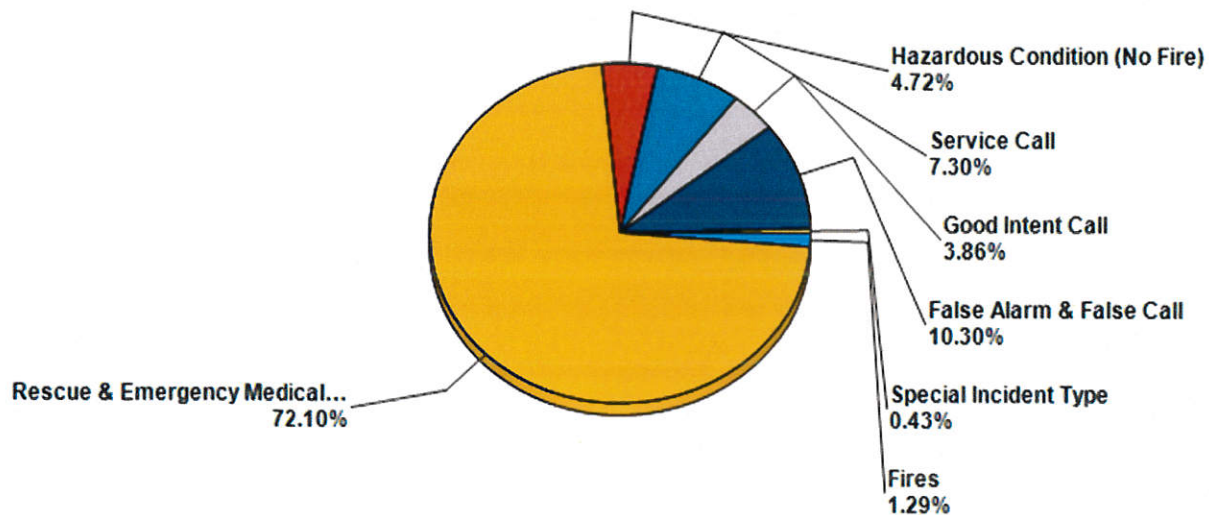
Town of Windham Fire & Rescue

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Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 09/01/2016 | End Date: 09/30/2016



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	3	1.29%
Rescue & Emergency Medical Service	168	72.10%
Hazardous Condition (No Fire)	11	4.72%
Service Call	17	7.30%
Good Intent Call	9	3.86%
False Alarm & False Call	24	10.30%
Special Incident Type	1	0.43%
TOTAL	233	100.00%

Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	2	0.86%
140 - Natural vegetation fire, other	1	0.43%
300 - Rescue, EMS incident, other	1	0.43%
320 - Emergency medical service, other	1	0.43%
321 - EMS call, excluding vehicle accident with injury	155	66.52%
322 - Motor vehicle accident with injuries	7	3.00%
324 - Motor vehicle accident with no injuries.	4	1.72%
400 - Hazardous condition, other	1	0.43%
411 - Gasoline or other flammable liquid spill	2	0.86%
412 - Gas leak (natural gas or LPG)	1	0.43%
424 - Carbon monoxide incident	2	0.86%
441 - Heat from short circuit (wiring), defective/worn	1	0.43%
444 - Power line down	1	0.43%
445 - Arcing, shorted electrical equipment	2	0.86%
460 - Accident, potential accident, other	1	0.43%
500 - Service Call, other	1	0.43%
531 - Smoke or odor removal	1	0.43%
540 - Animal problem, other	1	0.43%
550 - Public service assistance, other	2	0.86%
551 - Assist police or other governmental agency	2	0.86%
553 - Public service	1	0.43%
554 - Assist invalid	1	0.43%
561 - Unauthorized burning	2	0.86%
571 - Cover assignment, standby, moveup	6	2.58%
600 - Good intent call, other	2	0.86%
611 - Dispatched & cancelled en route	5	2.15%
622 - No incident found on arrival at dispatch address	1	0.43%
652 - Steam, vapor, fog or dust thought to be smoke	1	0.43%
700 - False alarm or false call, other	1	0.43%
730 - System malfunction, other	2	0.86%
733 - Smoke detector activation due to malfunction	7	3.00%
735 - Alarm system sounded due to malfunction	2	0.86%
736 - CO detector activation due to malfunction	2	0.86%
741 - Sprinkler activation, no fire - unintentional	1	0.43%
743 - Smoke detector activation, no fire - unintentional	4	1.72%
744 - Detector activation, no fire - unintentional	4	1.72%
745 - Alarm system activation, no fire - unintentional	1	0.43%
900 - Special type of incident, other	1	0.43%
TOTAL INCIDENTS:	233	100.00%

