



# Town of Windham

## Fire – Rescue Department

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

Brent J. Libby, Chief

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### June 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 June during the day shift of 7:00 AM to 7:00 PM was 6.04 minutes. The average response time during the night hours of 7:00 PM to 7:00 AM was 8.59 minutes. The departments total response time for June increased by 1.07 minutes from last month. Our average turn out time which is the time from dispatch to en route was 1.14 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 117 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 1683 hours of the 1800 for a percentage of coverage at **93.5%** an increase in coverage of 2.7 %.

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 31 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 1049 hours of the 1080 leaving us with **97.4 %** of coverage a decrease in coverage from last month.

We also provide one (1) full-time paramedic/firefighter stationed at the Public Safety Building per twenty four (24) hour period. We also provide one (1) full-time paramedic/firefighter stationed at the North Station during the day for twelve (12) hours. We try to fill the remaining twelve (12) hours at night with a per-diem paramedic/firefighter but are not always successful. This month we were able to cover **82.8%** of the night shifts at North Station with a per-diem paramedic.

Our training performance during June has increased from last month. The department had 220.50 total classroom hours for the month.

Training hour totals below are for the last four months.

March 2017	260.25 Hrs.	April 2017	183.25 Hrs.
May 2017	267.25 Hrs.	June 2017	220.50 Hrs.

## **Monthly Activity Data:**

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

	<u>2017</u>	<u>2016</u>	<u>2015</u>	
Total Calls for the Month	266	259	245	
Total EMS Calls for the month	165	178	180	(The EMS numbers are a part of the total)
Year to Date Totals	1458	1333	1381	

We had requested a mutual aid ambulance 6 times in June, of those calls 1 resulted in transport to the hospital by mutual aid. Our third ambulance went in service on May 26 and handled 15 additional calls during the month.

## **Fire Prevention/Inspections:**

- 2 New residential inspections
- 3 Follow up residential inspections
- 7 Follow up commercial inspections

## **Of Interest:**

- Crews participated in 2017 Summer Fest with apparatus in the parade, a crew on the grounds for the day as well as a crew to stand by during the fireworks. It was a great event with only two minor incidents handled.
- All 7 members that tested for their firefighter 1 & 2 certification on June 3<sup>rd</sup> in Hollis successfully completed the test.
- In June the department went live with the new patient care reporting system through Maine EMS. We have seen an increase in turn-around times at the hospitals while crews get acclimated with the new software.
- Four of our junior members graduated from Windham High School. Tyler Swanson, Glenn Vадja, Evan Coughlin and Alex Jordan are now considered regular department members, Congratulations on your graduation.
- Life Flight of Maine has added a third helicopter to the state. This helicopter is stationed in Sanford. With the new addition we wanted to reassess their travel times to Windham. The calculations we received back from them indicate we could have the helicopter from Lewiston to Windham Center in approximately 10 minutes from takeoff and the helicopter from Sanford to Windham Center in approximately 13 minutes. This would be ideal conditions but it's always helpful to preplan our resources.
- Cumberland County Communication Center staff member Grace Gendron was at the Manchester School on June 8<sup>th</sup> conducting five "KIDS 9-1-1" classes for grades K-3. The purpose of the class is to teach kids both when to and when not to dial 9-1-1. Grace has a 9-1-1 interactive simulator that teaches the kids the types of questions the 9-1-1 operators will be asking. They secured the simulator through CCEMA grant funding. WMTW was on hand as well doing a story on the class.
- The department was represented at the Funeral Services of former members Roland Libby, a longtime member of South Windham and one of our first dispatchers and Arthur Richardson who had been a longtime member of North Windham.
- At the end of the month our department and dozens of others received word from the Maine Forrest Service that the online burning permit systems we were using were illegal. We were unable able to use them for several weeks while the legislature worked to implement a new law that would allow them. This did cause for a significant amount of confusion and inconvenience to the department and the community. Fortunately it appears we will have this rectified quickly.

**Equipment:**

- Tank 5 was out of town for a day to participate in the firefighter 1 & 2 practical end test in Hollis at the beginning of the month.
- Tank 5 also participated with several other departments in Falmouth for a water shuttle training on a Tuesday evening.
- The Unit (pickup truck) from East Windham has been relocated to Central Station for the summer to help with wear and tear on Engine 7. That vehicle does have to be parked outside at Central due to the lack of space in the apparatus bay.
- Ladder 4 was out of service for a day for spring repair.
- Ambulance 3 was out of service for two days for front end work and an inspection sticker.
- All apparatus with pumps have completed their annual pump test. We complete this at the river next to Keddy Mill. All trucks passed with the exception of Tower 3 that needs a valve replaced.
- Ambulance 3 was placed in service on May 26. The vehicle is currently being housed at Central Station. Ambulance 3 will respond when Ambulance 1 & 2 are already committed on calls.
- Squad 1 is back from corrosion repair and is back in service.
- Tower 3 is at East Coast Service Center in Casco to replace the swivel.



