

## Windham Police Department

375 Gray Road – Windham, Maine 04062

Kevin L. Schofield – Chief of Police

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During the month of April, the department had made efforts directed towards more directed and proactive enforcement efforts in the area of traffic enforcement and retail liquor sales. With warmer weather (at least in theory) arriving, as well as prom and college graduation season approaching, we increased our efforts in these areas.

**Traffic enforcement:** This area continues to be a significant area of concern for our citizens. With our current staffing levels and allocation of resources, it can be challenging to meet these requests. During the April school vacation week it did provide us with an opportunity to reallocate resources to target this issue. As the statistics below depict, there were 396 traffic stops during the month. This represents an 18% increase over the month of March, also, there were 75 summonses issued for traffic related offenses, representing a 33% increase over the previous month. In addition, with the snow, ice and winter weather behind us we are now deploying our traffic sign in various areas of the community. It is important to us to be responsive to the concerns of our citizens, it is our hope these efforts help address these concerns.

**Liquor Compliance:** The department utilizes grant monies and participates in a regional task force managed by Sgt. William Andrew to help address areas of underage drinking. Two details were conducted which monitored retail establishments checking ID's for people purchasing liquor. During the two details, 23 establishments were monitored, of that 20 had checked ID as required, this represents an 87% compliance rate. While we would have liked to see a 100% compliance it appears as though our retail establishments are doing well in this area. Future plans for the grant and task force is to offer training to our retail establishments in the area of checking ID's and recognizing impaired people.

Another detail was conducted in conjunction with St. Joes College to monitor and check for people purchasing liquor with false ID's. There were no violations detected during that detail. Our goal is to reduce the amount of underage drinking that may occur and reduce the risks associated with this behavior.

<b>Prepared by: Randi Lemieux</b>	<b>WINDHAM POLICE DEPT</b>	
	<b>MONTHLY STATUS REPORT</b>	
	<b>April 2016</b>	
Calls for service	<b>1552</b>	
Arrests	<b>38</b>	Includes physical arrests & non traffic summonses
<b>INDEX CRIMES *</b>	<b>REPORTED</b>	<b>CLEARED CASES</b>
Criminal Homicide	0	
Rape	1	
Robbery	0	
Assault	8	8
Burglary	2	0
Larceny/Theft	17	5
MV Theft	0	0
Arson	0	
<b>RECENT TOPICS</b>		
Liquor enforcement checks	23	
Animal Problem	67	
Citizen assist	115	
Fraud complaints	32	
Domestic Violence	5	5
<b>TRAFFIC</b>		
<b>Total Traffic Stops</b>	<b>396</b>	
Total Citations	75	
Total Warnings	177	
<b>OUI</b>	<b>2</b>	
<b>Total MV Accidents</b>	<b>49</b>	
Fatal	0	
Personal Injury	3	
Property damage	42	
Non -reportable	4	

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**Cumberland County Regional Communications Center:** Each month the CCRCC reports on their quality assurance, in areas such as E911 call time, emergency medical dispatch protocols and timeliness of calls. Attached is the report created and filed by Deputy Director Deb Plummer of the CCRCC.

## CRCC Quality Assurance Report – April 2016

### Section 1. Calls Reviewed

1. Total number of fire & law reviews completed: 56
2. Total number of staff (self) reviews completed: 58
3. Total number of Deputy Director reviews: 12
4. Total number of group reviews completed:
5. Total number of Missing Persons: 14
6. Total number of Structure Fires: 10
7. Total number of EMD reviews completed: 101
8. Total reviewed for the month: 229
9. Total 911 calls for the month: 2239
10. Total EMD calls for the month: 545 (15 were Echo)

### Section 2. Timeliness

Did all Supervisors complete QA reports on time? (LE & FD 30th) (EMD 15th) Yes

### Section 3. Addressing Errors

Address Errors noted during QA? None

### Section 4. Significant Concerns

Were there any significant concerns raised during the QA process? If so, what action was taken?  
No

### Section 5. EMD Scores

Were any EMD scores below 85%? No Agency Score: 98.89%

### Section 6. Average Response Time

What was the average response time? Fire: 92 seconds Law: 114 seconds

### Section 7. 911 Average Ring time

What was the number of 911 calls answered? 2239 with Average Ring Time of 6 seconds

### Section 8. Deputy Director Comments

This month was partially spent crunching numbers within the 911 system. To date, the CCRCC has answered 60,208 calls to 911 since the beginning of the new NG911 system in March of 2014. Our ring time average, or the time it takes to pick up the phone from the first ring, is 6 - 7 seconds. This has been consistent each month in 2016.

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Calls have picked up this month and with both the dry “red flag” conditions causing fires and the freak storm causing an unusual number of slide offs and accidents for April 26.

Your reminder for the month is Customer Service, as you know this covers a whole host of topics, from timeliness on the phone, to a courteous voice, to proper radio etiquette. It goes without saying that if you’re having an off day, it’s easy to express that either on the radio or when answering the phone. Please keep in mind, most people call 911 on the worse day of their life; let’s make sure they know they are being listened to by a 911 professional.

March/April Journal is High-Performance EMD, please read the article and complete the quiz by the 15th of this Month.

Respectfully Submitted,

Deputy Director Deb Plummer

