



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

June 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 June was 6.51 minutes. The average night shift response time was 8.89 minutes. The department's total average response time for June was 7.70 minutes. Our average turn out time which is the time from dispatch to en route was 1.04 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 341 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 84.2% of our day shifts last month.

During the night shift the department fills two (2) per-diem shifts for a total of 720 hours. There were 6 hours uncovered at night. We were able to cover 96.7% of our night shifts 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 June has decreased from last month. The department had 299.75 total training hours for the month.

Training hour totals below are for the last four months.

March 2019	977.0 Hrs.	April 2019	567.50 Hrs.
May 2019	415.25 Hrs.	June 2019	299.75

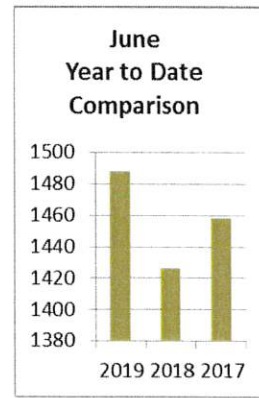
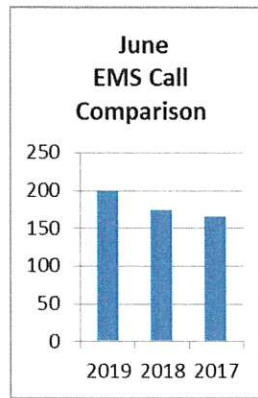
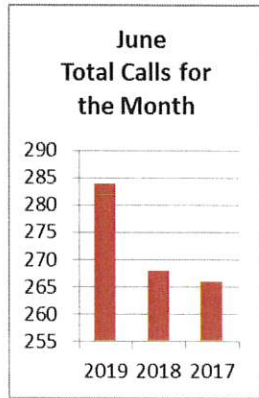
Fire Prevention/Inspections:

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

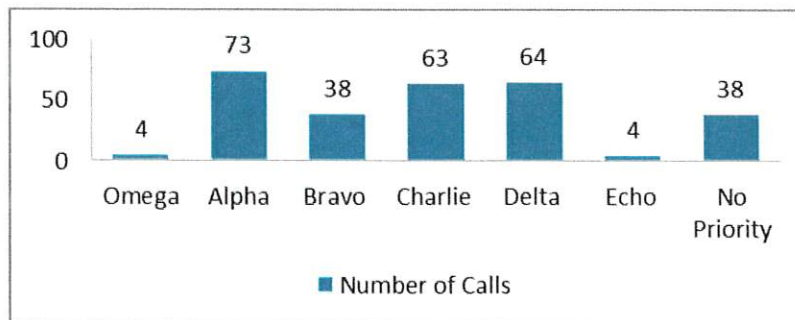
Monthly Activity Data:

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

	2019	2018	2017	
Total Calls for the Month	284	268	266	
Total EMS Calls for the month	199	174	165	(The EMS numbers are a part of the total)
Year to Date Totals	1488	1426	1458	



- We had requested a mutual aid ambulance 5 times in June. Our third ambulance handled 12 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.



Of Interest:

