



# 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

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### March 2019 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 March was 6.91 minutes. The average night shift response time was 7.65 minutes. The department's total average response time for March was 7.25 minutes. Our average turn out time which is the time from dispatch to en route was 1.08 minutes. This was a decrease from last month.

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 287 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 1945 hours of the 2232 hours for a percentage of coverage at 87.2% a decrease 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 29 hours uncovered at night leaving us covering 715 hours providing us with 96.2% 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 March has increased from last month. The department had 977.0 total training hours for the month.

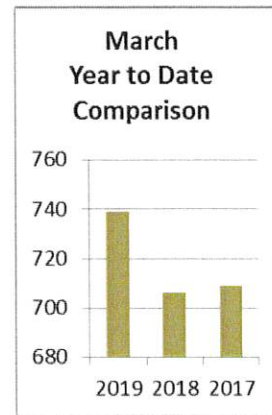
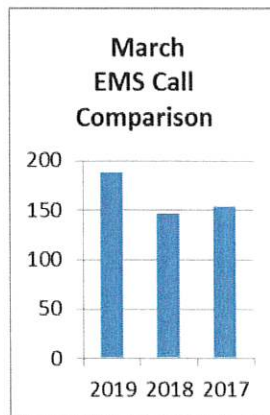
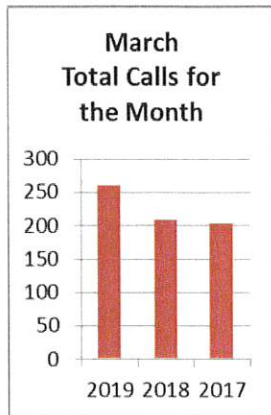
Training hour totals below are for the last four months.

December 2018	142.00 Hrs.	January 2019	705.5 Hrs.
February 2019	615.00 Hrs.	March 2019	977.0 Hrs.

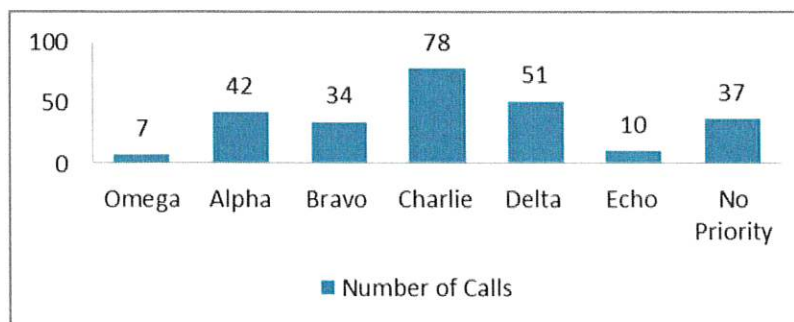
## Monthly Activity Data:

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

	2019	2018	2017	
Total Calls for the Month	259	209	203	
Total EMS Calls for the month	188	146	153	(The EMS numbers are a part of the total)
Year to Date Totals	739	706	709	



- We had requested a mutual aid ambulance 10 times in March. Our third ambulance handled 10 additional calls during the month 3 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.



**Fire Prevention/Inspections:**

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

**Of Interest:**

- Several of our personnel attended the funeral honoring Captain Joel Barnes at the Civic Center in Portland on March 10, 2019. We have several members of our team that were directly affected by this incident. It reminds us just how small the state and the fire service can be. There was a great show of support for all involved.
- Ladder 4 was out of service for 3 weeks, the out rigger lift jacks were so badly corroded that they couldn't be repaired they had to be replaced.
- Two of our full time firefighter/paramedics have been enrolled in the supervisor leadership program at Southern Maine Community College.
- As spring is upon us we would like to remind residents to obtain a burn permit for outside burning. Piles should be no larger than 8x8x8. We will have the weather report from the forest service by 0900 and will determine if we are issuing permits for that day. All commercial permits will be inspected by on duty personnel prior to issuing a permit.
- Bids closed for the purchase of our brush truck. The committee will be reviewing the two bids we have received and will go to the council for approval of the purchase in the coming weeks.
- On March 27, 2019 at approximately 3pm crews responded to 12 Birchwood Drive for a structure fire. The home is not habitable; a resident was transported to the hospital with a medical issue. The cause of the fire is undetermined but not suspicious. We had mutual aid assistance from Raymond, Gray, Westbrook, Gorham, Standish and Falmouth on scene and for coverage. The units that came for coverage responded to two other incidents while we were tied up at the fire.
- On March 28, 2019 at approximately 5pm crews responded to 52 Outlet Cove Road for a reported structure fire. Crews arrived and were able to quickly extinguish an outside fire that was burning up the side of the residence. There was no interior damage and there were no injuries.
- March 31<sup>st</sup> was full time paramedic/firefighter Steve Stackhouse's last day with Windham Fire-Rescue after 10 years of service. Steve and his family are relocating to Tennessee for another job opportunity. I would like to take a moment and again thank Steve Stackhouse for his 10 years of service to the department and the community. Steve has seen many changes in the organization and the community over that time and has had the opportunity to learn with us and to teach us.
- We were able to fill the position left open by Steve's departure from our last process in December. Mike Webster a paramedic currently in firefighter training will start with us full time on April 12, 2019, welcome Mike.

