Town of Windham
Fire – Rescue Department

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

December 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 December was 5.99 minutes. The average night shift response time was 8.29 minutes. The department's total average response time for December was 7.14 minutes. This month our response times increased, specifically at night by nearly a minute. The cause for this appears to be several mutual aid night calls resulting in a longer travel time to the scene. Our average turn out time which is the time from dispatch to en route was 1.28 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 205 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 2027 hours of the 2232 hours for a percentage of coverage at 90.9 an increase of 2.9% in coverage over last month.

During the night shift the department fills two (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 99.7% coverage.

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 December has decreased from last month. Training was not held on two Wednesdays due to the holidays. The department had 142 total training hours for the month.
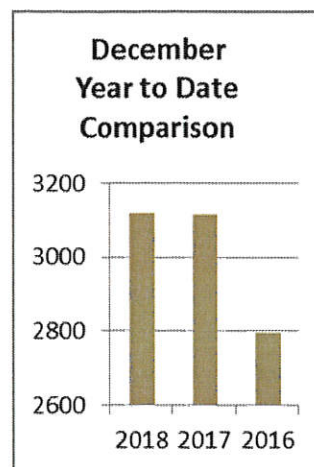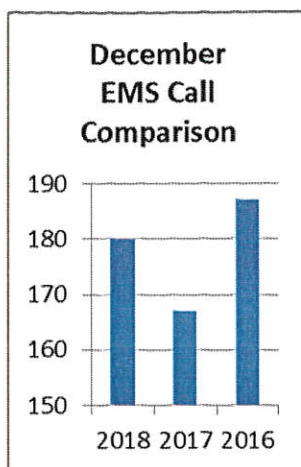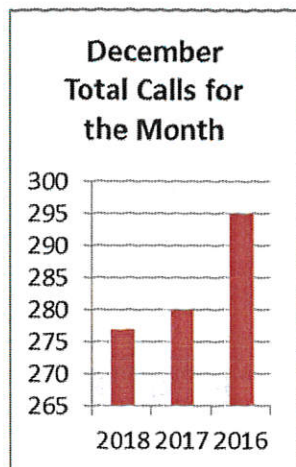
Training hour totals below are for the last four months.

|			
September 2018	509.75 Hrs.	October 2018	395.75 Hrs.
November 2018	291.50 Hrs.	December 2018	142.00 Hrs.

Monthly Activity Data:

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

	2018	2017	2016	
Total Calls for the Month	277	280	295	
Total EMS Calls for the month	180	167	187	(*The EMS numbers are a part of the total*)
Year to Date Totals	3118	3114	2795	

December Total Calls for the Month

300
295
290
285
280
275
270
265
2018 2017 2016

December EMS Call Comparison

190
180
170
160
150
2018 2017 2016

December Year to Date Comparison

3200
3000
2800
2600
2018 2017 2016

- We had requested a mutual aid ambulance 12 times in December, of those calls 3 resulted in transport to the hospital by mutual aid. Our third ambulance handled 8 additional calls during the month 1 of them resulted in transports to the hospital.

- Emergency Medical Dispatch and Emergency Fire Dispatch provide the Cumberland County Regional Communications Center with a standardized call taking process. As the caller answers the pertinent questions the call is prioritized. We have built our response plans based on those priorities, to include whether apparatus will respond with lights and siren or with the flow of traffic and how much apparatus is dispatched to each call. Omega and Alpha calls are the lower priority calls while Echo and Delta are the highest priority calls. A priority may not be assigned if the caller hangs up before questions can be answered or if the call comes from another agency or by radio. If there is not priority provided the response is handled as an emergency with a standard response.

