



Town of Windham

Fire – Rescue Department

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Brent J. Libby, Chief

November 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 November during the day shift of 7:00 AM to 7:00 PM was 6.09 minutes. The average response time during the night hours of 7:00 PM to 7:00 AM was 7.98 minutes. The departments total average response time for November was 6.96 minutes. Our average turn out time which is the time from dispatch to en route was 1.10 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 165 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 **90.9 %** an increase in coverage over last month.

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 36 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 1067 hours of the 1080 leaving us with **96.6%** of coverage an increase 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 **66.7%** of the night shifts at North Station with a per-diem paramedic.

Our training performance during November has increased slightly from last month. The department had 390.25 total training hours for the month.

Training hour totals below are for the last four months.

August 2017	696.00 Hrs.	September 2017	353.5 Hrs.
October 2017	372.00 Hrs.	November 2017	390.25 Hrs.

Monthly Activity Data:

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

	2017	2016	2015	
Total Calls for the Month	254	211	183	
Total EMS Calls for the month	153	164	140	(The EMS numbers are a part of the total)
Year to Date Totals	2832	2499	2509	

We had requested a mutual aid ambulance 1 time in November, of those calls 0 resulted in transport to the hospital by mutual aid. Our third ambulance handled 6 additional calls during the month.

Fire Prevention/Inspections:

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

Of Interest:

- An entry way has been built on the east side of North Station over the employee entrance. This entry way was needed to shed water, snow and ice that falls off the roof away from the entry door.
- Much of the month was spent collecting data for the County Emergency Management Agency and FEMA as they assessed the October wind storm for the potential of a disaster declaration. A disaster declaration would make federal dollars available for reimbursement for response and recovery.
- We have been relocating offices and space allocation within the Public Safety Building to better utilize the space we have and realize functional efficiencies.
- Two new fire hydrants are now on line on Overlook Road as part of the subdivision development.
- The Maine Forrest Service is no longer issuing fire danger class days, they will resume in the spring. For the winter we will determine if permits are to be issued on a local level. Our primary factor in this decision at this time of year is the wind. We do not issue permits if the winds will be over 15 mph.
- Ladder 4 is back in full service after three months of corrosion and mechanical repairs.
- The department will now be responding differently to some calls. Using the dispatch protocols for Fire and Medical Responses. Based on the national protocol we will be responding without lights and sirens to lower acuity calls. We will continue to assess these responses for any adjustments that may need to be made.
- This year will be the first year we will be running studded snow tires on our ambulances, those were installed at the end of the month.
- A very special thank you to resident Christina Keating for providing the crews that worked Thanksgiving with a full Thanksgiving meal. Her gesture and hard work is very much appreciated!

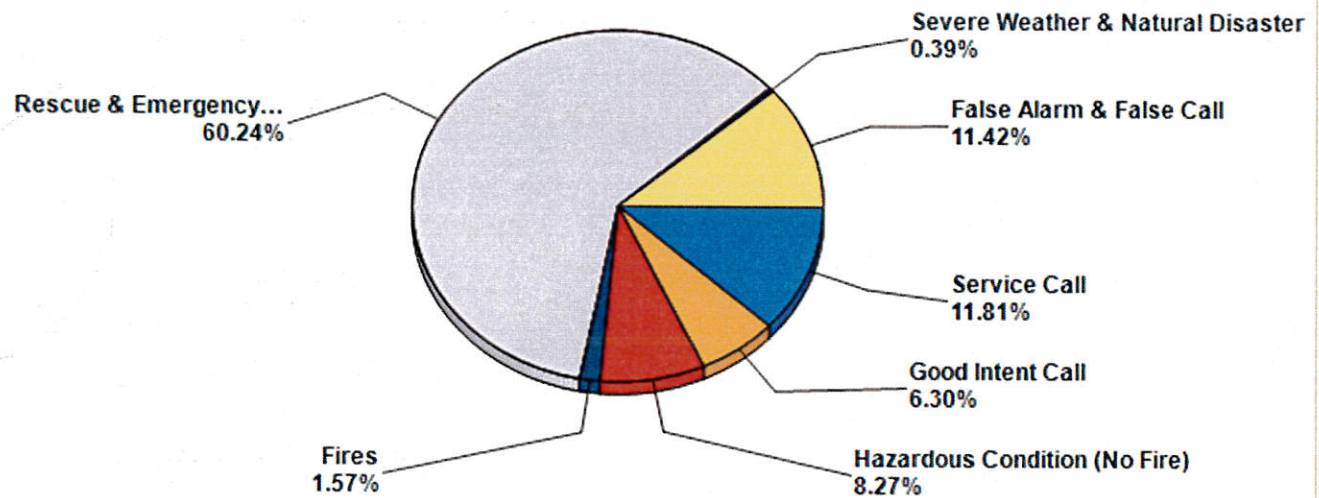
Town of Windham Fire & Rescue

Windham, ME



Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 11/01/2017 | End Date: 11/30/2017



