

Westbrook Fire Department Annual Report 2016



CELEBRATING 125 YEARS OF SERVICE

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Westbrook Fire & Rescue Department Mission

It is the mission of the Westbrook Fire Rescue Department to be the leading force in the provision of fire and rescue services through our commitment to professionalism, superior training, advanced skill development and superior service.

Westbrook Fire & Rescue Department Core Values

Communication: We believe that effective communication is essential for our continued success as a great place to work and as a superior service provider.

Teamwork: We believe that teamwork is key to working effectively toward our mission, being committed to giving 100%, and to working cooperatively with shared responsibility and accountability.

Quality: We believe that quality is a core value that enables us to strive continually toward reaching our mission and goals, and to achieving excellence in all we do, resulting in our consistent feeling of pride in our work.

Integrity: We believe that integrity is a crucial value that enables us to be respectfully honest and responsive, both internally and externally.

Accountability: We believe that each one of us is accountable to our citizen stakeholders and to each other.

Empathy: We believe that it is important to demonstrate empathy and compassion in our interaction with others.

Department History

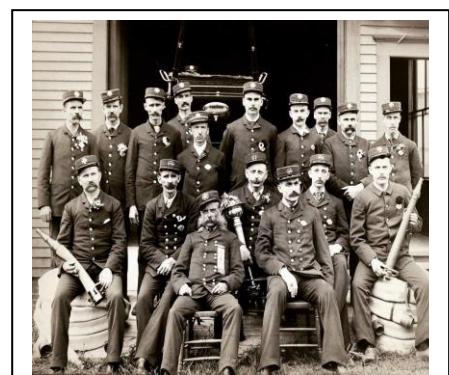
In the year 1890, the Honorable Seth Clark Morton and Leander Valentine, the Honorable Mayor of the City of Westbrook, saw a need to form an organization to protect the City of Westbrook against the ravages of fire. The organization was born of civic pride, and into it, crowded the fathers and sons of the best families of the day. They received no pay, but membership was considered an honor.

Two engine companies and one Ladder Company evolved up in short order in the City. When the steam whistle atop Dana Warp Mill blew in a fire, firefighters dropped whatever they were doing and rushed to the firehouses. After donning their fire equipment, they hitched up the horses to the fire wagons and rushed to the fire scene. Companies raced each other to the fire and were rivals in the matter of efficiency.

The first record of permanent firefighters showed the men were paid a small wage to keep the fire station boilers filled with coal and to be the teamsters for the fire wagons upon receipt of the fire alarm. The City had but few hydrants and many times, houses were left to burn due to no water to fight the fire. If a fire call was received for the area of Prides Corner, a spare team of fire horses were stabled at the farm now belonging to Dana Childs on East Bridge Street.

The fire companies were better known by their official names or nicknames. Historic and patriotic names were given. The Presumpscot Hose Company was given to Engine One Company. Valentine Hose Company was given to Engine Two Company. Edwards' Combination was the name given to the Hook and Ladder Company in honor of L.W. Edwards, a prominent Westbrook businessman and supporter of the company. The Prides Corner Hose Company was the name given to the Engine Three Company years later in 1926 when they were formed.

Officers of the early days were also known by names different from what is recognized by today's standards. Chiefs were known as Engineers, Captains were called Foremen. Lieutenants were known as Assistant