100
50
0

Omega	Alpha	Bravo	Charlie	Delta	Echo	No Priority
3	48	39	72	52	8	55

■ Number of Calls
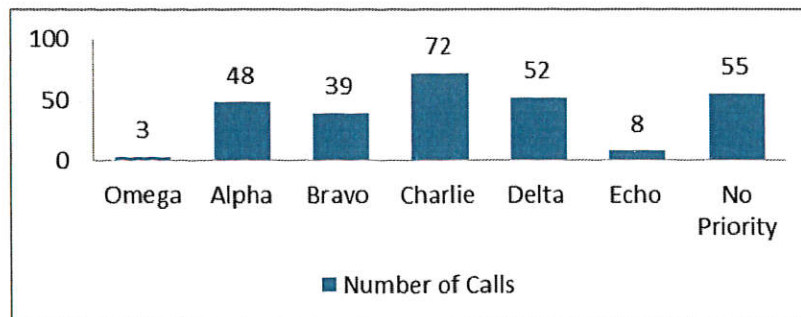
Fire Prevention/Inspections:

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

Of Interest:

- This year the Fire Department adopted four families for Christmas. With help from department personnel and their families as well as gift and monetary donations from 32 of our local businesses. With their generous donations we were able to serve 1 elderly couple, 3 families with 9 kids, gifts for 8 additional children, 20 coats for kids and a donation of pet food to both social services and the Animal Refuge League. A special thank you to Nancy Graves, Ami Carter and Theresa Hall for coordinating the process this year.
- This month we conducted the hiring process for the new deputy chief's position.
- We also concluded the three month long process to fill our vacant paramedic/firefighters position.
- All our ground ladders and aerial ladders were tested by a third party and passed with a few minor repairs needed.
- Engine 7's truck returned to service after two months out of service for an unscheduled pump rebuild.
- Outstanding work by Ben Van Dyke, Theresa Hall, Aaron Bridges, Keegan Foster, Adam Rogers, JR Carter, Adam Madura, Mark Scribner, Mike Dube, Steve Hall and Deputy Wescott for the code save on Walmart on Tuesday. Ambulance 2 had been dispatched to a male patient nausea and not feeling well. The patient went into cardiac arrest as Ambulance 2 was arriving. CPR was initiated immediately by Walmart Staff and former rescue member Donna Perkins. The monitor was quickly applied and a shock delivered to V-tach. Following additional CPR patient had ROSC and was transported to MMC and is doing well.
- The Maine Public Utilities Commission (Commission) announced today that text to 911 is now available at all 911 Public Safety Answering Points (PSAPs) throughout Maine. The Commission's Emergency Services Communications Bureau (ESCB) has been working with major wireless telecommunications carriers over the last several months to complete and test this advancement in technology.

  Texting 911 should only be used when making a voice call to 911 is not an option. Citizens and visitors throughout Maine can send a short text message to 911 in an emergency. Text-to-911 is intended primarily for use in two emergency scenarios: for those individuals who are deaf or hard of hearing or speech impaired, and for those unable to make a voice call, for example during a medical emergency that renders the person incapable of speech, or in the instance of a home invasion or abduction.

  "Text to 911 technology could be a life-saver, especially for people who might otherwise not be able to make a voice call" said Chairman Mark Vannoy. "This is a major technology advancement, and Maine is among the first in the nation to successfully implement this important technology which takes advantage of our advanced Next Generation 9-1-1 system."

  The Commission urges Mainers to keep the following in mind if they send a text to 911:

1. *The texting option should only be used when making a voice call to 911 is not an option. Using a phone to call 911 is still the most efficient way to get emergency help.*

2. ***Providing location information and the nature of the emergency in the first text message is imperative**, since the 911 PSAPs will not receive the location of the cell phone. Text abbreviations or slang should never be used so that the intent of the dialogue can be as clear as possible.*

3. *Cell phone users must be in range of a cell tower in Maine. If they are outside or near the edge of the state, the message may not reach a Maine Communications Center.*

4. *Texts sent to 911 have the same 160-character limit as other text messages.*

5. *No pictures, video, or other attachments can be sent with these emergency communications.*

Background: The Commission's ESCB manages the statewide 911 system, and first deployed text to 911 in 2014 using an older technology where two PSAPs answered texts for the entire state. Maine's 911 system and hardworking public safety dispatchers handled more than 559,000 calls in 2017 at one of Maine's 24 PSAPs. Over 69% of these calls come from wireless phones.