- Engine 7 was out of service for several weeks with a starting issue. Many parts have been replaced and the problem continues intermittently.
- This being June 2019 we have finally completed our process with FEMA for reimbursement of the October 2017 wind storm. The final check in the amount of \$7,603.78 will arrive at Town Hall within the month covering staff time to process FEMA claim.
- On June 8th the Union and others from the department participated in a Tip a Firefighter event at Applebee's to support the Muscular Dystrophy Association. It was well received and crews had a great time.
- Kudo's and appreciation to Lieutenant Anthony Favreau for completing and submitting an Narragansett One Foundation Grant for \$6,305.00 to outfit every interior firefighter with a particulate blocking hood. The total cost of the project is \$7,469, our share will come out of our budget in July. Each hood costs \$97.00 each. Thank you Lt Favreau for your work on this.
- Thank you to all those that attended in support of the town and department budget at Town Meeting.
- All apparatus was pump tested this month to ensure their ability to operate to their capacity. This process is done with the oversight of an outside vender at the Little Falls dam in South Windham. Each truck passed without issue!
- Windham personnel participated with Raymond and others in Water Rescue training and operation of their boat on Sebago Lake Saturday June 22nd.
- Windham Summerfest was another success, the department provided support and participation specifically in the parade, with traffic control for the parade, road race and car show as well as the fireworks show. There were no safety issues throughout the event.
- *Crews responded to a kitchen fire early in the morning of Father's Day at Chutes Restaurant. The fire was contained to the stove area. The owners are taking the opportunity to make some improvements to the kitchen during this down time. They should be reopening in the near future.
- **On June 20th crews responded to Lowe's for a Cardiac Arrest. With the assistance of bystander CPR and a rapid response they were able to obtain the return of pulse the patient was transported to the hospital and at last check was doing well!!
- ***Crews also responded to assist the Police Department with a well-being check of an elderly male. After investigation it was discovered the floor of the home had collapsed and the occupant required medical care and rescue from the basement. The occupant was transported to the hospital and we are working with Code Enforcement and the family to ensure the home is safe and secured.

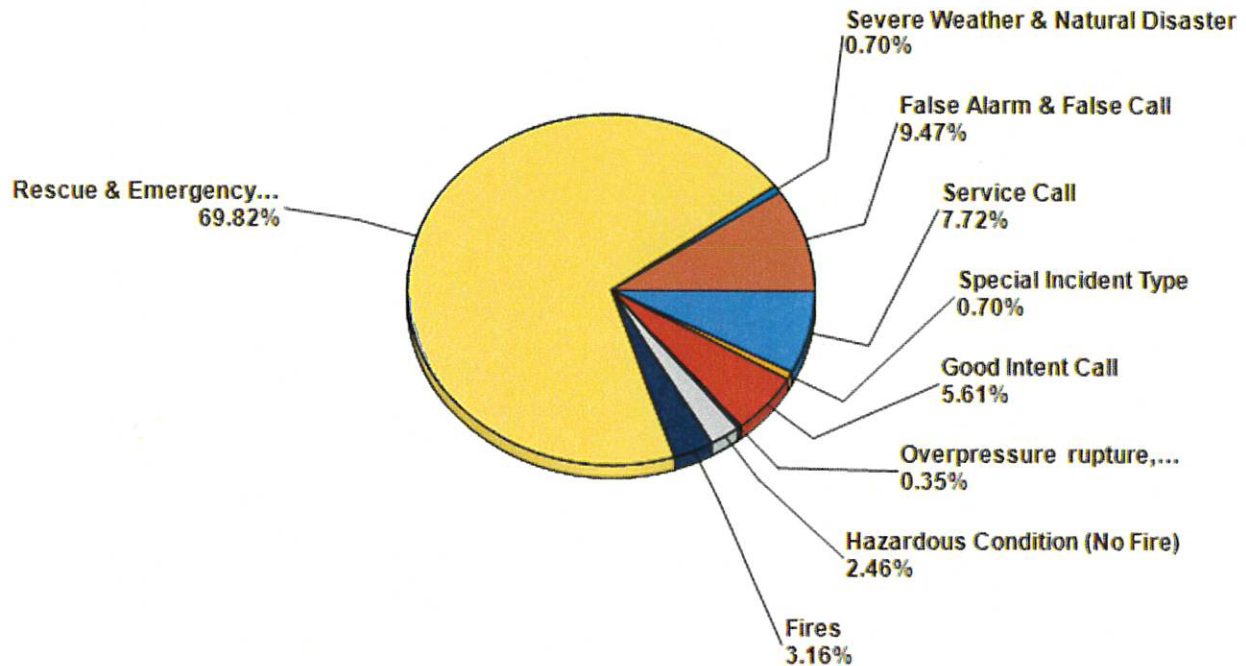
Town of Windham Fire & Rescue

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Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 06/01/2019 | End Date: 06/30/2019



