



Town of Windham

Fire – Rescue Department

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Brent J. Libby, Chief

January 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 January during the day shift of 7:00 AM to 7:00 PM was 6.76 minutes. The average response time during the night hours of 7:00 PM to 7:00 AM was 7.42 minutes. The departments total response time for January decreased by 0.72 minutes from last month. Our average turn out time which is the time from dispatch to en route was 1.06 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 82 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 1778 hours of the 1860 for a percentage of coverage at **95.6**, an increase in coverage of 1 %.

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 34 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 1082 hours of the 1116 leaving us with **96.9%** of coverage a decrease in coverage from last month of 2.8%.

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. **87.1%** of the shifts at North Windham Station had a per-diem paramedic; this was nearly the same from last month's paramedic coverage. We have filled one of our two budgeted full time paramedic positions. That person started on January 20th and has been assigned to weekend days until we can fill the second position.

Our training performance during January has increased from last month. The department had 301.75 total hours for the month. January is our month to complete the Bureau of Labor mandatory trainings.

Training hour totals below are for the last four months.

October 2016	584.75 Hrs.	November 2016	226.50 Hrs.
December 2016	132.00 Hrs.	January 2017	301.75 Hrs.

Monthly Activity Data:

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

	2017	2016	2015
<i>Total Calls for the Month</i>	238	232	237
<i>Total EMS Calls for the month</i>	166	160	147
<i>(The EMS numbers are a part of the total)</i>			
Year to Date Totals	238	232	237

We had requested a mutual aid ambulance 13 times in January, of those calls 10 resulted in transports to the hospital by mutual aid.

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

Of Interest:

- We completed 2016 with an increase of 1.67% in call volume.
- We have filled one of our new Firefighter/Paramedic positions with Timothy Nickels. He started on shift January 20. Our second position has been reposted.
- On January 14th after 103 years at 8 Main Street the South Windham Station was relocated to the new station at 33 Main Street. We will be organizing a formal opening of the new station this spring.
- A department wide dinner meeting was held on January 15th at the new South Station. This gave members an opportunity to see the new station as well as have interaction on the upcoming year. There were 37 members present.
- We back filled four of our vacant live-in student positions. Three have been assigned to the south station and one to the east station. All of them are enrolled at SMCC in the fire science program.
- Crews responded to a very challenging fatal motor vehicle crash on Gray Road and William Knight Road. We had assistance from Gray, Raymond and Westbrook to treat and transport 4 priority patients. Crews performed with precision and professionalism!

Equipment

- We have had several fire hydrants that have been damaged as a result of the storms. The Portland Water District has been prompt in getting them repaired and back in service for us.
- Engine 7 was out of service several times during the month for various repairs. The truck was down a total of 5 days, we were able to use the spare engine in its place.
- Unit 7 was out of service for repairs to have the right front end rebuilt and the 4x4 repaired.
- Tower 3 returned to Windham after nearly 9 months in Florida for repairs. Our mechanic has a few remaining things to complete before it goes back into service. When it is cleared for service all personnel will begin to retrain on the driving and operation of the apparatus. The truck arrived home by a tractor trailer unit that weighed 120,000 lbs and was 85 feet long. Due to the weather it took just short of two weeks to make the voyage back to Maine.

