



# Town of Windham

## Fire – Rescue Department

375 Gray Rd  
Windham, ME 04062  
Business 207-892-1911  
Fax 207-892-0544

Brent J. Libby, Chief

### 2020 Fourth Quarter Report

#### It is the Mission of Windham Fire-Rescue Department

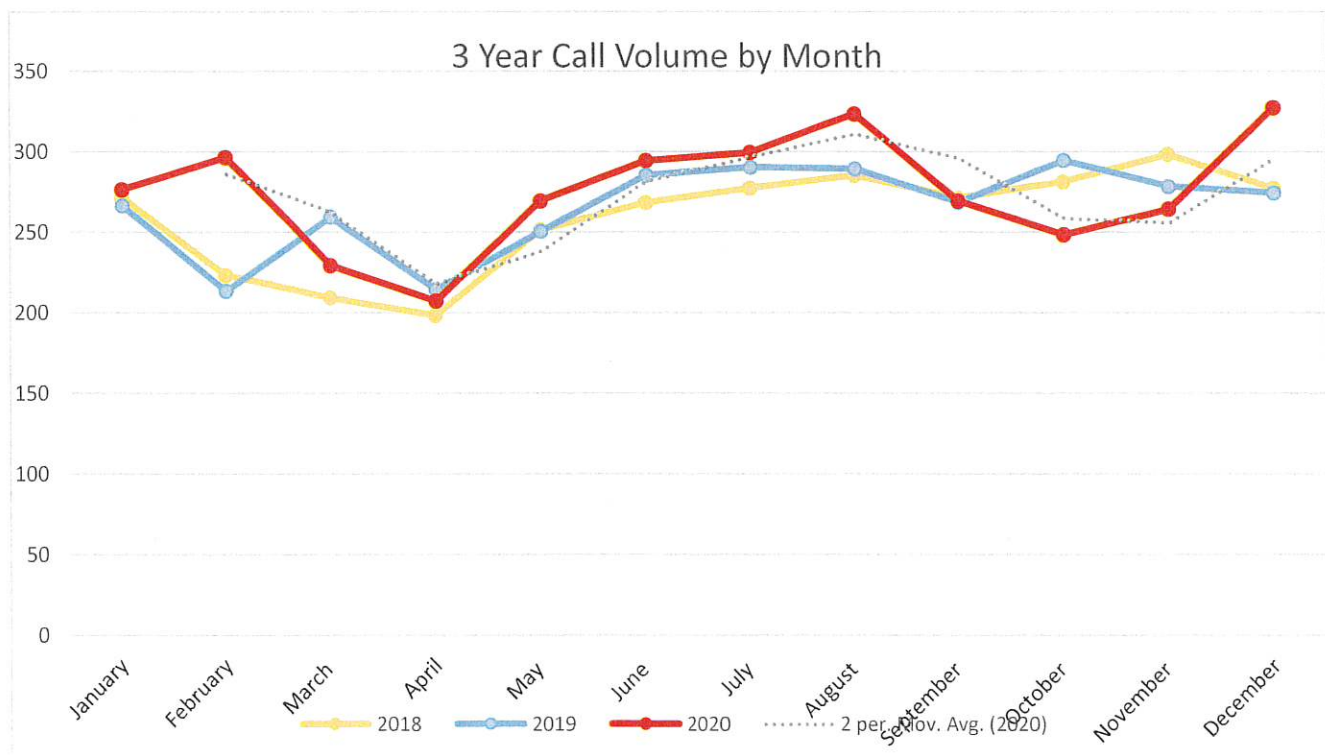
**“To assist the residents and visitors with emergencies or other situations that they are normally unable to handle themselves.”**

#### 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 the quarter was 6.86 minutes. The average night shift response time was 8.33 minutes. The department’s total average response time for Quarter 4 was 7.53 minutes. Our average turnout time which is the time from dispatch to en route was 1.23 minutes.