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	9	3.16%
Overpressure rupture, explosion, overheat - no fire	1	0.35%
Rescue & Emergency Medical Service	199	69.82%
Hazardous Condition (No Fire)	7	2.46%
Service Call	22	7.72%
Good Intent Call	16	5.61%
False Alarm & False Call	27	9.47%
Severe Weather & Natural Disaster	2	0.70%
Special Incident Type	2	0.70%
TOTAL	285	100.00%

Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
100 - Fire, other	1	0.35%
111 - Building fire	1	0.35%
113 - Cooking fire, confined to container	1	0.35%
131 - Passenger vehicle fire	1	0.35%
141 - Forest, woods or wildland fire	4	1.40%
160 - Special outside fire, other	1	0.35%
240 - Explosion (no fire), other	1	0.35%
300 - Rescue, EMS incident, other	1	0.35%
311 - Medical assist, assist EMS crew	9	3.16%
320 - Emergency medical service, other	3	1.05%
321 - EMS call, excluding vehicle accident with injury	170	59.65%
322 - Motor vehicle accident with injuries	7	2.46%
324 - Motor vehicle accident with no injuries.	4	1.40%
341 - Search for person on land	1	0.35%
350 - Extrication, rescue, other	1	0.35%
351 - Extrication of victim(s) from building/structure	1	0.35%
352 - Extrication of victim(s) from vehicle	1	0.35%
381 - Rescue or EMS standby	1	0.35%
411 - Gasoline or other flammable liquid spill	1	0.35%
412 - Gas leak (natural gas or LPG)	1	0.35%
420 - Toxic condition, other	1	0.35%
424 - Carbon monoxide incident	3	1.05%
463 - Vehicle accident, general cleanup	1	0.35%
500 - Service Call, other	2	0.70%
531 - Smoke or odor removal	1	0.35%
550 - Public service assistance, other	1	0.35%
551 - Assist police or other governmental agency	5	1.75%
552 - Police matter	2	0.70%
553 - Public service	4	1.40%
554 - Assist invalid	3	1.05%
561 - Unauthorized burning	1	0.35%
571 - Cover assignment, standby, moveup	3	1.05%
600 - Good intent call, other	3	1.05%
611 - Dispatched & cancelled en route	10	3.51%
622 - No incident found on arrival at dispatch address	2	0.70%
653 - Smoke from barbecue, tar kettle	1	0.35%
715 - Local alarm system, malicious false alarm	1	0.35%
730 - System malfunction, other	1	0.35%
733 - Smoke detector activation due to malfunction	1	0.35%
735 - Alarm system sounded due to malfunction	3	1.05%
736 - CO detector activation due to malfunction	3	1.05%
743 - Smoke detector activation, no fire - unintentional	6	2.11%
744 - Detector activation, no fire - unintentional	4	1.40%
745 - Alarm system activation, no fire - unintentional	6	2.11%
746 - Carbon monoxide detector activation, no CO	2	0.70%
813 - Wind storm, tornado/hurricane assessment	1	0.35%
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:	285	100.00%

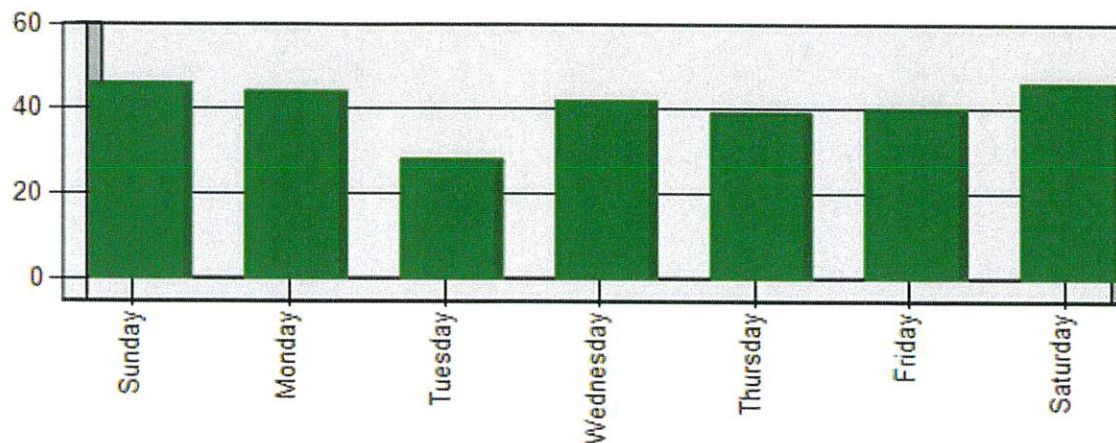
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Incidents by Day of the Week for Date Range