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	4	1.57%
Rescue & Emergency Medical Service	153	60.24%
Hazardous Condition (No Fire)	21	8.27%
Service Call	30	11.81%
Good Intent Call	16	6.30%
False Alarm & False Call	29	11.42%
Severe Weather & Natural Disaster	1	0.39%
TOTAL	254	100.00%

Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
113 - Cooking fire, confined to container	1	0.39%
116 - Fuel burner/boiler malfunction, fire confined	1	0.39%
131 - Passenger vehicle fire	1	0.39%
141 - Forest, woods or wildland fire	1	0.39%
300 - Rescue, EMS incident, other	1	0.39%
320 - Emergency medical service, other	2	0.79%
321 - EMS call, excluding vehicle accident with injury	135	53.15%
322 - Motor vehicle accident with injuries	8	3.15%
324 - Motor vehicle accident with no injuries.	7	2.76%
400 - Hazardous condition, other	1	0.39%
411 - Gasoline or other flammable liquid spill	1	0.39%
412 - Gas leak (natural gas or LPG)	1	0.39%
413 - Oil or other combustible liquid spill	1	0.39%
424 - Carbon monoxide incident	2	0.79%
440 - Electrical wiring/equipment problem, other	1	0.39%
441 - Heat from short circuit (wiring), defective/worn	1	0.39%
444 - Power line down	11	4.33%
460 - Accident, potential accident, other	2	0.79%
500 - Service Call, other	2	0.79%
510 - Person in distress, other	1	0.39%
550 - Public service assistance, other	4	1.57%
551 - Assist police or other governmental agency	4	1.57%
552 - Police matter	5	1.97%
554 - Assist invalid	2	0.79%
561 - Unauthorized burning	1	0.39%
571 - Cover assignment, standby, moveup	11	4.33%
600 - Good intent call, other	2	0.79%
611 - Dispatched & cancelled en route	9	3.54%
621 - Wrong location	1	0.39%
622 - No incident found on arrival at dispatch address	1	0.39%
631 - Authorized controlled burning	2	0.79%
651 - Smoke scare, odor of smoke	1	0.39%
700 - False alarm or false call, other	9	3.54%
730 - System malfunction, other	1	0.39%
731 - Sprinkler activation due to malfunction	1	0.39%
733 - Smoke detector activation due to malfunction	1	0.39%
735 - Alarm system sounded due to malfunction	2	0.79%
736 - CO detector activation due to malfunction	1	0.39%
740 - Unintentional transmission of alarm, other	1	0.39%
741 - Sprinkler activation, no fire - unintentional	1	0.39%
743 - Smoke detector activation, no fire - unintentional	7	2.76%
744 - Detector activation, no fire - unintentional	1	0.39%
745 - Alarm system activation, no fire - unintentional	3	1.18%
746 - Carbon monoxide detector activation, no CO	1	0.39%
813 - Wind storm, tornado/hurricane assessment	1	0.39%
TOTAL INCIDENTS:	254	100.00%