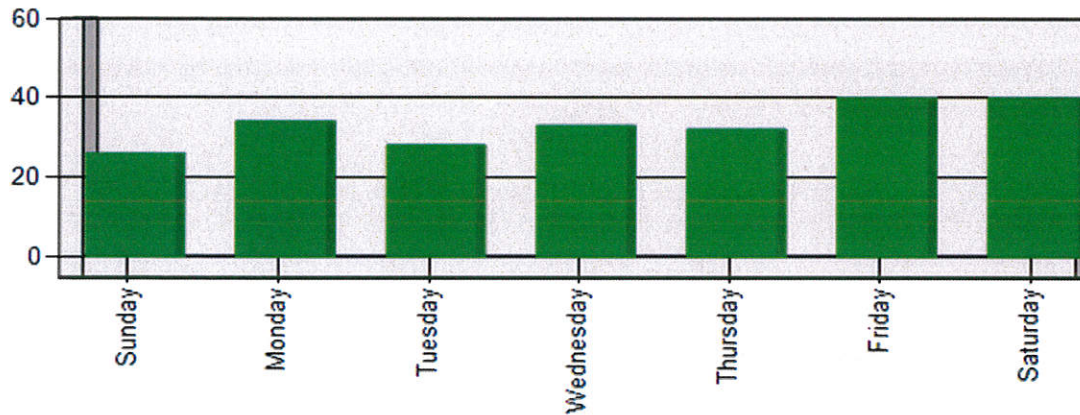
Town of Windham Fire & Rescue

Windham, ME



Incidents by Day of the Week for Date Range

Start Date: 09/01/2016 | End Date: 09/30/2016



DAY OF THE WEEK	# INCIDENTS
Sunday	26
Monday	34
Tuesday	28
Wednesday	33
Thursday	32
Friday	40
Saturday	40
TOTAL	233

Only REVIEWED incidents included

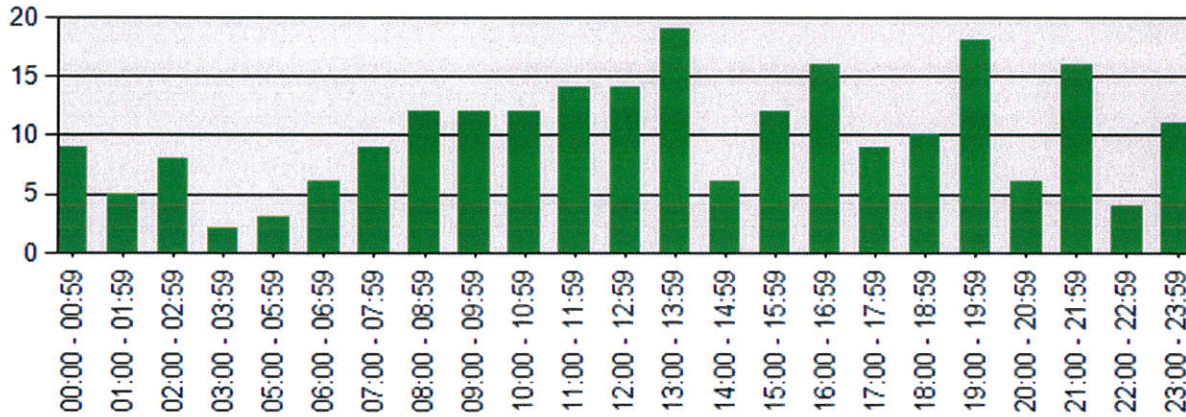
Town of Windham Fire & Rescue

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Incidents per Hour for Incident Type Range for Date Range

Incident Range: 100 | Start Date: 09/01/2016 | End Date: 09/30/2016



Hour	# of CALLS
00:00 - 00:59	9
01:00 - 01:59	5
02:00 - 02:59	8
03:00 - 03:59	2
05:00 - 05:59	3
06:00 - 06:59	6
07:00 - 07:59	9
08:00 - 08:59	12
09:00 - 09:59	12
10:00 - 10:59	12
11:00 - 11:59	14
12:00 - 12:59	14
13:00 - 13:59	19
14:00 - 14:59	6
15:00 - 15:59	12
16:00 - 16:59	16
17:00 - 17:59	9
18:00 - 18:59	10
19:00 - 19:59	18
20:00 - 20:59	6
21:00 - 21:59	16
22:00 - 22:59	4
23:00 - 23:59	11

TOTAL: 233

Only REVIEWED incidents included.

