



Town of Windham

Fire – Rescue Department

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Brent J. Libby, Chief

April 2018 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 measured from our initial dispatch to when our first unit arrives on the scene. The average day shift response time for April was 5.21 minutes. The average night shift response time was 6.36 minutes. The department's total average response time for April was 5.73 minutes. This month we saw and overall decrease in response times by nearly two minutes, putting us back into our normal range. Our average turn out time which is the time from dispatch to en route was 0.59 minutes.

The department covers six (6) per-diem shifts during the day. In the 30 day period that provides us with 2160 hours of daytime coverage. We had a total of 194 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 1966 hours of the 2160 for a percentage of coverage at **91.1%** a decrease of 6.1% in coverage over last month.

During the night shift the department fills three (2) per-diem shifts for a total of 720 hours. We had a total of 27 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 693 hours of the 720 hours leaving us with **96.3%** of coverage, a decrease of 1.2% from last month.

With the additional staffing added over the last two years we now have a paramedic 100% of the time at Central Station and North Station.

Our training performance during April slightly decreased from last month. The department had 654.75 total training hours for the month.

Training hour totals below are for the last four months.

January 2018	745.50 Hrs	February 2018	389.50 Hrs.
March 2018	690.75 Hrs.	April 2018	654.75 Hrs.

Monthly Activity Data:

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

	<u>2018</u>	<u>2017</u>	<u>2016</u>	
Total Calls for the Month	198	215	221	
Total EMS Calls for the month	131	138	131	(The EMS numbers are a part of the total)
Year to Date Totals	902	924	855	

We had requested a mutual aid ambulance 2 times in April, of those calls 2 resulted in transport to the hospital by mutual aid. Our third ambulance handled 7 additional calls during the month, 2 resulted in transports to the hospital.

Fire Prevention/Inspections:

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

Of Interest:

- After 27 years with Windham and Gorham Fire Departments out of the South Windham Fire Co. Jamie Quimby has "retired" from both departments.
- After 17 ½ years with Windham Fire-Rescue, call company/per-diem Firefighter Paramedic Steve Simonson has resigned from the department. Steve was elected to the Executive Board of the Professional Firefighters of Maine and will no longer be able to serve us here in Windham with his new assignment.
- Congratulations to call company member Airman First Class Glenn Vadja on graduating basic training at Lackland Air Force Base, Well Done!
- Engine 6 with a crew provided coverage for a Friday evening to Raymond while they conducted their annual banquet.
- Engine 5 and a crew assisted Gray Fire-Rescue and the Southern Maine Community College Fire Science program with a controlled burn of blueberry fields in Gray.
- During April school vacation our on duty crews spent time with Officer Matt Cyr and Officer Seth Fournier touring all the schools in Windham.
- Our mechanic has been working his way through all apparatus completing services and assessment in preparation of renewing their commercial vehicle inspection stickers.
- April 17th crews responded to Shaw's Supermarket for a cardiac arrest. With the help of bystander CPR and great team work the crew was able to get a pulse back on the patient and transport to the hospital. We have received word from the patients family that he has returned home and is doing very well.
- On April 26th the department hosted three middle school students and their chaperones for bring your child to work day. The same day Lt. Chip Jones attended the Career and College Fair at Windham High School providing interested students with information about Fire and EMS services.

