



# 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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### May 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 May was 6.65 minutes. The average night shift response time was 8.68 minutes. The department's total average response time for May was 7.58 minutes. Our average turn out time which is the time from dispatch to en route was 1.06 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 415 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 2232 hours for a percentage of coverage at 81.4% 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 21 hours uncovered at night leaving us covering 723 hours providing us with 97.2% 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 May has decreased from last month. The department had 415.25 total training hours for the month.

Training hour totals below are for the last four months.

February 2019	615.00 Hrs.	March 2019	977.0 Hrs.
April 2019	567.50 Hrs.	May 2019	415.25 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
- 0 - Inspection Meetings
- 3 - Fire Prevention Community Event

## Of Interest:

- Our newest full-time Firefighter/Paramedic Mike Webster has completed his new hire training and has been assigned a shift. He has also successfully completed his Firefighter 1 & 2 academy. Congratulations to Mike.
- Our most senior full-time Firefighter/Paramedic and Union President James Paul (JP) has submitted his resignation with us from his full time position to accept the position of Code Enforcement Officer in Standish. We are fortunate that JP will be remaining on the call company/per-diem roster.
- Congratulations to Captain Ken Thorpe for his promotion to Lieutenant at his career position at Biddeford Fire Department.
- Congratulations to South Station live-in student Charlie Goodrum on his graduation from the SMCC fire science program.
- The week of May 20-24th was EMS week. The largest percentage of our call volume is emergency medical related. Some of our most complex and emotionally draining incidents are the medical calls we handle each day. The professionals that are part of this team provide care to the sick and injured with professionalism, precision and compassion. I am thankful to be a part of this great family and to know that you're the ones answering the call - THANK YOU!!
- We participated in the live-in student draft selection process. We have selected three new students to fill our college live in positions at East Windham and South Windham Stations for the fall semester.
- We had published a request for proposal for our medical billing service. We sent the RFP to 11 companies/departments that do medical billing. We received one reply; the interim town manager will be entering into a contract with Medical Reimbursement Services of Windham to continue this service for us.
- Our Mechanic has been working through all department vehicles for annual/routine maintenance and State of Maine inspection stickers.
- The firefighters union has been working with the Muscular Dystrophy Association (MDA) to conduct fundraising for the group. The union and several other members have participated in a boot drive and will also be doing tip a firefighter with Applebee's in June and another boot drive.

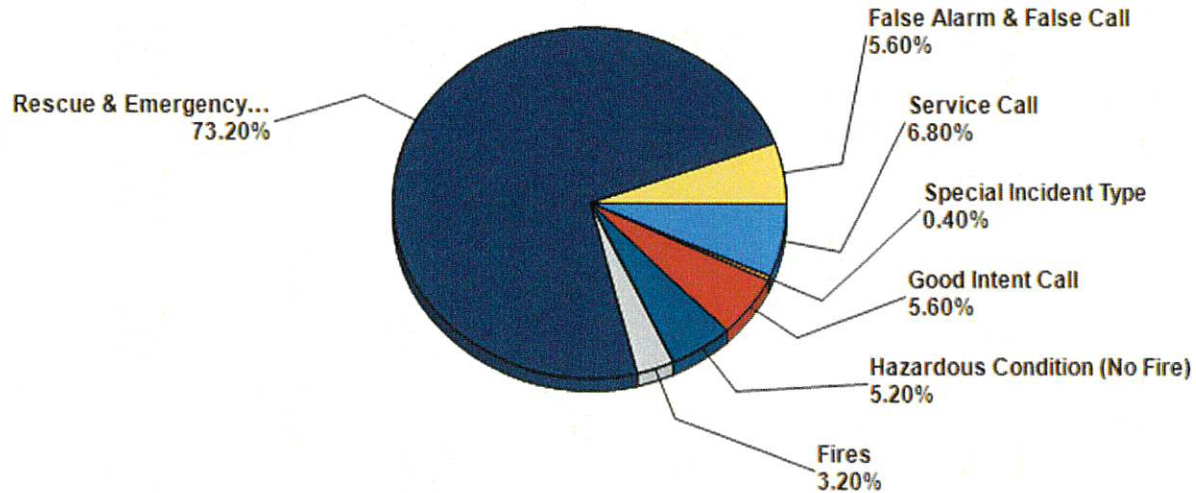
# Town of Windham Fire & Rescue

Windham, ME



## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 05/01/2019 | End Date: 05/31/2019