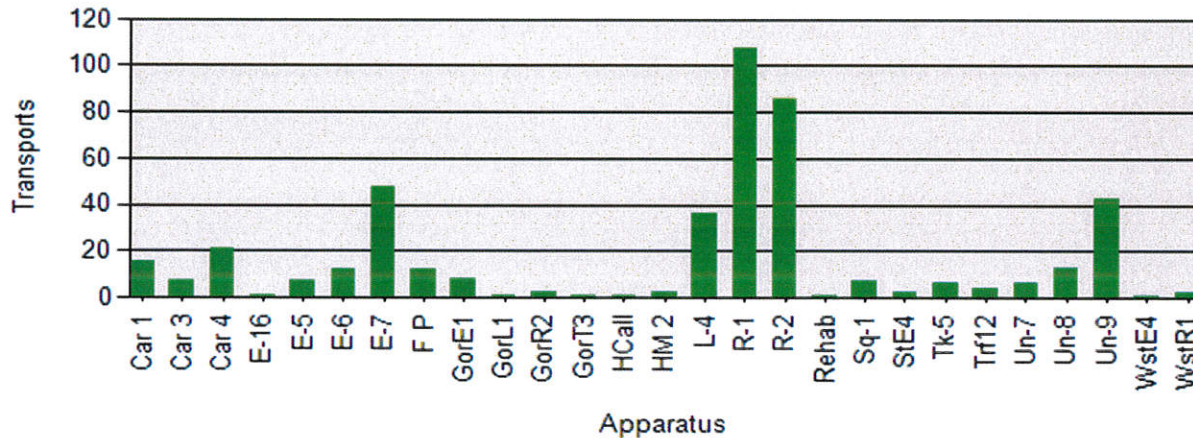
Town of Windham Fire & Rescue

Windham, ME



Incident Count per Apparatus for Date Range

Start Date: 09/01/2016 | End Date: 09/30/2016



APPARATUS	# of INCIDENTS
Car 1	15
Car 3	7
Car 4	21
E-16	1
E-5	7
E-6	12
E-7	48
F P	12
GorE1	8
GorL1	1
GorR2	2
GorT3	1
HCall	1
HM 2	2
L-4	36
R-1	108
R-2	86
Rehab	1
Sq-1	7
StE4	2
Tk-5	6
Trf12	4
Un-7	6
Un-8	13
Un-9	43
WstE4	1
WstR1	2

Town of Windham Fire & Rescue

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Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 09/01/2016 | End Date: 09/30/2016

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00	0	3	2	1	1	1	1
01:00	3	0	1	0	0	1	0
02:00	2	0	1	0	2	1	2
03:00	0	0	0	0	1	0	1
04:00	0	0	0	0	0	0	0
05:00	1	0	0	0	0	1	1
06:00	0	2	0	2	1	1	0
07:00	0	1	4	2	1	1	0
08:00	2	4	1	1	2	1	1
09:00	2	2	2	1	0	4	1
10:00	1	0	0	1	1	2	7
11:00	0	2	4	2	2	1	3
12:00	2	2	3	4	0	2	1
13:00	1	4	1	4	2	3	4
14:00	1	3	0	1	0	0	1
15:00	3	0	0	0	4	1	4
16:00	1	3	0	2	1	5	4
17:00	1	0	0	4	3	1	0
18:00	2	3	0	0	3	1	1
19:00	1	1	2	2	3	5	4
20:00	0	1	0	2	1	1	1
21:00	2	2	2	3	3	3	1
22:00	0	0	0	1	1	2	0
23:00	1	1	5	0	0	2	2
Total Responses for Day	26	34	28	33	32	40	40
% of Responses for Day	11.54%	11.76%	17.86%	12.12%	12.50%	12.50%	17.50%
% of Responses for Week	11.16%	14.59%	12.02%	14.16%	13.73%	17.17%	17.17%