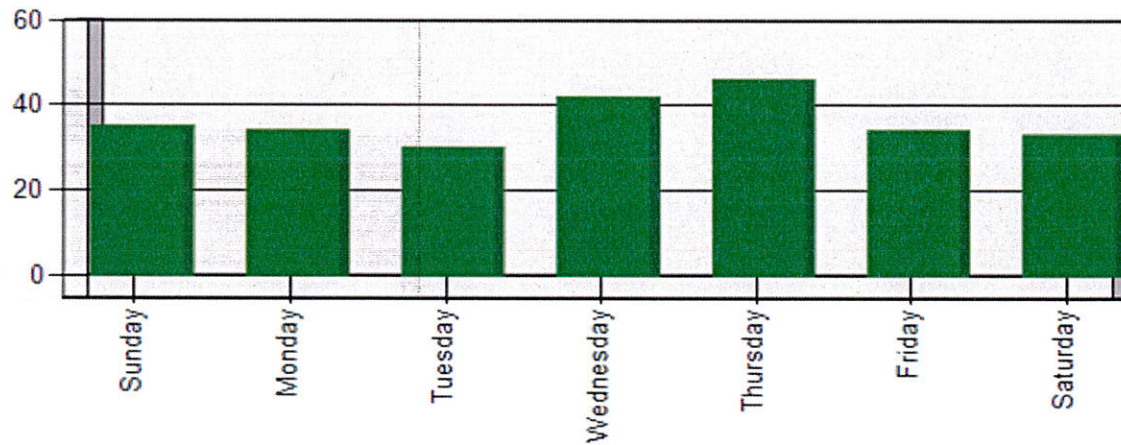
Town of Windham Fire & Rescue

Windham, ME



Incidents by Day of the Week for Date Range

Start Date: 11/01/2017 | End Date: 11/30/2017



DAY OF THE WEEK	# INCIDENTS
Sunday	35
Monday	34
Tuesday	30
Wednesday	42
Thursday	46
Friday	34
Saturday	33
TOTAL	254

