



Town of Windham

Fire – Rescue Department

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Brent J. Libby, Chief

September 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 September was 5.86 minutes. The average night shift response time was 6.88 minutes. The department's total average response time for September was 6.37 minutes. Our average turnout 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 228 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 89.4% 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 19 hours uncovered at night. We were able to cover 97.5% 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 September has increased from last month. The department had 580 total training hours for the month.

Training hour totals below are for the last four months.

June 2019	299.75 Hrs.	July 2019	427.00 Hrs.
August 2019	580.00 Hrs.	September 2019	528.00 Hrs.

Fire Prevention/Inspections:

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

Of Interest:

- Unfortunately our apparatus mechanic that is shared with Gorham left the position to accept a job as South Portland's apparatus mechanic. Eric Knight was in that position for 12 years and did a phenomenal job maintaining and repairing a combined fleet of 42 vehicles. We will be working with Gorham to fill the position.
- Over the course of the month we had several new dispatchers from the Cumberland County Regional Communications Center participate in a along with our on duty crews so they would have a better understanding of our operation and the layout of the community.
- As budgeted for this year we have replaced four of our multi-gas meters we this equipment is in service on apparatus.
- We provided an ambulance and a crew to assist in covering the Town of New Gloucester while they attended a longtime members funeral.
- We have provided assistance and coverage to the Town of Farmington in the last month following there terrible propane building explosion.
- Annual testing of our ground ladders and aerial ladders were completed this month. Both aeriels have items for repair before completing certification.
- We participated in, and have received a regional grant through FEMA's Assistance to Firefighters Grant program with Gorham, Standish, Windham, and Buxton to replace radios. It appears we will receive that grant for approximately \$70,000 as well (although we don't have formal notice yet). That will allow us to replace all of our portable radios which are 14 years old and some mobile radios through the grant, instead of a future capital project. We will have a small share to cover for that grant as well which can be done through our operating budget.
- We have been awarded a grant through same program to install a sprinkler system, a monitored fire alarm system and to run a water main from 302 to feed the system, a total request of \$91,000. The grant was awarded in the amount of \$64,000. Our portion will be \$3,047.62 and the cost of the water main extension with federal dollars in the amount of \$60,952.38. The estimated cost of the 6" water main is \$27,000, whereas the water main is on the opposite side of 302. We will need to come up with the additional funds to extend the water main, our grant period is September 13, 2019 to September 12, 2020 so we would be able to plan for funds in our next budget if we can't allocate funds in this budget year.
- Ladder 4 was out of service for two weeks with a computer issue, it has since been repaired is back in service.

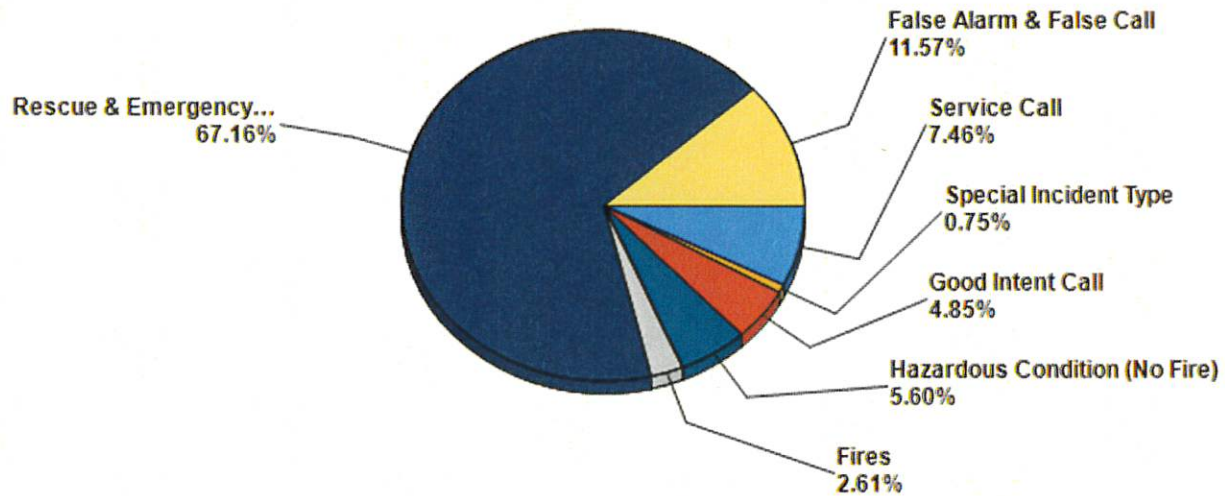
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Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 09/01/2019 | End Date: 09/30/2019