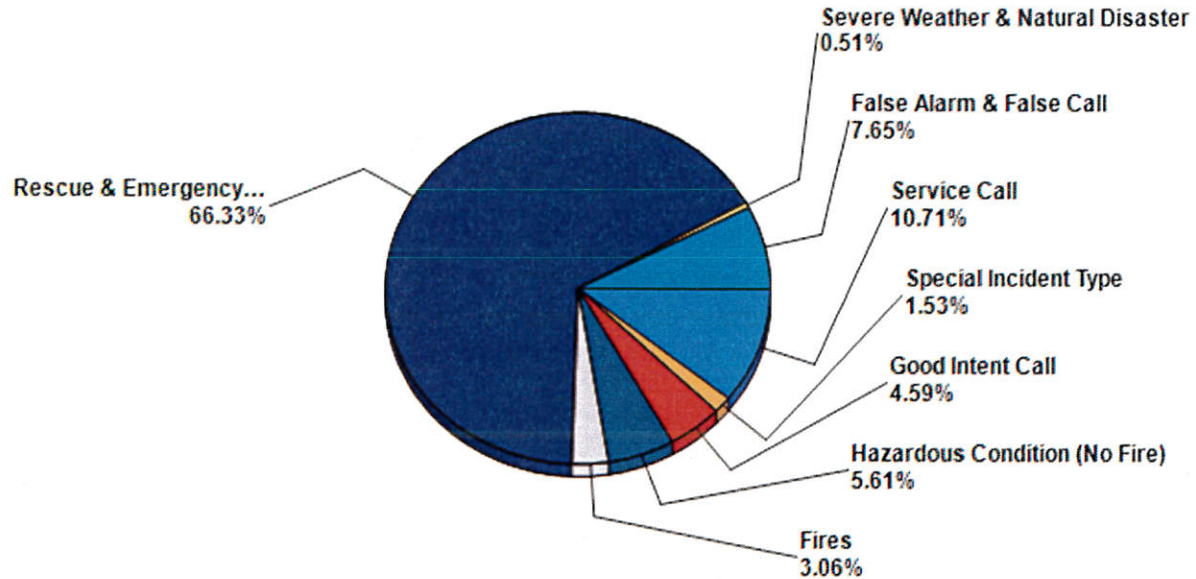
Town of Windham Fire & Rescue

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Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 04/01/2018 | End Date: 04/30/2018



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	6	3.06%
Rescue & Emergency Medical Service	130	66.33%
Hazardous Condition (No Fire)	11	5.61%
Service Call	21	10.71%
Good Intent Call	9	4.59%
False Alarm & False Call	15	7.65%
Severe Weather & Natural Disaster	1	0.51%
Special Incident Type	3	1.53%
TOTAL	196	100.00%

Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
100 - Fire, other	1	0.51%
111 - Building fire	1	0.51%
113 - Cooking fire, confined to container	1	0.51%
131 - Passenger vehicle fire	1	0.51%
140 - Natural vegetation fire, other	1	0.51%
150 - Outside rubbish fire, other	1	0.51%
300 - Rescue, EMS incident, other	3	1.53%
311 - Medical assist, assist EMS crew	4	2.04%
320 - Emergency medical service, other	2	1.02%
321 - EMS call, excluding vehicle accident with injury	109	55.61%
322 - Motor vehicle accident with injuries	5	2.55%
324 - Motor vehicle accident with no injuries.	7	3.57%
400 - Hazardous condition, other	1	0.51%
411 - Gasoline or other flammable liquid spill	1	0.51%
412 - Gas leak (natural gas or LPG)	1	0.51%
440 - Electrical wiring/equipment problem, other	2	1.02%
444 - Power line down	4	2.04%
460 - Accident, potential accident, other	1	0.51%
463 - Vehicle accident, general cleanup	1	0.51%
500 - Service Call, other	2	1.02%
511 - Lock-out	2	1.02%
542 - Animal rescue	1	0.51%
550 - Public service assistance, other	2	1.02%
551 - Assist police or other governmental agency	2	1.02%
561 - Unauthorized burning	3	1.53%
571 - Cover assignment, standby, moveup	9	4.59%
600 - Good intent call, other	1	0.51%
611 - Dispatched & cancelled en route	5	2.55%
631 - Authorized controlled burning	1	0.51%
651 - Smoke scare, odor of smoke	2	1.02%
700 - False alarm or false call, other	4	2.04%
730 - System malfunction, other	2	1.02%
735 - Alarm system sounded due to malfunction	1	0.51%
736 - CO detector activation due to malfunction	1	0.51%
743 - Smoke detector activation, no fire - unintentional	3	1.53%
744 - Detector activation, no fire - unintentional	1	0.51%
745 - Alarm system activation, no fire - unintentional	3	1.53%
813 - Wind storm, tornado/hurricane assessment	1	0.51%
900 - Special type of incident, other	3	1.53%
TOTAL INCIDENTS:	196	100.00%

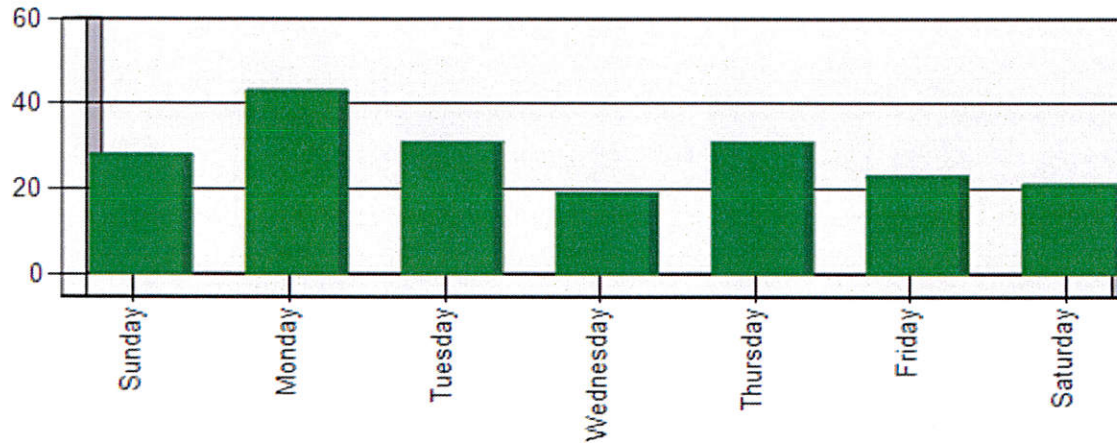
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Incidents by Day of the Week for Date Range