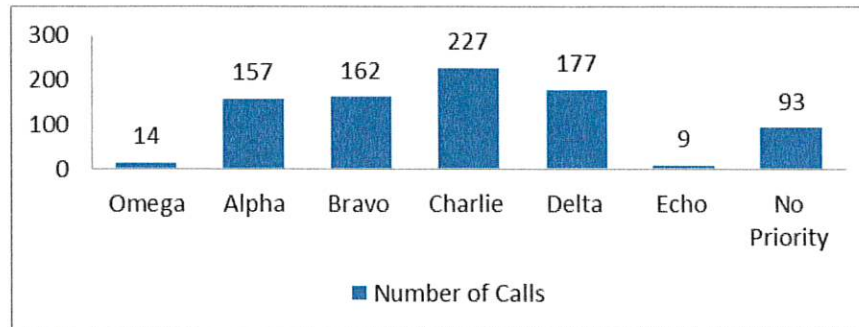
Our training performance during this quarter has been challenging with COVID-19. The department had 952.5 total training hours for the quarter.

#### Three Year Call Volume Trend



	January	February	March	April	May	June	July	August	September
2018	271	223	209	198	251	268	277	285	271
2019	266	213	259	214	250	285	290	289	268
2020	276	296	229	207	269	294	299	323	268

- 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 a priority provided the response is handled as an emergency with a standard response.



#### Of Interest:

- Fourth Quarter Anniversaries

Name	Job title	Years of Service
Hoar, Greg	Call Company	1
Vanorse, Katy	Full time	1
Kerr, Doug	Per Diem	2
Swenson, Chris	Per Diem/Call	2
Walker, Kyle	Call Company	2
Verrill, Dan	Per Diem	2
Morgan, Andy	Per Diem	3
Cooper, Justin	Per Diem	7
Jordan, Andrew	Per Diem	7
Madura, Adam	Per Diem	7
Bicknell, Richard	Per Diem/Call	16
Favreau, Anthony	Per Diem/Call	17
Johnston, Andrew	Per Diem/Call	17
Hodgkins, Alan	Per Diem/Call	20
Bucknell, Lynn	Fire Police	21
Hall, Steve	Per Diem/Call	25
Riesbeck, Pete	Call Company	28
Thorpe, Ken	Per Diem/Call	37

- Crews have been diligent in their use of personal protective equipment during the COVID -19 pandemic. To date we have been able to avoid any positive cases in our workforce. We have also been successful in maintaining our personal protective equipment inventory.

- Fall drought conditions resulted in several small controlled burns getting out of control. We were able to contain and extinguish each quickly. Our new brush truck served very well in these responses.
- Much of the quarter was spent working with our Architect and personnel on the preliminary design for the public safety building expansion and working with potential bidders.
- In October we had a crew participate in the trunk or treat event with the Parks and Rec Department. We also partnered with them for the very successful 3.5 hour Santa Parade through the community.
- With the councils support we were able to sell Tower 3, a 2001 aerial platform that has plagued the department in maintenance costs and purchase a used truck from Cumberland to close the gap for the next 5-6 years.
- The department was able to provide assistance to social services in supporting families and seniors for Christmas this year. We were able to shop for 15 kids and provide Hannaford gift cards to 16 seniors through donations.
- Our new ambulance bid process is well underway and will plan to be before the council for purchase authorization in January.
- Call volume statistics for the quarter are attached.