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	7	2.61%
Rescue & Emergency Medical Service	180	67.16%
Hazardous Condition (No Fire)	15	5.60%
Service Call	20	7.46%
Good Intent Call	13	4.85%
False Alarm & False Call	31	11.57%
Special Incident Type	2	0.75%
TOTAL	268	100.00%

Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	2	0.75%
113 - Cooking fire, confined to container	1	0.37%
138 - Off-road vehicle or heavy equipment fire	1	0.37%
140 - Natural vegetation fire, other	1	0.37%
142 - Brush or brush-and-grass mixture fire	1	0.37%
160 - Special outside fire, other	1	0.37%
311 - Medical assist, assist EMS crew	2	0.75%
320 - Emergency medical service, other	1	0.37%
321 - EMS call, excluding vehicle accident with injury	157	58.58%
322 - Motor vehicle accident with injuries	7	2.61%
324 - Motor vehicle accident with no injuries.	9	3.36%
331 - Lock-in (if lock out , use 511)	1	0.37%
351 - Extrication of victim(s) from building/structure	1	0.37%
365 - Watercraft rescue	1	0.37%
381 - Rescue or EMS standby	1	0.37%
400 - Hazardous condition, other	1	0.37%
412 - Gas leak (natural gas or LPG)	6	2.24%
420 - Toxic condition, other	1	0.37%
422 - Chemical spill or leak	1	0.37%
424 - Carbon monoxide incident	1	0.37%
444 - Power line down	2	0.75%
445 - Arcing, shorted electrical equipment	1	0.37%
460 - Accident, potential accident, other	1	0.37%
461 - Building or structure weakened or collapsed	1	0.37%
500 - Service Call, other	2	0.75%
551 - Assist police or other governmental agency	6	2.24%
553 - Public service	1	0.37%
561 - Unauthorized burning	1	0.37%
571 - Cover assignment, standby, moveup	10	3.73%
611 - Dispatched & cancelled en route	3	1.12%
622 - No incident found on arrival at dispatch address	2	0.75%
631 - Authorized controlled burning	3	1.12%
651 - Smoke scare, odor of smoke	3	1.12%
652 - Steam, vapor, fog or dust thought to be smoke	2	0.75%
700 - False alarm or false call, other	3	1.12%
710 - Malicious, mischievous false call, other	1	0.37%
715 - Local alarm system, malicious false alarm	1	0.37%
730 - System malfunction, other	1	0.37%
733 - Smoke detector activation due to malfunction	5	1.87%
735 - Alarm system sounded due to malfunction	6	2.24%
736 - CO detector activation due to malfunction	1	0.37%
740 - Unintentional transmission of alarm, other	1	0.37%
743 - Smoke detector activation, no fire - unintentional	5	1.87%
744 - Detector activation, no fire - unintentional	2	0.75%
745 - Alarm system activation, no fire - unintentional	5	1.87%
900 - Special type of incident, other	1	0.37%
911 - Citizen complaint	1	0.37%
TOTAL INCIDENTS:	268	100.00%

