



Town of Windham

Fire – Rescue Department

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Brent J. Libby, Chief

January 2020 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 January was 6.74 minutes. The average night shift response time was 7.03 minutes. The department's total average response time for January was 6.87 minutes. Our average turnout time which is the time from dispatch to en route was 1.09 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 132 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 94% of our day shifts last month.

During the night shift the department fills two (2) per-diem shifts for a total of 744 hours. There were 12 hours uncovered at night. We were able to cover 98% 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 January has increased from last month. The department had 742.25 total training hours for the month. We saw an increase this month due to our annual mandatory trainings being completed this month.

Training hour totals below are for the last four months.

October 2019	459.00 Hrs.	November 2019	374.00 Hrs.
December 2019	643.95 Hrs.	January 2020	742.25 Hrs.

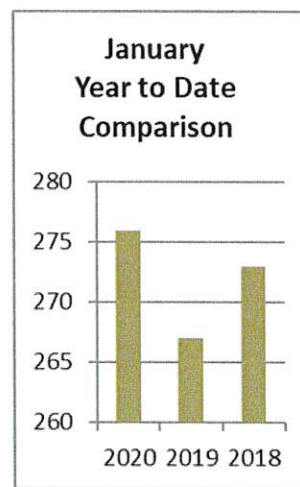
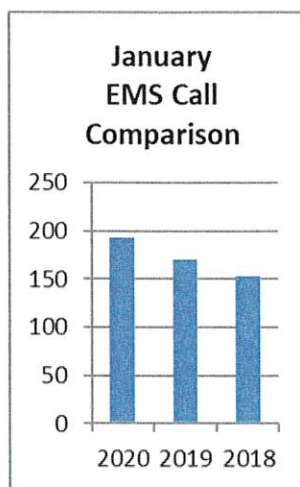
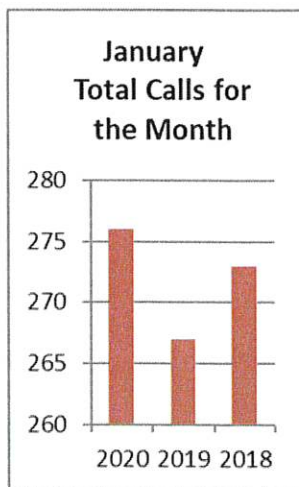
Fire Prevention/Inspections:

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

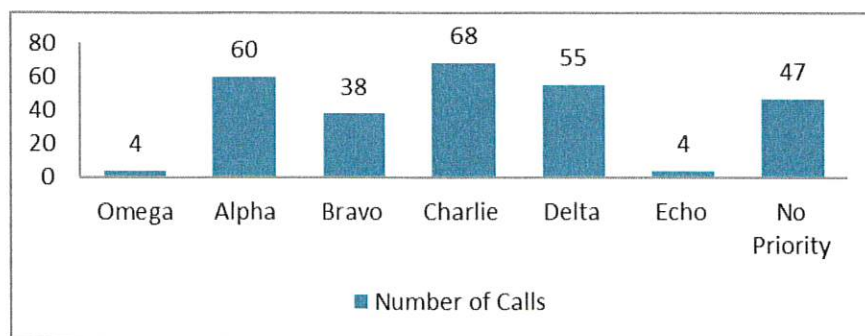
Monthly Activity Data:

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

	2020	2019	2018	
Total Calls for the Month	276	267	273	
Total EMS Calls for the month	193	171	153	(The EMS numbers are a part of the total)
Year to Date Totals	276	267	273	



- We had requested a mutual aid ambulance 7 times in January. Our third ambulance handled 12 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:

- Top 3 call types of 2019:
 - 60.25% of our call volume was EMS
 - 9.68 % of our call volume were Alarm responses
 - 7.04% of our call volume were crashes
 - Top Responders:
 - Mike Mullin - 515
 - Mahlon Hanson 375
 - Gus Vadja – 181 – (136 from home)
 - District 1 = 442
 - District 2 = 1253
 - District 3 = 407
 - District 4 = 590
 - Mutual Aid/Automatic Aid = 488 (15% of call volume)
- All new portables from our regional radio grant have been programmed and installed in the apparatus.
- Tower 3 has returned from a months' worth of repaired and service. This truck went out in preparation for Ladder 4 going out for refurbishment in February.
- We have seen several staff changes to include some new arrivals on both per-diem and call company. We have three new call members in the firefighter 1 & 2 academy. We also have some that have left us after several years as a result of time availability or relocating.
- Much of our month has been spent on responding to calls for service and completing our nine annual mandatory trainings to ensure our compliance with town policies and the Bureau of Labor. This year they were offered in classroom or entirely online.