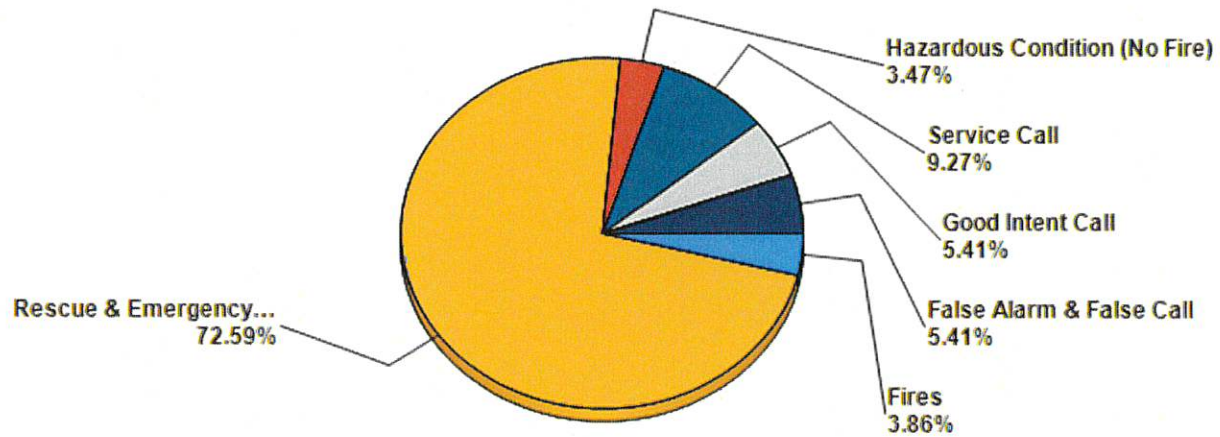
# Town of Windham Fire & Rescue

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## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 03/01/2019 | End Date: 03/31/2019



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	10	3.86%
Rescue & Emergency Medical Service	188	72.59%
Hazardous Condition (No Fire)	9	3.47%
Service Call	24	9.27%
Good Intent Call	14	5.41%
False Alarm & False Call	14	5.41%
<b>TOTAL</b>	<b>259</b>	<b>100.00%</b>



### Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	4	1.54%
113 - Cooking fire, confined to container	3	1.16%
115 - Incinerator overload or malfunction, fire confined	1	0.39%
118 - Trash or rubbish fire, contained	1	0.39%
140 - Natural vegetation fire, other	1	0.39%
311 - Medical assist, assist EMS crew	2	0.77%
321 - EMS call, excluding vehicle accident with injury	169	65.25%
322 - Motor vehicle accident with injuries	4	1.54%
324 - Motor vehicle accident with no injuries.	13	5.02%
412 - Gas leak (natural gas or LPG)	1	0.39%
422 - Chemical spill or leak	1	0.39%
424 - Carbon monoxide incident	2	0.77%
440 - Electrical wiring/equipment problem, other	1	0.39%
442 - Overheated motor	1	0.39%
444 - Power line down	1	0.39%
445 - Arcing, shorted electrical equipment	1	0.39%
463 - Vehicle accident, general cleanup	1	0.39%
500 - Service Call, other	1	0.39%
520 - Water problem, other	1	0.39%
550 - Public service assistance, other	1	0.39%
551 - Assist police or other governmental agency	3	1.16%
553 - Public service	2	0.77%
554 - Assist invalid	3	1.16%
571 - Cover assignment, standby, moveup	13	5.02%
600 - Good intent call, other	1	0.39%
611 - Dispatched & cancelled en route	5	1.93%
622 - No incident found on arrival at dispatch address	4	1.54%
631 - Authorized controlled burning	2	0.77%
671 - HazMat release investigation w/no HazMat	2	0.77%
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	4	1.54%
736 - CO detector activation due to malfunction	1	0.39%
740 - Unintentional transmission of alarm, other	1	0.39%
743 - Smoke detector activation, no fire - unintentional	4	1.54%
745 - Alarm system activation, no fire - unintentional	1	0.39%
<b>TOTAL INCIDENTS:</b>	<b>259</b>	<b>100.00%</b>

