



# Town of Windham

## Fire – Rescue Department

375 Gray Rd  
Windham, ME 04062  
Business 207-892-1911  
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Brent J. Libby, Chief

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### July 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 July was 6.58 minutes. The average night shift response time was 7.34 minutes. The department's total average response time for July was 6.58 minutes. This month we saw an overall increase in response times by 0.27 seconds. Our average turn out time which is the time from dispatch to en route was 1.03 minutes.

The department covers six (6) per-diem shifts during the day. In the 31 day period that provides us with 2232 hours of daytime coverage. We had a total of 468 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 1764 hours of the 2232 hours for a percentage of coverage at **79%** a decrease of 0.8% in coverage over last month.

During the night shift the department fills three (2) per-diem shifts for a total of 744 hours. There were 5 hours uncovered at night leaving us covering 739 hours providing us with 99.3% coverage, a decrease of 0.2% 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 July has increased from last month. The department had 295.5 total training hours for the month. Much of this is attributed to training at the acquired structures on Highland Cliff Road.

Training hour totals below are for the last four months.

April 2018	654.75 Hrs.	May 2018	472.25 Hrs.
June 2018	673.25 Hrs.	July 2018	295.5 Hrs.

## **Monthly Activity Data:**

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

	2018	2017	2016	
Total Calls for the Month	277	286	259	
Total EMS Calls for the month	183	199	178	(The EMS numbers are a part of the total)
Year to Date Totals	1705	1748	1592	

We had requested a mutual aid ambulance 8 times in July, of those calls 7 resulted in transport to the hospital by mutual aid. Our third ambulance handled 14 additional calls during the month; 6 of them resulted in transports to the hospital.

## **Fire Prevention/Inspections:**

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

## **Of Interest:**

- We have been working with an assigned FEMA rep to continue the process to seek reimbursement funds for the October 2017 wind storm. Our information has been submitted to FEMA and we will await their approval.
- Raymond Fire-Rescue was very appreciative for the support they received in the loss of Captain David Mains. We were able to provide coverage and support to them as they processed his death and prepared for a proper memorial. In his professional life he worked for SMRT and was out project leader for the South Windham Fire Station project as well as the town's facility study several years ago.
- The dry hydrants were replaced and the ponds dredged at 26 and 166 Highland Cliff Road.
- Congratulations to member Logan Doak on obtaining his paramedic license.
- Several apparatus have been rotated through for repairs and maintenance.
- Squad 1 has been out of service for several weeks while we troubleshoot and try to repair a steering issue.
- We have run an ad in the Windham Eagle for three weeks in an attempt to hire more personnel for our call company.
- From Westbrook Fire Chief Turcotte:  
"Chief,

*I wanted to thank your agency for providing assistance this morning for the three vehicle collision that occurred on Route 302 this morning near the Windham line. This was an extended extrication and your crews provided invaluable assistance.*

*Again, please thank those that provided assistance and it is good to know that we can always count on Windham FD and your talented members when called upon."*

