



Town of Windham

Fire – Rescue Department

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

Brent J. Libby, Chief

2021 Third 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.”

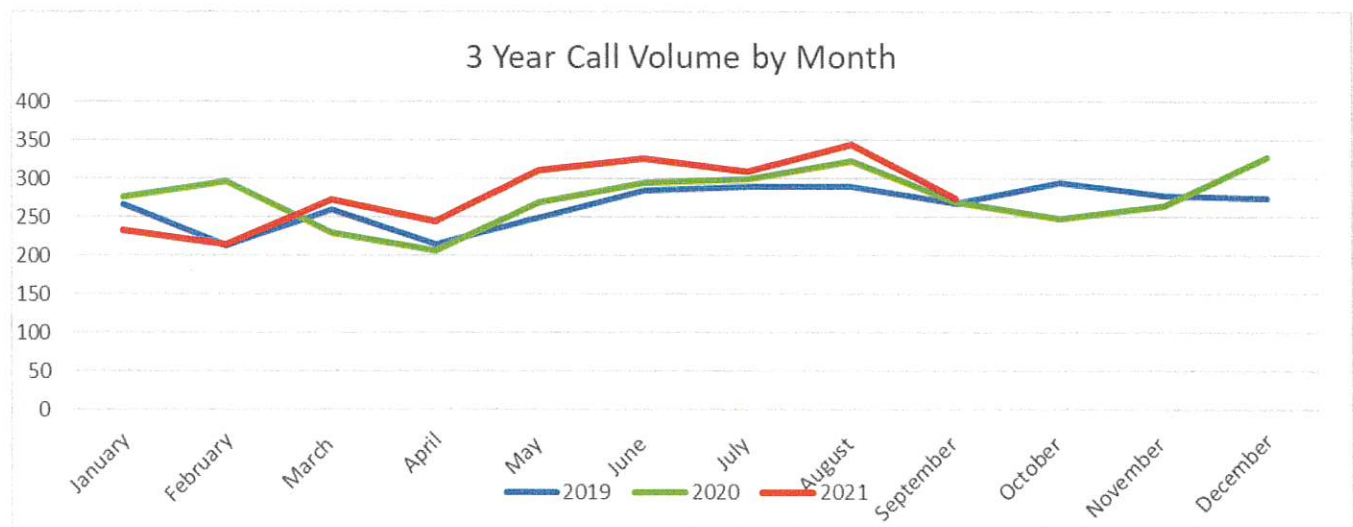
Performance Measures Related to Our Mission:

Our average turnout time (dispatch to enroute) from dispatch to enroute was 1.12 minutes. The average response time (dispatch to arrival) for the quarter was 6:44 minutes.

Our training performance during this quarter has improved. The department had 1521.75 total training hours for the quarter.

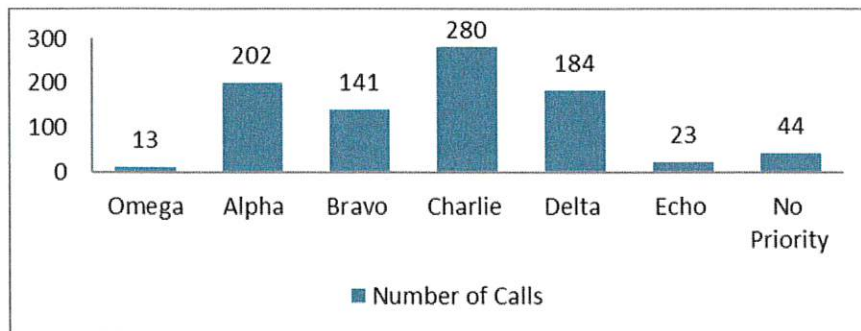
Three Year Call Volume Trend

This last quarter provided for record call volume with the that 4-month surpassing 300 calls a month, something that we have never done.