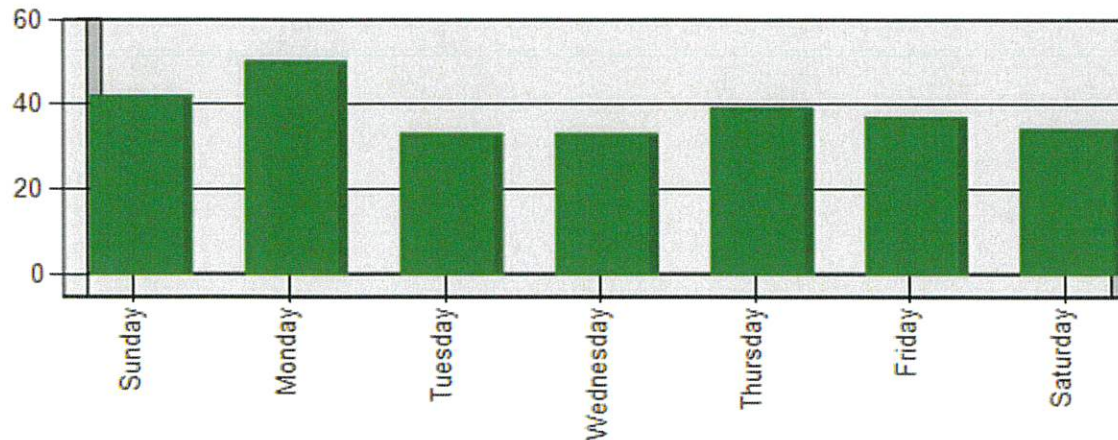
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Incidents by Day of the Week for Date Range

Start Date: 09/01/2019 | End Date: 09/30/2019



DAY OF THE WEEK	# INCIDENTS
Sunday	42
Monday	50
Tuesday	33
Wednesday	33
Thursday	39
Friday	37
Saturday	34
TOTAL	268

Only REVIEWED incidents included

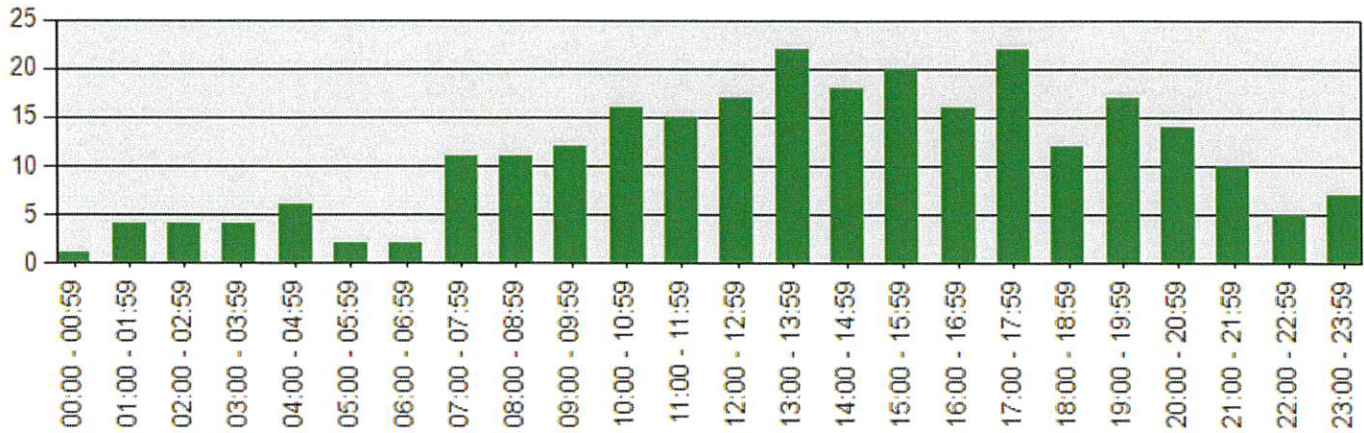
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Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 09/01/2019 | End Date: 09/30/2019



Hour	# of CALLS
00:00 - 00:59	1
01:00 - 01:59	4
02:00 - 02:59	4
03:00 - 03:59	4
04:00 - 04:59	6
05:00 - 05:59	2
06:00 - 06:59	2
07:00 - 07:59	11
08:00 - 08:59	11
09:00 - 09:59	12
10:00 - 10:59	16
11:00 - 11:59	15
12:00 - 12:59	17
13:00 - 13:59	22
14:00 - 14:59	18
15:00 - 15:59	20
16:00 - 16:59	16
17:00 - 17:59	22
18:00 - 18:59	12
19:00 - 19:59	17
20:00 - 20:59	14
21:00 - 21:59	10
22:00 - 22:59	5
23:00 - 23:59	7
TOTAL:	268