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	8	3.20%
Rescue & Emergency Medical Service	183	73.20%
Hazardous Condition (No Fire)	13	5.20%
Service Call	17	6.80%
Good Intent Call	14	5.60%
False Alarm & False Call	14	5.60%
Special Incident Type	1	0.40%
<b>TOTAL</b>	<b>250</b>	<b>100.00%</b>



### Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	3	1.20%
113 - Cooking fire, confined to container	1	0.40%
140 - Natural vegetation fire, other	1	0.40%
142 - Brush or brush-and-grass mixture fire	2	0.80%
150 - Outside rubbish fire, other	1	0.40%
300 - Rescue, EMS incident, other	7	2.80%
311 - Medical assist, assist EMS crew	2	0.80%
320 - Emergency medical service, other	1	0.40%
321 - EMS call, excluding vehicle accident with injury	160	64.00%
322 - Motor vehicle accident with injuries	2	0.80%
323 - Motor vehicle/pedestrian accident (MV Ped)	1	0.40%
324 - Motor vehicle accident with no injuries.	10	4.00%
412 - Gas leak (natural gas or LPG)	5	2.00%
413 - Oil or other combustible liquid spill	1	0.40%
421 - Chemical hazard (no spill or leak)	1	0.40%
442 - Overheated motor	1	0.40%
444 - Power line down	3	1.20%
463 - Vehicle accident, general cleanup	1	0.40%
480 - Attempted burning, illegal action, other	1	0.40%
500 - Service Call, other	2	0.80%
510 - Person in distress, other	1	0.40%
531 - Smoke or odor removal	1	0.40%
550 - Public service assistance, other	1	0.40%
553 - Public service	3	1.20%
554 - Assist invalid	3	1.20%
561 - Unauthorized burning	1	0.40%
571 - Cover assignment, standby, moveup	5	2.00%
600 - Good intent call, other	2	0.80%
611 - Dispatched & cancelled en route	9	3.60%
622 - No incident found on arrival at dispatch address	1	0.40%
631 - Authorized controlled burning	1	0.40%
651 - Smoke scare, odor of smoke	1	0.40%
711 - Municipal alarm system, malicious false alarm	1	0.40%
736 - CO detector activation due to malfunction	2	0.80%
740 - Unintentional transmission of alarm, other	1	0.40%
741 - Sprinkler activation, no fire - unintentional	1	0.40%
743 - Smoke detector activation, no fire - unintentional	3	1.20%
744 - Detector activation, no fire - unintentional	1	0.40%
745 - Alarm system activation, no fire - unintentional	4	1.60%
746 - Carbon monoxide detector activation, no CO	1	0.40%
911 - Citizen complaint	1	0.40%
<b>TOTAL INCIDENTS:</b>	<b>250</b>	<b>100.00%</b>