	January	February	March	April	May	June	July	August	September	October	November	December
2019	266	213	259	214	250	285	290	289	268	294	278	274
2020	276	296	229	207	269	294	299	323	269	248	264	327
2021	233	215	272	245	311	326	309	345	275			

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:

- Second Quarter Anniversaries and new hires:

Name	Job Title	Years of Service
Dibiase, Mike	Per Diem	0
Moreno, Jon	Live In	0
Smith, Jack	Live in	0
Bacon, Nate	Live in	1
Bates, Taylor	Per Diem	1
Bisson, Jack	Per Diem	1
Carroll, Dustin	Per Diem/Call	1
Galvin, Connor	Per Diem	1
Hardenburg, Dylan	Live in	1
Hole, Brendan	Call	1
Sawyer, Grace	Call	1
Williams, Eddie	Call	1
Esposito, Chris	Per Diem/Call	2
Potter, Will	Call	2
Foster, Keegan	Per Diem	3
Cousins, Bobby	Per Diem/Call	4
Gordan, Zach	Call	5
Holman, Richard	Fire Police	5
Vajda, Glenn	Call	6
Pynchon, Ryan	Per Diem	7
Dippolito, Ed	Per Diem	12
Hansen, Mahlon	Per Diem/Call	13
Thorpe, Tyler	Per Diem	14
Carter, Alfred	Per Diem/Call	19
Brennan, John	Per Diem/Call	25
Emerson, Stanlee	Deputy Chief	42

- Ground was broken on the Public Safety Building addition and renovation. Progress has been moving along steadily with the project.
- We brought on three new full-time personnel to fill the two new positions added in the budget for July 1 and to fill a vacancy. All three candidates were internal to the call company/per-diem divisions of the department. We are pleased to welcome FF/EMT Cody Theberge, FF/Paramedic Ken Alling and FF/EMT Evan Coughlin.
- This quarter has been very challenging with staffing. With our call volume up our shift coverage has been down. Two of the three months in the quarter we had more than 50 open 12 hour shifts in the schedule.
- On Friday July 16th Legion Post 17 of Portland and Post 148 of Windham with Honor Guard from Windham of the American Legion held a flag dedication for our department this afternoon. In the brief ceremony our commitment to the community was acknowledged as well as the sacrifice and danger we are exposed to daily. A very kind and unsolicited gesture by those that have long protected our country.
- In July we started back in with fire prevention safety surveys/inspections. Each full time FF has been assigned two inspections per month.
- We brought four new live in college students into the department in August. Each has participated in a four-week firefighter academy with their peers and are settling in nicely at South and East Station.
- On August 21st the department lost a retired member who had served the community for 25 years. Lester Baker passed away from cancer. Les passed away at the Gosnell House in Scarborough after a remarkable positive, spiritual and humble battle with cancer. Cancer which he received as a result of his military service to our country in Vietnam. Les served Windham Fire-Rescue for 25+ years in many capacities to include Captain, Firefighter/Paramedic, Instructor, Fire-Police Officer, mentor and friend. Les provided 100's of hours to our department and the community during his time. Police, Fire-Rescue and the Correctional Center provider Les with a very nice send off.
- Our new cardiac monitors arrived in September. These monitors have several new patient care features and have the capability to be upgraded for the foreseeable future.
- In September the Fire Marshal's Office charged a juvenile with setting a fire in the Dunkin freezer in July. There were no injuries as a result of the smoldering fire, but the building was shut down and much of their stock had to be thrown away.
- As a result of the vaccine mandate enacted in early September it appears that we will be losing two full time paramedics and possibly two or three from the call company.
- Call volume statistics for the quarter are attached.