Hour	Total per Hour	Percent
00:00	9	3.86%
01:00	5	2.15%
02:00	8	3.43%
03:00	2	0.86%
04:00	0	0.00%
05:00	3	1.29%
06:00	6	2.58%
07:00	9	3.86%
08:00	12	5.15%
09:00	12	5.15%
10:00	12	5.15%
11:00	14	6.01%
12:00	14	6.01%
13:00	19	8.15%
14:00	6	2.58%
15:00	12	5.15%
16:00	16	6.87%
17:00	9	3.86%
18:00	10	4.29%
19:00	18	7.73%
20:00	6	2.58%
21:00	16	6.87%
22:00	4	1.72%
23:00	11	4.72%
Total	233	100.00%

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

2015 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
2015				
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

2016 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
2016				
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				
November 2016				
December 2016				
Averages	0.040	1.037	5.407	61.473



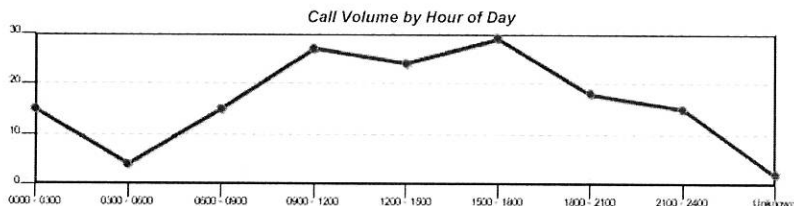
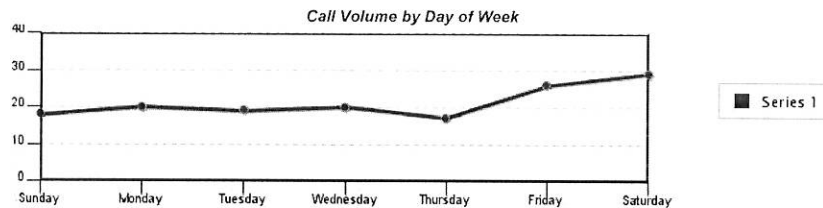
Ambulance Run Data Report
Windham Fire Rescue
From 09/01/16 To 09/30/16
Total Number of Runs Based on Search Criteria: 149

Runs by City

City	# of Runs	% of Runs
Gorham (census name for Gorham Center)	2	1.34%
Gray (sta) (East Gray)	1	0.67%
North Windham	1	0.67%
Standish	1	0.67%
Westbrook	1	0.67%
WINDHAM	1	0.67%
Windham (Town of)	142	95.30%
Unknown	0	0.00%
Total	149	100%

Times of Call

Time Period	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Percentage
0000 - 0300	2	2	4	1	1	2	3	15	10.07%
0300 - 0600	0	0	0	0	1	1	2	4	2.68%
0600 - 0900	1	5	1	4	3	1	0	15	10.07%
0900 - 1200	3	3	6	2	2	4	7	27	18.12%
1200 - 1500	2	4	2	6	2	5	3	24	16.11%
1500 - 1800	5	2	0	3	7	5	7	29	19.46%
1800 - 2100	2	2	1	3	1	4	5	18	12.08%
2100 - 2400	3	2	5	1	0	2	2	15	10.07%
Unknown	0	0	0	0	0	2	0	2	1.34%
Total	18	20	19	20	17	26	29	149	100%



Runs by Provider Impression

Provider Impression	# of Times	% of Times
Allergy / Anaphylaxis	5	3.36%
Altered Level of Consciousness / Coma	1	0.67%
Assist Only	1	0.67%
Behavioral / Psychiatric Disorder	5	3.36%
Cardiac - Chest Pain	8	5.37%
Cardiac - Narrow Complex Tachycardia	2	1.34%
Cardiac - Other	5	3.36%
Cardiac Arrest - Asystole	1	0.67%
Cardiac Arrest - BLS	1	0.67%
Dehydration	2	1.34%
Diabetic Emergency	3	2.01%
Flu Like Illness	2	1.34%
Hemorrhage - Non-Traumatic	1	0.67%
Hemorrhage - Traumatic	1	0.67%
Nausea / Vomiting (Unknown Etiology)	3	2.01%
No Apparent Illness / Injury	7	4.70%
Not Reported	1	0.67%
Obvious Death	2	1.34%
Other Illness / Injury	8	5.37%
Overdose - Drug / Medication	3	2.01%
Overdose - ETOH	4	2.68%
Pain - Abdominal (Non-Traumatic)	11	7.38%
Pain - Back (Non-Traumatic)	7	4.70%