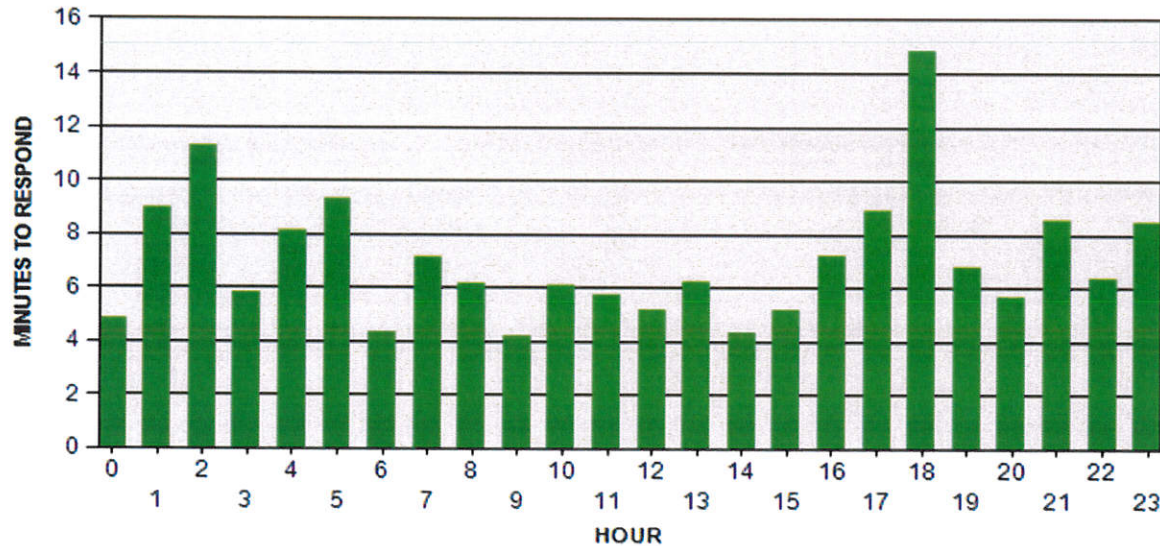
Town of Windham Fire & Rescue

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Average Response Time per Hour for Date Range

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



HOUR	TIMES	AVG. RESPONSE, minutes	AVG. RESPONSE, minutes
		DAY	Night
0	0:00 - 0:59		4.84
1	1:00 - 1:59		8.96
2	2:00 - 2:59		11.26
3	3:00 - 3:59		5.81
4	4:00 - 4:59		8.13
5	5:00 - 5:59		9.29
6	6:00 - 6:59		4.32
7	7:00 - 7:59	7.13	
8	8:00 - 8:59	6.17	
9	9:00 - 9:59	4.19	
10	10:00 - 10:59	6.07	
11	11:00 - 11:59	5.77	
12	12:00 - 12:59	5.15	
13	13:00 - 13:59	6.2	
14	14:00 - 14:59	4.34	
15	15:00 - 15:59	5.18	
16	16:00 - 16:59	7.18	
17	17:00 - 17:59	8.91	
18	18:00 - 18:59	14.81	
19	19:00 - 19:59	6.78	
20	20:00 - 20:59		5.66
21	21:00 - 21:59		8.55
22	22:00 - 22:59		6.36
23	23:00 - 23:59		8.47
23	23:00 - 23:59	6.76	7.42

TOTAL AVERAGE RESPONSE TIME: 7.06 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