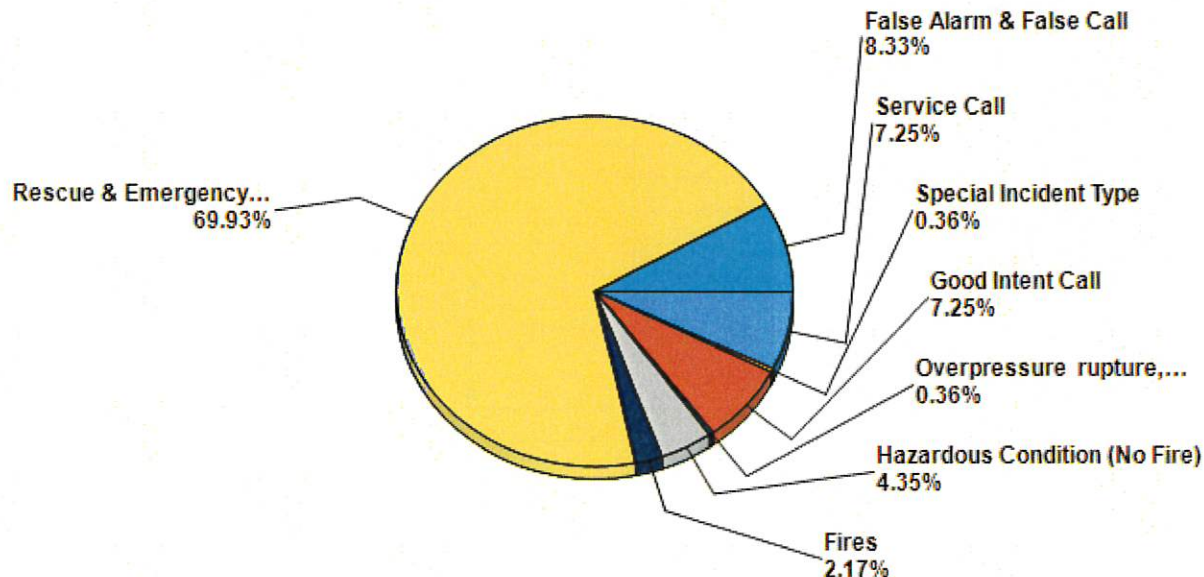
Town of Windham Fire & Rescue

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Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 01/01/2020 | End Date: 01/31/2020



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	6	2.17%
Overpressure rupture, explosion, overheating - no fire	1	0.36%
Rescue & Emergency Medical Service	193	69.93%
Hazardous Condition (No Fire)	12	4.35%
Service Call	20	7.25%
Good Intent Call	20	7.25%
False Alarm & False Call	23	8.33%
Special Incident Type	1	0.36%
TOTAL	276	100.00%

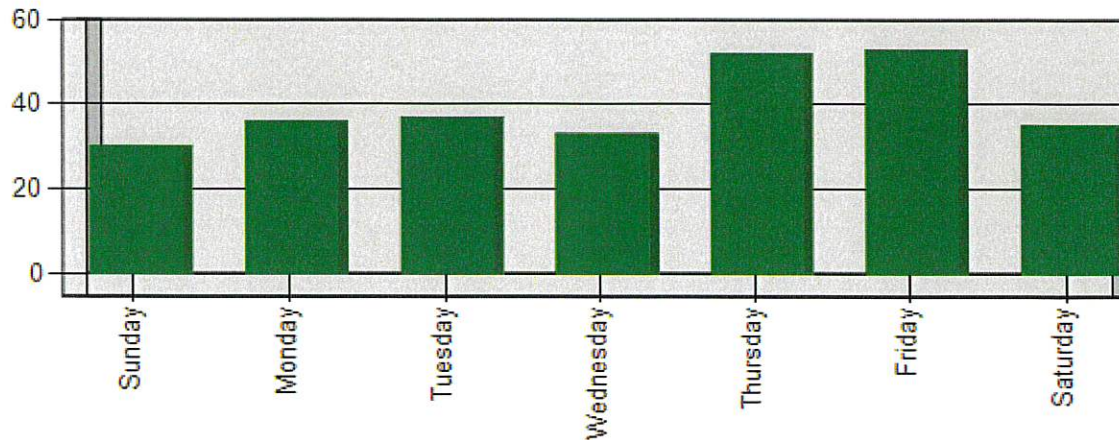
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Incidents by Day of the Week for Date Range

