



Town of Windham

Fire – Rescue Department

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

Brent J. Libby, Chief

August 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 August was 5.35 minutes. The average night shift response time was 6.1 minutes. The department's total average response time for August was 5.69 minutes. This month we saw an overall decrease in response times by 0.89 seconds. Our average turn out time which is the time from dispatch to en route was 1.00 minute.

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 400 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 1832 hours of the 2232 hours for a percentage of coverage at 82% an increase of 3% 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 2 hours uncovered at night leaving us covering 742 hours providing us with 99.3% coverage, an increase of 0.4% 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 August has increased from last month. The department had 1077.50 total training hours for the month. Much of this is attributed to training at the acquired structures on Highland Cliff Road and the new live-in student firefighter 1 & 2 academy.

Training hour totals below are for the last four months.

May 2018	472.25 Hrs.	June 2018	673.25 Hrs.
July 2018	295.50 Hrs.	August 2018	1,077.50 Hrs.

Monthly Activity Data:

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

	2018	2017	2016	
Total Calls for the Month	285	256	230	
Total EMS Calls for the month	173	171	150	(The EMS numbers are a part of the total)
Year to Date Totals	1991	2005	1823	

We had requested a mutual aid ambulance 6 times in August, of those calls 3 resulted in transport to the hospital by mutual aid. Our third ambulance handled 8 additional calls during the month; 2 of them resulted in transports to the hospital.

Fire Prevention/Inspections:

- 4 - New Plans Reviewed
- 1 - New residential inspections
- 0 - Follow up residential inspections
- 0 - Multi-family residential inspection
- 6 - Commercial inspections
- 2 - Follow up commercial inspections
- 0 - Commercial Rough-in inspections
- 2- Lock Box Details
- 3 - 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.
- Squad 1 has returned to service after a significant steering system repairs.
- Ladder 4 was out of service for two days to have the aerial lift cylinders inspected. They will need to be rebuilt later on this year.
- Over the course of three weeks this month crews razed the properties at #8, 8-A, 16 and 20 Highland Cliff Road. The properties were an amazing source of training. Among Fire and Police agencies we logged over 100 hours of training at the sites. Windham, Gorham, Gray, Raymond, Cumberland, Chelsea, Portland, and the State Fire Marshal's Office all trained at the site. The Cumberland County Emergency Services Unit and several law enforcement K9 trainings were also able to use the buildings.
- Crews have started providing EMS sports coverage at the High School for the various varsity home games.
- The department welcomed 5 new college live-in students. Three will be living at East Station and two new students will join the current two students at South Station. Three of the new students are from Maine communities; the remaining two are from New Hampshire and Connecticut.
- Windham provided a crew for coverage to Buxton while they attended funeral services for long time member Harry Weymouth who passed away in a motor vehicle crash.

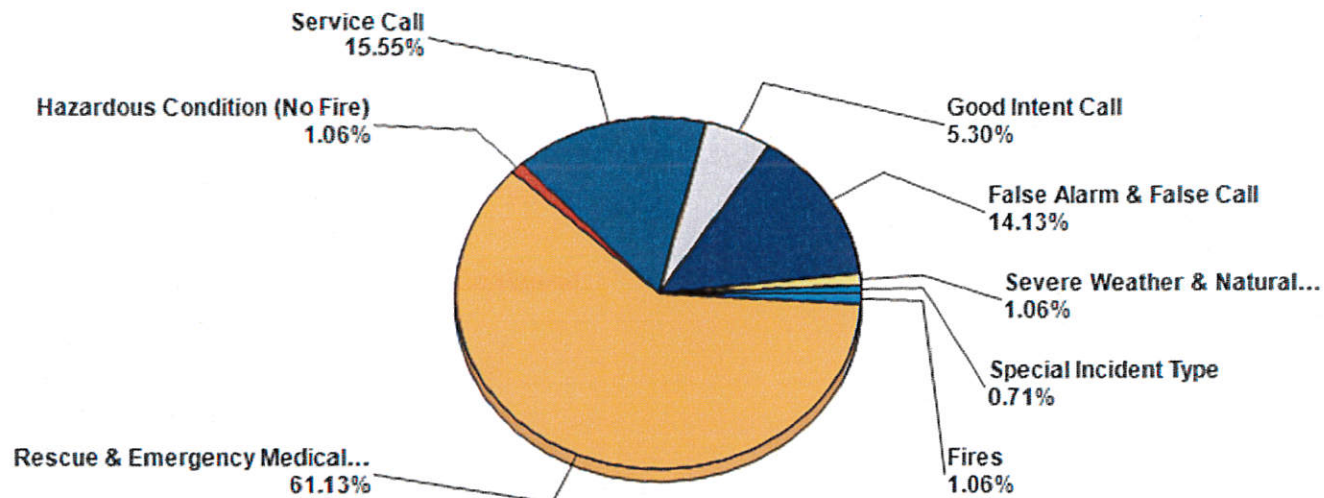
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Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 08/01/2018 | End Date: 08/31/2018