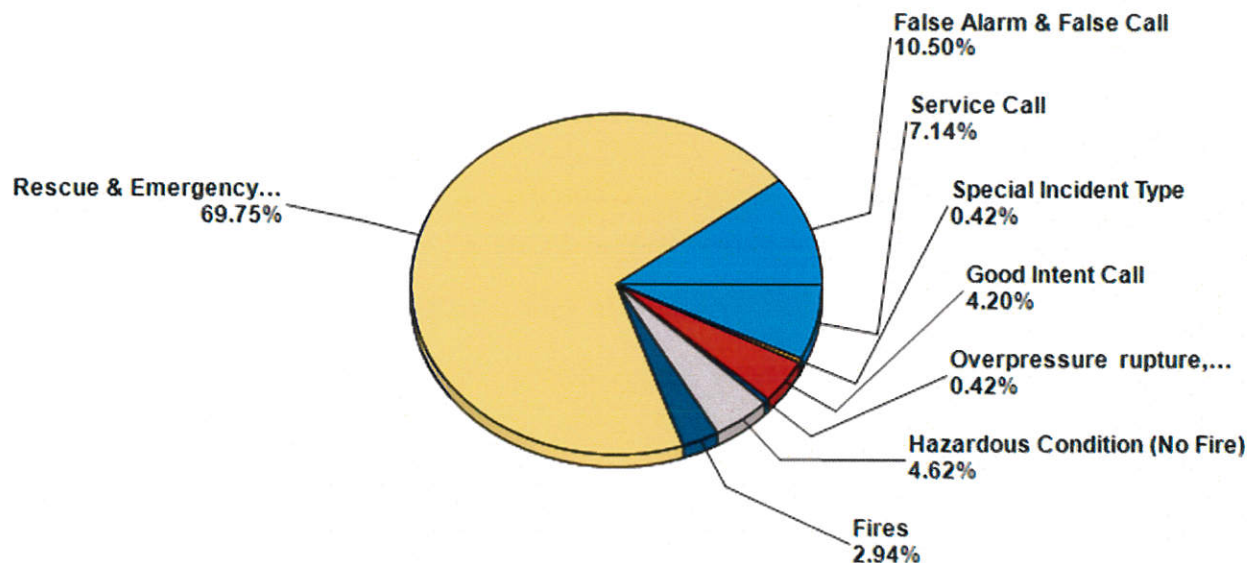
Town of Windham Fire & Rescue

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Breakdown by Major Incident Types for Date Range

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



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	7	2.94%
Overpressure rupture, explosion, overheating - no fire	1	0.42%
Rescue & Emergency Medical Service	166	69.75%
Hazardous Condition (No Fire)	11	4.62%
Service Call	17	7.14%
Good Intent Call	10	4.20%
False Alarm & False Call	25	10.50%
Special Incident Type	1	0.42%
TOTAL	238	100.00%

Detailed Breakdown by Incident Type		
INCIDENT TYPE	# INCIDENTS	% of TOTAL
100 - Fire, other	1	0.42%
111 - Building fire	3	1.26%
114 - Chimney or flue fire, confined to chimney or flue	2	0.84%
131 - Passenger vehicle fire	1	0.42%
240 - Explosion (no fire), other	1	0.42%
300 - Rescue, EMS incident, other	4	1.68%
311 - Medical assist, assist EMS crew	2	0.84%
320 - Emergency medical service, other	3	1.26%
321 - EMS call, excluding vehicle accident with injury	138	57.98%
322 - Motor vehicle accident with injuries	5	2.10%
324 - Motor vehicle accident with no injuries.	14	5.88%
411 - Gasoline or other flammable liquid spill	1	0.42%
412 - Gas leak (natural gas or LPG)	2	0.84%
424 - Carbon monoxide incident	4	1.68%
444 - Power line down	3	1.26%
463 - Vehicle accident, general cleanup	1	0.42%
500 - Service Call, other	3	1.26%
510 - Person in distress, other	1	0.42%
520 - Water problem, other	1	0.42%
550 - Public service assistance, other	1	0.42%
551 - Assist police or other governmental agency	1	0.42%
552 - Police matter	1	0.42%
554 - Assist invalid	3	1.26%
561 - Unauthorized burning	1	0.42%
571 - Cover assignment, standby, moveup	5	2.10%
600 - Good intent call, other	1	0.42%
611 - Dispatched & cancelled en route	4	1.68%
622 - No incident found on arrival at dispatch address	4	1.68%
631 - Authorized controlled burning	1	0.42%
700 - False alarm or false call, other	4	1.68%
730 - System malfunction, other	2	0.84%
733 - Smoke detector activation due to malfunction	1	0.42%
735 - Alarm system sounded due to malfunction	3	1.26%
736 - CO detector activation due to malfunction	3	1.26%
743 - Smoke detector activation, no fire - unintentional	8	3.36%
744 - Detector activation, no fire - unintentional	2	0.84%
745 - Alarm system activation, no fire - unintentional	2	0.84%
911 - Citizen complaint	1	0.42%
TOTAL INCIDENTS:	238	100.00%