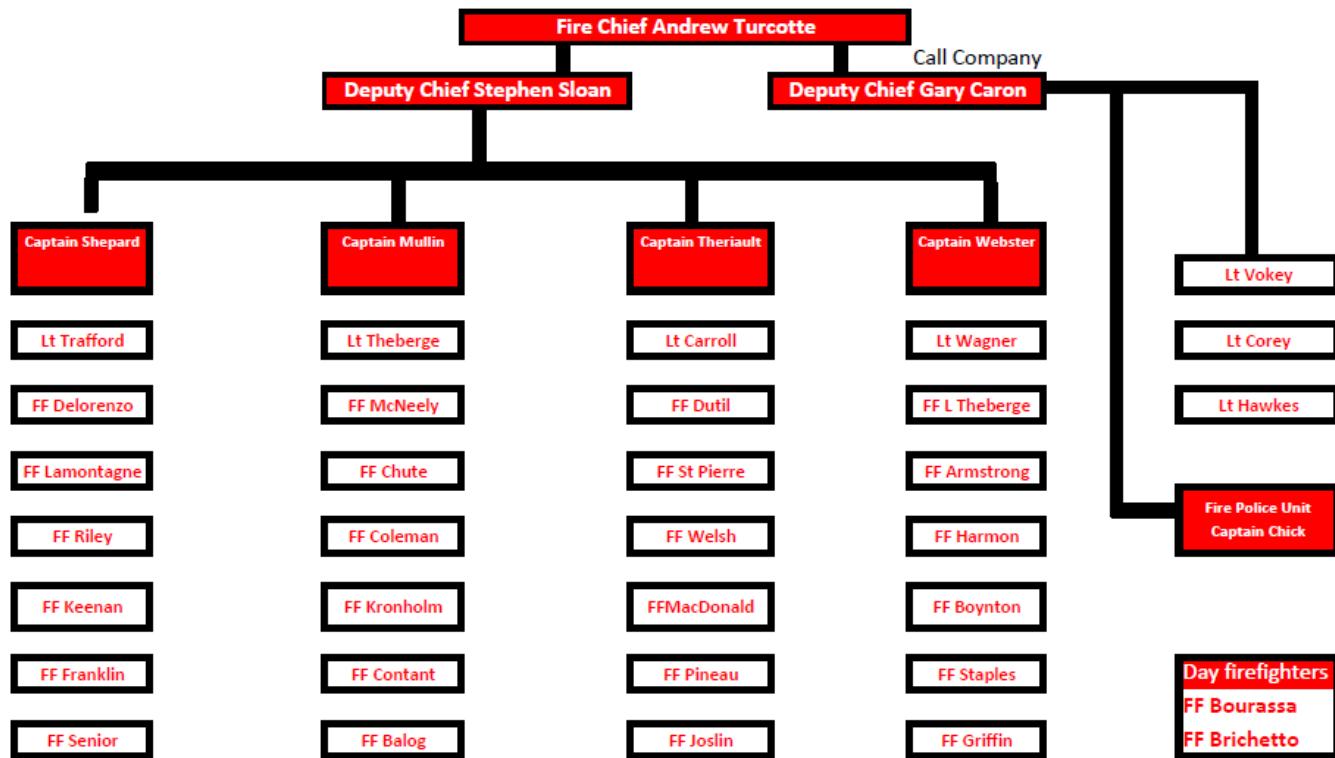


Foremen. Duties in engine companies were hosemen and pipemen, Duties in ladder companies were rakers, axmen, and doggers.

Today the Fire Department employs 70 plus members to include career, per-diem and call members. The Department also has a Fire-Police unit, primarily assigned to assist with traffic control on both fire and police incidents. The Fire Department of today is an all-hazards department dealing with more than just fires. The Department handles over 3000 medical calls annually, they respond to hazardous materials calls for service and they provide technical rescue to the community they serve.



STAFF



Call / Per-Diem Members: Robert Chamard, Wayne Chick, Michael Corey, Albert Hirst, Bruce Kullman, Reece Leclair, Brent Maata, Matthew Ray, Brandon Ronfeldt, Tom Selby, Edward Taylor, Thomas Walsh, James Webster, Ronald Webster, Mark Giroux, Ronald Giroux, Russell Hawkes, Joseph Salisbury, John Bellino, David Higgins, Nicholas Parks, Paul Conley, Meegan Diconzo, Rachel Jupe, Andrew Stevenson, David Thorne, Drew Waterhouse, Rickard Wickham, David Selby, Shawn Adams, Shane Enright, Casey Bunker, Caleb Young, Wayne Devoe, Nathan Fitzgerald, Michael White, Brian Trefethen, William Norton, Randall Mitchell



Chiefs Message

Fire Chief Andrew Turcotte

I am pleased to present the 2016 Westbrook Fire & Rescue Department Annual Report to Mayor Mike Sanphy, City Administrator Jerre Bryant, members of the Westbrook City Council and the citizens of Westbrook.