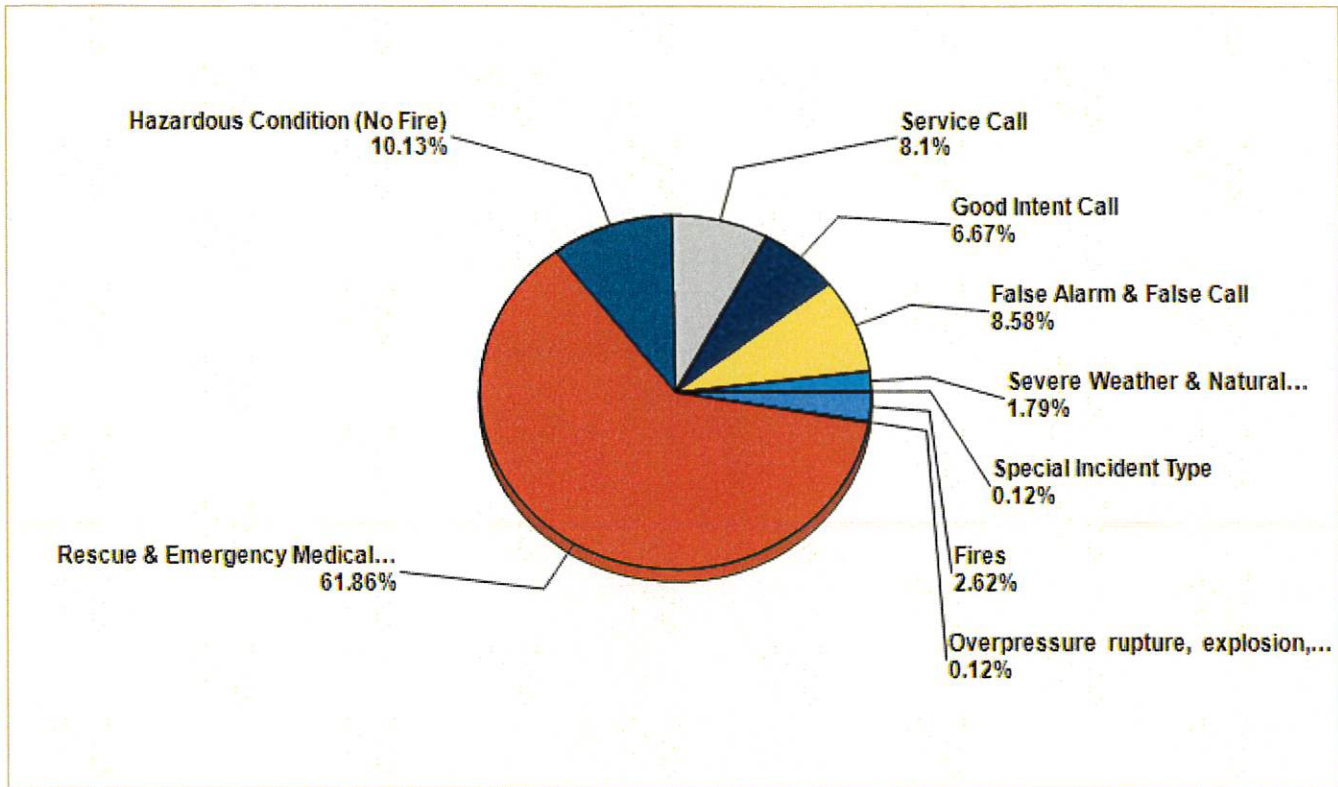
# Town of Windham Fire & Rescue

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## Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 10/01/2020 | End Date: 12/31/2020



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	22	2.62%
Overpressure rupture, explosion, overheating - no fire	1	0.12%
Rescue & Emergency Medical Service	519	61.86%
Hazardous Condition (No Fire)	85	10.13%
Service Call	68	8.1%
Good Intent Call	56	6.67%
False Alarm & False Call	72	8.58%
Severe Weather & Natural Disaster	15	1.79%
Special Incident Type	1	0.12%
<b>TOTAL</b>	<b>839</b>	<b>100%</b>



### Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
100 - Fire, other	1	0.12%
111 - Building fire	4	0.48%
113 - Cooking fire, confined to container	2	0.24%
114 - Chimney or flue fire, confined to chimney or flue	1	0.12%
116 - Fuel burner/boiler malfunction, fire confined	1	0.12%
122 - Fire in motor home, camper, recreational vehicle	1	0.12%
131 - Passenger vehicle fire	2	0.24%
140 - Natural vegetation fire, other	2	0.24%
141 - Forest, woods or wildland fire	1	0.12%
142 - Brush or brush-and-grass mixture fire	3	0.36%
143 - Grass fire	2	0.24%
160 - Special outside fire, other	1	0.12%
162 - Outside equipment fire	1	0.12%
240 - Explosion (no fire), other	1	0.12%
300 - Rescue, EMS incident, other	2	0.24%
311 - Medical assist, assist EMS crew	24	2.86%
320 - Emergency medical service, other	2	0.24%
321 - EMS call, excluding vehicle accident with injury	436	51.97%
322 - Motor vehicle accident with injuries	27	3.22%
323 - Motor vehicle/pedestrian accident (MV Ped)	1	0.12%
324 - Motor vehicle accident with no injuries.	24	2.86%
381 - Rescue or EMS standby	3	0.36%
400 - Hazardous condition, other	1	0.12%
410 - Combustible/flammable gas/liquid condition, other	2	0.24%
411 - Gasoline or other flammable liquid spill	4	0.48%
412 - Gas leak (natural gas or LPG)	8	0.95%
420 - Toxic condition, other	1	0.12%
421 - Chemical hazard (no spill or leak)	2	0.24%
422 - Chemical spill or leak	1	0.12%
424 - Carbon monoxide incident	6	0.72%
440 - Electrical wiring/equipment problem, other	3	0.36%
442 - Overheated motor	1	0.12%
444 - Power line down	47	5.6%
445 - Arcing, shorted electrical equipment	3	0.36%
460 - Accident, potential accident, other	3	0.36%
463 - Vehicle accident, general cleanup	3	0.36%
500 - Service Call, other	7	0.83%
510 - Person in distress, other	2	0.24%
520 - Water problem, other	1	0.12%
521 - Water evacuation	1	0.12%
522 - Water or steam leak	1	0.12%
531 - Smoke or odor removal	2	0.24%
550 - Public service assistance, other	7	0.83%
551 - Assist police or other governmental agency	9	1.07%
552 - Police matter	3	0.36%
553 - Public service	8	0.95%
554 - Assist invalid	8	0.95%
555 - Defective elevator, no occupants	1	0.12%
561 - Unauthorized burning	5	0.6%
571 - Cover assignment, standby, moveup	13	1.55%
600 - Good intent call, other	11	1.31%
611 - Dispatched & cancelled en route	29	3.46%
621 - Wrong location	1	0.12%



622 - No incident found on arrival at dispatch address	3	0.36%
631 - Authorized controlled burning	3	0.36%
651 - Smoke scare, odor of smoke	6	0.72%
652 - Steam, vapor, fog or dust thought to be smoke	1	0.12%
671 - HazMat release investigation w/no HazMat	2	0.24%
711 - Municipal alarm system, malicious false alarm	1	0.12%
715 - Local alarm system, malicious false alarm	2	0.24%
730 - System malfunction, other	4	0.48%
731 - Sprinkler activation due to malfunction	3	0.36%
733 - Smoke detector activation due to malfunction	6	0.72%
735 - Alarm system sounded due to malfunction	4	0.48%
736 - CO detector activation due to malfunction	7	0.83%
740 - Unintentional transmission of alarm, other	1	0.12%
741 - Sprinkler activation, no fire - unintentional	5	0.6%
743 - Smoke detector activation, no fire - unintentional	20	2.38%
744 - Detector activation, no fire - unintentional	3	0.36%
745 - Alarm system activation, no fire - unintentional	14	1.67%
746 - Carbon monoxide detector activation, no CO	2	0.24%
800 - Severe weather or natural disaster, other	3	0.36%
813 - Wind storm, tornado/hurricane assessment	12	1.43%
900 - Special type of incident, other	1	0.12%
<b>TOTAL INCIDENTS:</b>	<b>839</b>	<b>100%</b>