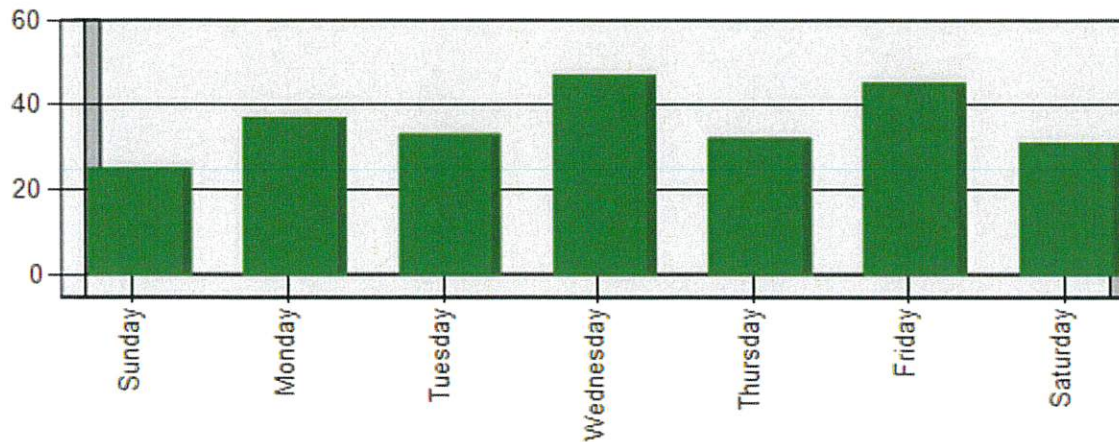
# Town of Windham Fire & Rescue

Windham, ME



## Incidents by Day of the Week for Date Range

Start Date: 05/01/2019 | End Date: 05/31/2019



DAY OF THE WEEK	# INCIDENTS
Sunday	25
Monday	37
Tuesday	33
Wednesday	47
Thursday	32
Friday	45
Saturday	31
<b>TOTAL</b>	<b>250</b>

Only REVIEWED incidents included



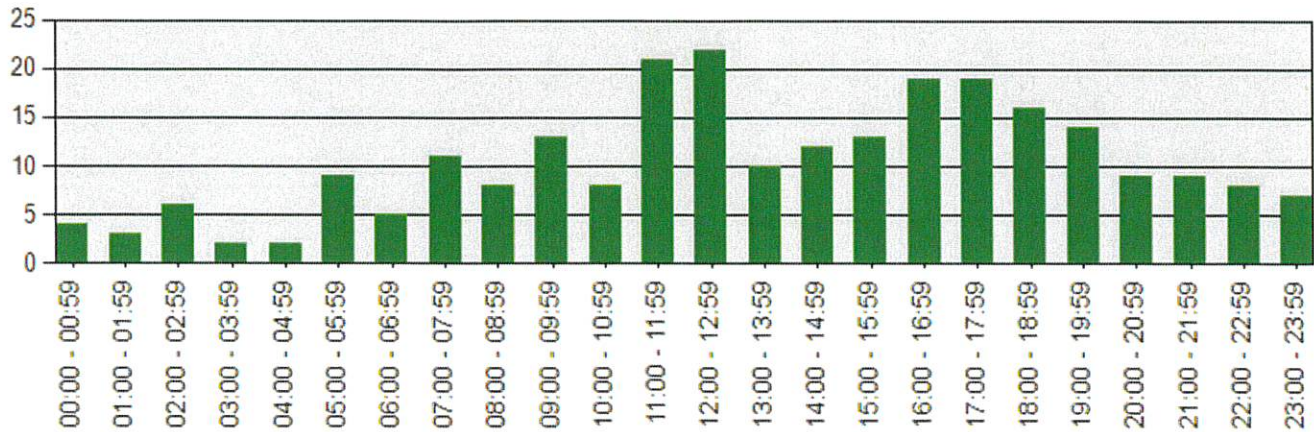
# Town of Windham Fire & Rescue

Windham, ME



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

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 05/01/2019 | End Date: 05/31/2019



Hour	# of CALLS
00:00 - 00:59	4
01:00 - 01:59	3
02:00 - 02:59	6
03:00 - 03:59	2
04:00 - 04:59	2
05:00 - 05:59	9
06:00 - 06:59	5
07:00 - 07:59	11
08:00 - 08:59	8
09:00 - 09:59	13
10:00 - 10:59	8
11:00 - 11:59	21
12:00 - 12:59	22
13:00 - 13:59	10
14:00 - 14:59	12
15:00 - 15:59	13
16:00 - 16:59	19
17:00 - 17:59	19
18:00 - 18:59	16
19:00 - 19:59	14
20:00 - 20:59	9
21:00 - 21:59	9
22:00 - 22:59	8
23:00 - 23:59	7
<b>TOTAL:</b>	<b>250</b>