Only REVIEWED incidents included

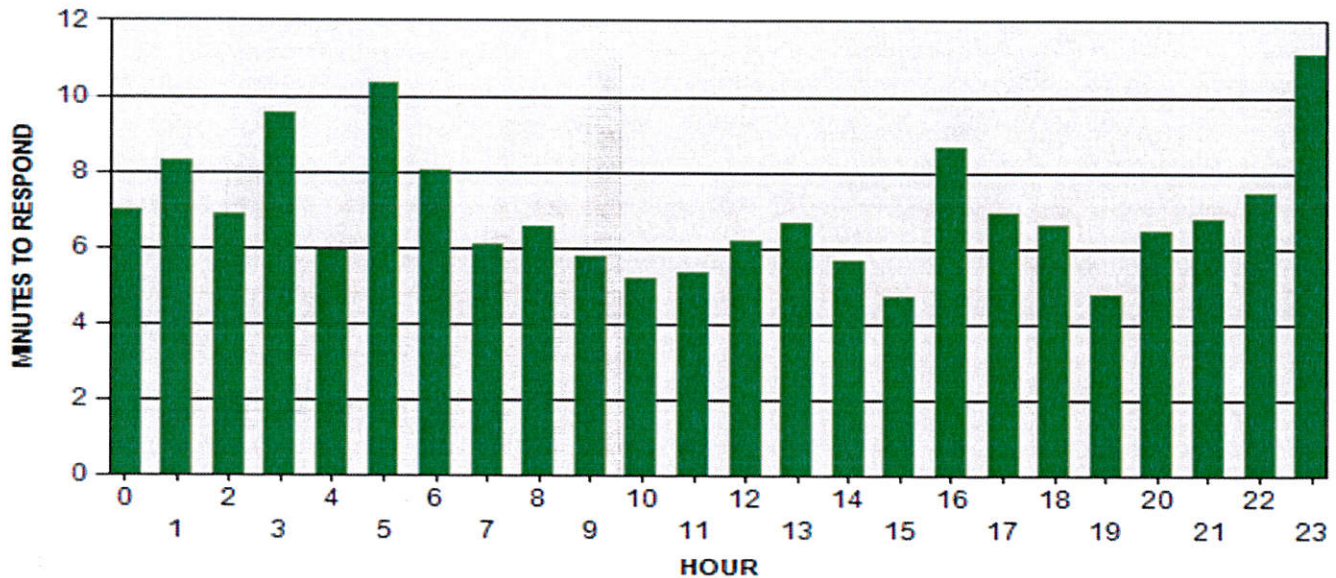
Town of Windham Fire & Rescue

Windham, ME



Average Response Time per Hour for Date Range

Start Date: 11/01/2017 | End Date: 11/30/2017



HOUR	TIMES	AVG. RESPONSE, minutes	
		(Dispatch to Arrived)	(Dispatch to Arrived)
		Day	Night
0	0:00 - 0:59		6.98
1	1:00 - 1:59		8.3
2	2:00 - 2:59		6.86
3	3:00 - 3:59		9.56
4	4:00 - 4:59		5.94
5	5:00 - 5:59		10.33
6	6:00 - 6:59		8.03
7	7:00 - 7:59	6.08	
8	8:00 - 8:59	6.55	
9	9:00 - 9:59	5.8	
10	10:00 - 10:59	5.22	
11	11:00 - 11:59	5.36	
12	12:00 - 12:59	6.2	
13	13:00 - 13:59	6.68	
14	14:00 - 14:59	5.66	
15	15:00 - 15:59	4.7	
16	16:00 - 16:59	8.66	
17	17:00 - 17:59	6.91	
18	18:00 - 18:59	6.59	
19	19:00 - 19:59	4.8	
20	20:00 - 20:59		6.44
21	21:00 - 21:59		6.76
22	22:00 - 22:59		7.44
23	23:00 - 22:59		11.15
		6.09	7.98

TOTAL AVERAGE RESPONSE TIME: 6.96 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

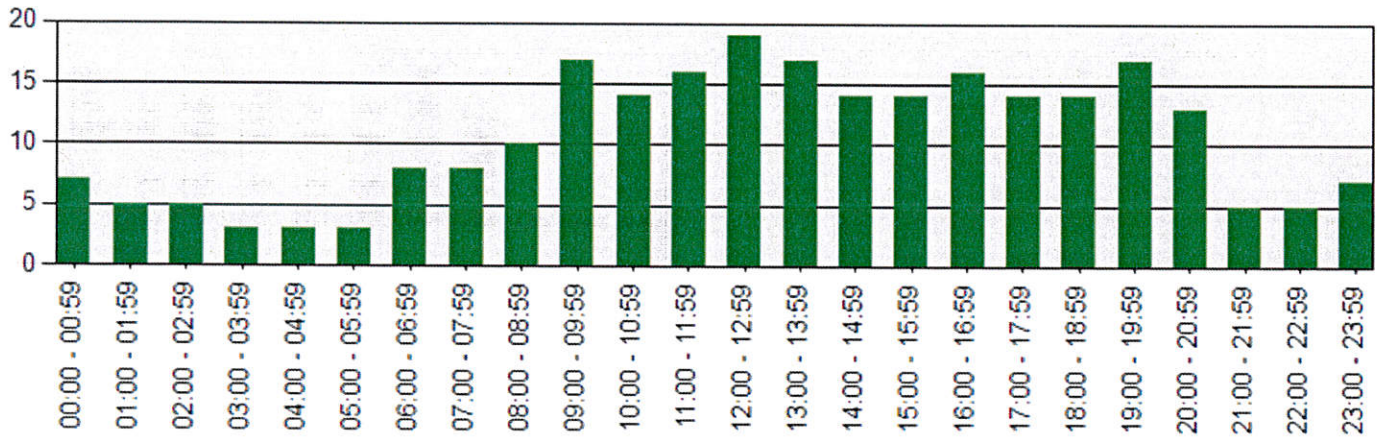
Town of Windham Fire & Rescue

Windham, ME



Incidents per Hour for Incident Type Range for Date Range

Incident Range: 100 | Start Date: 11/01/2017 | End Date: 11/30/2017



Hour	# of CALLS
00:00 - 00:59	7
01:00 - 01:59	5
02:00 - 02:59	5
03:00 - 03:59	3
04:00 - 04:59	3
05:00 - 05:59	3
06:00 - 06:59	8
07:00 - 07:59	8
08:00 - 08:59	10
09:00 - 09:59	17
10:00 - 10:59	14
11:00 - 11:59	16
12:00 - 12:59	19
13:00 - 13:59	17
14:00 - 14:59	14
15:00 - 15:59	14
16:00 - 16:59	16
17:00 - 17:59	14
18:00 - 18:59	14
19:00 - 19:59	17
20:00 - 20:59	13
21:00 - 21:59	5
22:00 - 22:59	5
23:00 - 23:59	7
TOTAL:	254

