



Town of Windham

Fire – Rescue Department

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Brent J. Libby, Chief

2024 Fourth Quarter Report

It is the Mission of Windham Fire-Rescue Department

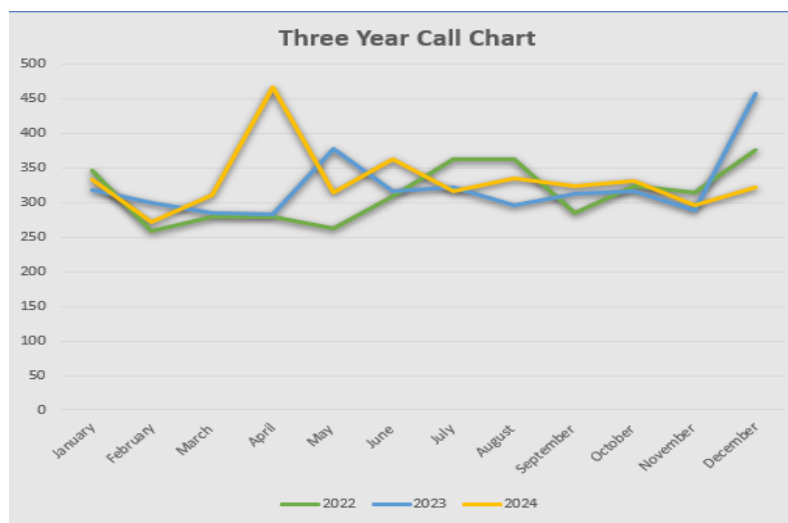
“To assist the residents and visitors with emergencies or other situations that they are normally unable to handle themselves.”

Performance Measures Related to Our Mission:

- Our average turnout time (dispatch to enroute) from dispatch to enroute was 2.29 minutes.
- The average response time (dispatch to arrival) for the quarter was 5.50 minutes.
- Of our quarterly call volume, we received mutual aid assistance 2.95% of the time
- Of our quarterly call volume, we provided mutual aid assistance 18.25 % of the time
- On duty crews completed 39 fire safety survey inspections in the community
- Our training performance during this quarter was 2130.75 total personnel training hours.

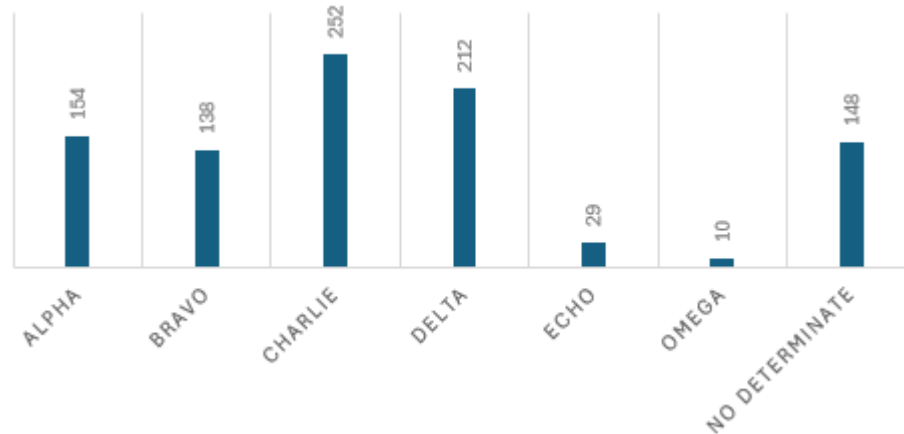
Three Year Call Volume Trend

Our call volume for the fourth quarter has leveled out, similar to previous years and remains at an overall 2.87 % increase in volume over the last year.



	January	February	March	April	May	June	July	August	September	October	November	December	Total
2022	346	258	279	279	262	308	362	362	285	323	315	376	3755
2023	318	299	285	283	378	317	321	295	313	317	288	457	3871
2024	333	271	311	467	314	363	317	335	323	331	296	321	3982

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.



- Fourth Quarter Anniversaries and new hires:

October

Hall, Steve	10/18/1995	29
Hoar, Greg	10/4/2019	5
Johnston, Andrew	10/1/2003	21
Kerr, Doug	10/19/2018	6
Halladay, Kevin	10/5/2020	4

November

Bicknell, Richard	11/11/2004	20
Riesbeck, Peter	11/4/1992	32
Krikken, Luke	11/17/2022	2

December

Cooper, Justin	12/19/2013	11
Jordan, Andrew	12/19/2013	11
Dippolito, Katy	12/2/2019	5
Hall, Theresa	12/1/2021	3
Bishop, Stephen	12/13/2021	3
Van Dyke, Ben	12/12/2022	2
Doyle, Brian	12/12/2022	2
Audet, Elizabeth	12/12/2022	2
Cormier, Micah	12/12/2022	2

New Hires:

New Full-Time Positions:

Brayden Bixby – 10/7/24 – FF/AEMT

Alden Fitz – 9/3/24 – FF/EMT

Brigid Newhall – 10/7/24 – FF/Paramedic

Brian Pond – 9/3/24 – FF/Paramedic

Brady Bowen – EMT – 12/24/24 (per-diem)

Hunter coffin – Rookie – 12/6/24 (call company)

Ryan Tuttle – Rookie – 12/11/24 (call company)

Of Interest:

- On October 5th Windham Fire-Rescue and Police held another successful annual Public Safety Open house at the public safety building.
- Personnel completed fire prevention in the schools and day care facilities over the month. During the course of these educational opportunities, we were able to reach at least 1488 kids for fire safety conversations.
- We have appointed two new call company lieutenants. Congratulations to Tim Nichols and Keegan Wellauer. Their appoint is a three-year term and they will tend to their assigned station, personnel and assist with training in the call company division.
- During September and October our four new full-time positions were filled and began new Hire training. In the end of October, they were able to assume their positions, one on each shift. This provides us with six full time personnel assigned to our four shifts. This will provide more stability to the number of personnel we have on duty compared to the per-diem system. It also allows us to be staffed above minimum staffing which will help with overtime savings.
- Crews participated in a month-long process to assess and evaluate the available self-contained breathing apparatus units on the market. An RFP was sent out and we have received approval to purchase MSA self-contained breathing apparatus. We anticipate delivery in early January with training to follow in February.
- We accepted delivery of our latest remounted ambulance. As planned, we worked with Autotronics of Bangor and Frenchville to place a new chassis under our 2017 ambulance module. This has proven to be a cost saving and prompt way to keep our ambulances in great condition. The chassis we replaced at over 160,000 miles, the module was updated and refreshed and repainted. The process takes 6-8 months compared to a 2–3-year delivery of a completely new ambulance.
- In December we took delivery of the new Engine 25. This truck will be assigned to the East Station. We were able to specify and purchase a truck that was already in production. We were also able to increase our water carrying capacity from 1000 gallons to 2000 gallons providing redundancy to our current tank truck. The current truck a 1999 HME Ferrara Pumper will become our reserve engine.
- In February Safe Kids Maine will be resuming car seat checks at North Station on the Third Saturday of the month from 9 – 1:30. Using Bays 2 and 3. The first event to resume this service will be on February 15th. If you encounter someone looking for an inspection it is by appointment for those events and it can be scheduled at www.safekidsmaine.org for free.

New remounted ambulance and new Pumper-Tanker, both arrived November.