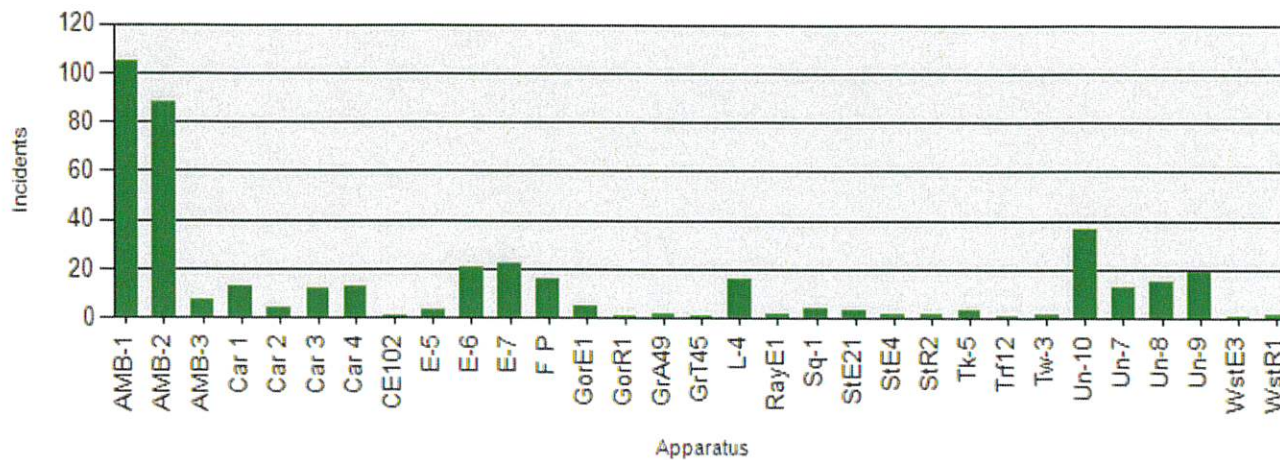
# Town of Windham Fire & Rescue

Windham, ME



## Incident Count per Apparatus for Date Range

Start Date: 05/01/2019 | End Date: 05/31/2019



APPARATUS	# of INCIDENTS
AMB-1	105
AMB-2	88
AMB-3	7
Car 1	13
Car 2	4
Car 3	12
Car 4	13
CE102	1
E-5	3
E-6	21
E-7	22
F P	16
GorE1	5
GorR1	1
GrA49	2
GrT45	1
L-4	16
RayE1	2
Sq-1	4
StE21	3
StE4	2
StR2	2
Tk-5	3
Trf12	1
Tw-3	2
Un-10	37
Un-7	13
Un-8	15
Un-9	19
WstE3	1
WstR1	2



# Town of Windham Fire & Rescue

Windham, ME



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

Shift(s): All Shifts | Zone: All Zones | Start Date: 05/01/2019 | End Date: 05/31/2019

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	1	0	0	1	0	2	0	00:00	4	1.60%
01:00	1	0	0	1	0	1	0	01:00	3	1.20%
02:00	0	1	1	2	2	0	0	02:00	6	2.40%
03:00	0	1	0	0	1	0	0	03:00	2	0.80%
04:00	0	1	0	1	0	0	0	04:00	2	0.80%
05:00	0	2	0	0	1	3	3	05:00	9	3.60%
06:00	0	0	0	1	2	2	0	06:00	5	2.00%
07:00	3	1	0	1	2	2	2	07:00	11	4.40%
08:00	1	2	1	1	1	0	2	08:00	8	3.20%
09:00	1	1	4	4	0	3	0	09:00	13	5.20%
10:00	1	5	0	2	0	0	0	10:00	8	3.20%
11:00	1	4	5	3	3	3	2	11:00	21	8.40%
12:00	1	3	2	3	3	8	2	12:00	22	8.80%
13:00	0	3	3	2	0	0	2	13:00	10	4.00%
14:00	2	2	1	3	3	0	1	14:00	12	4.80%
15:00	0	1	2	5	1	0	4	15:00	13	5.20%
16:00	2	2	4	3	1	4	3	16:00	19	7.60%
17:00	4	1	5	3	3	2	1	17:00	19	7.60%
18:00	2	3	2	4	1	3	1	18:00	16	6.40%
19:00	1	1	2	2	3	3	2	19:00	14	5.60%
20:00	0	0	0	1	2	4	2	20:00	9	3.60%
21:00	2	1	1	1	1	2	1	21:00	9	3.60%
22:00	0	1	0	1	2	2	2	22:00	8	3.20%
23:00	2	1	0	2	0	1	1	23:00	7	2.80%
Total Responses for Day	25	37	33	47	32	45	31	Total	250	100.00%
% of Responses for Day	16.00%	13.51%	15.15%	10.64%	9.38%	17.78%	12.90%			
% of Responses for Week	10.00%	14.80%	13.20%	18.80%	12.80%	18.00%	12.40%			



