



# Windham Police Department



James C. Boudreau  
Support Services Captain

Kevin L. Schofield  
Chief of Police

William T. Andrew  
Patrol Captain

## MEMORANDUM

To: Barry Tibbetts; Town Manager  
From: Kevin L. Schofield Chief of Police  
Subject: Space challenges Police Department  
Date: February 10, 2020

This memo is to outline the space needs and challenges that the Police Department faces at the Public Safety building. As you are aware our current facility was designed in 1988 /89 completed and occupied in April of 1990. At that time the department had 13 or 14 police officers and 18-20 total employees. The department has grown commensurate with the community and we now had 29 sworn officers and 3 civilian employees. Currently we occupy approximately 7200 square feet of space, according to the space need assessment done in 2014 we require approximately 14,000 Square feet. Below please find a bulleted list of space needs we have:

- **Office space:**
  - Our Detective supervisor lacks private office space,
  - Patrol Sergeants: currently four Sgt's share an office originally designed for 2
  - Our School resource officer lacks office / desk space for then they return to the police station
  - Patrol Captain office too small and lacks privacy
- **Locker rooms men's and women's:**
  - Too small
  - Some command staff have no lockers
  - Lockers themselves are too small about ½ size of industry standard of 24 in wide locker with storage.
  - Women's locker room lacks and capacity for future growth of female officers.
- **Class room / Public meeting room**
  - Too small: with tables capacity is about 16 people, stadium seating chairs only about 24
  - Also located on the second floor, requiring elevator access for some people.
- **Fitness room:**
  - Too small currently no more room for new equipment and only 3 people maximum can use the facility at one time
  - No new equipment can be added
- **Storage:**
  - Our middle bay originally was designed for storage as the lacks a basement.
  - Officer uniforms and winter coats are hung on jackets in hallways and stairwells



# Windham Police Department



James C. Boudreau  
Support Services Captain

Kevin L. Schofield  
Chief of Police

William T. Andrew  
Patrol Captain

- We lack onsite space to store vehicles involved with serious crashes for investigatory / evidentiary purposes
- Our current evidence intake lockers while compliant are inefficient and do not conform to modern best practices.

➤ **Information technology:**

- Servers, WatchGuard, phone and recording systems are in multiple places throughout the building.
- I properly secure and ventilated area would be more efficient and remove unsightly wires and systems off of office walls.

Thank you for request our feedback on our needs, while this list if fairly encompassing it is meant to serve as an outline of our needs and challenges, we look forward to working with you further on this important project.



# Town of Windham

## Fire – Rescue Department

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

---

The following is a list of areas that we are deficient in at Central Station/Public Safety Building:

- Adequate office space
- Locker rooms
- Lack of restroom facilities
- Apparatus bay space
  - Vehicles outside
  - Not all vehicles fit in current bays
- Apparatus bay support space
  - Equipment Maintenance
- Medical supply Storage
- Protective clothing storage
- Decontamination space
- Laundry
- Staff accommodations
  - Kitchen
  - Rest quarters
  - Day room
  - Dinning
- Parking
- Public access to classroom
- HVAC systems
- Storage

## Barry A. Tibbetts

---

**From:** Brett N. Burwell  
**Sent:** Thursday, February 6, 2020 9:14 AM  
**To:** Barry A. Tibbetts  
**Cc:** Tammy Hodgman  
**Subject:** I.T. Space Challenges

IT Office Challenges:

- Lack of space for projects
- Lack of space for storage
- Lack of space for adding personnel in the future
- Very noisy environment when basketball is being played in the gym. Also noise can be an issue when large groups occupy the conference room.
- Poor signage causing people to frequently walk into our office looking for code enforcement.
- Office doors without windows in then make it difficult to work quietly but also see if someone is waiting outside.
- Poor insulation in walls and windows causes it to be very cold when the heat is not running. On the flip side, it gets excessively hot when the heat is running.

Brett Burwell  
Information Services Manager  
207-894-5900 x1141  
Town of Windham, Maine





### Memorandum

To: Barry Tibbetts, Interim Town Manager  
From: Linda Brooks, Director, Windham Parks and Recreation  
Date: February 6, 2020  
Re: Space needs and challenges for the Parks and Recreation Department

While the 2014 Space Needs Analysis identified many of the challenges the department was facing at that time, the department has grown significantly since then. Consequently, this contributes to deficiencies in our administrative space, our programming space and our storage space. Factors that our department feels should be considered in planning for a possible town hall expansion would include the following:

- Additional work station for proposed full-time programmer
- Work station for Park Maintenance Foreman (currently set up in office storage room)
- Maintain 1 and possibly 2 shared work stations to be used by Seasonal Park Ranger, potential student interns and per diem office help
- Creation of separate office space for proposed Assistant Director
- Creation of a consultation area to be used when staff need to have personal or confidential communication with registrants
- Additional/improved storage areas are needed at Town Hall location
  - Camp Storage space in former locker room does remain dry; however, while the shelves that we built for the storage of camp bins did improve the organization, the space cannot accommodate all of that equipment and much of that equipment ends up in corners of the corridor space and the electrical room
  - Two shelving units in electrical room used for Dundee, Track and miscellaneous supplies; access to back shelving unit is very difficult; lighting is very poor in that room
  - Third storage space in room with electrical panel; Main storage area for most of the miscellaneous supplies and equipment – plastic sealed storage bins are mandatory for anything that is stored there due to recurrence of standing water on that floor
  - Paperwork and records have been moved across hall to dry storage area – limited space in that area at this time

- Storage area adjacent to stage currently being used for programs that take place in that gym area; Temperatures in that space become extremely cold in winter months, so that is taken into consideration in determining what is stored there
- Small shed attached to garage currently utilized for seasonal supplies and signage – ceiling in need of repairs
- Community Gym
  - Use by other entities ( specifically WCST and RSU14) wishing for storage space for their programs continues to compound storage issues – have currently assigned spaces for storage in Community Kitchen cabinets
  - Community Kitchen very outdated; limited cosmetic upgrades have been done, but counter tops, floor and sink should be updated to provide a sanitary kitchen space
  - IT Office space directly adjacent to gym renders ½ of gym unusable for many activities during work hours – would be ideal to make anything adjacent to gym be storage space rather than office space
  - Conversion of gym to a theater for most week-ends limits week-end and evening programming opportunities
- Meeting space
  - Two conference rooms are not adequate to accommodate all requests for town meeting needs and community organization meeting needs
  - Department sponsored committees (Advisory, Community Center, Summerfest) have been moved at times to Parks and Recreation office space due to conflicts in conference rooms
  - Department currently uses Council Chambers for staff training space; limited availability in evenings due to meeting schedule
- Parking
  - Expanded use of community gym during both daytime and evening hours increases volume of cars parking in the lot and makes it difficult to find a spot at times

## Barry A. Tibbetts

---

**From:** Amanda L. Lessard  
**Sent:** Monday, February 10, 2020 8:54 AM  
**To:** Barry A. Tibbetts  
**Subject:** Planning Department Space Needs

Barry,

The Planning Department currently has the following space challenges within Town Hall:

1. Open Concept Office. With the increase in demand for services between the Planning, Code Enforcement and Assessing Departments, customers that are being served at the counter by other departments often generate a consistent amount of noise to be distracting from other Administrative Assistant job functions. The location of the photocopier also can be a distraction when in heavy use.
2. File Storage. The Department has an immediate need for additional file storage space – the file storage room on the 2<sup>nd</sup> floor is at capacity with subdivision and site plan application materials we must retain. An electronic records management system would also alleviate this issue as we could retain digital records in place of the majority of the hardcopy files. Records Management software would enable both staff and the public to have improved access to all records.
3. Meeting space. When the Town Engineer position was created, Conference Room 3 was sacrificed to create an office. Impromptu meeting now often occur in the common area of the office, which contributes to the overall noise concerns on the floor. While Conference Rooms 1 and 2 are available for our use, they are not always available and don't provide easy access to all of the work materials we may need that is located in the our offices.

Amanda

---

Amanda Lessard, Planning Director  
Town of Windham  
8 School Road  
Windham, ME 04062

office: (207) 894-5900 x 6121  
cell: (207) 400-7618  
fax: (207) 892-1916  
[www.windhammaine.us](http://www.windhammaine.us)

NOTICE: Under Maine's Freedom of Access ("Right to Know") law, documents – including emails – in the possession of public officials about town business are considered public records. This means if anyone asks to see it, we are required to provide it. There are very few exceptions. We welcome citizen comments and want to hear from our constituents, but please keep in mind that what you write in an email is not private and will be made available to any interested party.