Start Date: 01/01/2020 | End Date: 01/31/2020



DAY OF THE WEEK	# INCIDENTS
Sunday	30
Monday	36
Tuesday	37
Wednesday	33
Thursday	52
Friday	53
Saturday	35
TOTAL	276

Only REVIEWED incidents included

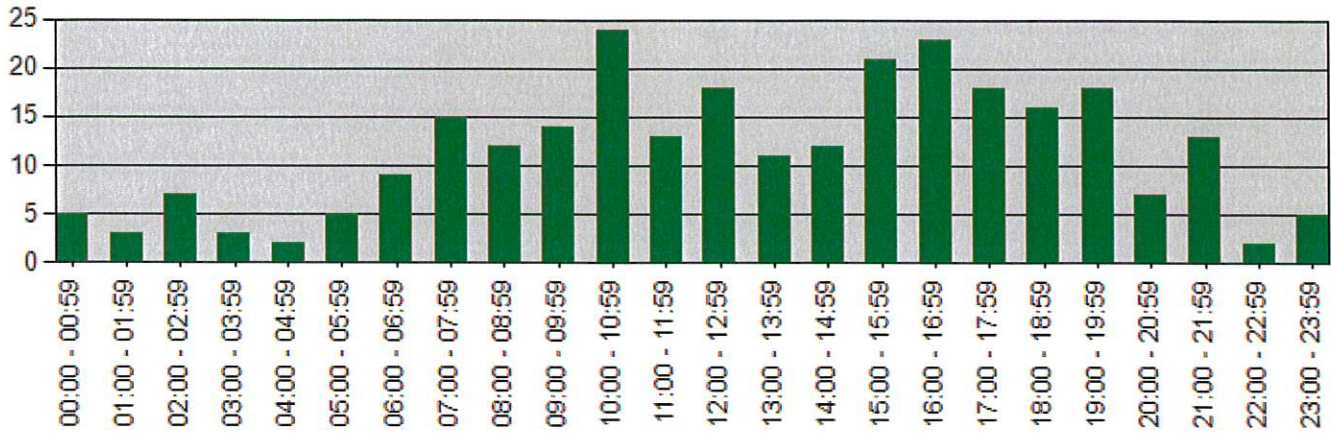
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Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 01/01/2020 | End Date: 01/31/2020



Hour	# of CALLS
00:00 - 00:59	5
01:00 - 01:59	3
02:00 - 02:59	7
03:00 - 03:59	3
04:00 - 04:59	2
05:00 - 05:59	5
06:00 - 06:59	9
07:00 - 07:59	15
08:00 - 08:59	12
09:00 - 09:59	14
10:00 - 10:59	24
11:00 - 11:59	13
12:00 - 12:59	18
13:00 - 13:59	11
14:00 - 14:59	12
15:00 - 15:59	21
16:00 - 16:59	23
17:00 - 17:59	18
18:00 - 18:59	16
19:00 - 19:59	18
20:00 - 20:59	7
21:00 - 21:59	13
22:00 - 22:59	2
23:00 - 23:59	5
TOTAL:	276