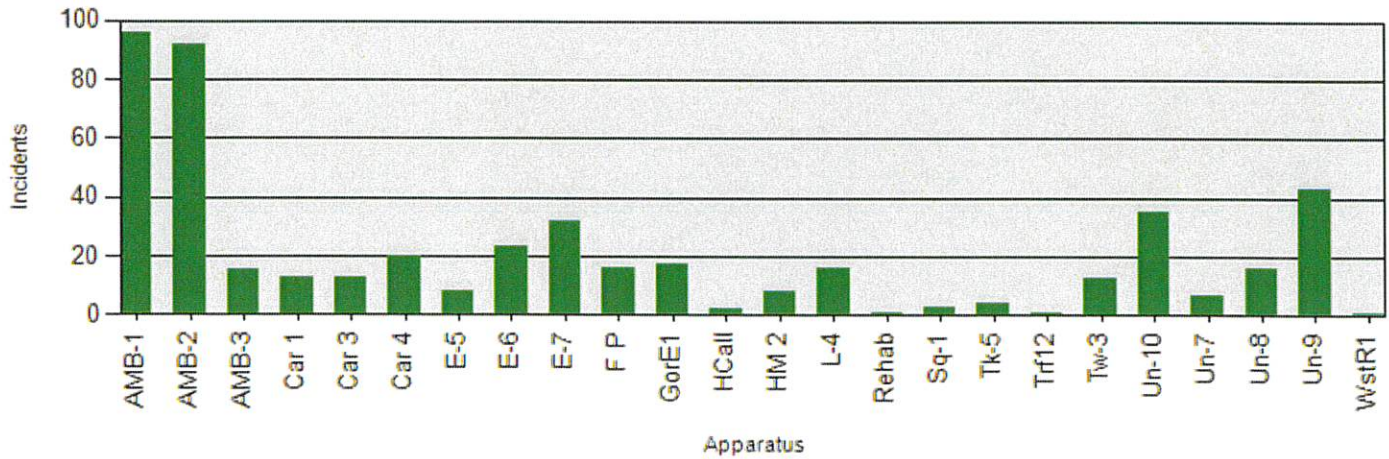
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Incident Count per Apparatus for Date Range

Start Date: 09/01/2019 | End Date: 09/30/2019



APPARATUS	# of INCIDENTS
AMB-1	96
AMB-2	92
AMB-3	15
Car 1	13
Car 3	13
Car 4	20
E-5	8
E-6	23
E-7	32
F P	16
GorE1	17
HCall	2
HM 2	8
L-4	16
Rehab	1
Sq-1	3
Tk-5	4
Trf12	1
Tw-3	13
Un-10	35
Un-7	7
Un-8	16
Un-9	43
WstR1	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: 09/01/2019 | End Date: 09/30/2019

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	1	0	0	0	0	0	0	00:00	1	0.37%
01:00	1	1	1	0	0	1	0	01:00	4	1.49%
02:00	0	2	0	0	1	0	1	02:00	4	1.49%
03:00	0	2	0	0	0	1	1	03:00	4	1.49%
04:00	0	1	1	2	1	0	1	04:00	6	2.24%
05:00	0	0	0	0	1	1	0	05:00	2	0.75%
06:00	0	1	0	1	0	0	0	06:00	2	0.75%
07:00	2	2	0	0	3	3	1	07:00	11	4.10%
08:00	2	4	1	0	0	2	2	08:00	11	4.10%
09:00	1	2	1	4	0	1	3	09:00	12	4.48%
10:00	3	8	1	0	2	0	2	10:00	16	5.97%
11:00	3	2	0	2	2	2	4	11:00	15	5.60%
12:00	1	2	3	3	3	3	2	12:00	17	6.34%
13:00	4	3	5	3	5	2	0	13:00	22	8.21%
14:00	2	2	2	5	3	3	1	14:00	18	6.72%
15:00	0	4	1	2	5	6	2	15:00	20	7.46%
16:00	1	3	2	1	4	4	1	16:00	16	5.97%
17:00	4	3	5	3	1	4	2	17:00	22	8.21%
18:00	2	2	5	0	2	0	1	18:00	12	4.48%
19:00	7	1	1	2	3	2	1	19:00	17	6.34%
20:00	3	3	3	1	1	0	3	20:00	14	5.22%
21:00	2	2	1	0	1	1	3	21:00	10	3.73%
22:00	1	0	0	2	0	1	1	22:00	5	1.87%
23:00	2	0	0	2	1	0	2	23:00	7	2.61%
Total Responses for Day	42	50	33	33	39	37	34	Total	268	100.00%
% of Responses for Day	16.67%	16.00%	15.15%	15.15%	12.82%	16.22%	11.76%			
% of Responses for Week	15.67%	18.66%	12.31%	12.31%	14.55%	13.81%	12.69%			