## Tammy Hodgman

---

**Subject:** FW: Code Enforcement Space Needs

**From:** Christopher S. Hanson  
**Sent:** Thursday, February 6, 2020 8:19 AM  
**To:** Barry A. Tibbetts <[batibbetts@windhammaine.us](mailto:batibbetts@windhammaine.us)>  
**Subject:** Code Enforcement Space Needs

Barry,  
As requested for the Council walk through Saturday are our needs for the Department:

Additional Office Space – 10'X12' for code officer/ officers

Area for file and plan storage

Conference Room for Meetings

Sincerely,  
Chris

Christopher Hanson  
Director of Code Enforcement and Zoning Administrator  
8 School Road  
Windham, Maine 04062

(207) 894-5900 x 6111

[cshanson@windhammaine.us](mailto:cshanson@windhammaine.us)

NOTICE: Under Maine's Freedom of Access Act ("Right to Know" law) documents – including emails – in the possession of public officials about town business are considered public records. This means if anyone asks to see it, we are required to provide it. There are very few exceptions. We welcome citizen comments and want to hear from our constituents, but please keep in mind that what you write in an email is not private and will be made available to any interested party.



## Barry A. Tibbetts

---

**From:** Phyllis A. Moss  
**Sent:** Tuesday, February 11, 2020 10:16 AM  
**To:** Barry A. Tibbetts  
**Subject:** RE: information on space challenges and needs

Barry –

My apologies. I was not at the staff meeting and just saw this after reviewing the notes.

Space Challenges:

- My office is too small to conduct interviews comfortably.
- The space for my Safety Compliance Officer is too small and cramped.
- There is not enough room for files in the Town offices.
- The Social Services building is old (it was the original one room school house) and needs work.

Thank you.

**Phyllis Moss, IPMA-HR SCP**

Human Resources Director

Town Manager's Office

Town of Windham

ph(207) 892-1907

fax(207) 892-1910

[pamoss@windhammaine.us](mailto:pamoss@windhammaine.us)

**NOTICE:** Under Maine's Freedom of Access ("Right to Know") law, documents – including emails – in the possession of public officials about town business are considered public records. This means if anyone asks to see it, we are required to provide it. There are very few exceptions. We welcome citizen comments and want to hear from our constituents, but please keep in mind that what you write in an email is not private and will be made available to any interested party.

# Town of Windham

Assessing and GIS Department  
8 School Road  
Windham, ME 04062

voice 207.894.5960 ext. 3

fax 207.892.1916

## MEMORANDUM

DATE: February 4, 2020  
TO: Windham Town Council & Barry Tibbetts, Interim Town Manager  
FROM: Elisa Trepanier, Assessor/GIS Coordinator  
RE: Assessing Office Layout Concerns

---

Prior to the 2006 renovation of the second floor, Assessing, Code Enforcement and Planning had separate offices. I have worked in this office since 2006 and have always felt that the open concept created a poor working environment. Below are my top five reasons why the office space needs to be redesigned.

1. **Space:** The Assistant Assessor/E911 Addressing Officer's work area is 9 x 9 and does not allow her space to meet at her desk with anyone. The two appraisers are in the open area and subjected to constant distractions making detailed work difficult. The GIS Intern's desk is also in the open area making it difficult to work with complex software programs and do very technical work. This position usually works 2 – 3 months per year.

All Assessing real estate files have been scanned. All of the vertical filing cabinets you will see in the Assessing area belong to Code Enforcement. So while it may appear that there is plenty space in Assessing, much of the area is dedicated to Code Enforcement.

There is no conference room on this floor. There is a makeshift small kitchen area but there is no break room.

2. **Noise:** There are frequently multiple conversations taking place in the open area and ringing telephones. Assessing is the most open to this noise as there is only one office where the other departments have two and are not in direct line of the source of the noise. The public counter faces directly into Assessing yet 95% of all customers coming to the public counter are here for Code Enforcement. It is not uncommon for the public to come in angry and loud subjecting all seven staff members in the open area to the anger and tension taking place. There are currently seven staff in the open area and five of those staff are in Assessing. Trying to work in a noisy environment day in and day out while also trying to focus on your work is an overload to the senses and exhausting.
3. **Accuracy:** Assessing staff works with figures - values, measurements, statistics, complex research projects and deed interpretation. Noisy distractions can cause mistakes

and mistakes can cost the Town money.

4. **Privacy:** When residents do come into speak with someone in Assessing it is often related to a private matter such as divorce, death, estate planning, private property matters or the inability to pay taxes to name just a few. There is no private area to hold these discussions other than the Assessor's Office.
5. **Personal Property Files and Counter:** The Assessing files that contain over \$40,000,000 in personal property data is frequently used as meeting space and workspace by other departments. This counter is in close proximity to Assessing Staff and adds considerably to the noise problem. Additionally, this counter is also used as party central when there is an in-office celebration creating a risk of food and or liquids being spilled on assessment records.
6. **Safety:** The open office provides no safety barrier between staff and the customer counter. Although it does not happen often, there have been occasions when staff have not felt safe in the office due to confrontations at the public counter and within nearby offices.