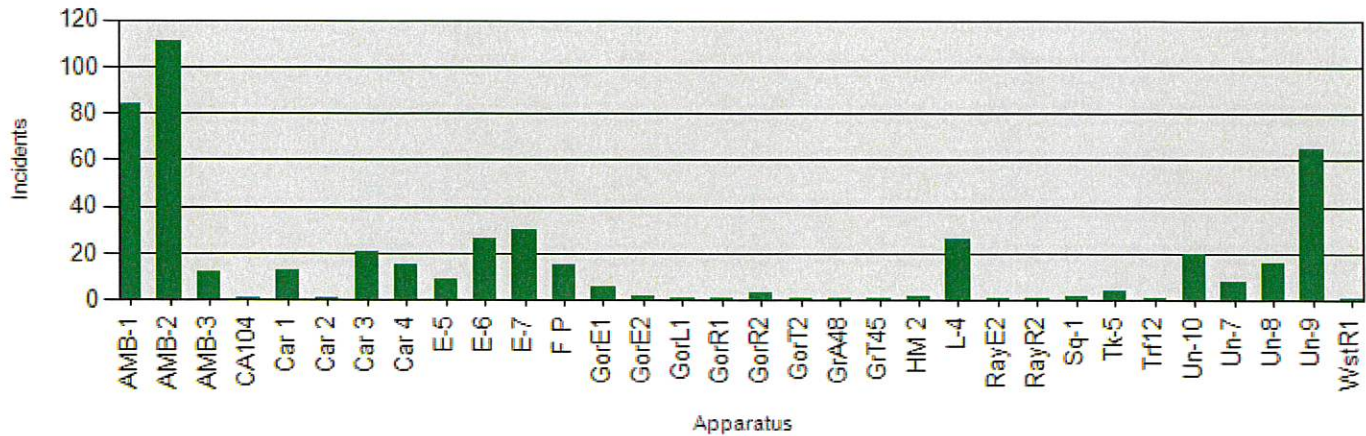
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Incident Count per Apparatus for Date Range

Start Date: 01/01/2020 | End Date: 01/31/2020



APPARATUS	# of INCIDENTS
AMB-1	84
AMB-2	111
AMB-3	12
CA104	1
Car 1	13
Car 2	1
Car 3	21
Car 4	15
E-5	9
E-6	26
E-7	30
F P	15
GorE1	6
GorE2	2
GorL1	1
GorR1	1
GorR2	3
GorT2	1
GrA48	1
GrT45	1
HM 2	2
L-4	26
RayE2	1
RayR2	1
Sq-1	2
Tk-5	4
Trf12	1
Un-10	20
Un-7	8
Un-8	16
Un-9	65
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: 01/01/2020 | End Date: 01/31/2020

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Hour	Total per Hour	Percent
00:00	3	0	0	0	0	0	2	00:00	5	1.81%
01:00	1	0	0	1	0	1	0	01:00	3	1.09%
02:00	0	2	0	1	3	1	0	02:00	7	2.54%
03:00	0	0	0	0	2	0	1	03:00	3	1.09%
04:00	0	0	1	1	0	0	0	04:00	2	0.72%
05:00	1	0	1	1	1	0	1	05:00	5	1.81%
06:00	0	1	1	3	2	1	1	06:00	9	3.26%
07:00	0	2	1	2	4	4	2	07:00	15	5.43%
08:00	2	0	3	0	5	2	0	08:00	12	4.35%
09:00	2	2	3	0	4	1	2	09:00	14	5.07%
10:00	0	4	2	3	4	8	3	10:00	24	8.70%
11:00	1	2	3	3	3	1	0	11:00	13	4.71%
12:00	2	0	3	2	6	3	2	12:00	18	6.52%
13:00	1	3	3	1	0	3	0	13:00	11	3.99%
14:00	1	3	1	2	4	1	0	14:00	12	4.35%
15:00	5	4	1	3	2	5	1	15:00	21	7.61%
16:00	3	3	2	2	4	1	8	16:00	23	8.33%
17:00	3	2	4	3	2	3	1	17:00	18	6.52%
18:00	0	3	2	1	3	3	4	18:00	16	5.80%
19:00	3	2	4	1	1	6	1	19:00	18	6.52%
20:00	0	1	1	2	1	1	1	20:00	7	2.54%
21:00	1	2	1	1	0	5	3	21:00	13	4.71%
22:00	1	0	0	0	0	0	1	22:00	2	0.72%
23:00	0	0	0	0	1	3	1	23:00	5	1.81%
Total Responses for Day	30	36	37	33	52	53	35	Total	276	100.00%
% of Responses for Day	16.67%	11.11%	10.81%	9.09%	11.54%	15.09%	22.86%			
% of Responses for Week	10.87%	13.04%	13.41%	11.96%	18.84%	19.20%	12.68%			