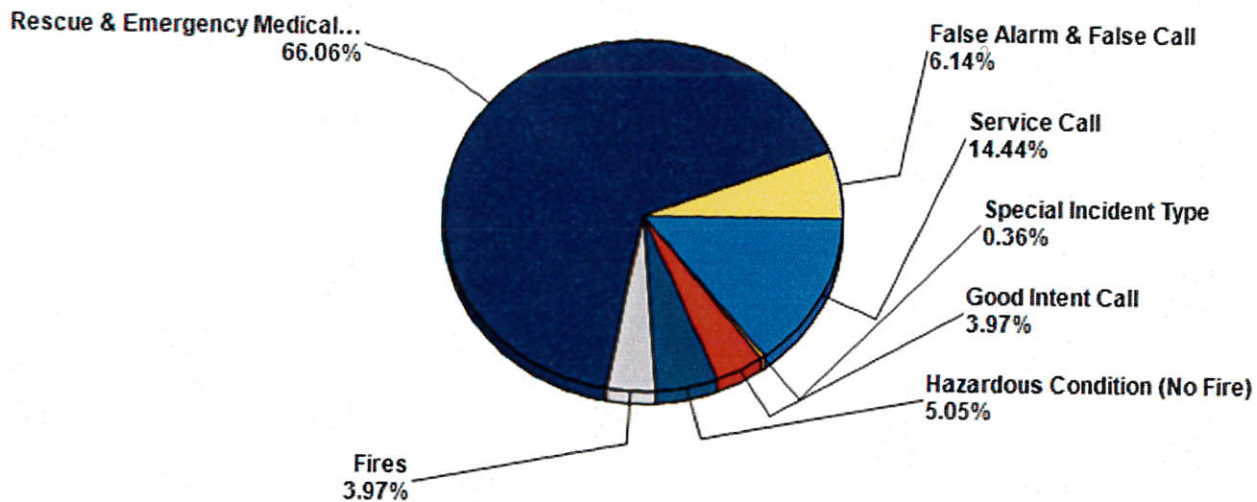
# Town of Windham Fire & Rescue

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## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 07/01/2018 | End Date: 07/31/2018



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	11	3.97%
Rescue & Emergency Medical Service	183	66.06%
Hazardous Condition (No Fire)	14	5.05%
Service Call	40	14.44%
Good Intent Call	11	3.97%
False Alarm & False Call	17	6.14%
Special Incident Type	1	0.36%
<b>TOTAL</b>	<b>277</b>	<b>100.00%</b>



Detailed Breakdown by Incident Type		
INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	4	1.44%
113 - Cooking fire, confined to container	2	0.72%
122 - Fire in motor home, camper, recreational vehicle	1	0.36%
131 - Passenger vehicle fire	2	0.72%
142 - Brush or brush-and-grass mixture fire	2	0.72%
300 - Rescue, EMS incident, other	6	2.17%
320 - Emergency medical service, other	1	0.36%
321 - EMS call, excluding vehicle accident with injury	154	55.60%
322 - Motor vehicle accident with injuries	9	3.25%
324 - Motor vehicle accident with no injuries.	8	2.89%
340 - Search for lost person, other	1	0.36%
350 - Extrication, rescue, other	1	0.36%
352 - Extrication of victim(s) from vehicle	1	0.36%
365 - Watercraft rescue	1	0.36%
381 - Rescue or EMS standby	1	0.36%
440 - Electrical wiring/equipment problem, other	1	0.36%
444 - Power line down	10	3.61%
445 - Arcing, shorted electrical equipment	2	0.72%
463 - Vehicle accident, general cleanup	1	0.36%
500 - Service Call, other	6	2.17%
520 - Water problem, other	1	0.36%
531 - Smoke or odor removal	1	0.36%
550 - Public service assistance, other	2	0.72%
551 - Assist police or other governmental agency	5	1.81%
553 - Public service	2	0.72%
554 - Assist invalid	1	0.36%
561 - Unauthorized burning	3	1.08%
571 - Cover assignment, standby, moveup	19	6.86%
600 - Good intent call, other	2	0.72%
611 - Dispatched & cancelled en route	6	2.17%
651 - Smoke scare, odor of smoke	2	0.72%
661 - EMS call, party transported by non-fire agency	1	0.36%
700 - False alarm or false call, other	1	0.36%
714 - Central station, malicious false alarm	2	0.72%
730 - System malfunction, other	1	0.36%
733 - Smoke detector activation due to malfunction	3	1.08%
743 - Smoke detector activation, no fire - unintentional	3	1.08%
744 - Detector activation, no fire - unintentional	2	0.72%
745 - Alarm system activation, no fire - unintentional	5	1.81%
911 - Citizen complaint	1	0.36%
<b>TOTAL INCIDENTS:</b>	<b>277</b>	<b>100.00%</b>