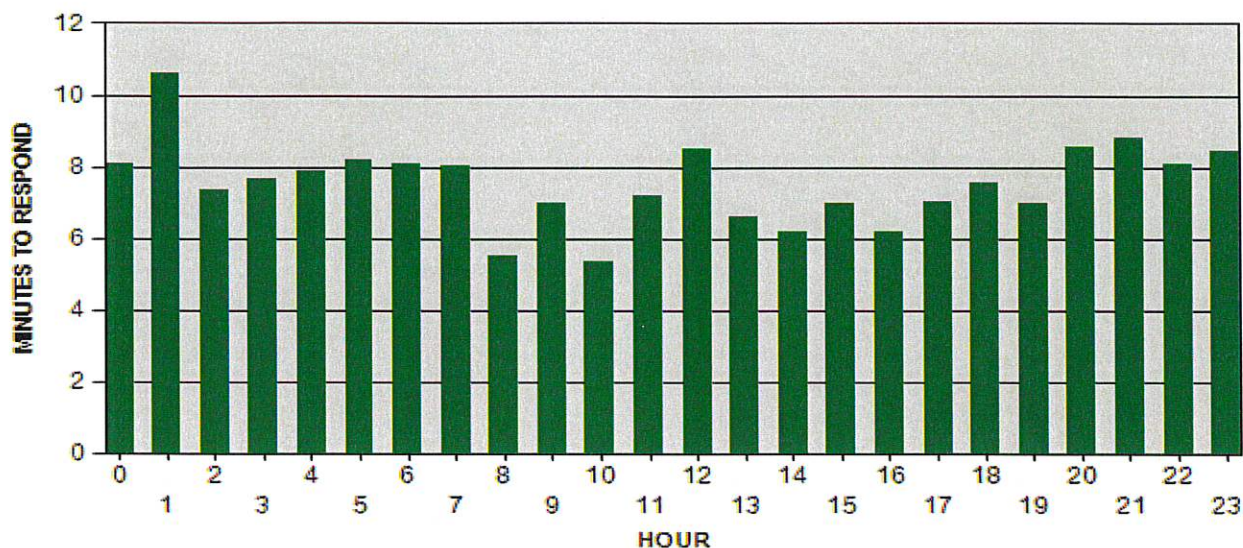
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## Average Response Time per Hour for Date Range

Start Date: 10/01/2020 | End Date: 12/31/2020



HOUR	TIMES	AVG. RESPONSE, minutes	
		Day	Night
0	0:00 - 0:59		8.06
1	1:00 - 1:59		10.61
2	2:00 - 2:59		7.35
3	3:00 - 3:59		7.65
4	4:00 - 4:59		7.86
5	5:00 - 5:59		8.2
6	6:00 - 6:59		8.07
7	7:00 - 7:59	8.01	
8	8:00 - 8:59	5.5	
9	9:00 - 9:59	7	
10	10:00 - 10:59	5.34	
11	11:00 - 11:59	7.2	
12	12:00 - 12:59	8.52	
13	13:00 - 13:59	6.62	
14	14:00 - 14:59	6.19	
15	15:00 - 15:59	6.99	
16	16:00 - 16:59	6.22	
17	17:00 - 17:59	7.02	
18	18:00 - 18:59	7.54	
19	19:00 - 19:59	6.97	
20	20:00 - 20:59		8.56
21	21:00 - 21:59		8.8
22	22:00 - 22:59		8.06
23	23:00 - 23:59		8.44
		6.86	8.33