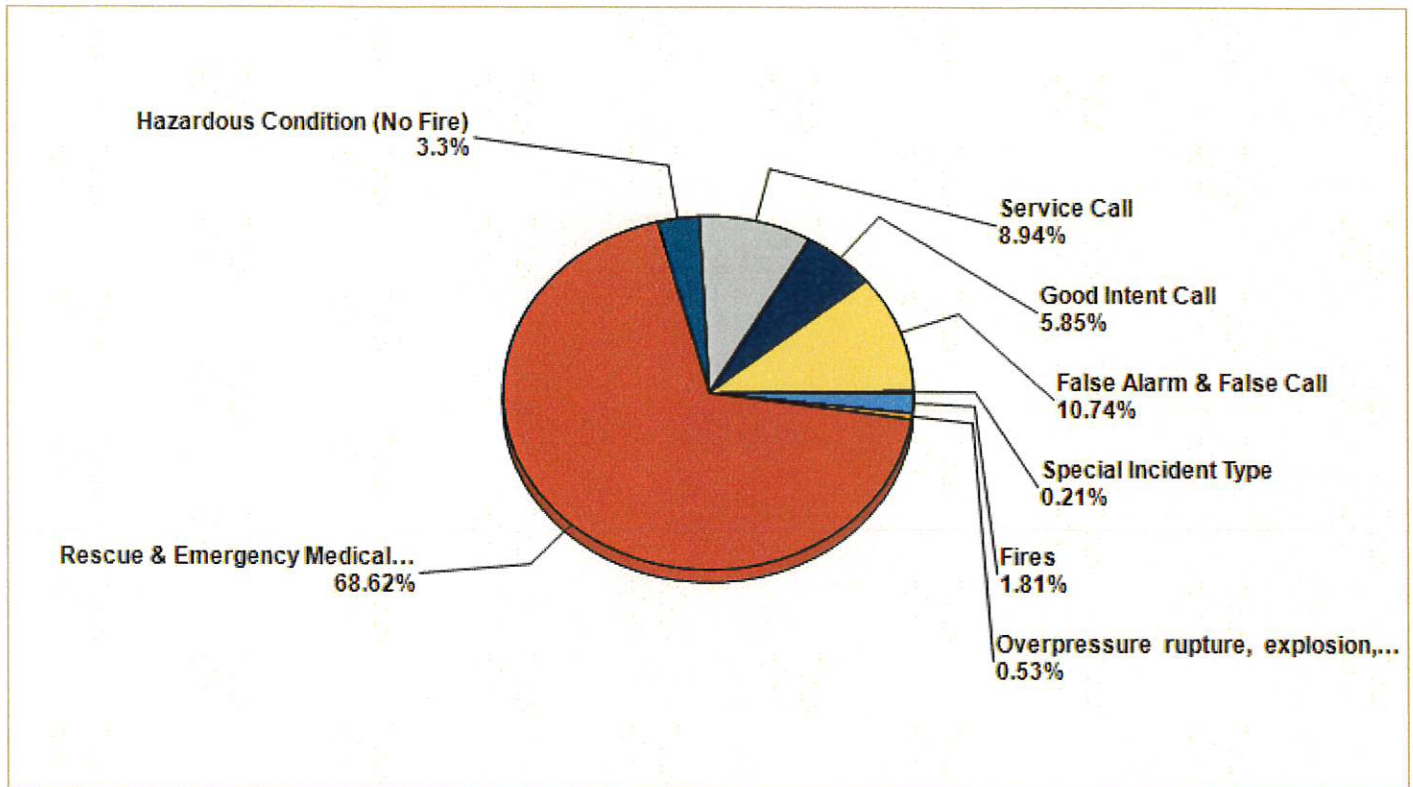
Town of Windham Fire & Rescue

Windham, ME



Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 07/01/2021 | End Date: 09/30/2021



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	17	1.81%
Overpressure rupture, explosion, overheating - no fire	5	0.53%
Rescue & Emergency Medical Service	645	68.62%
Hazardous Condition (No Fire)	31	3.3%
Service Call	84	8.94%
Good Intent Call	55	5.85%
False Alarm & False Call	101	10.74%
Special Incident Type	2	0.21%
TOTAL	940	100%