Town of Windham Fire & Rescue

Windham, ME

Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 12/01/2018 | End Date: 12/31/2018
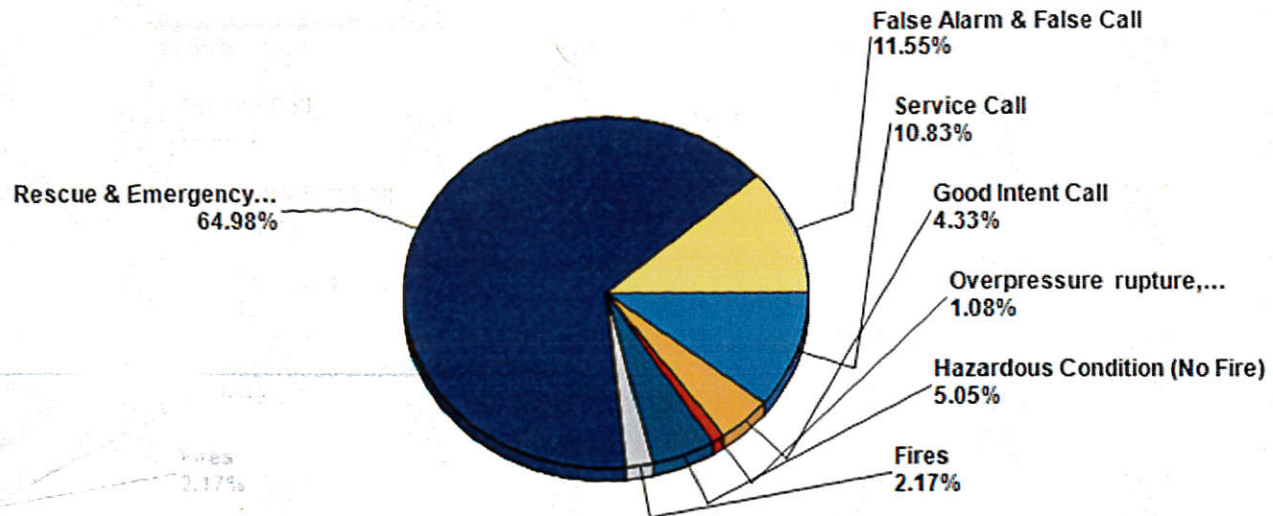
MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	6	2.17%
Overpressure rupture, explosion, overheat - no fire	3	1.08%
Rescue & Emergency Medical Service	180	64.98%
Hazardous Condition (No Fire)	14	5.05%
Service Call	30	10.83%
Good Intent Call	12	4.33%
False Alarm & False Call	32	11.55%
TOTAL	**277**	**100.00%**

Only REVIEWED incidents included. Summary results for a major incident type are not displayed if the count is zero.

Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	4	1.44%
113 - Cooking fire, confined to container	1	0.36%
142 - Brush or brush-and-grass mixture fire	1	0.36%
222 - Overpressure rupture of boiler from air or gas	1	0.36%
240 - Explosion (no fire), other	2	0.72%
300 - Rescue, EMS incident, other	1	0.36%
311 - Medical assist, assist EMS crew	2	0.72%
321 - EMS call, excluding vehicle accident with injury	157	56.68%
322 - Motor vehicle accident with injuries	12	4.33%
324 - Motor vehicle accident with no injuries.	5	1.81%
341 - Search for person on land	1	0.36%
352 - Extrication of victim(s) from vehicle	1	0.36%
381 - Rescue or EMS standby	1	0.36%
411 - Gasoline or other flammable liquid spill	1	0.36%
412 - Gas leak (natural gas or LPG)	2	0.72%
424 - Carbon monoxide incident	3	1.08%
440 - Electrical wiring/equipment problem, other	2	0.72%
444 - Power line down	3	1.08%
460 - Accident, potential accident, other	1	0.36%
463 - Vehicle accident, general cleanup	1	0.36%
480 - Attempted burning, illegal action, other	1	0.36%
500 - Service Call, other	1	0.36%
510 - Person in distress, other	1	0.36%
531 - Smoke or odor removal	1	0.36%
550 - Public service assistance, other	1	0.36%
551 - Assist police or other governmental agency	3	1.08%
552 - Police matter	1	0.36%
553 - Public service	1	0.36%
554 - Assist invalid	4	1.44%
561 - Unauthorized burning	1	0.36%
571 - Cover assignment, standby, moveup	16	5.78%
600 - Good intent call, other	1	0.36%
611 - Dispatched & cancelled en route	7	2.53%
622 - No incident found on arrival at dispatch address	1	0.36%
651 - Smoke scare, odor of smoke	1	0.36%
652 - Steam, vapor, fog or dust thought to be smoke	1	0.36%
661 - EMS call, party transported by non-fire agency	1	0.36%
700 - False alarm or false call, other	3	1.08%
730 - System malfunction, other	1	0.36%
731 - Sprinkler activation due to malfunction	1	0.36%
733 - Smoke detector activation due to malfunction	2	0.72%
734 - Heat detector activation due to malfunction	1	0.36%
735 - Alarm system sounded due to malfunction	4	1.44%
736 - CO detector activation due to malfunction	4	1.44%
741 - Sprinkler activation, no fire - unintentional	1	0.36%
743 - Smoke detector activation, no fire - unintentional	11	3.97%
744 - Detector activation, no fire - unintentional	2	0.72%
745 - Alarm system activation, no fire - unintentional	2	0.72%
TOTAL INCIDENTS:	**277**	**100.00%**

Only REVIEWED incidents included. Summary results for a major incident type are not displayed if the count is zero.

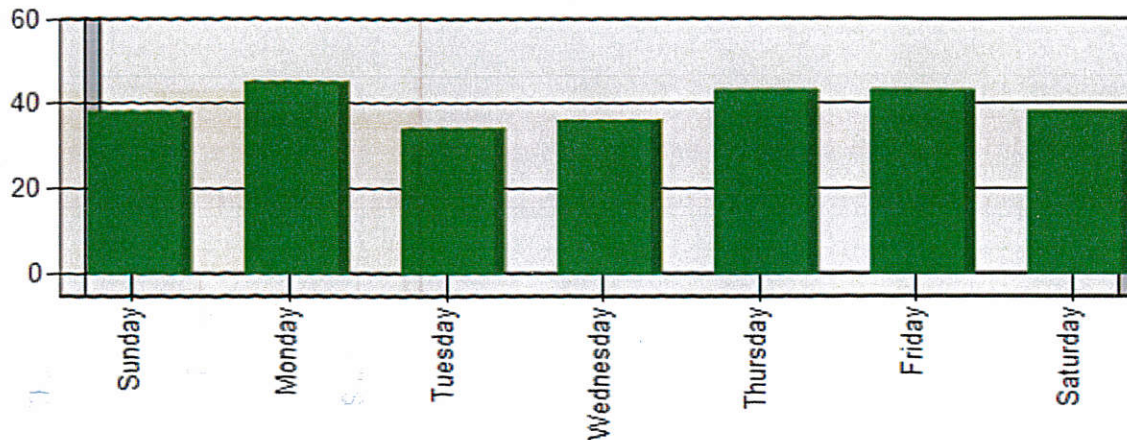# Town of Windham Fire & Rescue

Windham, ME

Incidents by Day of the Week for Date Range
Start Date: 12/01/2018 | End Date: 12/31/2018

DAY OF THE WEEK	# INCIDENTS
Sunday	38
Monday	45
Tuesday	34
Wednesday	36
Thursday	43
Friday	43
Saturday	38
TOTAL	**277**