Start Date: 06/01/2019 | End Date: 06/30/2019



DAY OF THE WEEK	# INCIDENTS
Sunday	46
Monday	44
Tuesday	28
Wednesday	42
Thursday	39
Friday	40
Saturday	46
TOTAL	285

Only REVIEWED incidents included

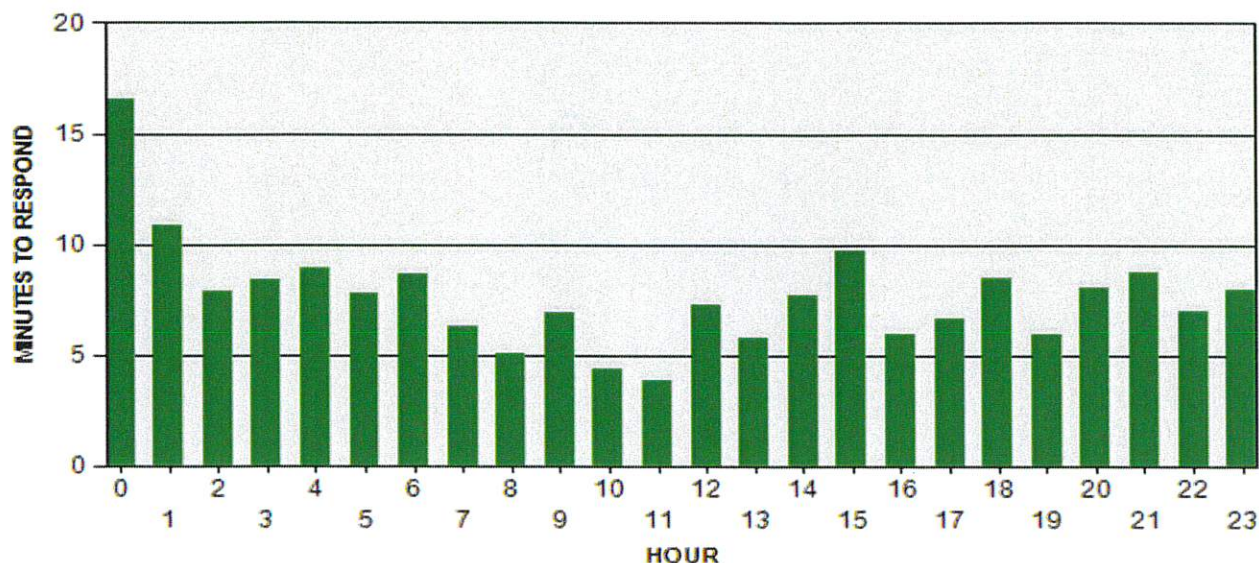
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Average Response Time per Hour for Date Range