Detailed Breakdown by Incident Type

INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	11	1.17%
113 - Cooking fire, confined to container	1	0.11%
131 - Passenger vehicle fire	2	0.21%
151 - Outside rubbish, trash or waste fire	1	0.11%
162 - Outside equipment fire	2	0.21%
210 - Overpressure rupture from steam, other	1	0.11%
220 - Overpressure rupture from air or gas, other	1	0.11%
223 - Air or gas rupture of pressure or process vessel	1	0.11%
251 - Excessive heat, scorch burns with no ignition	2	0.21%
300 - Rescue, EMS incident, other	1	0.11%
311 - Medical assist, assist EMS crew	10	1.06%
320 - Emergency medical service, other	3	0.32%
321 - EMS call, excluding vehicle accident with injury	568	60.43%
322 - Motor vehicle accident with injuries	24	2.55%
323 - Motor vehicle/pedestrian accident (MV Ped)	7	0.74%
324 - Motor vehicle accident with no injuries.	26	2.77%
356 - High-angle rescue	1	0.11%
361 - Swimming/recreational water areas rescue	2	0.21%
370 - Electrical rescue, other	1	0.11%
381 - Rescue or EMS standby	2	0.21%
400 - Hazardous condition, other	1	0.11%
411 - Gasoline or other flammable liquid spill	1	0.11%
412 - Gas leak (natural gas or LPG)	6	0.64%
422 - Chemical spill or leak	1	0.11%
424 - Carbon monoxide incident	5	0.53%
440 - Electrical wiring/equipment problem, other	1	0.11%
444 - Power line down	10	1.06%
445 - Arcing, shorted electrical equipment	2	0.21%
460 - Accident, potential accident, other	2	0.21%
463 - Vehicle accident, general cleanup	2	0.21%
500 - Service Call, other	7	0.74%
510 - Person in distress, other	2	0.21%
520 - Water problem, other	1	0.11%
531 - Smoke or odor removal	2	0.21%
550 - Public service assistance, other	9	0.96%
551 - Assist police or other governmental agency	14	1.49%
552 - Police matter	1	0.11%
553 - Public service	17	1.81%
554 - Assist invalid	6	0.64%
561 - Unauthorized burning	6	0.64%
571 - Cover assignment, standby, moveup	19	2.02%
600 - Good intent call, other	15	1.6%
611 - Dispatched & cancelled en route	23	2.45%
622 - No incident found on arrival at dispatch address	5	0.53%
631 - Authorized controlled burning	1	0.11%
651 - Smoke scare, odor of smoke	7	0.74%
652 - Steam, vapor, fog or dust thought to be smoke	1	0.11%
661 - EMS call, party transported by non-fire agency	1	0.11%
671 - HazMat release investigation w/no HazMat	2	0.21%
700 - False alarm or false call, other	4	0.43%
711 - Municipal alarm system, malicious false alarm	3	0.32%
713 - Telephone, malicious false alarm	4	0.43%
714 - Central station, malicious false alarm	1	0.11%
715 - Local alarm system, malicious false alarm	2	0.21%

730 - System malfunction, other	4	0.43%
731 - Sprinkler activation due to malfunction	2	0.21%
733 - Smoke detector activation due to malfunction	16	1.7%
735 - Alarm system sounded due to malfunction	8	0.85%
736 - CO detector activation due to malfunction	6	0.64%
740 - Unintentional transmission of alarm, other	2	0.21%
741 - Sprinkler activation, no fire - unintentional	2	0.21%
743 - Smoke detector activation, no fire - unintentional	19	2.02%
744 - Detector activation, no fire - unintentional	3	0.32%
745 - Alarm system activation, no fire - unintentional	23	2.45%
746 - Carbon monoxide detector activation, no CO	2	0.21%
911 - Citizen complaint	2	0.21%
TOTAL INCIDENTS:	940	100%

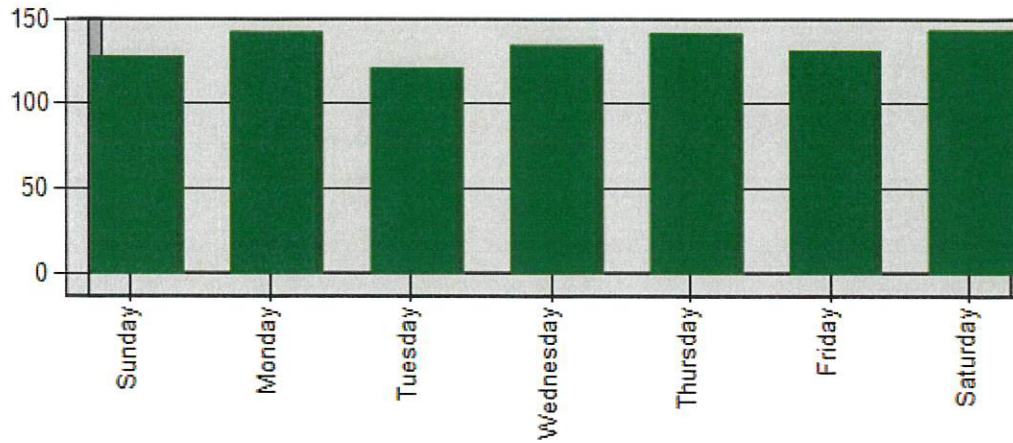
Town of Windham Fire & Rescue

Windham, ME



Incidents by Day of the Week for Date Range

Start Date: 07/01/2021 | End Date: 09/30/2021



DAY OF THE WEEK	# INCIDENTS
Sunday	128
Monday	142
Tuesday	121
Wednesday	134
Thursday	141
Friday	131
Saturday	143
TOTAL	940