Town of Windham Fire & Rescue
Windham, ME

Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 12/01/2018 | End Date: 12/31/2018
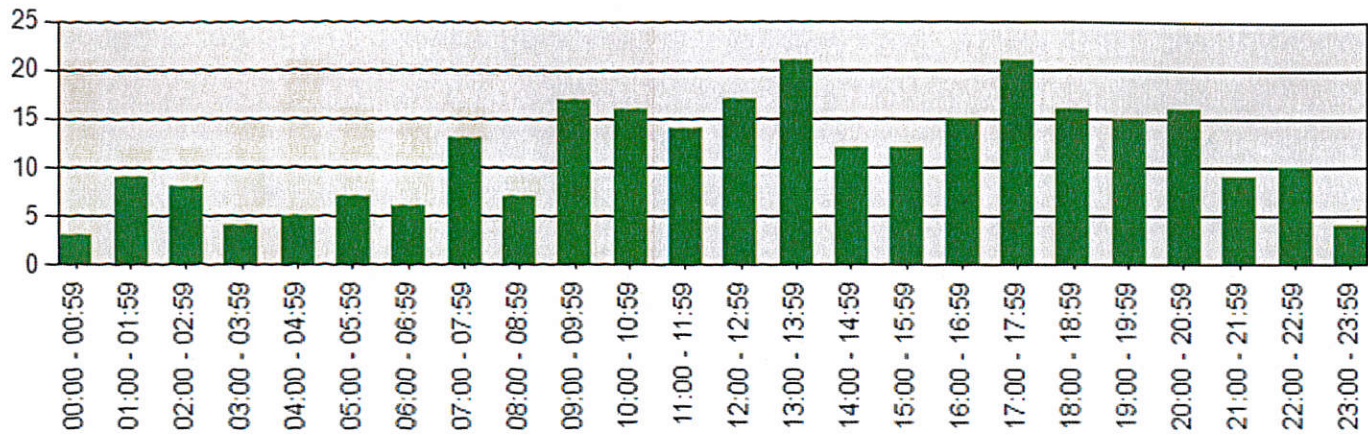
HOUR	# of CALLS
00:00 - 00:59	3
01:00 - 01:59	9
02:00 - 02:59	8
03:00 - 03:59	4
04:00 - 04:59	5
05:00 - 05:59	7
06:00 - 06:59	6
07:00 - 07:59	13
08:00 - 08:59	7
09:00 - 09:59	17
10:00 - 10:59	16
11:00 - 11:59	14
12:00 - 12:59	17
13:00 - 13:59	21
14:00 - 14:59	12
15:00 - 15:59	12
16:00 - 16:59	15
17:00 - 17:59	21
18:00 - 18:59	16
19:00 - 19:59	15
20:00 - 20:59	16
21:00 - 21:59	9
22:00 - 22:59	10
23:00 - 23:59	4
TOTAL:	**277**