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	3	1.06%
Rescue & Emergency Medical Service	173	61.13%
Hazardous Condition (No Fire)	3	1.06%
Service Call	44	15.55%
Good Intent Call	15	5.30%
False Alarm & False Call	40	14.13%
Severe Weather & Natural Disaster	3	1.06%
Special Incident Type	2	0.71%
TOTAL	283	100.00%

Detailed Breakdown by Incident Type		
INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	1	0.35%
118 - Trash or rubbish fire, contained	1	0.35%
131 - Passenger vehicle fire	1	0.35%
300 - Rescue, EMS incident, other	5	1.77%
311 - Medical assist, assist EMS crew	3	1.06%
321 - EMS call, excluding vehicle accident with injury	140	49.47%
322 - Motor vehicle accident with injuries	10	3.53%
324 - Motor vehicle accident with no injuries.	12	4.24%
350 - Extrication, rescue, other	1	0.35%
361 - Swimming/recreational water areas rescue	1	0.35%
381 - Rescue or EMS standby	1	0.35%
411 - Gasoline or other flammable liquid spill	1	0.35%
424 - Carbon monoxide incident	1	0.35%
460 - Accident, potential accident, other	1	0.35%
500 - Service Call, other	4	1.41%
511 - Lock-out	1	0.35%
520 - Water problem, other	1	0.35%
531 - Smoke or odor removal	1	0.35%
550 - Public service assistance, other	2	0.71%
551 - Assist police or other governmental agency	3	1.06%
552 - Police matter	1	0.35%
553 - Public service	1	0.35%
561 - Unauthorized burning	3	1.06%
571 - Cover assignment, standby, moveup	27	9.54%
600 - Good intent call, other	3	1.06%
611 - Dispatched & cancelled en route	9	3.18%
622 - No incident found on arrival at dispatch address	1	0.35%
651 - Smoke scare, odor of smoke	2	0.71%
700 - False alarm or false call, other	4	1.41%
730 - System malfunction, other	1	0.35%
733 - Smoke detector activation due to malfunction	7	2.47%
734 - Heat detector activation due to malfunction	3	1.06%
735 - Alarm system sounded due to malfunction	3	1.06%
736 - CO detector activation due to malfunction	2	0.71%
740 - Unintentional transmission of alarm, other	4	1.41%
743 - Smoke detector activation, no fire - unintentional	4	1.41%
744 - Detector activation, no fire - unintentional	5	1.77%
745 - Alarm system activation, no fire - unintentional	7	2.47%
800 - Severe weather or natural disaster, other	2	0.71%
814 - Lightning strike (no fire)	1	0.35%
900 - Special type of incident, other	1	0.35%
911 - Citizen complaint	1	0.35%
TOTAL INCIDENTS:	283	100.00%