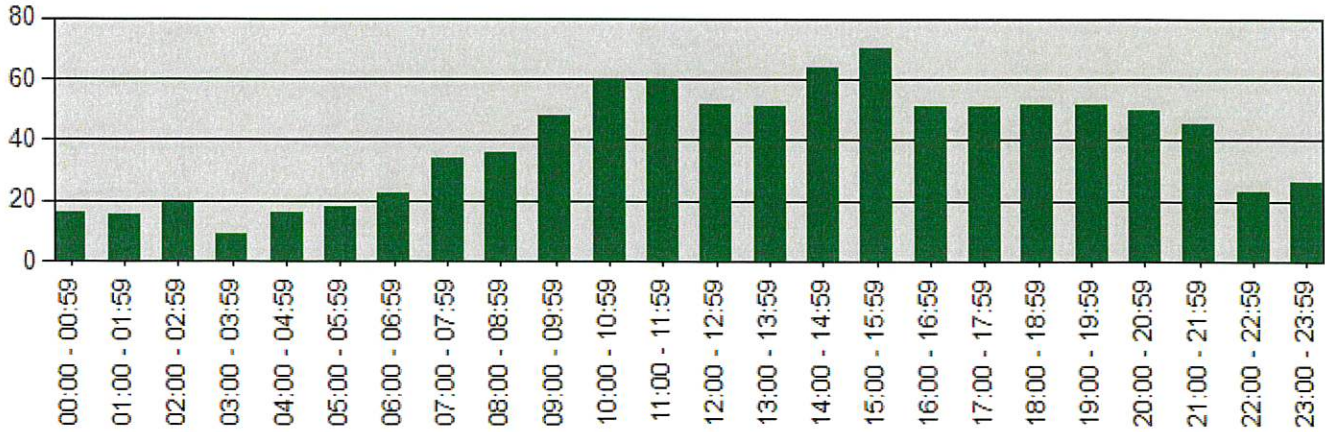
Town of Windham Fire & Rescue

Windham, ME



Incidents per Hour for Incident Type Range for Date Range

Start Incident Type: 100 | End Incident Type: 911 | Start Date: 07/01/2021 | End Date: 09/30/2021



Hour	# of Calls
00:00 - 00:59	16
01:00 - 01:59	15
02:00 - 02:59	19
03:00 - 03:59	9
04:00 - 04:59	16
05:00 - 05:59	18
06:00 - 06:59	22
07:00 - 07:59	34
08:00 - 08:59	36
09:00 - 09:59	48
10:00 - 10:59	60
11:00 - 11:59	60
12:00 - 12:59	52
13:00 - 13:59	51
14:00 - 14:59	64
15:00 - 15:59	70
16:00 - 16:59	51
17:00 - 17:59	51
18:00 - 18:59	52
19:00 - 19:59	52
20:00 - 20:59	50
21:00 - 21:59	45
22:00 - 22:59	23
23:00 - 23:59	26
TOTAL:	940