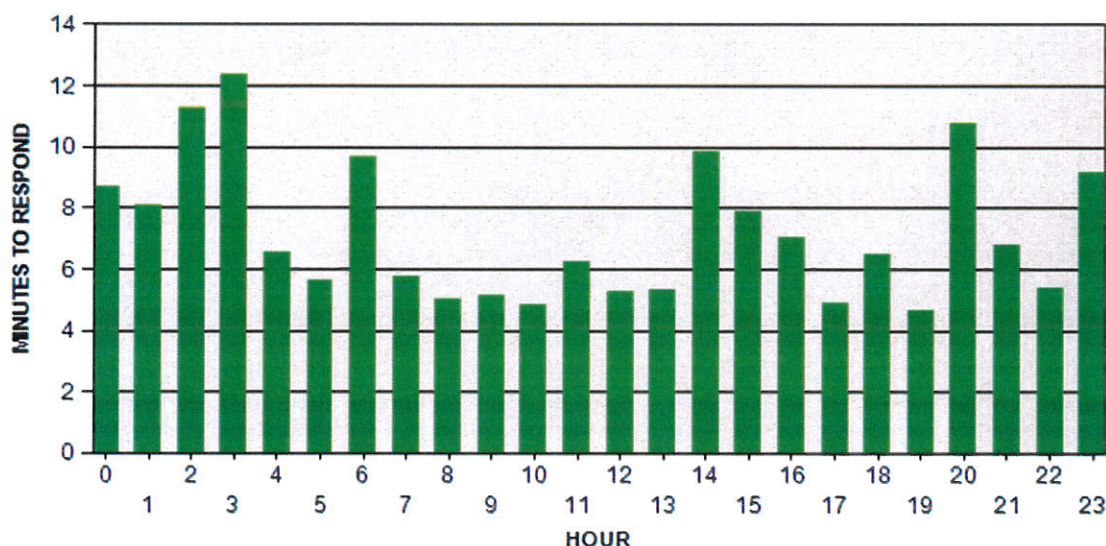
# Town of Windham Fire & Rescue

Windham, ME



## Average Response Time per Hour for Date Range

Start Date: 06/01/2017 | End Date: 06/30/2017



Hour	Times	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		8.7
1	1:00 - 1:59		8.11
2	2:00 - 2:59		11.28
3	3:00 - 3:59		12.37
4	4:00 - 4:59		6.56
5	5:00 - 5:59		5.64
6	6:00 - 6:59		9.7
7	7:00 - 7:59	5.73	
8	8:00 - 8:59	5.05	
9	9:00 - 9:59	5.16	
10	10:00 - 10:59	4.84	
11	11:00 - 11:59	6.26	
12	12:00 - 12:59	5.28	
13	13:00 - 13:59	5.34	
14	14:00 - 14:59	9.88	
15	15:00 - 15:59	7.9	
16	16:00 - 16:59	7.03	
17	17:00 - 17:59	4.89	
18	18:00 - 18:59	6.52	
19	19:00 - 19:59	4.63	
20	20:00 - 20:59		10.78
21	21:00 - 21:59		6.78
22	22:00 - 22:59		5.4
23	23:00 - 23:59		9.17
		6.04	8.59