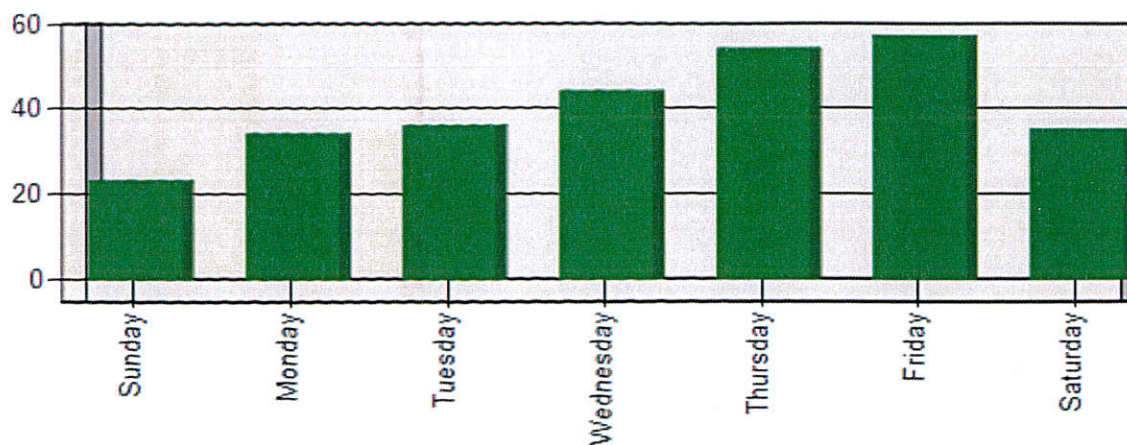
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Incidents by Day of the Week for Date Range

Start Date: 08/01/2018 | End Date: 08/31/2018



DAY OF THE WEEK	# INCIDENTS
Sunday	23
Monday	34
Tuesday	36
Wednesday	44
Thursday	54
Friday	57
Saturday	35
TOTAL	283

Only REVIEWED incidents included

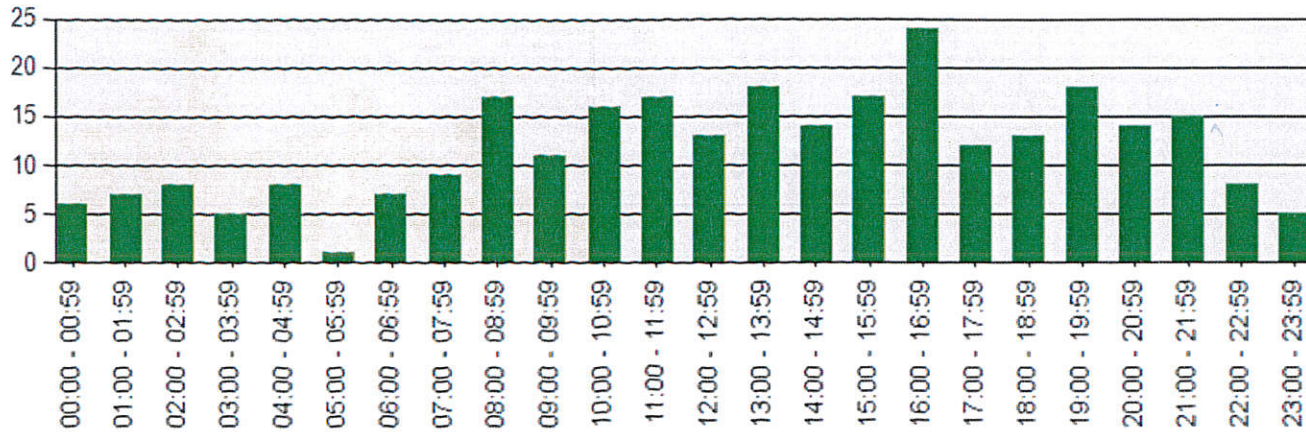
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Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 08/01/2018 | End Date: 08/31/2018



Hour	# of CALLS
00:00 - 00:59	6
01:00 - 01:59	7
02:00 - 02:59	8
03:00 - 03:59	5
04:00 - 04:59	8
05:00 - 05:59	1
06:00 - 06:59	7
07:00 - 07:59	9
08:00 - 08:59	17
09:00 - 09:59	11
10:00 - 10:59	16
11:00 - 11:59	17
12:00 - 12:59	13
13:00 - 13:59	18
14:00 - 14:59	14
15:00 - 15:59	17
16:00 - 16:59	24
17:00 - 17:59	12
18:00 - 18:59	13
19:00 - 19:59	18
20:00 - 20:59	14
21:00 - 21:59	15
22:00 - 22:59	8
23:00 - 23:59	5
TOTAL:	283