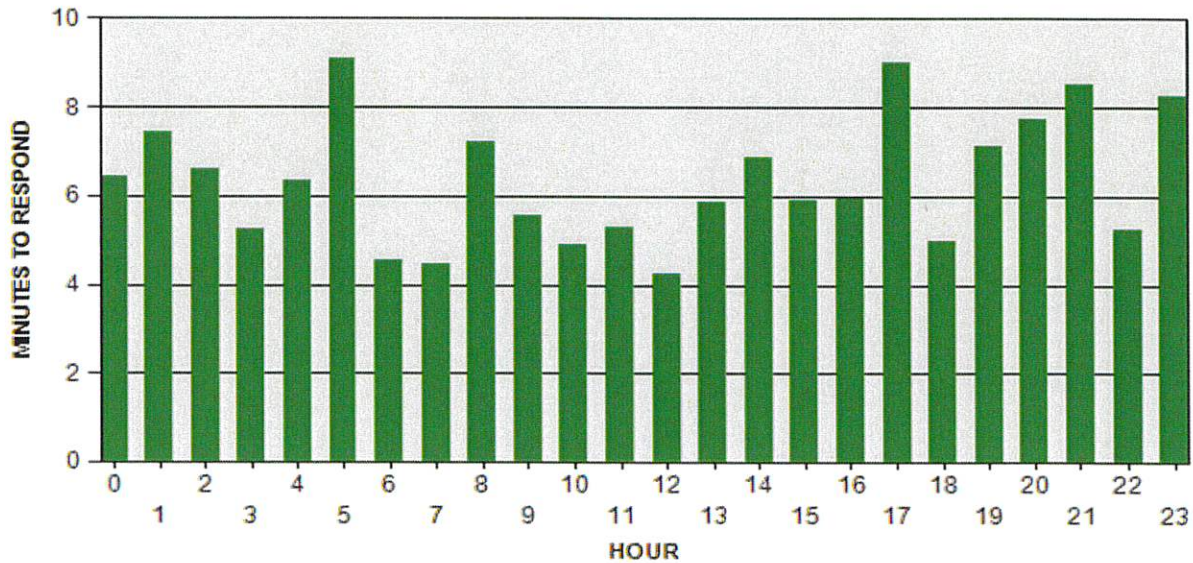
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Average Response Time per Hour for Date Range

Start Date: 09/01/2019 | End Date: 09/30/2019



HOUR	TIMES	AVG. RESPONSE, minutes	AVG. RESPONSE, minutes
		Day	Night
0	0:00 - 0:59		6.42
1	1:00 - 1:59		7.42
2	2:00 - 2:59		6.59
3	3:00 - 3:59		5.23
4	4:00 - 4:59		6.36
5	5:00 - 5:59		9.09
6	6:00 - 6:59		4.55
7	7:00 - 7:59	4.48	
8	8:00 - 8:59	7.2	
9	9:00 - 9:59	5.55	
10	10:00 - 10:59	4.91	
11	11:00 - 11:59	5.31	
12	12:00 - 12:59	4.24	
13	13:00 - 13:59	5.87	
14	14:00 - 14:59	6.88	
15	15:00 - 15:59	5.92	
16	16:00 - 16:59	5.94	
17	17:00 - 17:59	9.03	
18	18:00 - 18:59	5	
19	19:00 - 19:59		7.14
20	20:00 - 20:59		7.74
21	21:00 - 21:59		8.53
22	22:00 - 22:59		5.23
23	23:00 - 23:59		8.28
		5.86	6.88

TOTAL AVERAGE RESPONSE TIME: 6.37 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