**TOTAL AVERAGE RESPONSE TIME: 7.21 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

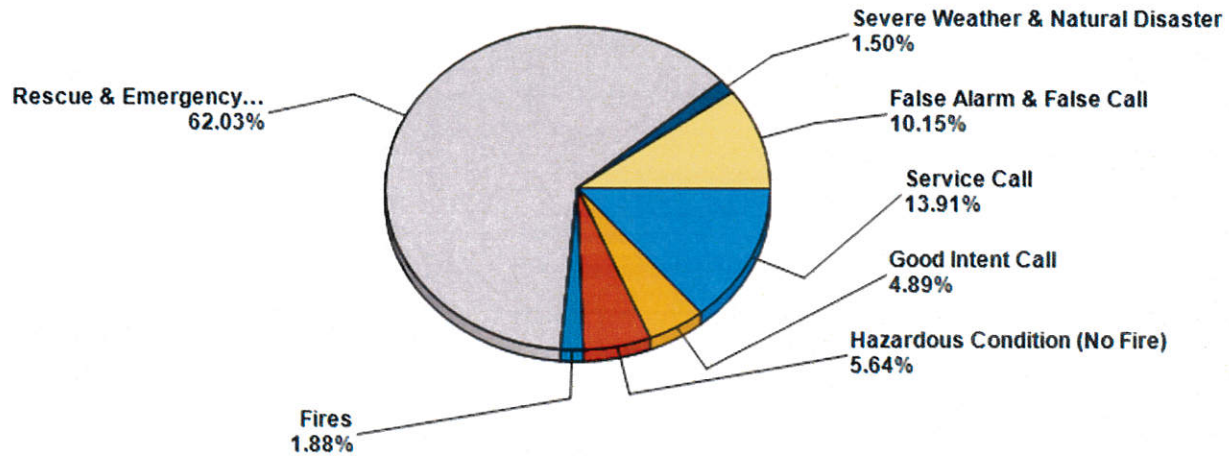
# Town of Windham Fire & Rescue

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## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 06/01/2017 | End Date: 06/30/2017



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	5	1.88%
Rescue & Emergency Medical Service	165	62.03%
Hazardous Condition (No Fire)	15	5.64%
Service Call	37	13.91%
Good Intent Call	13	4.89%
False Alarm & False Call	27	10.15%
Severe Weather & Natural Disaster	4	1.50%
<b>TOTAL</b>	<b>266</b>	<b>100.00%</b>



### Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	4	1.50%
118 - Trash or rubbish fire, contained	1	0.38%
300 - Rescue, EMS incident, other	2	0.75%
311 - Medical assist, assist EMS crew	3	1.13%
320 - Emergency medical service, other	5	1.88%
321 - EMS call, excluding vehicle accident with injury	136	51.13%
322 - Motor vehicle accident with injuries	7	2.63%
323 - Motor vehicle/pedestrian accident (MV Ped)	1	0.38%
324 - Motor vehicle accident with no injuries.	6	2.26%
353 - Removal of victim(s) from stalled elevator	1	0.38%
360 - Water & ice-related rescue, other	3	1.13%
381 - Rescue or EMS standby	1	0.38%
412 - Gas leak (natural gas or LPG)	3	1.13%
440 - Electrical wiring/equipment problem, other	1	0.38%
444 - Power line down	6	2.26%
460 - Accident, potential accident, other	4	1.50%
463 - Vehicle accident, general cleanup	1	0.38%
500 - Service Call, other	2	0.75%
520 - Water problem, other	1	0.38%
550 - Public service assistance, other	2	0.75%
551 - Assist police or other governmental agency	7	2.63%
553 - Public service	4	1.50%
554 - Assist invalid	1	0.38%
561 - Unauthorized burning	5	1.88%
571 - Cover assignment, standby, moveup	15	5.64%
600 - Good intent call, other	1	0.38%
611 - Dispatched & cancelled en route	7	2.63%
622 - No incident found on arrival at dispatch address	3	1.13%
651 - Smoke scare, odor of smoke	2	0.75%
700 - False alarm or false call, other	6	2.26%
711 - Municipal alarm system, malicious false alarm	1	0.38%
730 - System malfunction, other	2	0.75%
731 - Sprinkler activation due to malfunction	1	0.38%
733 - Smoke detector activation due to malfunction	2	0.75%
734 - Heat detector activation due to malfunction	3	1.13%
735 - Alarm system sounded due to malfunction	1	0.38%
736 - CO detector activation due to malfunction	1	0.38%
743 - Smoke detector activation, no fire - unintentional	4	1.50%
744 - Detector activation, no fire - unintentional	1	0.38%
745 - Alarm system activation, no fire - unintentional	5	1.88%
800 - Severe weather or natural disaster, other	3	1.13%
814 - Lightning strike (no fire)	1	0.38%
<b>TOTAL INCIDENTS:</b>	<b>266</b>	<b>100.00%</b>