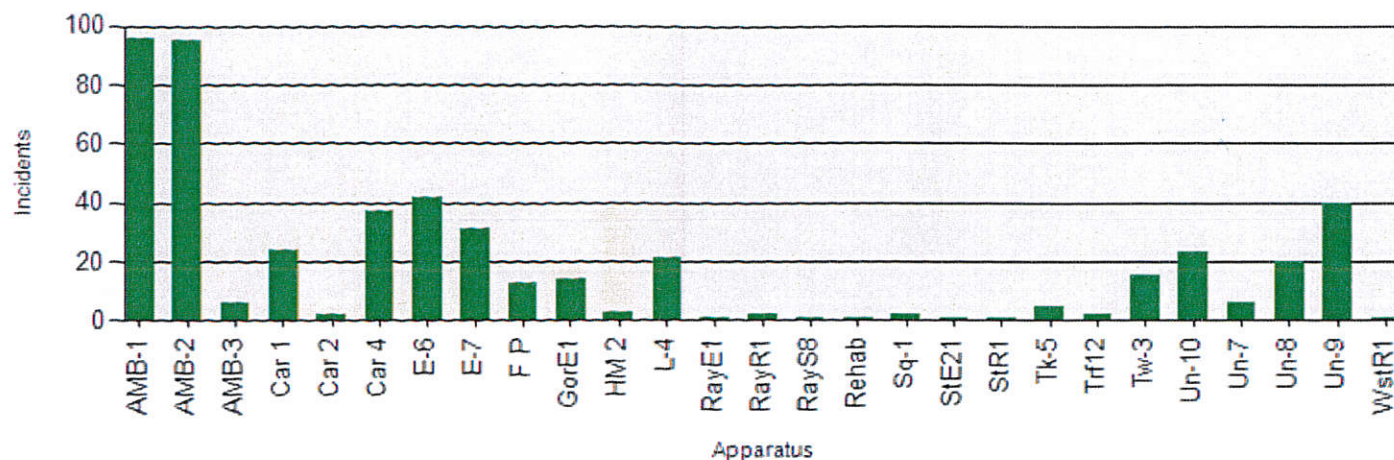
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Incident Count per Apparatus for Date Range

Start Date: 08/01/2018 | End Date: 08/31/2018



APPARATUS	# of INCIDENTS
AMB-1	96
AMB-2	95
AMB-3	6
Car 1	24
Car 2	2
Car 4	37
E-6	42
E-7	31
F P	13
GorE1	14
HM 2	3
L-4	21
RayE1	1
RayR1	2
RayS8	1
Rehab	1
Sq-1	2
StE21	1
StR1	1
Tk-5	5
Trf12	2
Tw-3	15
Un-10	23
Un-7	6
Un-8	20
Un-9	40
WstR1	1

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Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 08/01/2018 | End Date: 08/31/2018

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00	2	1	1	0	0	0	2
01:00	1	2	0	0	2	1	1
02:00	0	2	1	2	1	0	2
03:00	0	1	0	2	1	0	1
04:00	2	1	0	1	3	0	1
05:00	0	0	1	0	0	0	0
06:00	0	1	1	1	3	0	1
07:00	1	2	0	1	2	2	1
08:00	1	1	1	3	5	5	1
09:00	1	2	3	2	1	1	1
10:00	1	4	1	3	0	5	2
11:00	2	1	4	2	1	4	3
12:00	0	1	2	0	2	7	1
13:00	0	3	5	4	2	1	3
14:00	1	1	2	3	3	2	2
15:00	2	2	2	4	1	2	4
16:00	3	2	4	2	8	5	0
17:00	2	1	2	2	3	2	0
18:00	0	0	1	2	3	3	4
19:00	3	2	0	3	2	5	3
20:00	0	1	2	3	6	1	1
21:00	1	2	0	3	2	7	0
22:00	0	1	2	0	3	2	0
23:00	0	0	1	1	0	2	1
Total Responses for Day	23	34	36	44	54	57	35
% of Responses for Day	13.04%	11.76%	13.89%	9.09%	14.81%	12.28%	11.43%
% of Responses for Week	8.13%	12.01%	12.72%	15.55%	19.08%	20.14%	12.37%

