



Town of Windham

Fire – Rescue Department

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Brent J. Libby, Chief

April 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 April was 5.77 minutes. The average night shift response time was 8.34 minutes. The department's total average response time for April was 7.06 minutes. Our average turn out time which is the time from dispatch to en route was 1.10 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 343 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 1817 hours of the 2160 hours for a percentage of coverage at 84.1% a decrease in coverage over last month.

During the night shift the department fills two (2) per-diem shifts for a total of 720 hours. There were 7 hours uncovered at night leaving us covering 715 hours providing us with 99.3% 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 April has decreased from last month. The department had 567.5 total training hours for the month.

Training hour totals below are for the last four months.

January 2019	705.5 Hrs.	February 2019	615.00 Hrs.
March 2019	977.0 Hrs.	April 2019	567.50 Hrs.

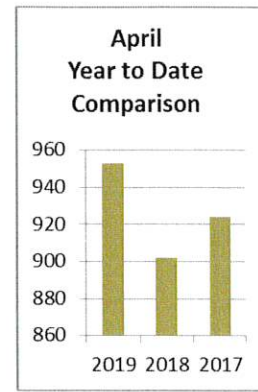
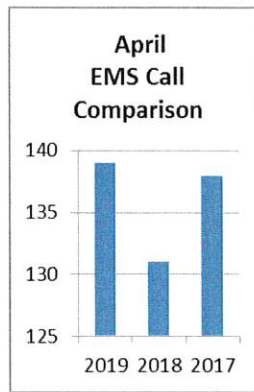
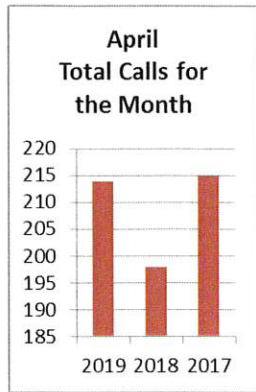
Fire Prevention/Inspections:

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

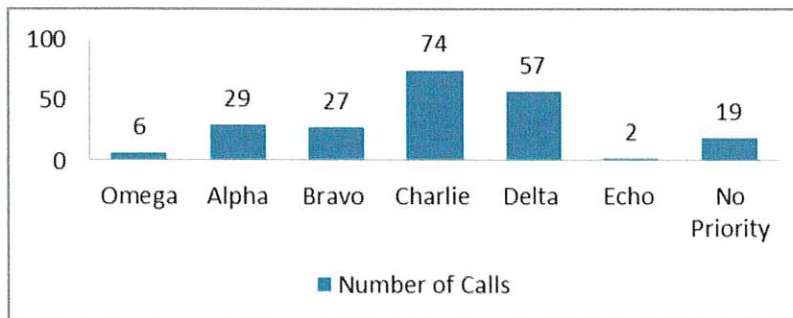
Monthly Activity Data:

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

	2019	2018	2017	
Total Calls for the Month	214	198	215	
Total EMS Calls for the month	139	131	138	(The EMS numbers are a part of the total)
Year to Date Totals	953	902	924	



- We had requested a mutual aid ambulance 6 times in April. Our third ambulance handled 6 additional calls during the month 4 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.



Of Interest:

- ServPro, a local vender provided lunch to the crews in appreciation for the service we provide.
- Congratulations to our Captain Aaron Bridges on his promotion to Captain at his full time job at Portland Fire Department.
- Tower 3 was out of service for the week of April 8th with an air leak in the air bag suspension system.
- Engine 7 was out of service for several days due to an injector issue.
- The mechanic will be spending the next two months completing commercial vehicle inspections.
- After the recent public safety tragedies around the state we have been working to update our personnel's emergency contact information.
- All personnel will be participating with SCBA fit testing. This process is an annual requirement. The process requires that we test everyone on their SCBA mask to ensure that it fits their face correctly and provides the proper protection from immediately dangerous to life and health atmospheres.
- New Brush Truck has been ordered. The council approved the purchase of a 2019 Ford F-550 crew cab with a forestry body from Werner through Greenwood Emergency Vehicles for a cost not to exceed the specified price of \$119,626. The body will contain 8 compartments, two hose reels, 300 gallons of water and a capacity of 250 gpm. I have attached the sketch photos of the truck. We are expecting delivery in September or October.
- We provided station coverage for Raymond Fire Department so their crews could attend an awards ceremony.
- We provided coverage from North Station for Standish during the funeral services of Marine Corporal Tyler Wallingford, one of their call company members.
- During the week of April 22 - 26 we had personnel at the Primary School to read a story to the first grade classes. During this week and the following week the first grade class is raising money for their run-a-thon to donate to the fire department for new CPR mannequins.
- The new public works facility has been equipped with an AED. We now have AED's at the following town building locations:
 - Town Hall near the fire alarm panel
 - Dundee Park with the park manager
 - New Public Works Facility
 - Library lower level.