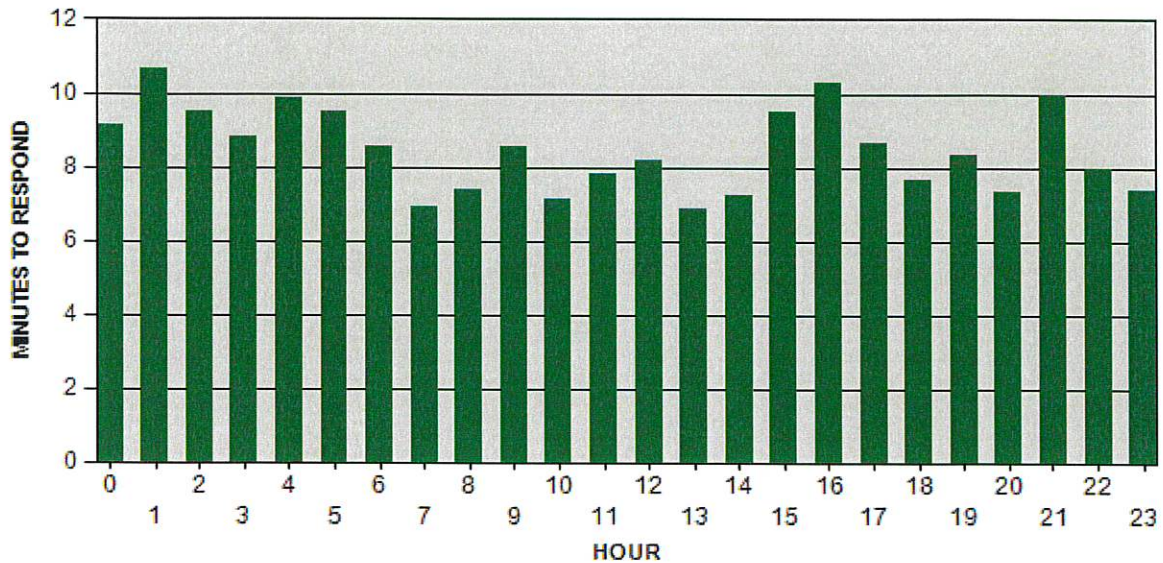
Town of Windham Fire & Rescue

Windham, ME



Average Response Time per Hour for Date Range

Start Date: 07/01/2021 | End Date: 09/30/2021



Hour	Times	Avg. Response, minutes
0	0:00 - 0:59	9.14
1	1:00 - 1:59	10.65
2	2:00 - 2:59	9.49
3	3:00 - 3:59	8.84
4	4:00 - 4:59	9.89
5	5:00 - 5:59	9.51
6	6:00 - 6:59	8.57
7	7:00 - 7:59	6.95
8	8:00 - 8:59	7.39
9	9:00 - 9:59	8.54
10	10:00 - 10:59	7.15
11	11:00 - 11:59	7.81
12	12:00 - 12:59	8.17
13	13:00 - 13:59	6.9
14	14:00 - 14:59	7.27
15	15:00 - 15:59	9.51
16	16:00 - 16:59	10.29
17	17:00 - 17:59	8.69
18	18:00 - 18:59	7.66
19	19:00 - 19:59	8.33
20	20:00 - 20:59	7.33
21	21:00 - 21:59	9.98
22	22:00 - 22:59	8
23	23:00 - 23:59	7.42

TOTAL AVERAGE RESPONSE TIME: 8.48 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

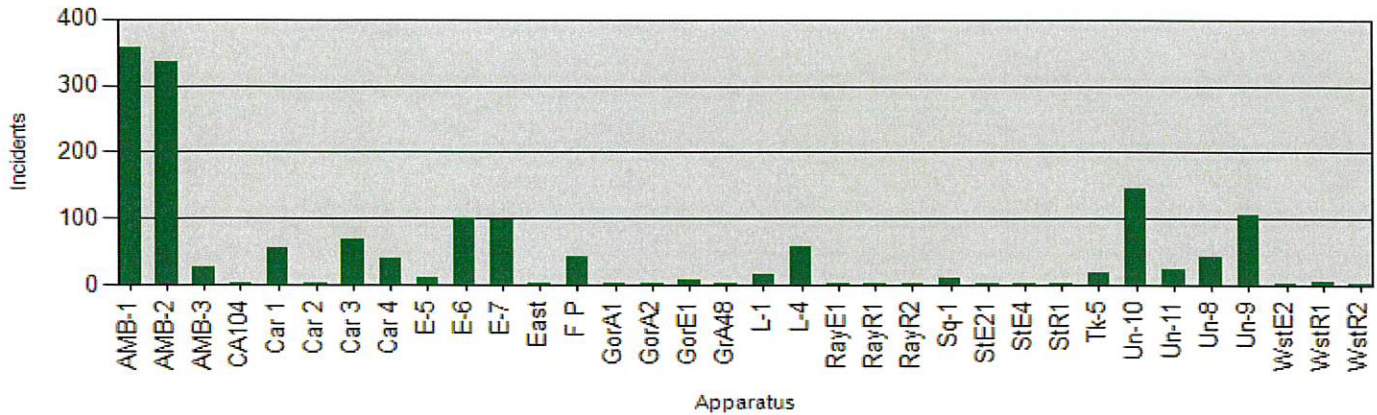
Town of Windham Fire & Rescue

Windham, ME



Incident Count per Apparatus for Date Range

Start Date: 07/01/2021 | End Date: 09/30/2021



APPARATUS	# of INCIDENTS
AMB-1	357
AMB-2	336
AMB-3	28
CA104	1
Car 1	55
Car 2	1
Car 3	70
Car 4	39
E-5	11
E-6	100
E-7	99
East	1
F P	42
GorA1	4
GorA2	2
GorE1	9
GrA48	2
L-1	17
L-4	59
RayE1	1
RayR1	3
RayR2	2
Sq-1	10
StE21	1
StE4	1
StR1	1
Tk-5	18
Un-10	146
Un-11	24
Un-8	44
Un-9	107
WstE2	2
WstR1	5
WstR2	1