Start Date: 04/01/2018 | End Date: 04/30/2018



DAY OF THE WEEK	# INCIDENTS
Sunday	28
Monday	43
Tuesday	31
Wednesday	19
Thursday	31
Friday	23
Saturday	21
TOTAL	196

Only REVIEWED incidents included

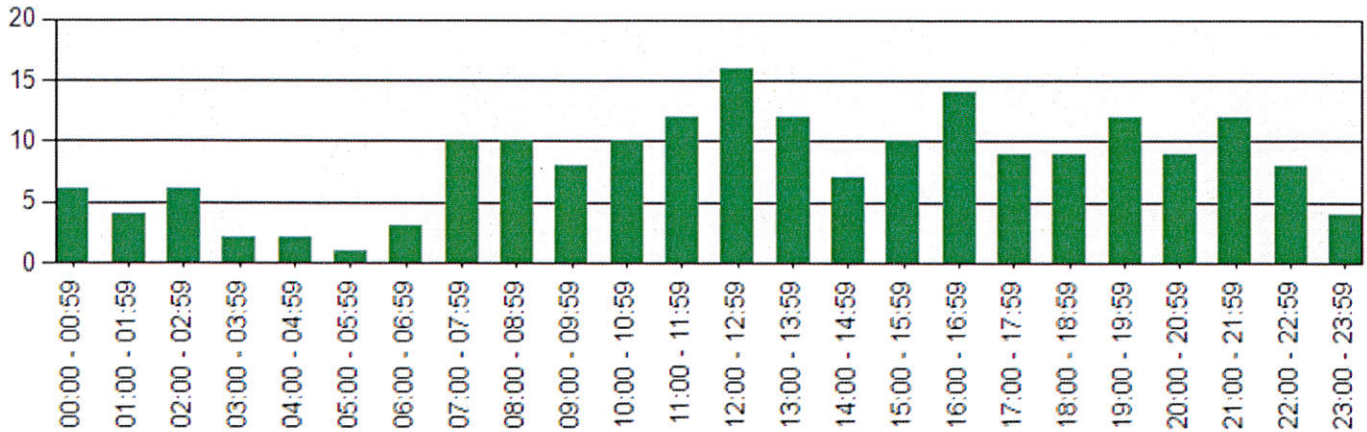
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Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 04/01/2018 | End Date: 04/30/2018



Hour	# of CALLS
00:00 - 00:59	6
01:00 - 01:59	4
02:00 - 02:59	6
03:00 - 03:59	2
04:00 - 04:59	2
05:00 - 05:59	1
06:00 - 06:59	3
07:00 - 07:59	10
08:00 - 08:59	10
09:00 - 09:59	8
10:00 - 10:59	10
11:00 - 11:59	12
12:00 - 12:59	16
13:00 - 13:59	12
14:00 - 14:59	7
15:00 - 15:59	10
16:00 - 16:59	14
17:00 - 17:59	9
18:00 - 18:59	9
19:00 - 19:59	12
20:00 - 20:59	9
21:00 - 21:59	12
22:00 - 22:59	8
23:00 - 23:59	4
TOTAL:	196