**TOTAL AVERAGE RESPONSE TIME: 7.53 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

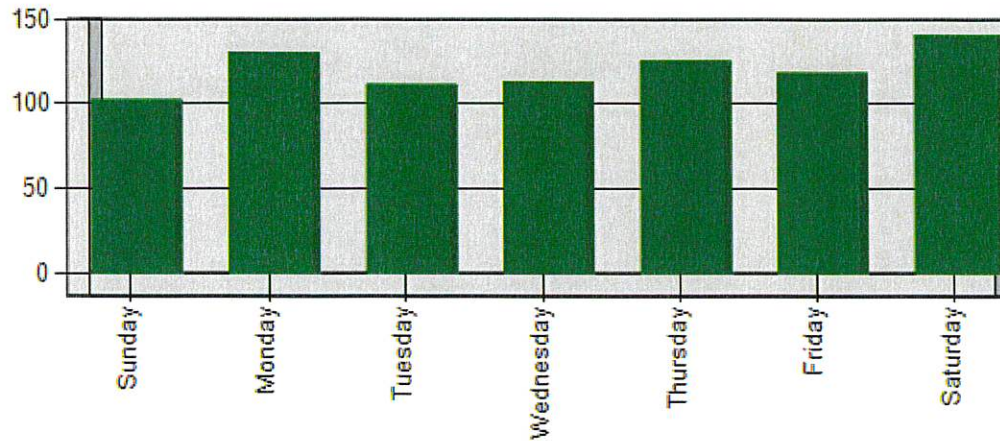
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## Incidents by Day of the Week for Date Range

Start Date: 10/01/2020 | End Date: 12/31/2020



DAY OF THE WEEK	# INCIDENTS
Sunday	102
Monday	130
Tuesday	111
Wednesday	113
Thursday	125
Friday	118
Saturday	140
TOTAL	839



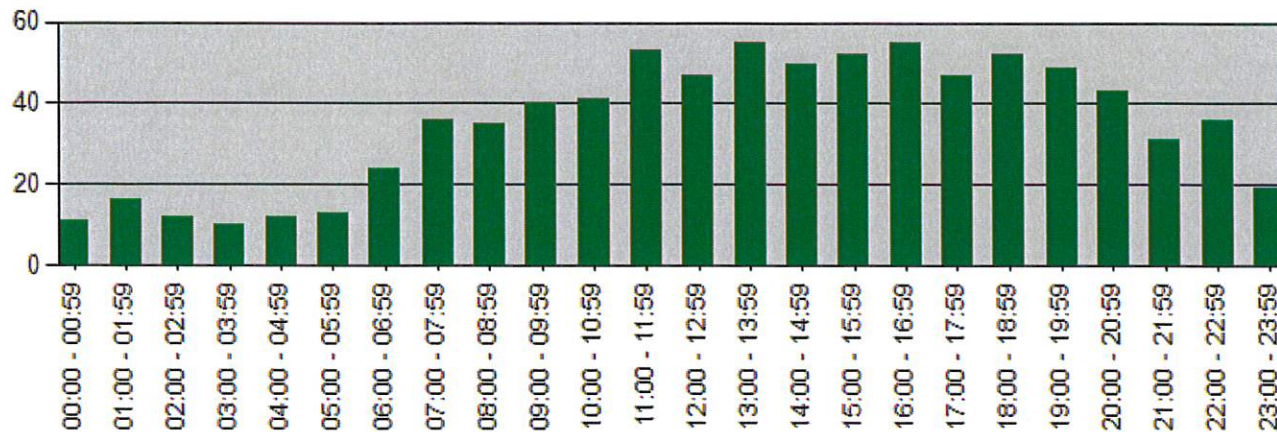
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## Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 10/01/2020 | End Date: 12/31/2020



Hour	# of Calls
00:00 - 00:59	11
01:00 - 01:59	16
02:00 - 02:59	12
03:00 - 03:59	10
04:00 - 04:59	12
05:00 - 05:59	13
06:00 - 06:59	24
07:00 - 07:59	36
08:00 - 08:59	35
09:00 - 09:59	40
10:00 - 10:59	41
11:00 - 11:59	53
12:00 - 12:59	47
13:00 - 13:59	55
14:00 - 14:59	50
15:00 - 15:59	52
16:00 - 16:59	55
17:00 - 17:59	47
18:00 - 18:59	52
19:00 - 19:59	49
20:00 - 20:59	43
21:00 - 21:59	31
22:00 - 22:59	36
23:00 - 23:59	19
<b>TOTAL:</b>	<b>839</b>