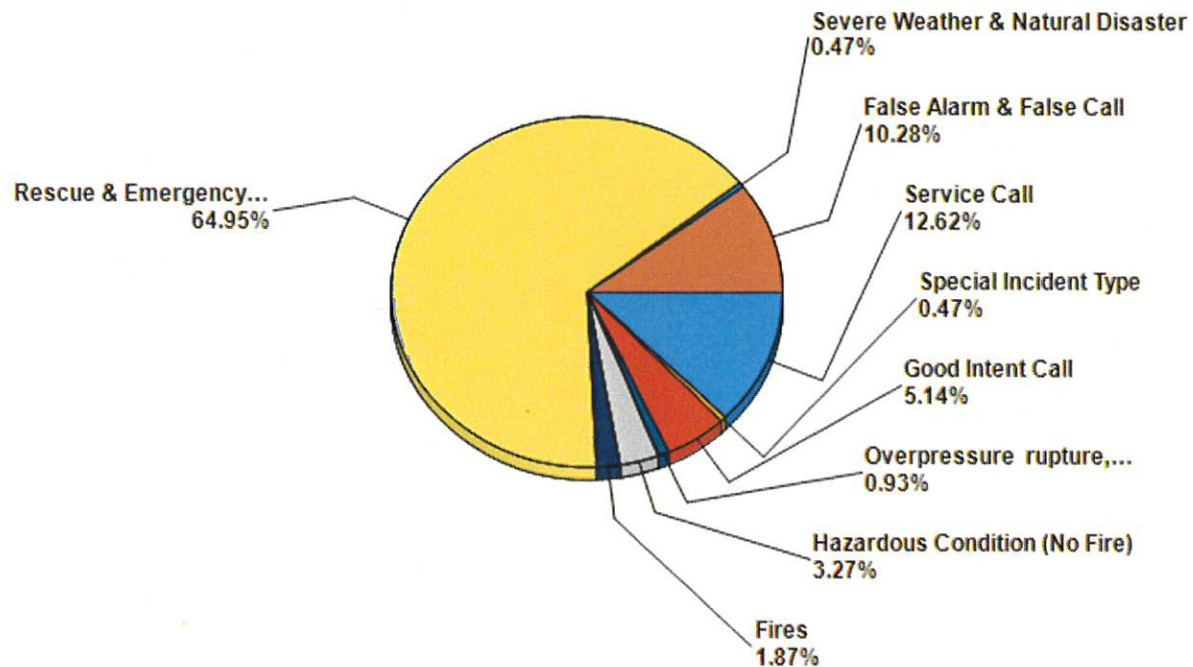
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Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 04/01/2019 | End Date: 04/30/2019



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	4	1.87%
Overpressure rupture, explosion, overheating - no fire	2	0.93%
Rescue & Emergency Medical Service	139	64.95%
Hazardous Condition (No Fire)	7	3.27%
Service Call	27	12.62%
Good Intent Call	11	5.14%
False Alarm & False Call	22	10.28%
Severe Weather & Natural Disaster	1	0.47%
Special Incident Type	1	0.47%
TOTAL	214	100.00%

Detailed Breakdown by Incident Type		
INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	2	0.93%
132 - Road freight or transport vehicle fire	1	0.47%
154 - Dumpster or other outside trash receptacle fire	1	0.47%
200 - Overpressure rupture, explosion, overheat other	1	0.47%
211 - Overpressure rupture of steam pipe or pipeline	1	0.47%
311 - Medical assist, assist EMS crew	2	0.93%
320 - Emergency medical service, other	1	0.47%
321 - EMS call, excluding vehicle accident with injury	119	55.61%
322 - Motor vehicle accident with injuries	11	5.14%
324 - Motor vehicle accident with no injuries.	4	1.87%
342 - Search for person in water	1	0.47%
353 - Removal of victim(s) from stalled elevator	1	0.47%
400 - Hazardous condition, other	1	0.47%
412 - Gas leak (natural gas or LPG)	1	0.47%
424 - Carbon monoxide incident	1	0.47%
444 - Power line down	3	1.40%
461 - Building or structure weakened or collapsed	1	0.47%
510 - Person in distress, other	1	0.47%
531 - Smoke or odor removal	1	0.47%
551 - Assist police or other governmental agency	3	1.40%
552 - Police matter	2	0.93%
553 - Public service	3	1.40%
554 - Assist invalid	1	0.47%
561 - Unauthorized burning	1	0.47%
571 - Cover assignment, standby, moveup	15	7.01%
600 - Good intent call, other	2	0.93%
611 - Dispatched & cancelled en route	6	2.80%
622 - No incident found on arrival at dispatch address	1	0.47%
631 - Authorized controlled burning	2	0.93%
731 - Sprinkler activation due to malfunction	1	0.47%
733 - Smoke detector activation due to malfunction	1	0.47%
735 - Alarm system sounded due to malfunction	2	0.93%
736 - CO detector activation due to malfunction	1	0.47%
743 - Smoke detector activation, no fire - unintentional	5	2.34%
744 - Detector activation, no fire - unintentional	7	3.27%
745 - Alarm system activation, no fire - unintentional	5	2.34%
813 - Wind storm, tornado/hurricane assessment	1	0.47%
911 - Citizen complaint	1	0.47%
TOTAL INCIDENTS:	214	100.00%