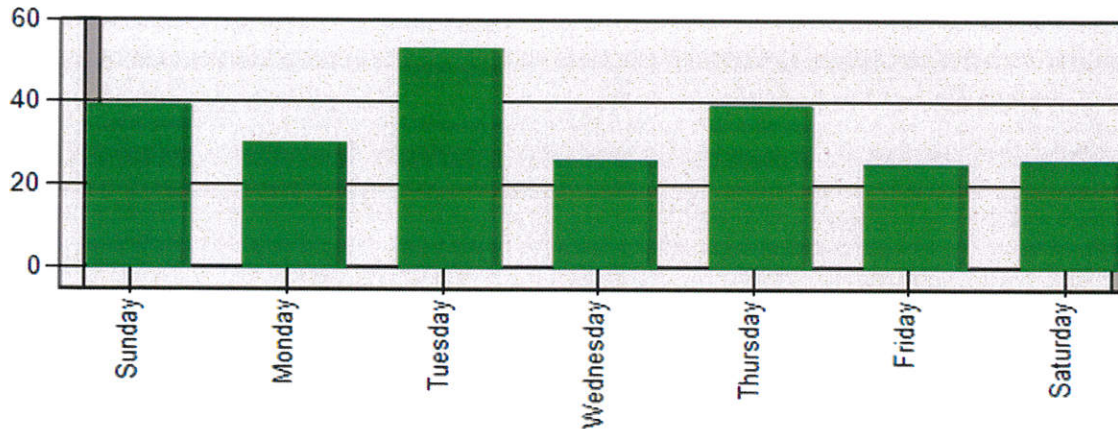
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Incidents by Day of the Week for Date Range

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



DAY OF THE WEEK	# INCIDENTS
Sunday	39
Monday	30
Tuesday	53
Wednesday	26
Thursday	39
Friday	25
Saturday	26
TOTAL	238

Only REVIEWED incidents included

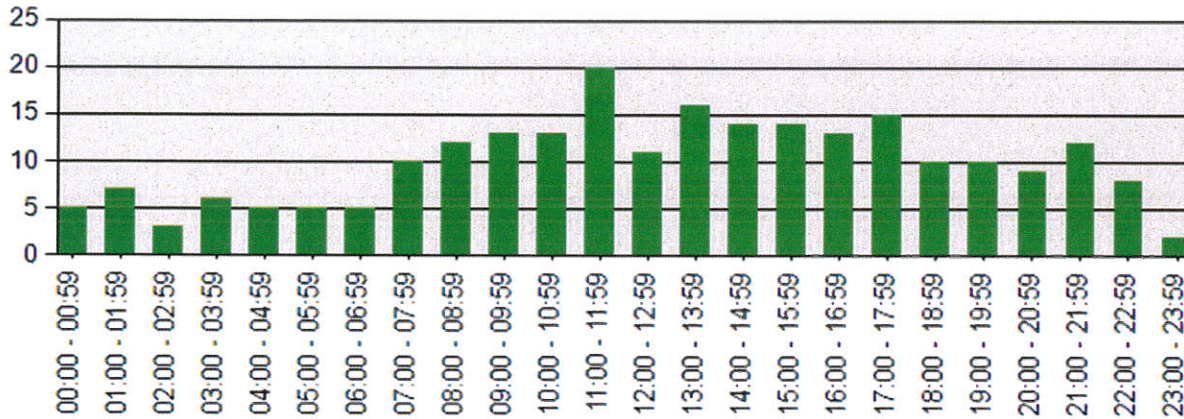
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Incidents per Hour for Incident Type Range for Date Range

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



Hour	# of CALLS
00:00 - 00:59	5
01:00 - 01:59	7
02:00 - 02:59	3
03:00 - 03:59	6
04:00 - 04:59	5
05:00 - 05:59	5
06:00 - 06:59	5
07:00 - 07:59	10
08:00 - 08:59	12
09:00 - 09:59	13
10:00 - 10:59	13
11:00 - 11:59	20
12:00 - 12:59	11
13:00 - 13:59	16
14:00 - 14:59	14
15:00 - 15:59	14
16:00 - 16:59	13
17:00 - 17:59	15
18:00 - 18:59	10
19:00 - 19:59	10
20:00 - 20:59	9
21:00 - 21:59	12
22:00 - 22:59	8
23:00 - 23:59	2

TOTAL: 238

Only REVIEWED incidents included.