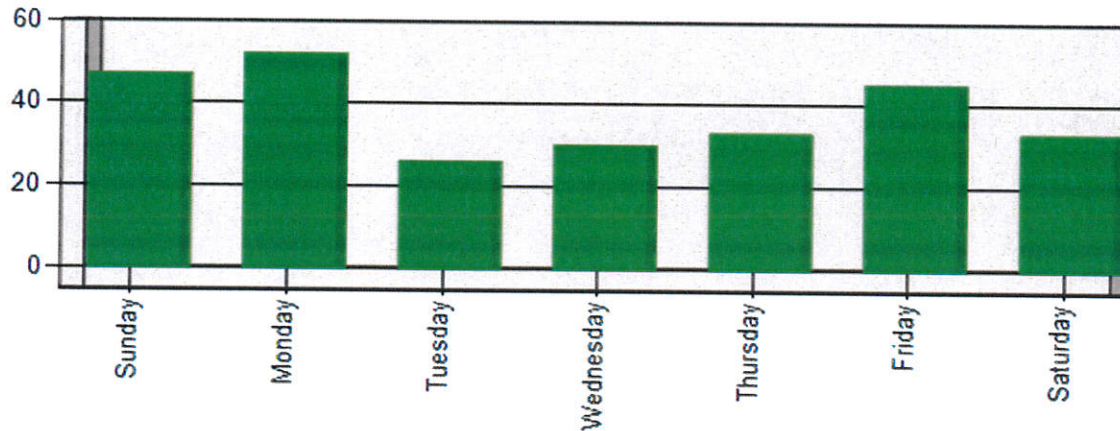
# Town of Windham Fire & Rescue

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## Incidents by Day of the Week for Date Range

Start Date: 06/01/2017 | End Date: 06/30/2017



DAY OF THE WEEK	# INCIDENTS
Sunday	47
Monday	52
Tuesday	26
Wednesday	30
Thursday	33
Friday	45
Saturday	33
<b>TOTAL</b>	<b>266</b>

Only REVIEWED incidents included



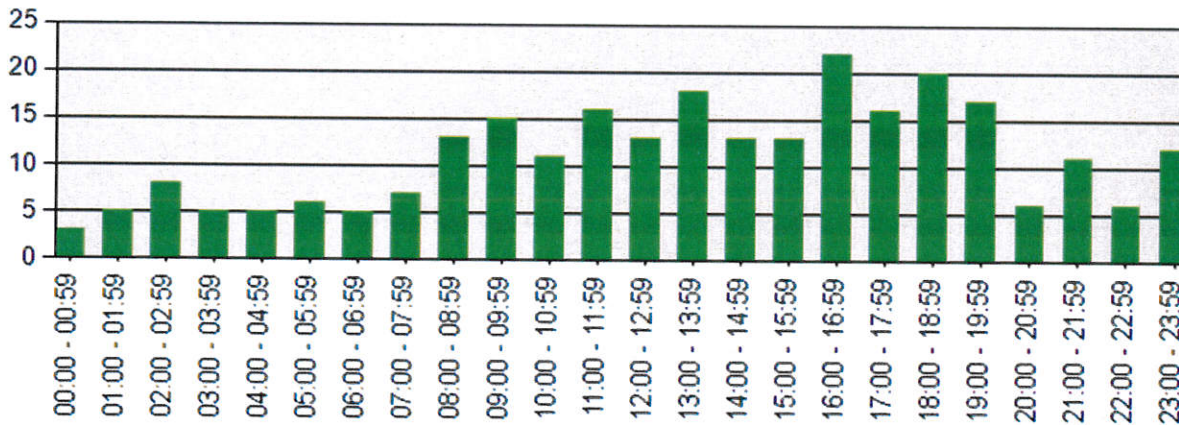
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## Incidents per Hour for Incident Type Range for Date Range

Incident Range: 100 | Start Date: 06/01/2017 | End Date: 06/30/2017



Hour	# of CALLS
00:00 - 00:59	3
01:00 - 01:59	5
02:00 - 02:59	8
03:00 - 03:59	5
04:00 - 04:59	5
05:00 - 05:59	6
06:00 - 06:59	5
07:00 - 07:59	7
08:00 - 08:59	13
09:00 - 09:59	15
10:00 - 10:59	11
11:00 - 11:59	16
12:00 - 12:59	13
13:00 - 13:59	18
14:00 - 14:59	13
15:00 - 15:59	13
16:00 - 16:59	22
17:00 - 17:59	16
18:00 - 18:59	20
19:00 - 19:59	17
20:00 - 20:59	6
21:00 - 21:59	11
22:00 - 22:59	6
23:00 - 23:59	12
<b>TOTAL:</b>	<b>266</b>

Only REVIEWED incidents included.