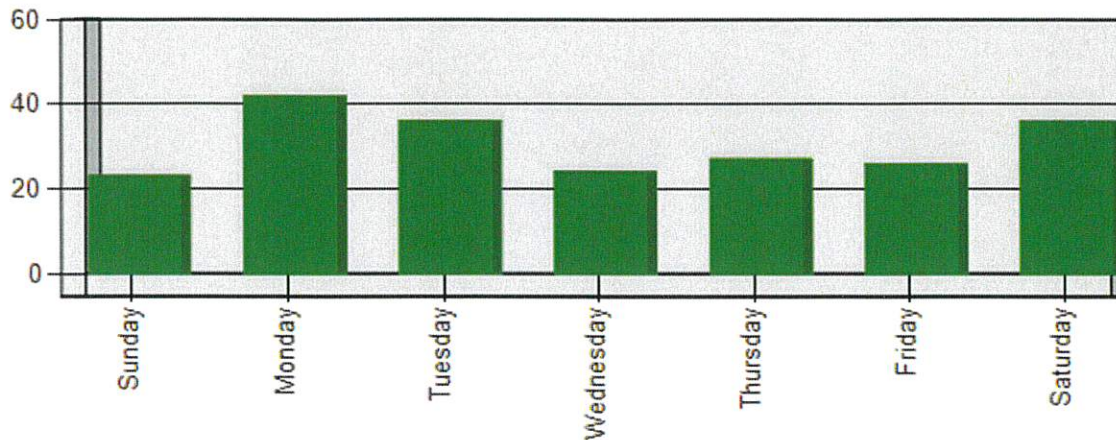
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Incidents by Day of the Week for Date Range

Start Date: 04/01/2019 | End Date: 04/30/2019



DAY OF THE WEEK	# INCIDENTS
Sunday	23
Monday	42
Tuesday	36
Wednesday	24
Thursday	27
Friday	26
Saturday	36
TOTAL	214

Only REVIEWED incidents included

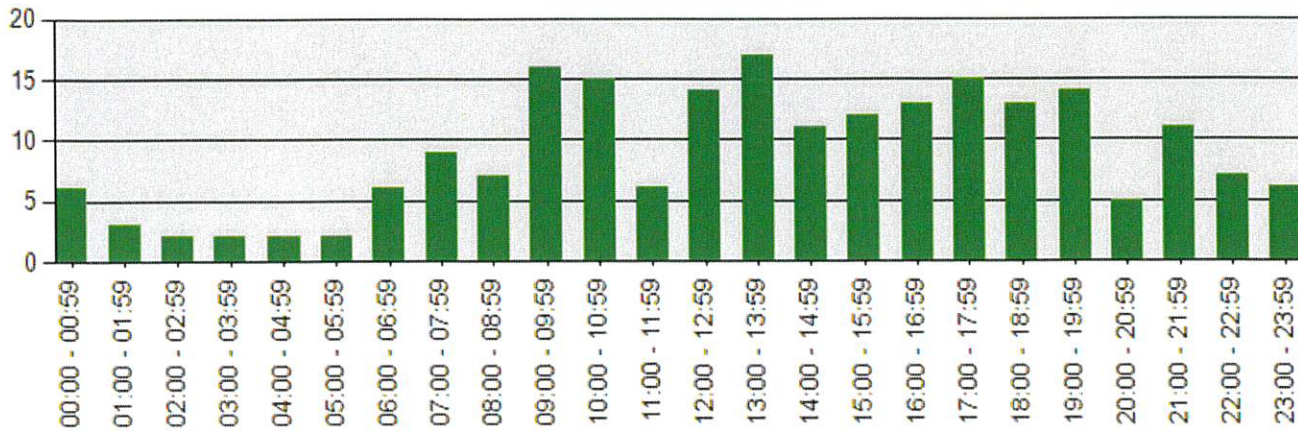
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Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 04/01/2019 | End Date: 04/30/2019