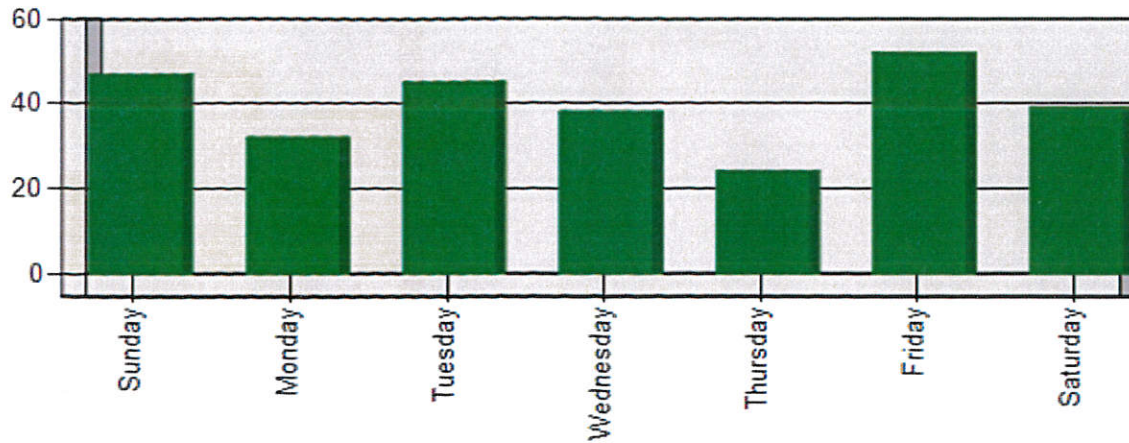
# Town of Windham Fire & Rescue

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## Incidents by Day of the Week for Date Range

Start Date: 07/01/2018 | End Date: 07/31/2018



DAY OF THE WEEK	# INCIDENTS
Sunday	47
Monday	32
Tuesday	45
Wednesday	38
Thursday	24
Friday	52
Saturday	39
TOTAL	277

Only REVIEWED incidents included



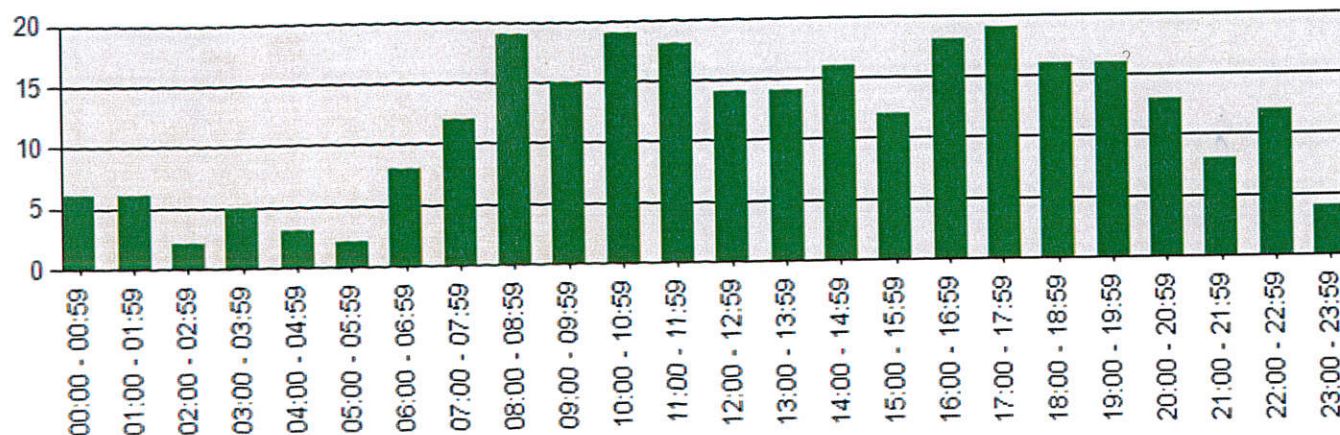
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## Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 07/01/2018 | End Date: 07/31/2018



Hour	# of CALLS
00:00 - 00:59	6
01:00 - 01:59	6
02:00 - 02:59	2
03:00 - 03:59	5
04:00 - 04:59	3
05:00 - 05:59	2
06:00 - 06:59	8
07:00 - 07:59	12
08:00 - 08:59	19
09:00 - 09:59	15
10:00 - 10:59	19
11:00 - 11:59	18
12:00 - 12:59	14
13:00 - 13:59	14
14:00 - 14:59	16
15:00 - 15:59	12
16:00 - 16:59	18
17:00 - 17:59	19
18:00 - 18:59	16
19:00 - 19:59	16
20:00 - 20:59	13
21:00 - 21:59	8
22:00 - 22:59	12
23:00 - 23:59	4
<b>TOTAL:</b>	<b>277</b>