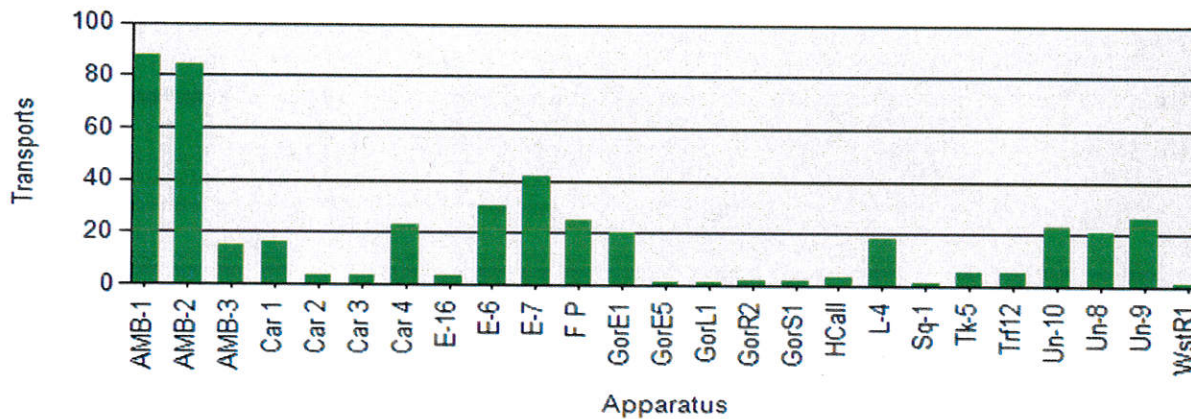
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## Incident Count per Apparatus for Date Range

Start Date: 06/01/2017 | End Date: 06/30/2017



APPARATUS	# of INCIDENTS
AMB-1	88
AMB-2	84
AMB-3	15
Car 1	16
Car 2	3
Car 3	3
Car 4	23
E-16	3
E-6	30
E-7	42
F P	25
GorE1	20
GorE5	1
GorL1	1
GorR2	2
GorS1	2
HCall	3
L-4	18
Sq-1	1
Tk-5	5
Trf12	5
Un-10	23
Un-8	21
Un-9	26
WstR1	1

# 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: 06/01/2017 | End Date: 06/30/2017

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00	2	1	0	0	0	0	0
01:00	0	0	2	0	1	0	2
02:00	2	3	0	1	1	0	1
03:00	2	1	0	0	0	2	0
04:00	0	1	0	0	1	1	2
05:00	2	1	0	0	0	3	0
06:00	1	0	0	0	0	1	3
07:00	0	2	0	1	1	3	0
08:00	2	2	0	0	6	1	2
09:00	2	5	4	1	2	0	1
10:00	0	5	2	1	1	2	0
11:00	5	4	2	1	2	1	1
12:00	2	5	1	0	1	2	2
13:00	6	3	0	3	2	1	3
14:00	3	1	3	3	1	0	2
15:00	2	3	0	3	0	4	1
16:00	4	2	1	2	3	8	2
17:00	5	1	3	1	2	4	0
18:00	1	5	3	2	0	5	4
19:00	2	2	1	4	4	2	2
20:00	0	2	1	0	1	1	1
21:00	3	0	2	3	2	0	1
22:00	1	1	0	1	1	1	1
23:00	0	2	1	3	1	3	2
Total Responses for Day	47	52	26	30	33	45	33
% of Responses for Day	12.77%	9.62%	15.38%	13.33%	18.18%	17.78%	12.12%
% of Responses for Week	17.67%	19.55%	9.77%	11.28%	12.41%	16.92%	12.41%

Hour	Total per Hour	Percent
00:00	3	1.13%
01:00	5	1.88%
02:00	8	3.01%
03:00	5	1.88%
04:00	5	1.88%
05:00	6	2.26%
06:00	5	1.88%
07:00	7	2.63%
08:00	13	4.89%
09:00	15	5.64%
10:00	11	4.14%
11:00	16	6.02%
12:00	13	4.89%
13:00	18	6.77%
14:00	13	4.89%
15:00	13	4.89%
16:00	22	8.27%
17:00	16	6.02%
18:00	20	7.52%
19:00	17	6.39%
20:00	6	2.26%
21:00	11	4.14%
22:00	6	2.26%
23:00	12	4.51%
Total	266	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

# 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	0.06	1.17	7.22	52.43
March 2017	0.05	1.26	6	57.26
April 2017	0.01	1.02	5.28	56.9
May 2017	0.08	1.04	5.08	55.39
June 2017	0.05	1.23	5.99	66.53
July 2017				
August 2017				
September 2017				
October 2017				
November 2017				
December 2017				
Averages	0.06	1.16	6.41	55.68