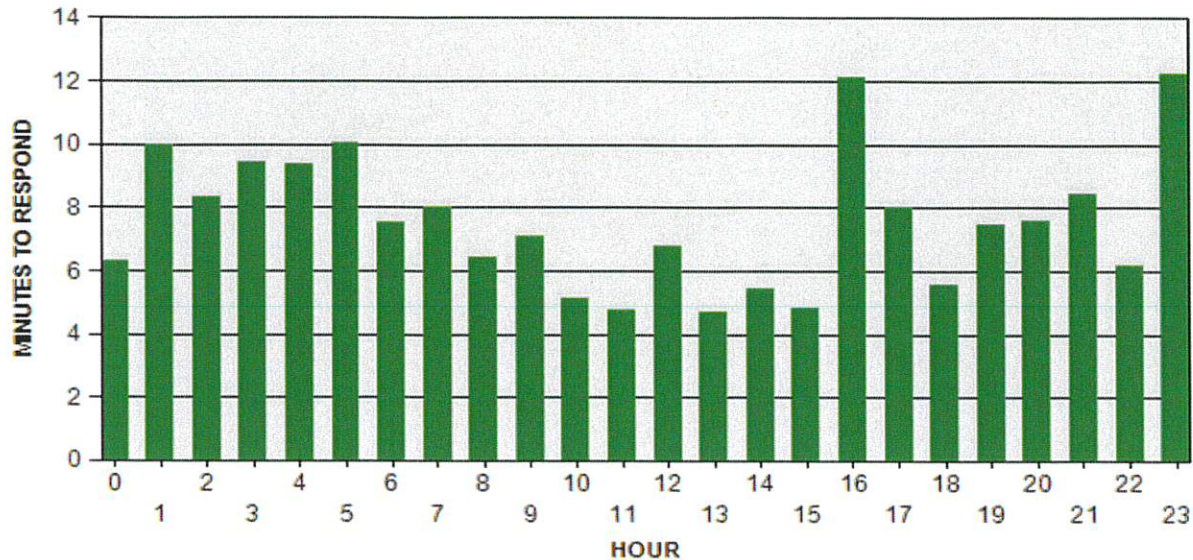
# Town of Windham Fire & Rescue

Windham, ME



## Average Response Time per Hour for Date Range

Start Date: 05/01/2019 | End Date: 05/31/2019



Hour	Times	Avg. Response, minutes	Avg.
Day			Night
0	0:00 - 0:59		6.28
1	1:00 - 1:59		9.96
2	2:00 - 2:59		8.34
3	3:00 - 3:59		9.46
4	4:00 - 4:59		9.35
5	5:00 - 5:59		10.05
6	6:00 - 6:59		7.53
7	7:00 - 7:59	8	
8	8:00 - 8:59	6.45	
9	9:00 - 9:59	7.08	
10	10:00 - 10:59	5.15	
11	11:00 - 11:59	4.79	
12	12:00 - 12:59	6.78	
13	13:00 - 13:59	4.72	
14	14:00 - 14:59	5.47	
15	15:00 - 15:59	4.84	
16	16:00 - 16:59	12.12	
17	17:00 - 17:59	8.04	
18	18:00 - 18:59	5.6	
19	19:00 - 19:59	7.45	
20	20:00 - 20:59		7.61
21	21:00 - 21:59		8.48
22	22:00 - 22:59		6.18
23	23:00 - 23:59		12.25
		6.65	8.68

**TOTAL AVERAGE RESPONSE TIME: 7.58 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