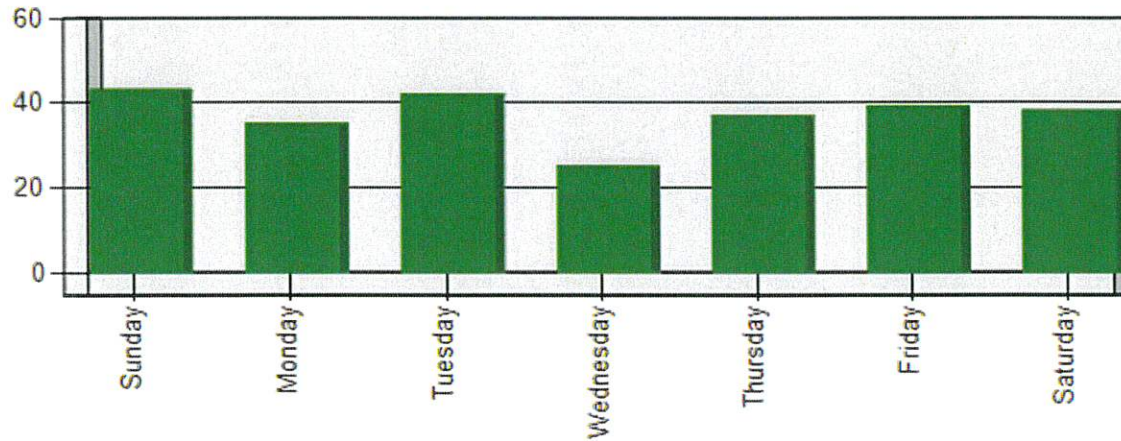
# Town of Windham Fire & Rescue

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## Incidents by Day of the Week for Date Range

Start Date: 03/01/2019 | End Date: 03/31/2019



DAY OF THE WEEK	# INCIDENTS
Sunday	43
Monday	35
Tuesday	42
Wednesday	25
Thursday	37
Friday	39
Saturday	38
<b>TOTAL</b>	<b>259</b>

Only REVIEWED incidents included



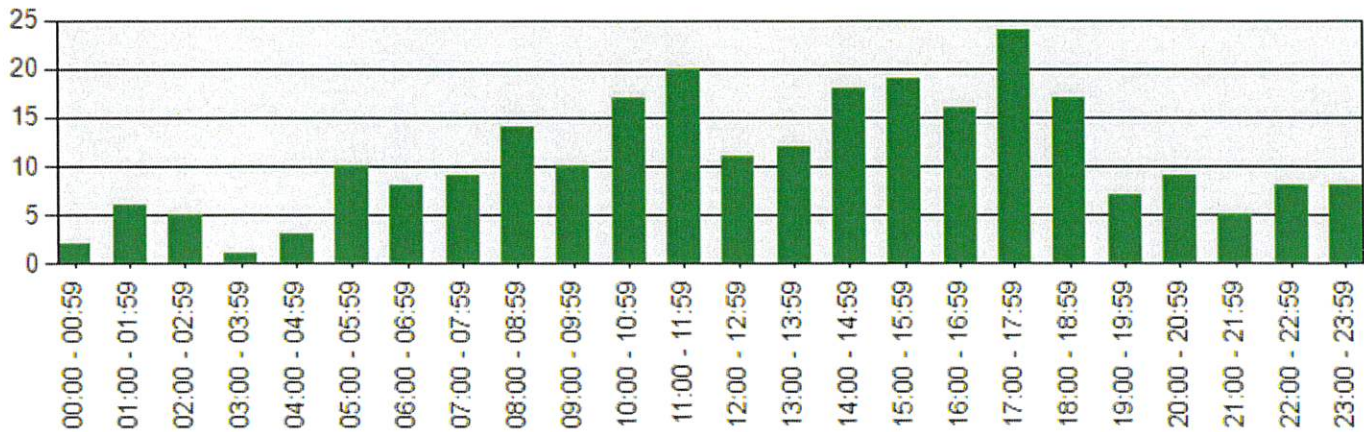
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## Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 03/01/2019 | End Date: 03/31/2019