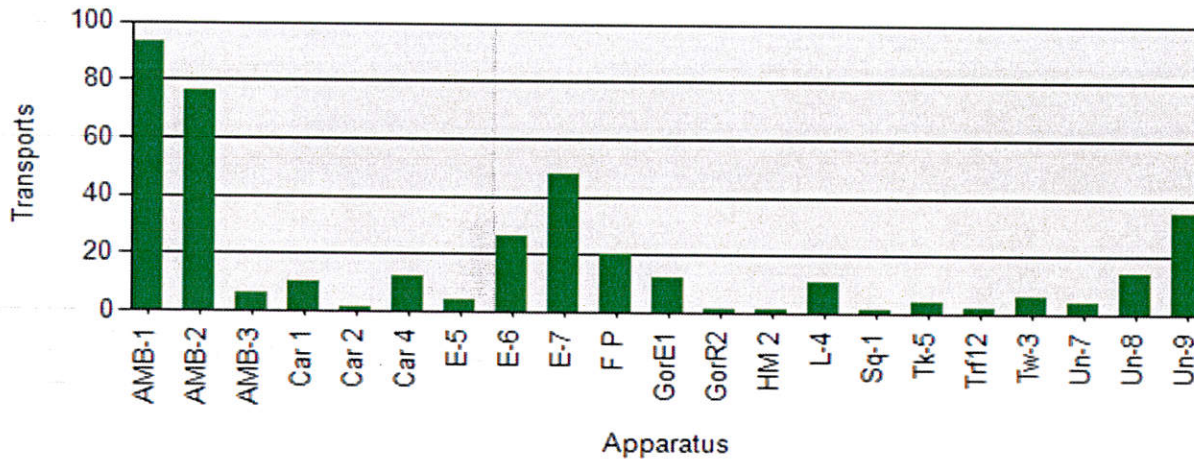
Town of Windham Fire & Rescue

Windham, ME



Incident Count per Apparatus for Date Range

Start Date: 11/01/2017 | End Date: 11/30/2017



APPARATUS	# of INCIDENTS
AMB-1	93
AMB-2	76
AMB-3	6
Car 1	10
Car 2	1
Car 4	12
E-5	4
E-6	26
E-7	48
F P	20
GorE1	12
GorR2	1
HM 2	1
L-4	11
Sq-1	1
Tk-5	4
Trf12	2
Tw-3	6
Un-7	4
Un-8	14
Un-9	35

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Windham, ME



Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 11/01/2017 | End Date: 11/30/2017

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00	1	1	0	1	2	2	0
01:00	0	0	2	0	1	1	1
02:00	0	2	0	0	2	1	0
03:00	0	0	0	1	1	0	1
04:00	0	0	0	0	1	0	2
05:00	1	0	0	0	1	1	0
06:00	3	0	3	1	0	1	0
07:00	1	2	0	2	2	0	1
08:00	0	2	1	2	3	0	2
09:00	1	1	4	3	4	3	1
10:00	2	1	3	3	2	1	2
11:00	3	2	2	4	3	0	2
12:00	2	5	3	2	3	4	0
13:00	4	2	0	2	2	4	3
14:00	1	2	0	4	4	1	2
15:00	2	4	2	3	0	2	1
16:00	2	3	2	2	4	1	2
17:00	2	1	1	2	2	3	3
18:00	1	0	2	3	4	1	3
19:00	2	1	2	3	4	3	2
20:00	2	3	2	3	0	1	2
21:00	2	0	1	0	1	1	0
22:00	1	0	0	1	0	2	1
23:00	2	2	0	0	0	1	2
Total Responses for Day	35	34	30	42	46	34	33
% of Responses for Day	11.43%	14.71%	13.33%	9.52%	8.70%	11.76%	9.09%
% of Responses for Week	13.78%	13.39%	11.81%	16.54%	18.11%	13.39%	12.99%

Hour	Total per Hour	Percent
00:00	7	2.76%
01:00	5	1.97%
02:00	5	1.97%
03:00	3	1.18%
04:00	3	1.18%
05:00	3	1.18%
06:00	8	3.15%
07:00	8	3.15%
08:00	10	3.94%
09:00	17	6.69%
10:00	14	5.51%
11:00	16	6.30%
12:00	19	7.48%
13:00	17	6.69%
14:00	14	5.51%
15:00	14	5.51%
16:00	16	6.30%
17:00	14	5.51%
18:00	14	5.51%
19:00	17	6.69%
20:00	13	5.12%
21:00	5	1.97%
22:00	5	1.97%
23:00	7	2.76%
Total	254	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				
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				
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	0.03	1.05	5.27	54.31
August 2017	0.03	1.07	5.38	56.05
September 2017	0.01	1.16	5.37	55.59
October 2017	0.03	1.17	6.35	58.06
November 2017	0.04	1.10	5.52	50.02
December 2017				
Averages	0.06	1.16	6.41	55.68