Start Date: 06/01/2019 | End Date: 06/30/2019



HOUR	TIMES	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		16.54
1	1:00 - 1:59		10.82
2	2:00 - 2:59		7.88
3	3:00 - 3:59		8.37
4	4:00 - 4:59		8.92
5	5:00 - 5:59		7.78
6	6:00 - 6:59		8.68
7	7:00 - 7:59	6.31	
8	8:00 - 8:59	5.04	
9	9:00 - 9:59	6.91	
10	10:00 - 10:59	4.33	
11	11:00 - 11:59	3.86	
12	12:00 - 12:59	7.26	
13	13:00 - 13:59	5.79	
14	14:00 - 14:59	7.7	
15	15:00 - 15:59	9.75	
16	16:00 - 16:59	5.95	
17	17:00 - 17:59	6.68	
18	18:00 - 18:59	8.51	
19	19:00 - 19:59		5.98
20	20:00 - 20:59		8.01
21	21:00 - 21:59		8.74
22	22:00 - 22:59		6.96
23	22:00 -22:59		7.99
		6.51	8.89

TOTAL AVERAGE RESPONSE TIME: 7.70 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

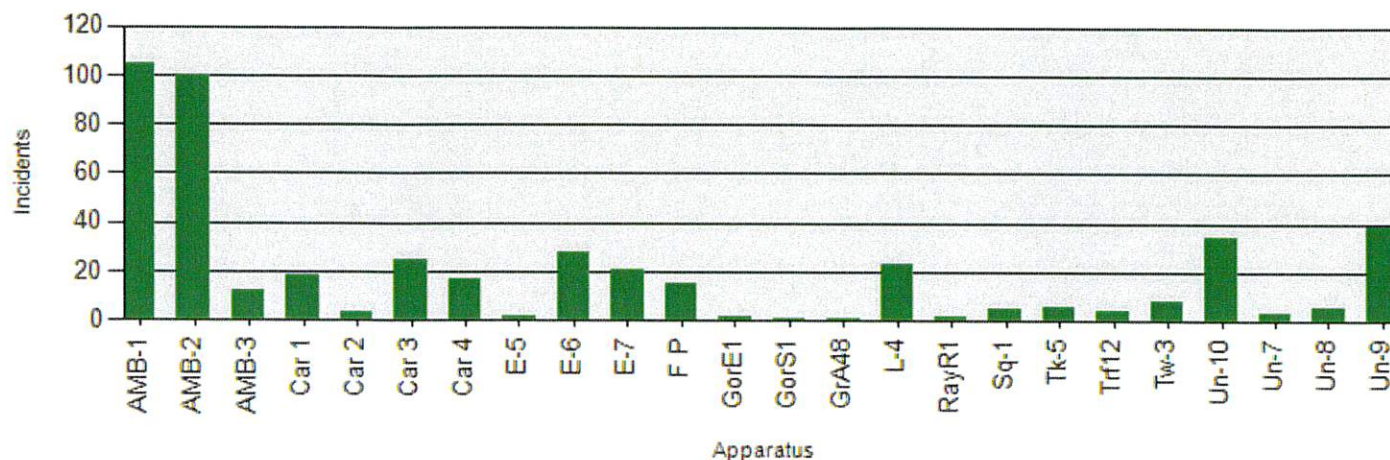
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Incident Count per Apparatus for Date Range

Start Date: 06/01/2019 | End Date: 06/30/2019



APPARATUS	# of INCIDENTS
AMB-1	105
AMB-2	100
AMB-3	12
Car 1	18
Car 2	3
Car 3	25
Car 4	17
E-5	2
E-6	28
E-7	21
F P	15
GorE1	2
GorS1	1
GrA48	1
L-4	23
RayR1	2
Sq-1	5
Tk-5	6
Trf12	4
Tw-3	8
Un-10	34
Un-7	3
Un-8	6
Un-9	39

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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: 06/01/2019 | End Date: 06/30/2019

