



Town of Windham

Fire – Rescue Department

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Brent J. Libby, Chief

2025 Second 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.”

Of Interest from the Fire-Rescue Department:

- In March of 2025 Captain Mark Scribner retired from our organization after 21 very dedicated years of service with us. As such Firefighter/Paramedic Dan O'Connor was promoted to shift captain. The retirement resulted in the need to hire a new employee. While staffing has been a challenge in our area, we were very pleased to have twelve viable applicants. We hired one of our Live-in College Students, Firefighter/EMT Cameron Lebel. He started at the end of April.
- We have successfully replaced three of our aging portable pumps. Increasing our capacity and reducing the weight of our portable pumps that are used for rural water supply as well as woods/brush fires.
- Congratulations to Firefighter/EMT Brian Doyle on obtaining his Paramedic License after just over a year of classroom and clinical education.
- We completed all our training and proficiency demonstrations on our new MSA Self Contained Breathing Apparatus and have placed them in service.
- After a year of beta testing, in early May we implemented Call Company and Per-Diem activity standards. This is in an effort to ensure everyone understands the expectations, time and financial commitment involved in being an active member of the Windham Fire-Rescue Department. As we continue to work on having an active, well trained and effective call company group it is important that anyone new coming in and anyone on the roster currently has a clear understanding of what it takes to work as a Call Company or Per-Diem employee for the department. We reply heavily on these personnel groups to be involved and participate to ensure safe and adequate response to the our community.
- Personnel spent several days in between calls placing Loyal to Duty Firefighter Flags throughout the cemeteries in Windham and greater Portland for our past members in preparation for Memorial Day. On Memorial Day we were proud to participate in the Legions' annual parade and ceremony.

- With Council approval we delivered our replaced 2006 E-One Pumper to the Mt. Blue High School Foster Tech Vocational Program in Farmington. The students there were ecstatic about having a modern piece of equipment to train with.



- In early June local builder Jarod Robie donated an acquired structure to the department located at 421 Falmouth Road. Crews have been able to get two months of phenomenal self-directed training on Search and Rescue, Ventilation, Overhaul, Ladders, SCBA confidence all culminating in two live burn days with 11 evolutions of fire attack. This training is priceless for us and the opportunity is extremely valuable and appreciated.
- We are very appreciative of the Town's support in constructing a new North Windham Fire Station. With approval at the Town meeting, we will continue to work on the planning and implementation of this great project in collaboration with the Police Dept and Cumberland County Sheriff's Department.
- Throughout April, May and June the Communities of Windham, Raymond, Gray and Casco have been working together to pool our recently obtained Maine EMS Sustainability Funds for a regional project. We have established and will implement a pilot program for a regional paramedic that will be available for all four communities on a daily basis. We are very excited about the partnership and the ability to support each other with an additional paramedic when we may not have one available, ensuring our citizens get the best possible care when they need it. The program is expected to begin July 1 and we will have progress updates as time goes on.

- Second Quarter Anniversaries and New Hires:

April

Pitts, Dylan	4/11/2023	2
Holman, Mitchell	4/29/2019	6
Mullin, Michael	4/1/2018	7
Van Vliet, David	4/14/1998	27
Van Vliet, Betty	4/14/1998	27
Paul, James	4/26/2000	25
Cochran, Ashlyn	4/20/2023	2

May

Kerr, Charissa	5/4/2019	6
Theberge, Kaleb	5/27/2016	9
Vajda, Gus	5/12/2010	15
Bacon, Nate	5/23/2025	3
Ingalls, Scott	5/13/2024	1
Lebel, Cameron	5/29/2024	1
Swanson, Tyler	5/9/2024	1

June

Rogers, Adam	6/25/2007	18
Stiles, Cole	6/8/2021	4
Dionne, Lewis	6/13/2023	2
Howe, Matthew	6/15/2021	4
Meehan, Nich	6/26/2023	2
Trussell, Anthony	6/9/2023	2
DeFrancisci, Cole	6/30/2023	2

New Hires:

Connor Harding – FF/EMT - 4/1/25
 Reed Gilbert – FF/Paramedic – 4/7/25
 Naomi Hartman – EMT - 4/17/25
 Cameron Lebel – Was a student live in but hired Full Time – 4/22/25
 Andrew Bilodeau – Student Live in – 6/8/25
 Donovan Lawrence – Student Live in – 6/14/25
 Cooper Yarbrow – Student Live in – 6/18/25
 Natalie Green – Student Live in – 6/21/25

Performance Measures Related to Our Mission:

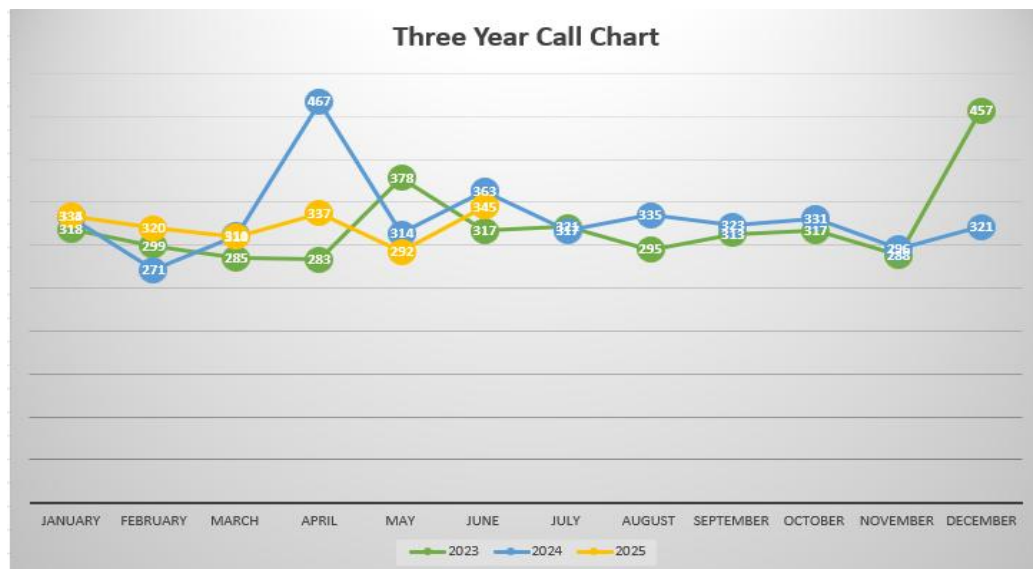
- Our average turnout time (dispatch received to enroute) from dispatch received to enroute was 2.32 minutes.
- The average response time (dispatch to arrival) for the quarter was 5.47 minutes.

Mutual aid is a response that is specifically requested to respond to us or for us to respond to another community. Automatic aid is a pre-established, built in automatic response to another community or to ours.

- Of our quarterly call volume:
 - we received mutual aid assistance 3.0% of the time
 - we received automatic aid assistance 2.0% of the time
- Of our quarterly call volume:
 - we provided mutual aid assistance 5.6 % of the time
 - we provided automatic aid assistance 9.27% of the time
- Fire Safety Inspections:
 - 33 safety survey inspections in the community.
 - 8 Marijuana License Renewal Inspections
 - 3 Liquor License Renewal Inspections
- Our training performance during this quarter was 1,743 total personnel training hours.

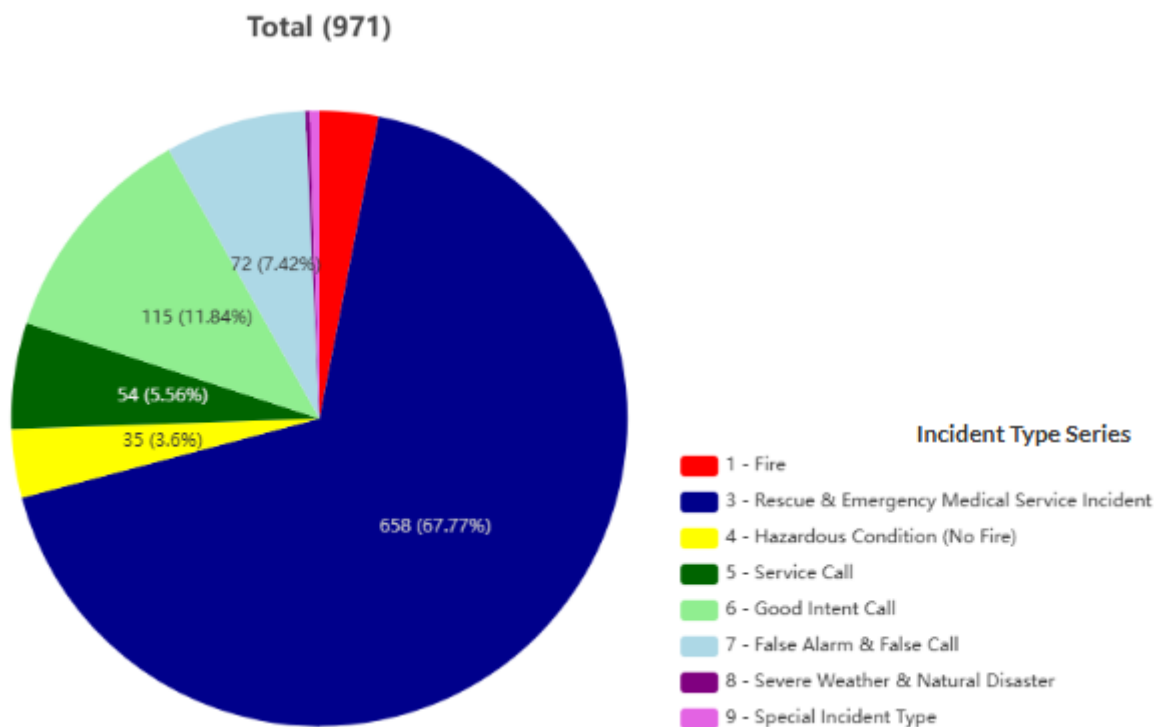
Three Year Call Volume Trend

Our call volume for the second quarter saw a decrease compared to the same time last year. This decrease is due to the significant windstorm that occurred in April of 2024.