Pain - Chest (Non-Cardiac)	1	0.67%
Pain - Head (Non-Traumatic)	2	1.34%
Respiratory Distress - Bronchospasm	2	1.34%
Respiratory Distress - Other	11	7.38%
Respiratory Distress - Pulmonary Edema	1	0.67%
Seizure / Convulsions	6	4.03%
Stroke / CVA / TIA	5	3.36%
Syncope / Fainting	4	2.68%
Transfer - Mental Health	1	0.67%
Traumatic Injury - Abdomen	1	0.67%
Traumatic Injury - Back	6	4.03%
Traumatic Injury - Extremity	5	3.36%
Traumatic Injury - Head	6	4.03%
Traumatic Injury - Torso	1	0.67%
Weakness / General Malaise	11	7.38%
Unknown	2	1.34%
Total	149	100%

Runs by Dispatch Reason

Dispatch Reason	# of Times	% of Times
1 - Abdominal Pain / Problems	11	7.38%
10 - Chest Pain (Non-Traumatic)	15	10.07%
12 - Convulsions / Seizures	2	1.34%
13 - Diabetic Problems	3	2.01%
17 - Falls	16	10.74%
18 - Headache	2	1.34%
19 - Heart Problems / A.I.C.D.	5	3.36%
2 - Allergies (Reactions) / Envenomations (Stings, Bees)	6	4.03%
21 - Hemorrhage / Lacerations	2	1.34%
23 - Overdose / Poisoning (Ingestion)	4	2.68%
25 - Psychiatric / Abnormal Behavior / Suicide Attempt	4	2.68%
26 - Sick Person	20	13.42%
28 - Stroke (CVA) / Transient Ischemic Attack (TIA)	6	4.03%
29 - Traffic / Transportation Incident	9	6.04%
30 - Traumatic Injury	6	4.03%
31 - Unconscious / Fainting (Near)	4	2.68%
32 - Unknown Problem (Man Down)	3	2.01%
33 - Transfer / Interfacility / Palliative Care	1	0.67%
4 - Assault / Sexual Assault	2	1.34%
5 - Back Pain (Non-Traumatic/Non-Recent Trauma)	7	4.70%
6 - Breathing Problems	14	9.40%
9 - Cardiac or Respiratory Arrest / Death	4	2.68%
Medical Alarm	1	0.67%
Other	2	1.34%
Unknown	0	0.00%
Total	149	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	123	82.55%	0 - 5	104	69.80%
2 - 3	23	15.44%	6 - 10	33	22.15%
4 - 5	1	0.67%	11 - 15	9	6.04%
> 5	0	0.00%	> 15	1	0.67%
Unknown	2	1.34%	Unknown	2	1.34%
Total	149	100%	Total	149	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	41	27.52%	0 - 5	0	0.00%
11 - 20	78	52.35%	6 - 10	0	0.00%
21 - 30	16	10.74%	11 - 15	6	4.03%
> 30	10	6.71%	> 15	118	79.19%
Unknown	4	2.68%	Unknown	25	16.78%
Total	149	100%	Total	149	100%

Hospital Time (Depart Hospital - Arrive Hospital)			Average Run Times	
Minutes	# of Runs	% of Runs	Enroute	00:00:42
0 - 5	16	10.74%	To Scene	00:05:16
6 - 10	15	10.07%	At Scene	00:15:33
11 - 15	19	12.75%	To Destination	00:26:35
> 15	73	48.99%	Back in Service	00:19:55
Unknown	26	17.45%	Total	01:08:01
Total	149	100%		

Range of Times: Lowest = 0 and Highest = 81

Search Criteria	
Dates	From 09/01/2016 To 09/30/2016 (mm/dd/yyyy)
Service	Windham Fire Rescue
EMS Shift	All
Staff	All Active