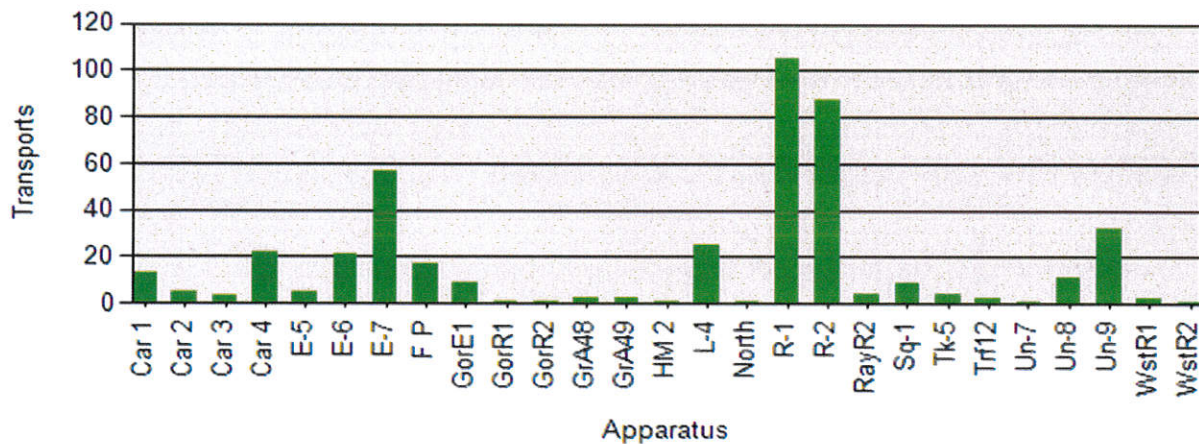
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Incident Count per Apparatus for Date Range

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



APPARATUS	# of INCIDENTS
Car 1	13
Car 2	5
Car 3	3
Car 4	22
E-5	5
E-6	21
E-7	57
F P	17
GorE1	9
GorR1	1
GorR2	1
GrA48	2
GrA49	2
HM 2	1
L-4	25
North	1
R-1	105
R-2	87
RayR2	4
Sq-1	9
Tk-5	4
Trf12	2
Un-7	1
Un-8	11
Un-9	32
WstR1	2
WstR2	1

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Incident Count by Weekday and Hour for Zone and Date Range

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

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	0	0	2	0	0	3	0	00:00	5	2.10%
01:00	1	2	0	0	1	0	3	01:00	7	2.94%
02:00	0	1	2	0	0	0	0	02:00	3	1.26%
03:00	1	2	1	1	0	1	0	03:00	6	2.52%
04:00	1	2	0	0	0	1	1	04:00	5	2.10%
05:00	1	2	1	1	0	0	0	05:00	5	2.10%
06:00	1	0	0	1	1	2	0	06:00	5	2.10%
07:00	3	1	2	1	1	2	0	07:00	10	4.20%
08:00	3	0	2	2	1	3	1	08:00	12	5.04%
09:00	3	3	4	1	0	1	1	09:00	13	5.46%
10:00	2	2	4	3	1	1	0	10:00	13	5.46%
11:00	4	2	5	1	6	0	2	11:00	20	8.40%
12:00	1	1	4	0	2	1	2	12:00	11	4.62%
13:00	5	1	1	4	2	0	3	13:00	16	6.72%
14:00	1	1	2	4	5	0	1	14:00	14	5.88%
15:00	2	2	5	0	3	0	2	15:00	14	5.88%
16:00	2	0	8	1	0	0	2	16:00	13	5.46%
17:00	2	2	3	2	3	3	0	17:00	15	6.30%
18:00	4	0	1	1	3	1	0	18:00	10	4.20%
19:00	1	3	1	1	2	1	1	19:00	10	4.20%
20:00	0	2	1	1	2	2	1	20:00	9	3.78%
21:00	1	0	1	1	3	1	5	21:00	12	5.04%
22:00	0	0	3	0	3	2	0	22:00	8	3.36%
23:00	0	1	0	0	0	0	1	23:00	2	0.84%
Total Responses for Day	39	30	53	26	39	25	26	Total	238	100.00%
% of Responses for Day	12.82%	10.00%	15.09%	15.38%	15.38%	12.00%	19.23%			
% of Responses for Week	16.39%	12.61%	22.27%	10.92%	16.39%	10.50%	10.92%			