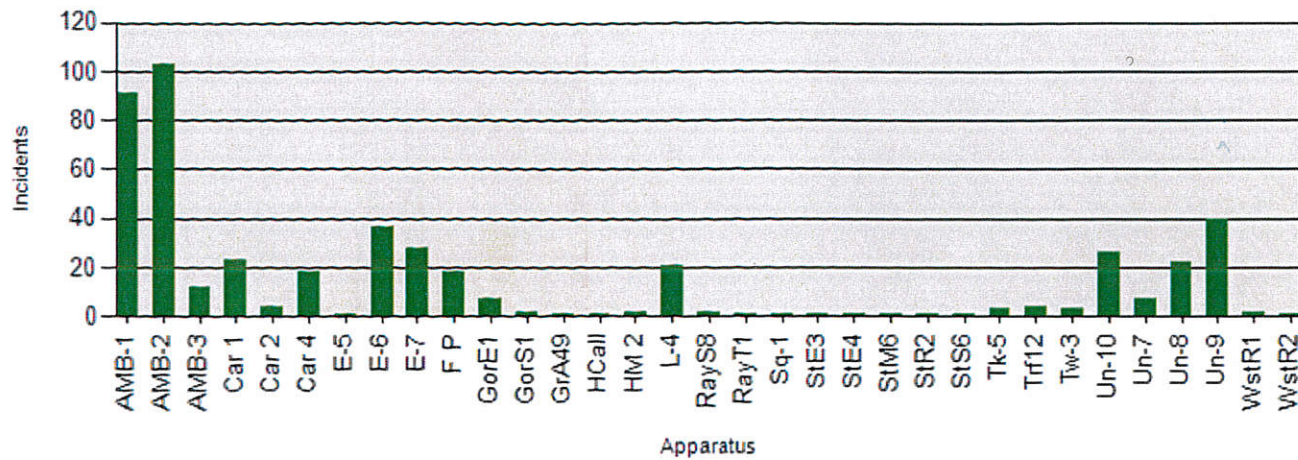
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## Incident Count per Apparatus for Date Range

Start Date: 07/01/2018 | End Date: 07/31/2018



APPARATUS	# of INCIDENTS
AMB-1	91
AMB-2	103
AMB-3	12
Car 1	23
Car 2	4
Car 4	18
E-5	1
E-6	37
E-7	28
F P	18
GorE1	7
GorS1	2
GrA49	1
HCall	1
HM 2	2
L-4	21
RayS8	2
RayT1	1
Sq-1	1
StE3	1
StE4	1
StM6	1
StR2	1
StS6	1
Tk-5	3
Trf12	4
Tw-3	3
Un-10	26
Un-7	7
Un-8	22
Un-9	40
WstR1	2
WstR2	1



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## Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 07/01/2018 | End Date: 07/31/2018

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	0	1	1	2	0	1	1	00:00	6	2.17%
01:00	2	1	0	0	1	1	1	01:00	6	2.17%
02:00	0	0	0	1	0	1	0	02:00	2	0.72%
03:00	0	1	3	0	0	1	0	03:00	5	1.81%
04:00	1	1	0	0	1	0	0	04:00	3	1.08%
05:00	0	0	2	0	0	0	0	05:00	2	0.72%
06:00	1	1	0	3	2	1	0	06:00	8	2.89%
07:00	2	2	0	2	1	4	1	07:00	12	4.33%
08:00	5	0	3	5	2	2	2	08:00	19	6.86%
09:00	4	4	1	1	1	2	2	09:00	15	5.42%
10:00	1	2	5	5	0	2	4	10:00	19	6.86%
11:00	4	1	4	2	2	4	1	11:00	18	6.50%
12:00	3	0	1	0	3	3	4	12:00	14	5.05%
13:00	2	2	4	2	1	2	1	13:00	14	5.05%
14:00	2	2	2	1	1	3	5	14:00	16	5.78%
15:00	5	3	1	0	0	3	0	15:00	12	4.33%
16:00	3	1	0	5	2	3	4	16:00	18	6.50%
17:00	1	2	6	2	1	6	1	17:00	19	6.86%
18:00	1	2	2	0	0	6	5	18:00	16	5.78%
19:00	5	2	2	1	2	2	2	19:00	16	5.78%
20:00	1	4	1	2	2	3	0	20:00	13	4.69%
21:00	2	0	2	1	1	2	0	21:00	8	2.89%
22:00	2	0	4	3	0	0	3	22:00	12	4.33%
23:00	0	0	1	0	1	0	2	23:00	4	1.44%
Total Responses for Day	47	32	45	38	24	52	39	Total	277	100.00%
% of Responses for Day	10.64%	12.50%	13.33%	13.16%	12.50%	11.54%	12.82%			
% of Responses for Week	16.97%	11.55%	16.25%	13.72%	8.66%	18.77%	14.08%			