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	0	1	1	2	1	0	3	00:00	8	2.81%
01:00	1	0	0	0	0	4	0	01:00	5	1.75%
02:00	1	1	2	1	1	0	0	02:00	6	2.11%
03:00	2	0	1	0	1	2	1	03:00	7	2.46%
04:00	2	0	1	0	0	1	0	04:00	4	1.40%
05:00	1	1	1	1	0	1	1	05:00	6	2.11%
06:00	0	1	0	0	0	0	0	06:00	1	0.35%
07:00	0	2	2	0	1	3	2	07:00	10	3.51%
08:00	2	2	1	4	2	2	2	08:00	15	5.26%
09:00	2	4	1	1	2	0	4	09:00	14	4.91%
10:00	3	2	2	4	1	0	3	10:00	15	5.26%
11:00	4	2	2	1	2	1	2	11:00	14	4.91%
12:00	3	5	1	3	1	1	2	12:00	16	5.61%
13:00	0	1	2	7	5	4	3	13:00	22	7.72%
14:00	3	4	4	1	2	2	0	14:00	16	5.61%
15:00	2	4	2	4	4	5	2	15:00	23	8.07%
16:00	1	3	1	3	4	3	3	16:00	18	6.32%
17:00	1	3	2	3	2	0	2	17:00	13	4.56%
18:00	1	5	0	2	4	1	2	18:00	15	5.26%
19:00	6	1	1	1	1	4	0	19:00	14	4.91%
20:00	2	1	0	0	3	3	4	20:00	13	4.56%
21:00	2	0	1	1	0	0	4	21:00	8	2.81%
22:00	4	0	0	2	0	1	4	22:00	11	3.86%
23:00	3	1	0	1	2	2	2	23:00	11	3.86%
Total Responses for Day	46	44	28	42	39	40	46	Total	285	100.00%
% of Responses for Day	13.04%	11.36%	14.29%	16.67%	12.82%	12.50%	8.70%			
% of Responses for Week	16.14%	15.44%	9.82%	14.74%	13.68%	14.04%	16.14%			

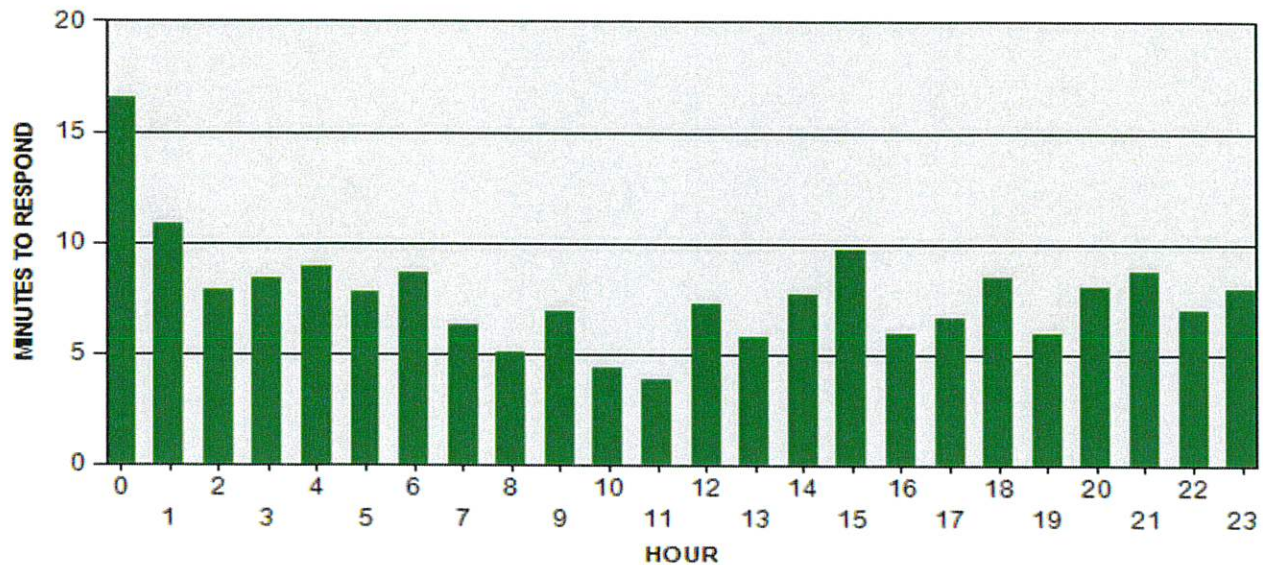
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