Hour	Total per Hour	Percent
00:00	6	2.12%
01:00	7	2.47%
02:00	8	2.83%
03:00	5	1.77%
04:00	8	2.83%
05:00	1	0.35%
06:00	7	2.47%
07:00	9	3.18%
08:00	17	6.01%
09:00	11	3.89%
10:00	16	5.65%
11:00	17	6.01%
12:00	13	4.59%
13:00	18	6.36%
14:00	14	4.95%
15:00	17	6.01%
16:00	24	8.48%
17:00	12	4.24%
18:00	13	4.59%
19:00	18	6.36%
20:00	14	4.95%
21:00	15	5.30%
22:00	8	2.83%
23:00	5	1.77%
Total	283	100.00%

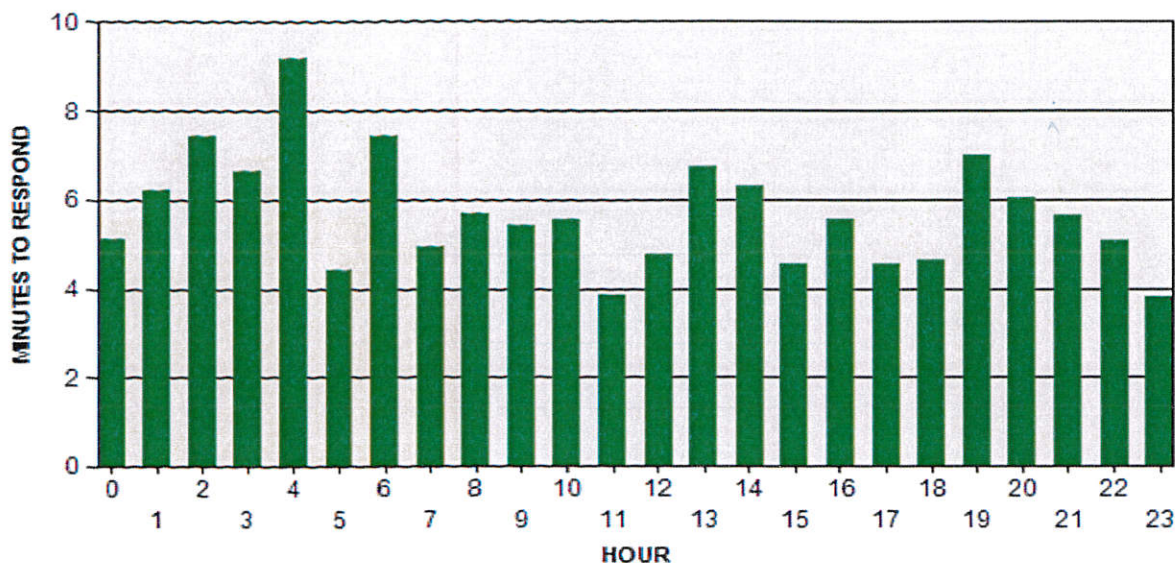
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Average Response Time per Hour for Date Range

Start Date: 08/01/2018 | End Date: 08/31/2018



HOUR	TIMES	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		5.1
1	1:00 - 1:59		6.23
2	2:00 - 2:59		7.46
3	3:00 - 3:59		6.64
4	4:00 - 4:59		9.2
5	5:00 - 5:59		4.44
6	6:00 - 6:59		7.46
7	7:00 - 7:59	4.96	
8	8:00 - 8:59	5.67	
9	9:00 - 9:59	5.42	
10	10:00 - 10:59	5.55	
11	11:00 - 11:59	3.85	
12	12:00 - 12:59	4.75	
13	13:00 - 13:59	6.73	
14	14:00 - 14:59	6.32	
15	15:00 - 15:59	4.57	
16	16:00 - 16:59	5.55	
17	17:00 - 17:59	4.57	
18	18:00 - 18:59	4.63	
19	19:00 - 19:59	6.98	
20	20:00 - 20:59		6.02
21	21:00 - 21:59		5.66
22	22:00 - 22:59		5.07
23	23:00 - 23:59		3.82
		5.35	6.1

TOTAL AVERAGE RESPONSE TIME: 5.69 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	0.02	1.00	5.11	54.31
September				
October				
November				
December				
Averages	0.13	1.18	6.23	59.66