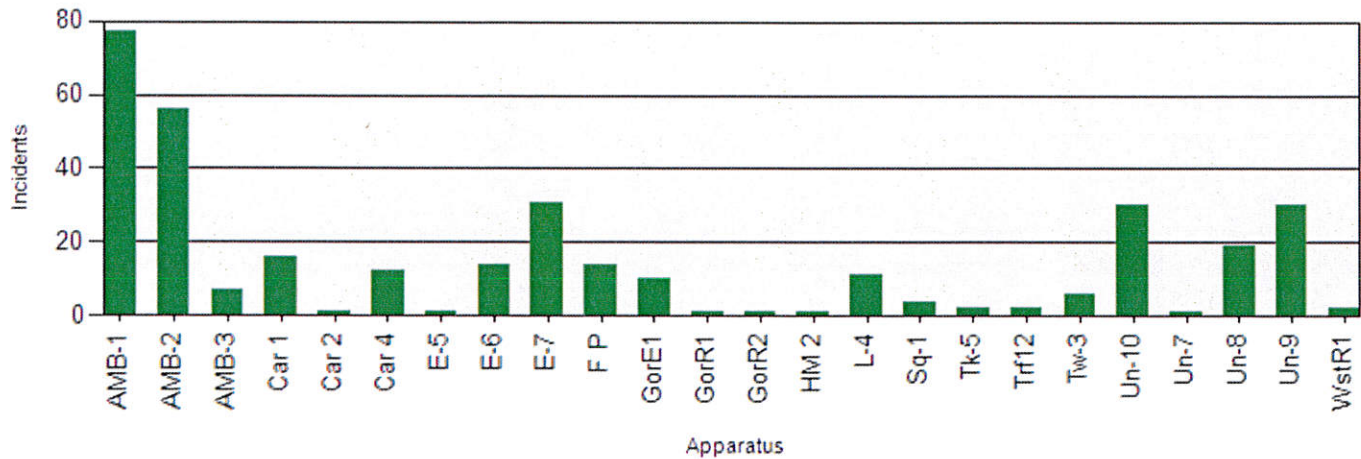
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Incident Count per Apparatus for Date Range

Start Date: 04/01/2018 | End Date: 04/30/2018



APPARATUS	# of INCIDENTS
AMB-1	77
AMB-2	56
AMB-3	7
Car 1	16
Car 2	1
Car 4	12
E-5	1
E-6	14
E-7	31
F P	14
GorE1	10
GorR1	1
GorR2	1
HM 2	1
L-4	11
Sq-1	4
Tk-5	2
Trf12	2
Tw-3	6
Un-10	30
Un-7	1
Un-8	19
Un-9	30
WstR1	2

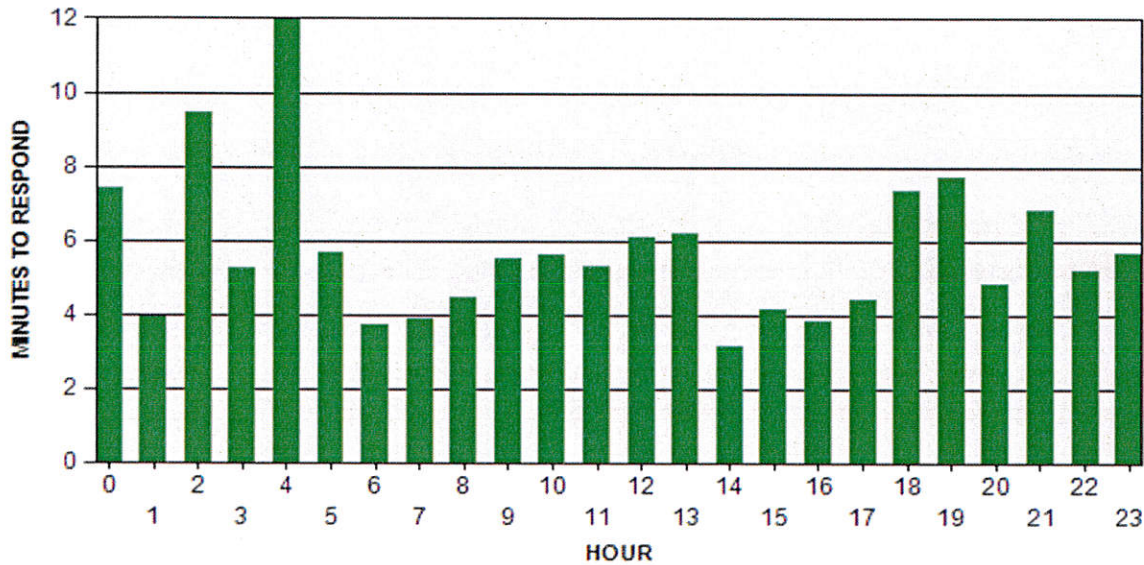
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Average Response Time per Hour for Date Range