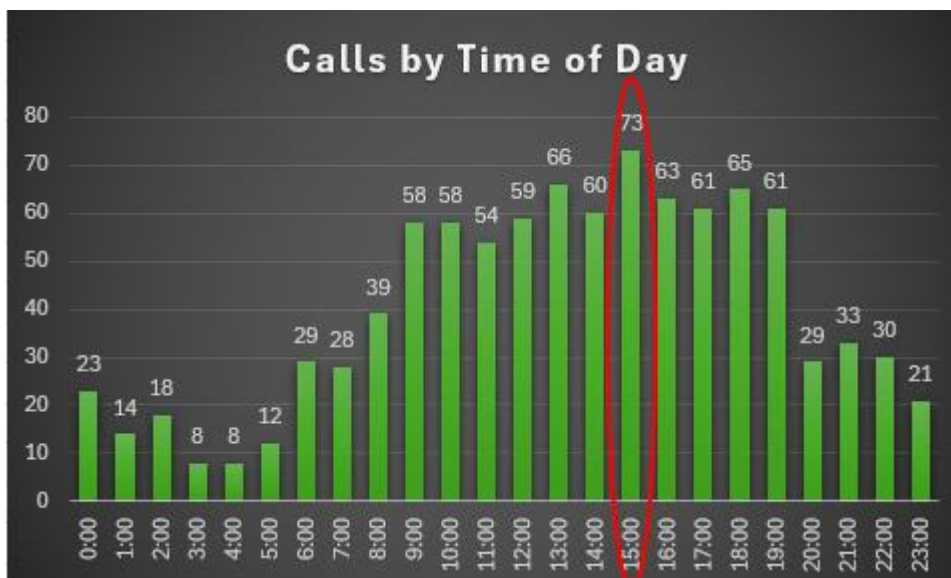
	January	February	March	April	May	June	July	August	September	October	November	December	
2023	318	299	285	283	378	317	321	295	313	317	288	457	3871
2024	333	271	311	467	314	363	317	335	323	331	296	321	3982
2025	334	320	310	337	292	345							1938

- Incident Type overall breakdown

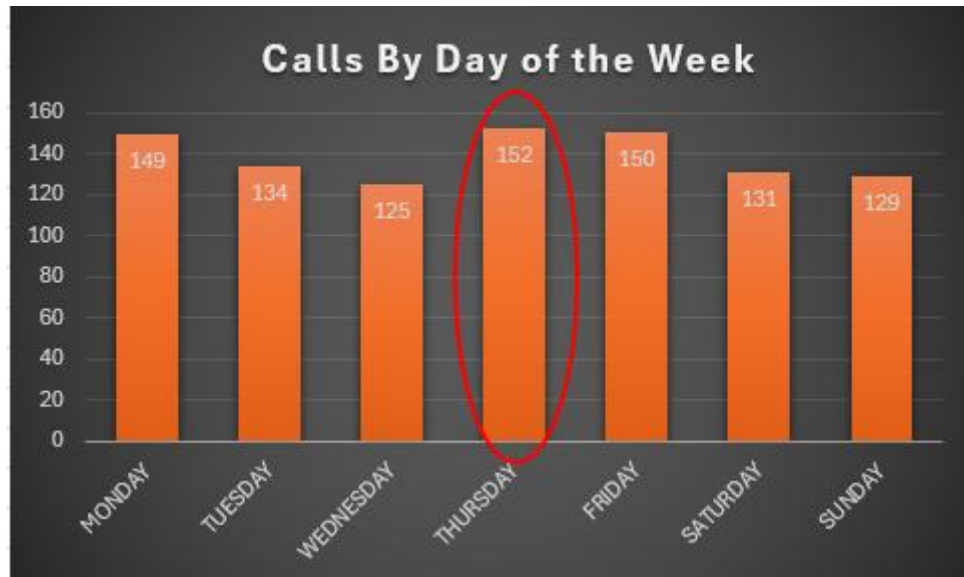


*3- Rescue & Emergency Medical Service Incident includes motor vehicle crashes

- Calls by Time of Day



- Calls by Day of the Week



- Overlapping Incidents