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



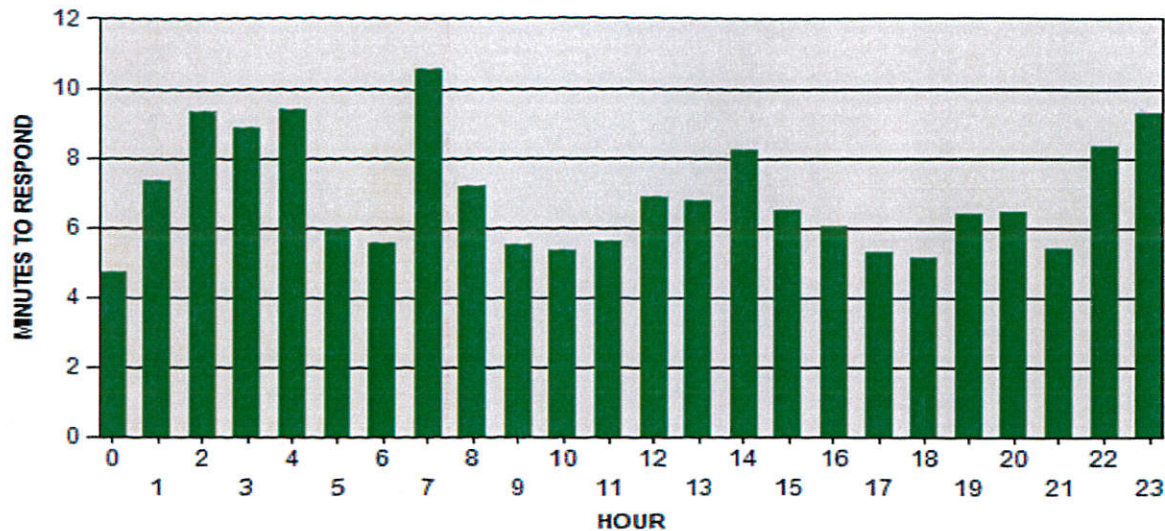
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## Average Response Time per Hour for Date Range

Start Date: 07/01/2018 | End Date: 07/31/2018



HOUR	TIMES	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		4.7
1	1:00 - 1:59		7.36
2	2:00 - 2:59		9.37
3	3:00 - 3:59		8.86
4	4:00 - 4:59		9.42
5	5:00 - 5:59		5.97
6	6:00 - 6:59		5.56
7	7:00 - 7:59	10.56	
8	8:00 - 8:59	7.19	
9	9:00 - 9:59	5.49	
10	10:00 - 10:59	5.36	
11	11:00 - 11:59	5.61	
12	12:00 - 12:59	6.89	
13	13:00 - 13:59	6.76	
14	14:00 - 14:59	8.25	
15	15:00 - 15:59	6.5	
16	16:00 - 16:59	6.04	
17	17:00 - 17:59	5.3	
18	18:00 - 18:59	5.16	
19	19:00 - 19:59	6.4	
20	20:00 - 20:59		6.45
21	21:00 - 21:59		5.43
22	22:00 - 22:59		8.33
23	23:00 - 23:59		9.3
		6.58	7.34

**TOTAL AVERAGE RESPONSE TIME: 6.93 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

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	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	Alarm to Dispatch	Dispatch to Enroute	Dispatch to Arrival	Dispatch to In Service
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	0.02	1.00	6.02	58.15
June	0.04	1.05	5.59	51.35
July	0.01	1.03	5.34	64.52
August				
September				
October				
November				
December				
Averages	0.13	1.18	6.23	59.66