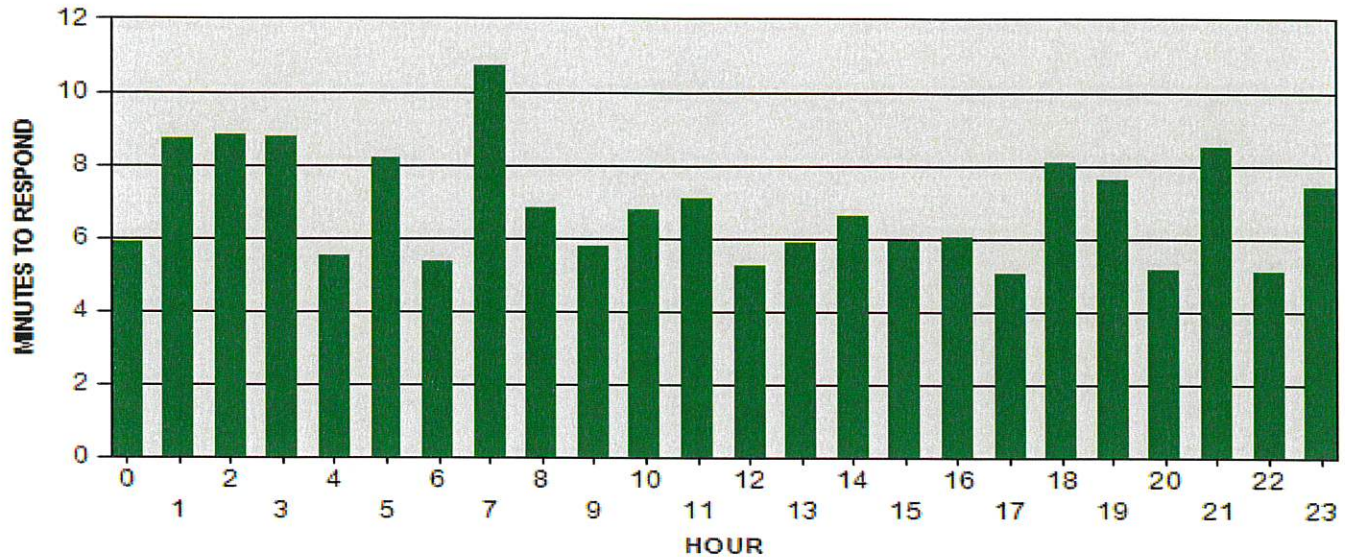
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Average Response Time per Hour for Date Range

Start Date: 01/01/2020 | End Date: 01/31/2020



HOUR	TIMES	AVG. RESPONSE, minutes	AVG. RESPONSE, minutes
		Day	Night
0	0:00 - 0:59		5.9
1	1:00 - 1:59		8.73
2	2:00 - 2:59		8.84
3	3:00 - 3:59		8.76
4	4:00 - 4:59		5.5
5	5:00 - 5:59		8.17
6	6:00 - 6:59		5.35
7	7:00 - 7:59	10.69	
8	8:00 - 8:59	6.85	
9	9:00 - 9:59	5.77	
10	10:00 - 10:59	6.77	
11	11:00 - 11:59	7.1	
12	12:00 - 12:59	5.27	
13	13:00 - 13:59	5.86	
14	14:00 - 14:59	6.62	
15	15:00 - 15:59	5.93	
16	16:00 - 16:59	6.04	
17	17:00 - 17:59	5.02	
18	18:00 - 18:59	8.09	
19	19:00 - 19:59	7.61	
20	20:00 - 20:59		5.14
21	21:00 - 21:59		8.5
22	22:00 - 22:59		5.09
23	23:00 - 23:59		7.39
		6.74	7.03

TOTAL AVERAGE RESPONSE TIME: 6.87 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