Hour	# of CALLS
00:00 - 00:59	6
01:00 - 01:59	3
02:00 - 02:59	2
03:00 - 03:59	2
04:00 - 04:59	2
05:00 - 05:59	2
06:00 - 06:59	6
07:00 - 07:59	9
08:00 - 08:59	7
09:00 - 09:59	16
10:00 - 10:59	15
11:00 - 11:59	6
12:00 - 12:59	14
13:00 - 13:59	17
14:00 - 14:59	11
15:00 - 15:59	12
16:00 - 16:59	13
17:00 - 17:59	15
18:00 - 18:59	13
19:00 - 19:59	14
20:00 - 20:59	5
21:00 - 21:59	11
22:00 - 22:59	7
23:00 - 23:59	6
TOTAL:	214

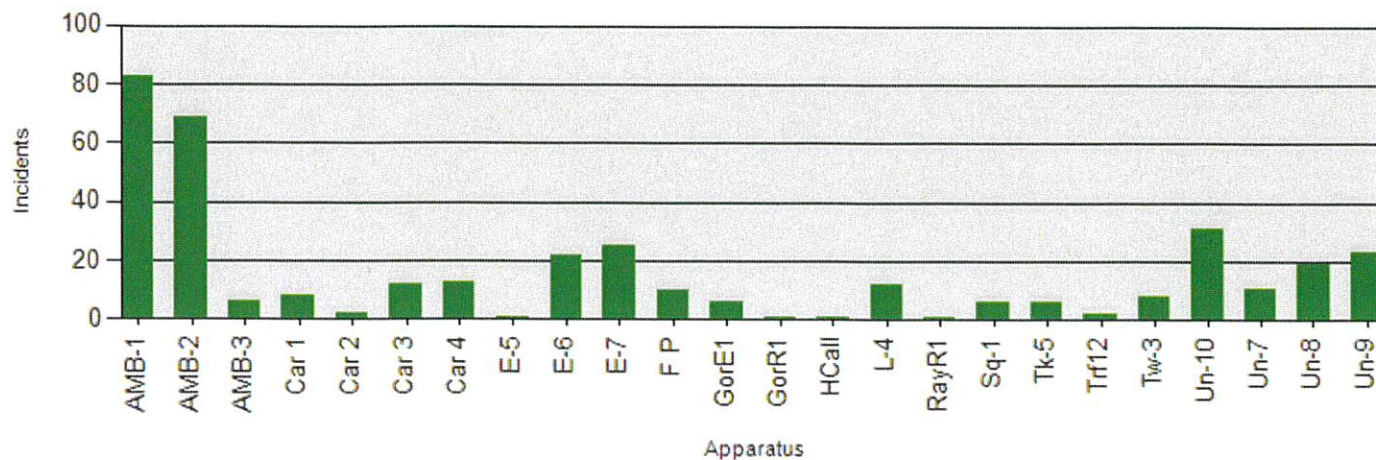
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Incident Count per Apparatus for Date Range

Start Date: 04/01/2019 | End Date: 04/30/2019



APPARATUS	# of INCIDENTS
AMB-1	83
AMB-2	69
AMB-3	6
Car 1	8
Car 2	2
Car 3	12
Car 4	13
E-5	1
E-6	22
E-7	25
F P	10
GorE1	6
GorR1	1
HCall	1
L-4	12
RayR1	1
Sq-1	6
Tk-5	6
Trf12	2
Tw-3	8
Un-10	31
Un-7	11
Un-8	19
Un-9	23

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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: 04/01/2019 | End Date: 04/30/2019