Start Date: 04/01/2018 | End Date: 04/30/2018



HOUR	TIMES	AVG. RESPONSE, minutes	AVG. RESPONSE, minutes
		Day	Night
0	0:00 - 0:59		7.38
1	1:00 - 1:59		3.95
2	2:00 - 2:59		9.45
3	3:00 - 3:59		5.24
4	4:00 - 4:59		11.97
5	5:00 - 5:59		5.65
6	6:00 - 6:59		3.7
7	7:00 - 7:59	3.87	
8	8:00 - 8:59	4.44	
9	9:00 - 9:59	5.52	
10	10:00 - 10:59	5.63	
11	11:00 - 11:59	5.3	
12	12:00 - 12:59	6.08	
13	13:00 - 13:59	6.2	
14	14:00 - 14:59	3.17	
15	15:00 - 15:59	4.14	
16	16:00 - 16:59	3.82	
17	17:00 - 17:59	4.42	
18	18:00 - 18:59	7.36	
19	19:00 - 19:59	7.72	
20	20:00 - 20:59		4.85
21	21:00 - 21:59		6.85
22	22:00 - 22:59		5.21
23	23:00 - 23:59		5.67
		5.21	6.36

TOTAL AVERAGE RESPONSE TIME: 5.73 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

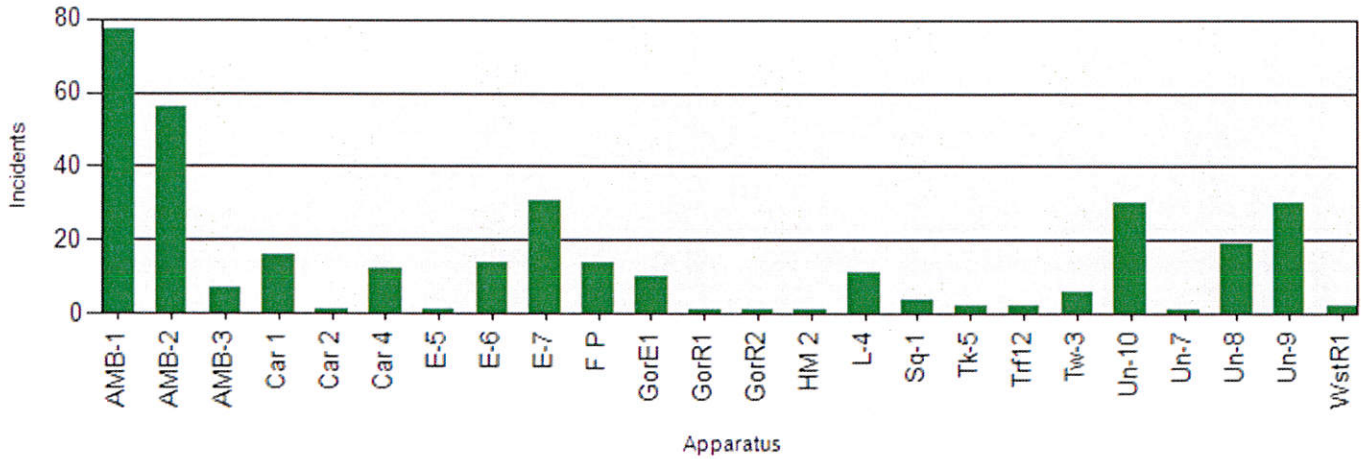
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E-6	14
E-7	31
F P	14
GorE1	10
GorR1	1
GorR2	1
HM 2	1
L-4	11
Sq-1	4
Tk-5	2
Trf12	2
Tw-3	6
Un-10	30
Un-7	1
Un-8	19
Un-9	30
WstR1	2

2017 Incident Response Data for Month Periods

Month	Dispatch Time	Reaction Time	Response Time	Call Length
2017				
January	0.03	1.06	6.01	57.35
February	0.06	1.17	7.22	52.43
March	0.05	1.26	6	57.26
April	0.01	1.02	5.28	56.9
May	0.08	1.04	5.08	55.39
June	0.05	1.23	5.99	66.53
July	0.03	1.05	5.27	54.31
August	0.03	1.07	5.38	56.05
September	0.01	1.16	5.37	55.59
October	0.03	1.17	6.35	58.06
November	0.04	1.10	5.52	50.02
December	0.11	1.09	5.47	56.43
Averages	0.06	1.16	6.41	55.68

2018 Incident Response Data for Month Periods

Month	Dispatch Time	Reaction Time	Response Time	Call Length
2018				
January	0.01	1.21	6.35	54.17
February	0.19	1.18	6.59	64.2
March	0.07	1.14	5.76	60.6
April	0.03	0.59	4.53	57.37
May				
June				
July				
August				
September				
October				
November				
December				
Averages	0.13	1.18	6.23	59.66