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

2016 Incident Response Data for Month Periods

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	0.01	1.04	5.32	56.32
December 2016	0.05	1.11	6.14	130.23
Averages	0.040	1.037	5.407	61.473

2017 Incident Response Data for Month Periods

Month	Dispatch Time	Reaction Time	Response Time	Call Length
2017	Alarm to Dispatch	Dispatch to Enroute	Dispatch to Arrival	Dispatch to In Service
January 2017	0.03	1.06	6.01	57.35
February 2017				
March 2017				
April 2017				
May 2017				
June 2017				
July 2017				
August 2017				
September 2017				
October 2017				
November 2017				
December 2017				
Averages	0.030	1.060	6.010	57.350



Ambulance Run Data Report
Windham Fire Rescue
From 01/01/17 To 01/31/17
Total Number of Runs Based on Search Criteria: 151

Runs by City

City	# of Runs	% of Runs
Gorham (census name for Gorham Center)	4	2.65%
Gray (sta) (East Gray)	1	0.66%
Naples	1	0.66%
Standish	2	1.32%
Westbrook	3	1.99%
Windham (Town of)	140	92.72%
Unknown	0	0.00%
Total	151	100%

Times of Call

Time Period	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Percentage
0000 - 0300	1	2	2	1	0	1	3	10	6.62%
0300 - 0600	1	4	2	1	0	1	1	10	6.62%
0600 - 0900	4	1	2	5	1	3	0	16	10.60%
0900 - 1200	6	6	5	5	6	1	1	30	19.87%
1200 - 1500	4	1	4	5	7	1	3	25	16.56%
1500 - 1800	5	4	9	2	2	5	1	28	18.54%
1800 - 2100	2	3	3	1	3	3	1	16	10.60%
2100 - 2400	1	0	4	1	4	3	3	16	10.60%
Unknown	0	0	0	0	0	0	0	0	0.00%
Total	24	21	31	21	23	18	13	151	100%

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

Provider Impression	# of Times	% of Times
Abuse / Neglect	1	0.66%
Altered Level of Consciousness / Coma	1	0.66%
Assist Only	4	2.65%
Behavioral / Psychiatric Disorder	6	3.97%
Cardiac - Chest Pain	6	3.97%
Cardiac - Narrow Complex Tachycardia	1	0.66%
Cardiac - Other	4	2.65%
Cardiac Arrest - Asystole	1	0.66%
Diabetic Emergency	4	2.65%
Flu Like Illness	6	3.97%
Hemorrhage - Non-Traumatic	4	2.65%
Hypothermia	1	0.66%
Nausea / Vomiting (Unknown Etiology)	1	0.66%
No Apparent Illness / Injury	13	8.61%
Not Reported	2	1.32%
Obvious Death	2	1.32%
Other Illness / Injury	13	8.61%
Overdose - Drug / Medication	5	3.31%
Overdose - ETOH	2	1.32%
Pain - Abdominal (Non-Traumatic)	7	4.64%
Pain - Back (Non-Traumatic)	2	1.32%
Pain - Chest (Non-Cardiac)	1	0.66%
Pain - Extremity (Non-Traumatic)	1	0.66%
Pain - Head (Non-Traumatic)	2	1.32%

Pregnancy / OB Delivery	1	0.66%
Respiratory Arrest	1	0.66%
Respiratory Distress - Bronchospasm	3	1.99%
Respiratory Distress - Other	10	6.62%
Seizure / Convulsions	3	1.99%
Stroke / CVA / TIA	6	3.97%
Syncope / Fainting	1	0.66%
Traumatic Injury - Abdomen	1	0.66%
Traumatic Injury - Back	1	0.66%
Traumatic Injury - Extremity	10	6.62%
Traumatic Injury - Head	4	2.65%
Traumatic Injury - Multisystem	4	2.65%
Traumatic Injury - Torso	1	0.66%
Weakness / General Malaise	12	7.95%
Unknown	3	1.99%
Total	151	100%

