

Town of Windham Fire – Rescue Department

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

Brent J. Libby, Chief

2025 First Quarter Report

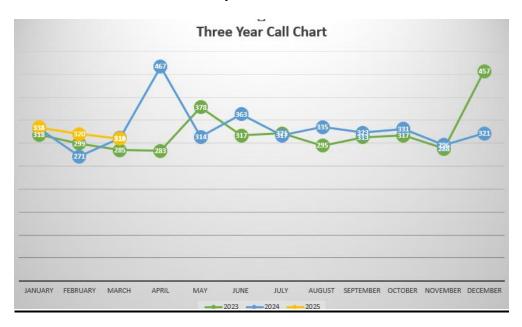
It is the Mission of Windham Fire-Rescue Department "To assist the residents and visitors with emergencies or other situations that they are normally unable to handle themselves."

Performance Measures Related to Our Mission:

- Our average turnout time (dispatch to enroute) from dispatch to enroute was 2.12 minutes.
- The average response time (dispatch to arrival) for the quarter was 5.48 minutes.
- Of our quarterly call volume, we received mutual aid assistance 14.2% of the time
- Of our quarterly call volume, we provided mutual aid assistance 29.4 % of the time
- On duty crews completed 33 fire safety survey inspections in the community
- Our training performance during this quarter was 3150 total personnel training hours.

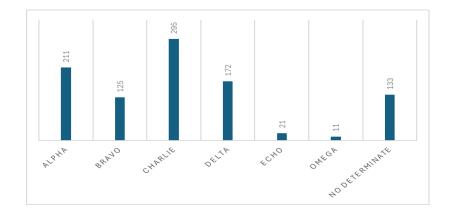
Three Year Call Volume Trend

Our call volume for the third quarter has leveled out, similar to previous years and remains at an overall 2% increase in volume over the same time last year.



	January	February	March	April	May	June	July	August	September	October	November	December	
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
2025	334	320	310										964

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:

January

Wescott, John	1/14/2002	23
Libby, Brent	1/5/2015	10
Pellerin, Matt	1/10/2019	6
Cummins, Nathan	1/13/2020	5
Nichols, Tim	1/5/2020	5
Dube, Michael	1/31/2022	3
MacVane, Mike	1/31/2022	2
Aldrich, Matt	1/4/2023	2
Heath, Elijah	1/6/2023	2
Ciccarelli, Anthony	1/3/2024	1

February

Brooks, Dennis	2/24/2005	20
Merrill, Josh	2/9/2006	19
Cook, Keith	2/22/2010	15
Kooistra, John	2/4/2019	6
Guidi, Noah	2/17/2022	3
Cummings, Gabe	2/22/2022	3

March

Taylor, Shane	3/9/2001	24
Scribner, Mark	3/19/2004	21
Prosser, Tyler	3/10/2016	9

New Hires:

Joseph Mateus – Feb 2025 (Call Company) Christopher Parsons – March 2025 (Fire-Police) Gage Chicoine – March 2025 (Junior) Zach Franklin – March 2025 (Live-in Student) Seth Phillips – March 2025 (Call Company)

Of Interest:

- Thanks to Buildings and Grounds for facilitating the installation of a much-needed new metal roof on the "cabin" at South Windham Station.
- During the month of January all personnel were required to complete our annual mandated trainings, this consists of 8.5 hours of online training as mandated by the Bureau of Labor Standards and the Town.
- All ground ladders and aerial apparatus were tested by a third-party vender. Each passed and was certified for another year.
- General Order 2025-1 was issued appointing Keegan Wellauer to Call Company Lieutenant for a period of three years. His call sign will be Lt 222, Congratulations Lt. Wellauer!
- We were able to remove and reinstall the dry hydrant across from 10 Lady Slipper Lane with the support of the neighborhood. The hydrant had been temperamental for several years, it is now in full operation with its source from Little Sebago Lake.
- We have spent the last quarter doing extensive training and qualifications on our new MSA Self Contain Breathing Apparatus.
- Crews did an exception job at a structure fire at 165 Varney Mill Road. The fire occurred just prior to shift change ensuring a plentiful crew to make fast work to extinguish the fire.
- Our new Engine 25 was placed in service at East Station. This truck was purchased from Spencer Fire Apparatus through Autotronics in Bangor. It was specified with a larger tank than our other engines and has the ability to shuttle water like our tank truck increasing our available water on wheels and our versatility through the community.
- Truck that was replaced has been authorized by the Town Council to be donated to Foster Tech Center at Mount Blue High School in Farmington where they have a high school fire science program. The truck is still suitable for training in a semi-retired life after serving the town as the busiest truck since 2006.

• We want to wish Captain Mark Scribner congratulations, sincerest thanks and have fun in his retirement. While his last day is officially 3/19, he worked his last shift on Monday. Capt Scribner wanted to go out as "quietly as he came in 21 years ago." Well done on a professional, safe, and successful career serving the Community of Windham – THANK YOU!