Hour	# of CALLS
00:00 - 00:59	2
01:00 - 01:59	6
02:00 - 02:59	5
03:00 - 03:59	1
04:00 - 04:59	3
05:00 - 05:59	10
06:00 - 06:59	8
07:00 - 07:59	9
08:00 - 08:59	14
09:00 - 09:59	10
10:00 - 10:59	17
11:00 - 11:59	20
12:00 - 12:59	11
13:00 - 13:59	12
14:00 - 14:59	18
15:00 - 15:59	19
16:00 - 16:59	16
17:00 - 17:59	24
18:00 - 18:59	17
19:00 - 19:59	7
20:00 - 20:59	9
21:00 - 21:59	5
22:00 - 22:59	8
23:00 - 23:59	8
<b>TOTAL:</b>	<b>259</b>

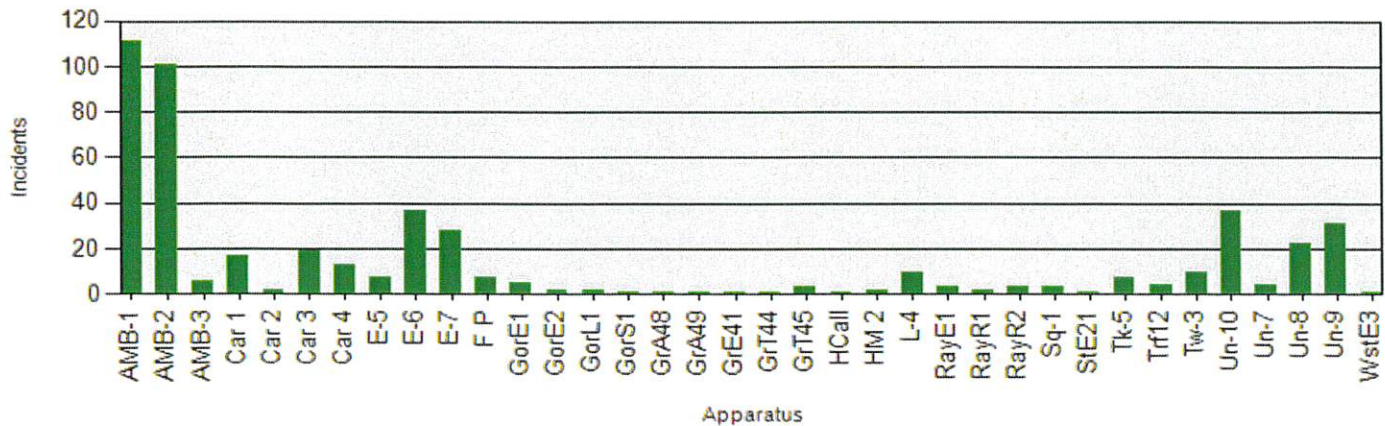
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## Incident Count per Apparatus for Date Range

Start Date: 03/01/2019 | End Date: 03/31/2019



APPARATUS	# of INCIDENTS
AMB-1	111
AMB-2	101
AMB-3	6
Car 1	17
Car 2	2
Car 3	19
Car 4	13
E-5	7
E-6	37
E-7	28
F P	7
GorE1	5
GorE2	2
GorL1	2
GorS1	1
GrA48	1
GrA49	1
GrE41	1
GrT44	1
GrT45	3
HCall	1
HM 2	2
L-4	10
RayE1	3
RayR1	2
RayR2	3
Sq-1	3
StE21	1
Tk-5	7
Trf12	4
Tw-3	10
Un-10	37
Un-7	4
Un-8	22
Un-9	31
WstE3	1



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

Shift(s): All Shifts | Zone: All Zones | Start Date: 03/01/2019 | End Date: 03/31/2019

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	0	1	0	0	0	0	1	00:00	2	0.77%
01:00	1	0	0	1	1	0	3	01:00	6	2.32%
02:00	0	1	3	0	0	0	1	02:00	5	1.93%
03:00	0	0	0	0	0	1	0	03:00	1	0.39%
04:00	2	0	0	0	0	1	0	04:00	3	1.16%
05:00	5	0	0	1	2	1	1	05:00	10	3.86%
06:00	0	1	0	1	3	2	1	06:00	8	3.09%
07:00	2	2	1	1	2	1	0	07:00	9	3.47%
08:00	1	4	1	1	0	3	4	08:00	14	5.41%
09:00	0	1	3	2	2	1	1	09:00	10	3.86%
10:00	3	1	3	3	1	0	6	10:00	17	6.56%
11:00	4	6	2	3	1	3	1	11:00	20	7.72%
12:00	1	2	1	1	4	1	1	12:00	11	4.25%
13:00	3	1	2	0	0	1	5	13:00	12	4.63%
14:00	3	4	2	1	2	3	3	14:00	18	6.95%
15:00	6	1	3	3	2	3	1	15:00	19	7.34%
16:00	0	0	9	0	5	2	0	16:00	16	6.18%
17:00	0	1	3	2	8	6	4	17:00	24	9.27%
18:00	4	1	6	1	1	1	3	18:00	17	6.56%
19:00	2	2	0	1	0	2	0	19:00	7	2.70%
20:00	2	1	0	1	0	4	1	20:00	9	3.47%
21:00	1	1	2	0	1	0	0	21:00	5	1.93%
22:00	2	2	1	1	0	2	0	22:00	8	3.09%
23:00	1	2	0	1	2	1	1	23:00	8	3.09%
Total Responses for Day	43	35	42	25	37	39	38	Total	259	100.00%
% of Responses for Day	13.95%	17.14%	21.43%	12.00%	21.62%	15.38%	15.79%			
% of Responses for Week	16.60%	13.51%	16.22%	9.65%	14.29%	15.06%	14.67%			