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	2	1	0	1	0	0	2	00:00	6	2.80%
01:00	1	0	0	0	1	1	0	01:00	3	1.40%
02:00	0	0	1	0	0	0	1	02:00	2	0.93%
03:00	1	1	0	0	0	0	0	03:00	2	0.93%
04:00	0	0	0	1	1	0	0	04:00	2	0.93%
05:00	0	0	0	1	1	0	0	05:00	2	0.93%
06:00	0	5	0	0	0	0	1	06:00	6	2.80%
07:00	2	0	2	0	2	3	0	07:00	9	4.21%
08:00	0	0	2	0	3	1	1	08:00	7	3.27%
09:00	0	5	2	1	2	5	1	09:00	16	7.48%
10:00	3	1	2	3	2	1	3	10:00	15	7.01%
11:00	1	2	1	1	0	1	0	11:00	6	2.80%
12:00	0	5	2	0	4	0	3	12:00	14	6.54%
13:00	2	4	2	2	2	1	4	13:00	17	7.94%
14:00	1	1	3	3	0	2	1	14:00	11	5.14%
15:00	0	2	3	1	2	0	4	15:00	12	5.61%
16:00	2	3	4	3	0	1	0	16:00	13	6.07%
17:00	2	1	2	3	2	4	1	17:00	15	7.01%
18:00	1	6	3	1	1	0	1	18:00	13	6.07%
19:00	2	2	5	1	0	1	3	19:00	14	6.54%
20:00	0	0	2	1	1	0	1	20:00	5	2.34%
21:00	2	0	0	0	3	3	3	21:00	11	5.14%
22:00	0	2	0	0	0	2	3	22:00	7	3.27%
23:00	1	1	0	1	0	0	3	23:00	6	2.80%
Total Responses for Day	23	42	36	24	27	26	36	Total	214	100.00%
% of Responses for Day	13.04%	14.29%	13.89%	12.50%	14.81%	19.23%	11.11%			
% of Responses for Week	10.75%	19.63%	16.82%	11.21%	12.62%	12.15%	16.82%			

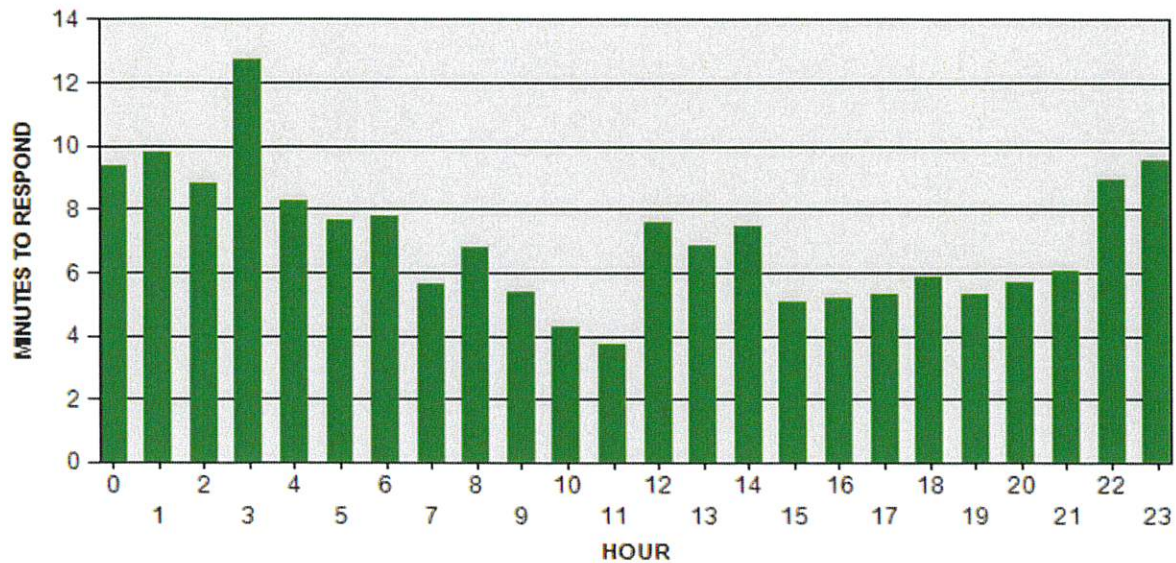
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Average Response Time per Hour for Date Range

Start Date: 04/01/2019 | End Date: 04/30/2019



HOUR	TIMES	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		9.39
1	1:00 - 1:59		9.8
2	2:00 - 2:59		8.82
3	3:00 - 3:59		12.72
4	4:00 - 4:59		8.3
5	5:00 - 5:59		7.67
6	6:00 - 6:59		7.75
7	7:00 - 7:59	5.61	
8	8:00 - 8:59	6.8	
9	9:00 - 9:59	5.4	
10	10:00 - 10:59	4.27	
11	11:00 - 11:59	3.72	
12	12:00 - 12:59	7.59	
13	13:00 - 13:59	6.83	
14	14:00 - 14:59	7.46	
15	15:00 - 15:59	5.1	
16	16:00 - 16:59	5.23	
17	17:00 - 17:59	5.31	
18	18:00 - 18:59	5.91	
19	19:00 - 19:59		5.35
20	20:00 - 20:59		5.7
21	21:00 - 21:59		6.08
22	22:00 - 22:59		8.97
23	23:00 - 23:59		9.57
		5.77	8.34

TOTAL AVERAGE RESPONSE TIME: 7.06 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