Town of Windham Fire & Rescue

Windham, ME

Incident Count per Apparatus for Date Range

Start Date: 12/01/2018 | End Date: 12/31/2018
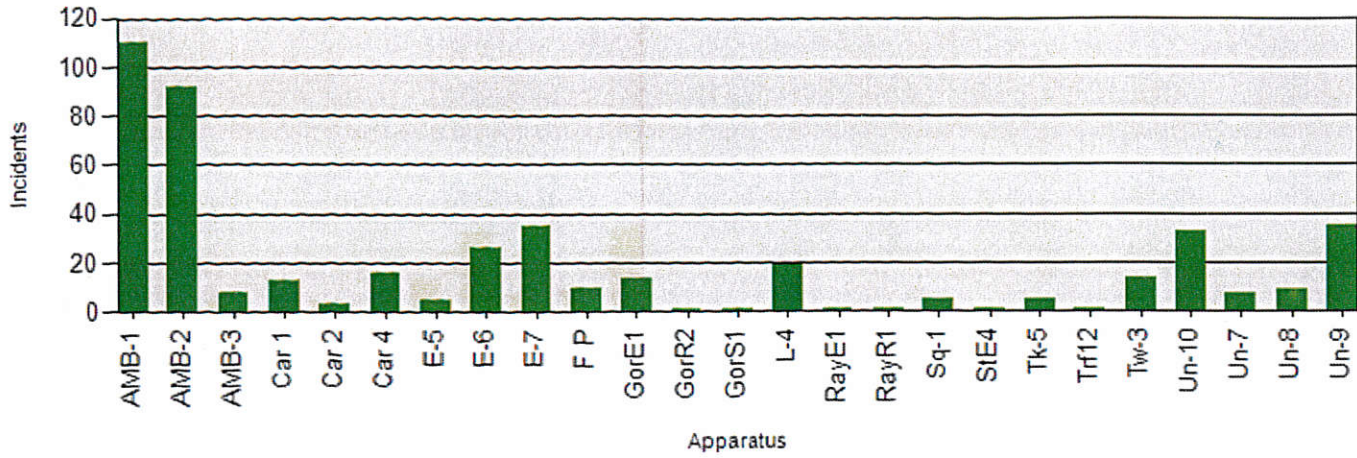
APPARATUS	# of INCIDENTS
AMB-1	110
AMB-2	92
AMB-3	8
Car 1	13
Car 2	3
Car 4	16
E-5	5
E-6	26
E-7	35
F P	10
GorE1	14
GorR2	1
GorS1	1
L-4	19
RayE1	1
RayR1	1
Sq-1	5
StE4	1
Tk-5	5
Trf12	1
Tw-3	14
Un-10	33
Un-7	7
Un-8	9
Un-9	35

Canceled apparatus (per the THIS APPARATUS WAS CANCELLED checkbox on Basic Info 4) not included. Only
REVIEWED incidents included.

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Doc Id: 658
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Town of Windham Fire & Rescue

Windham, ME

Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 12/01/2018 | End Date: 12/31/2018

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	0	1	1	1	0	0	0	00:00	3	1.08%
01:00	3	1	1	1	0	0	3	01:00	9	3.25%
02:00	0	3	2	1	0	1	1	02:00	8	2.89%
03:00	0	2	0	0	1	0	1	03:00	4	1.44%
04:00	0	0	1	1	1	1	1	04:00	5	1.81%
05:00	1	1	0	1	0	2	2	05:00	7	2.53%
06:00	1	0	1	0	1	2	1	06:00	6	2.17%
07:00	2	4	1	2	2	1	1	07:00	13	4.69%
08:00	0	1	1	1	3	1	0	08:00	7	2.53%
09:00	1	5	2	1	4	1	3	09:00	17	6.14%
10:00	3	3	2	2	1	3	2	10:00	16	5.78%
11:00	0	4	0	4	2	2	2	11:00	14	5.05%
12:00	1	1	2	2	3	4	4	12:00	17	6.14%
13:00	2	3	4	2	4	3	3	13:00	21	7.58%
14:00	2	1	4	2	2	1	0	14:00	12	4.33%
15:00	4	1	1	1	2	1	2	15:00	12	4.33%
16:00	2	0	3	3	1	4	2	16:00	15	5.42%
17:00	1	3	4	2	1	8	2	17:00	21	7.58%
18:00	7	2	0	0	4	3	0	18:00	16	5.78%
19:00	2	3	1	1	5	3	0	19:00	15	5.42%
20:00	2	3	2	5	2	1	1	20:00	16	5.78%
21:00	1	2	0	2	2	0	2	21:00	9	3.25%
22:00	2	1	1	1	1	1	3	22:00	10	3.61%
23:00	1	0	0	0	1	0	2	23:00	4	1.44%
Total Responses for Day	38	45	34	36	43	43	38	Total	277	100.00%
% of Responses for Day	18.42%	11.11%	11.76%	13.89%	11.63%	18.60%	10.53%			
% of Responses for Week	13.72%	16.25%	12.27%	13.00%	15.52%	15.52%	13.72%			