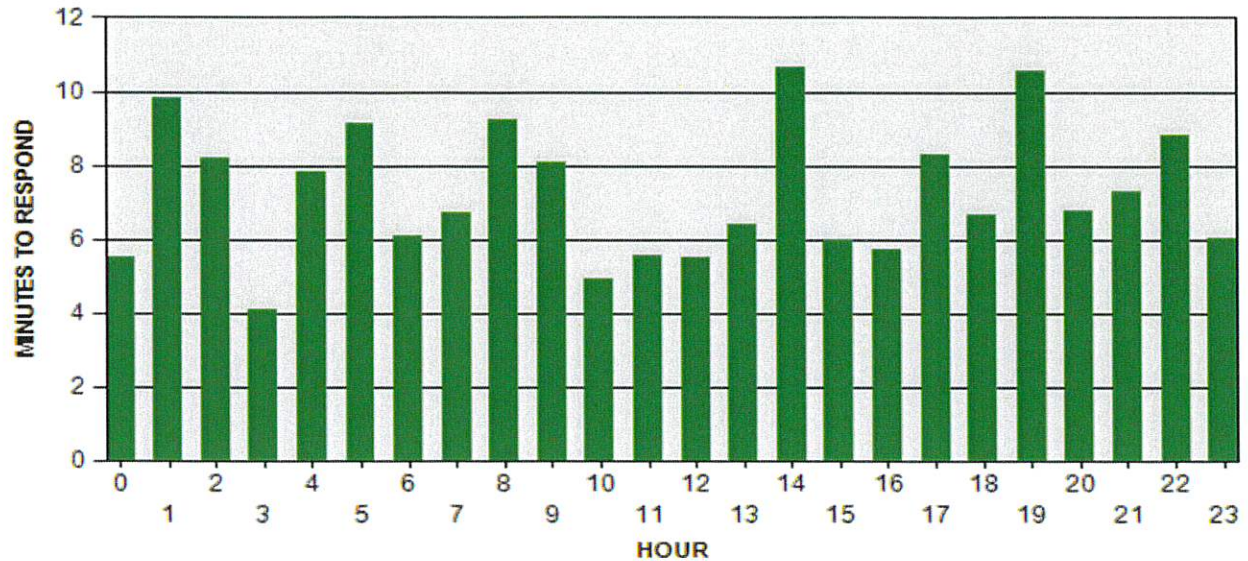
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## Average Response Time per Hour for Date Range

Start Date: 03/01/2019 | End Date: 03/31/2019



HOUR	TIMES	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		5.51
1	1:00 - 1:59		9.82
2	2:00 - 2:59		8.18
3	3:00 - 3:59		4.12
4	4:00 - 4:59		7.83
5	5:00 - 5:59		9.15
6	6:00 - 6:59	6.1	
7	7:00 - 7:59	6.7	
8	8:00 - 8:59	9.25	
9	9:00 - 9:59	8.07	
10	10:00 - 10:59	4.92	
11	11:00 - 11:59	5.55	
12	12:00 - 12:59	5.51	
13	13:00 - 13:59	6.41	
14	14:00 - 14:59	10.64	
15	15:00 - 15:59	5.96	
16	16:00 - 16:59	5.71	
17	17:00 - 17:59	8.31	
18	18:00 - 18:59	6.69	
19	19:00 - 19:59		10.53
20	20:00 - 20:59		6.78
21	21:00 - 21:59		7.32
22	22:00 - 22:59		8.81
23	23:00 - 23:59		6.05
	Average	6.91	7.65

**TOTAL AVERAGE RESPONSE TIME: 7.25 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