Runs by Dispatch Reason

Dispatch Reason	# of Times	% of Times
1 - Abdominal Pain / Problems	6	3.97%
10 - Chest Pain (Non-Traumatic)	16	10.60%
12 - Convulsions / Seizures	1	0.66%
13 - Diabetic Problems	2	1.32%
17 - Falls	10	6.62%
19 - Heart Problems / A.I.C.D.	1	0.66%
2 - Allergies (Reactions) / Envenomations (Stings, Bees)	1	0.66%
20 - Heat / Cold Exposure	2	1.32%
21 - Hemorrhage / Lacerations	3	1.99%
23 - Overdose / Poisoning (Ingestion)	5	3.31%
24 - Pregnancy / Childbirth / Miscarriage	1	0.66%
25 - Psychiatric / Abnormal Behavior / Suicide Attempt	8	5.30%
26 - Sick Person	27	17.88%
28 - Stroke (CVA) / Transient Ischemic Attack (TIA)	4	2.65%
29 - Traffic / Transportation Incident	18	11.92%
3 - Animal Bites / Attacks	1	0.66%
30 - Traumatic Injury	7	4.64%
31 - Unconscious / Fainting (Near)	5	3.31%
32 - Unknown Problem (Man Down)	5	3.31%
37 - Inter-facility Evaluation / Transfer	1	0.66%
4 - Assault / Sexual Assault	1	0.66%
5 - Back Pain (Non-Traumatic/Non-Recent Trauma)	2	1.32%
6 - Breathing Problems	13	8.61%
8 - Carbon Monoxide / Inhalation / HAZMAT / CBRNE	2	1.32%
9 - Cardiac or Respiratory Arrest / Death	2	1.32%
Other	4	2.65%
Patient Assist / Lifting Assist	1	0.66%
Stand By (Fire, Law, etc)	2	1.32%
Unknown	0	0.00%
Total	151	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	128	84.77%	0 - 5	90	59.60%
2 - 3	19	12.58%	6 - 10	47	31.13%
4 - 5	3	1.99%	11 - 15	10	6.62%
> 5	1	0.66%	> 15	3	1.99%
Unknown	0	0.00%	Unknown	1	0.66%
Total	151	100%	Total	151	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	39	25.83%	0 - 5	0	0.00%
11 - 20	71	47.02%	6 - 10	0	0.00%
21 - 30	32	21.19%	11 - 15	2	1.32%
> 30	8	5.30%	> 15	114	75.50%
Unknown	1	0.66%	Unknown	35	23.18%
Total	151	100%	Total	151	100%

Hospital Time (Depart Hospital - Arrive Hospital)			Average Run Times	
Minutes	# of Runs	% of Runs	Enroute	00:00:35
0 - 5	10	6.62%	To Scene	00:05:24
6 - 10	8	5.30%	At Scene	00:14:34
11 - 15	13	8.61%	To Destination	00:29:43
> 15	84	55.63%	Back in Service	00:29:58
Unknown	36	23.84%	Total	01:20:14
Total	151	100%		

Range of Times: Lowest = 0 and Highest = 555

Transport Mode from Scene

Transport Mode from Scene	# of Times	% of Times
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Lights and Sirens	35	23.18%
No Lights or Sirens	82	54.30%
Unknown	34	22.52%
Total	151	100%

Transport Hospital

Destination	# of Runs	% of Runs
BRIDGTON HOSPITAL	1	0.66%
CENTRAL MAINE MEDICAL CENTER	1	0.66%
MAINE MEDICAL CENTER	91	60.26%
MERCY HOSPITAL	23	15.23%
NO TRANSPORT	1	0.66%
SAINT MARYS REGIONAL MEDICAL CENTER	1	0.66%
No Destination	33	21.85%
Total	151	100%

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