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.
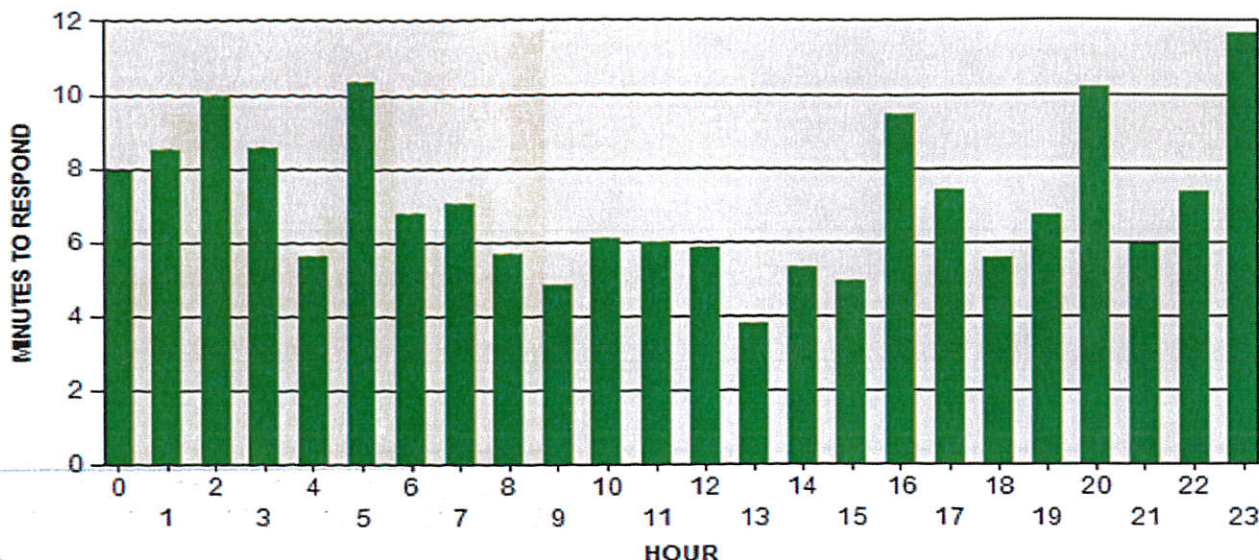Maximum call volumes for each day are shown with a RED background, and ma

Town of Windham Fire & Rescue
Windham, ME

Average Response Time per Hour for Date Range
Start Date: 12/01/2018 | End Date: 12/31/2018

HOUR	TIMES	AVG. RESPONSE, minutes Day	AVG. RESPONSE, minutes Night
0	0:00 - 0:59		7.91
1	1:00 - 1:59		8.51
2	2:00 - 2:59		9.97
3	3:00 - 3:59		8.57
4	4:00 - 4:59		5.6
5	5:00 - 5:59		10.35
6	6:00 - 6:59		6.76
7	7:00 - 7:59	7.01	
8	8:00 - 8:59	5.68	
9	9:00 - 9:59	4.84	
10	10:00 - 10:59	6.11	
11	11:00 - 11:59	5.98	
12	12:00 - 12:59	5.82	
13	13:00 - 13:59	3.77	
14	14:00 - 14:59	5.31	
15	15:00 - 15:59	4.94	
16	16:00 - 16:59	9.45	
17	17:00 - 17:59	7.39	
18	18:00 - 18:59	5.54	
19	19:00 - 19:59		6.7
20	20:00 - 20:59		10.17
21	21:00 - 21:59		5.93
22	22:00 - 22:59		7.34
23	23:00 - 23:59		11.67
		5.99	8.29

TOTAL AVERAGE RESPONSE TIME: 7.14 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 2017	Dispatch Time Alarm to Dispatch	Reaction Time Dispatch to Enroute	Response Time Dispatch to Arrival	Call Length 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 2018	Dispatch Time Alarm to Dispatch	Reaction Time Dispatch to Enroute	Response Time Dispatch to Arrival	Call Length 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	0.03	1.16	5.22	53.20
October	0.01	1.11	6.27	54:53
November	0.04	1.12	6.13	57.38
December	0.03	1.28	6.15	54.17
Averages	0.13	1.18	6.23	59.66