During 2016, Westbrook Fire & Rescue once again delivered the constant level of excellent fire suppression, hazardous materials mitigation and emergency medical services that our citizens expect. This year also challenged our agency and pushed us to adapt to the changing needs of our City and our citizens. We rose constantly to meet the expectations of the residents and visitors, we were busier than we have ever been and the demands on our

Department do not seem to be diminishing. The Department responded to more calls in 2016 than any other year in its 126 year existence.

As this report indicates, the Department has accomplished a number of significant goals and objectives that have provided a foundation for continual excellence and superior customer service. Specific successes in 2016 include the addition of one ambulance, one command staff vehicle, new portable radios, thermal imaging camera, and new technical rescue equipment to enhance our water rescue, hazardous materials and confined space responses.

As I complete my third year as your Fire Chief, the Fire Rescue Department has identified a number of initiatives to guide us over the next five years. These include:

- Managing our budget and fiscal needs while improving both operational and cost efficiencies;
- Provide an effective and appropriate response in all service and response areas;
- Provide our members with the most up-to-date education and training;
- Monitor the adequacy of our apparatus, tools & equipment; and
- Constantly evaluate our operational and technology needs.

Each of these strategic initiatives is thoroughly developed with short and long term goals and objectives that will be continuously monitored and modified as needed. These goals will allow our Division of Fire & Rescue to continue to be a leader in public safety, providing a safe and secure environment for our community.

The men and women of the Westbrook Fire & Rescue Department remain committed to providing our community with excellent and compassionate emergency services. As Fire Chief, I am committed to providing our department with the training, equipment, and leadership needed to fulfill this goal and the mission of the Fire Department. We will continually evaluate our operations to ensure we are consistently meeting and exceeding the expectations of our community with our goal of doing things better.

The 2016 Annual Report highlights only some of the activities and achievements of our department, but clearly exemplifies the professionalism, dedication and passion of all of our members. I look forward to a productive 2017, working with new City Administration, new City Council members, new Mayor, and most importantly as serving as your Fire Chief.

Yours for a Safer Community,



Andrew Turcotte

Chief of Department



Operations Division

Deputy Chief Stephen Sloan

The Operations Division is the largest division within the Fire Department. This division is responsible for all emergency responses, fire prevention and public education as well as initial and ongoing training for the firefighters.

There are 74 firefighters in the division and include Call Company members, per-diem members and career staff for the City's two Fire Stations. The Department staffs two engine companies and two ambulances 24 hours a day, 7 days a week. We accomplish this by utilizing four shifts of nine firefighter/EMS providers. These shifts are supplemented with two per-diem employees during the daytime hours and three per-diems at night. Call Company members add to our numbers when there is a call but they respond only when there is a call for service and are not "staffed" at the station.

Engine 4 is located at the Public Safety Building and is staffed with a minimum of three firefighter/EMT's at all times, however there are times this truck will have as many as five firefighters if there are no vacancies for the shift.



Engine 3 is located at the Prides Corner station and is staffed with two firefighter/EMT's. In the event of a Fire Call, Engine 3 is assisted by the crew from Rescue 1, bringing the number of firefighters on the apparatus to four. This allows these two crews to work together in a much safer manner.

Rescue 1 and Rescue 2 are staffed with two cross trained firefighter/paramedics. These trucks respond to the Emergency Medical calls for service within the City as well as

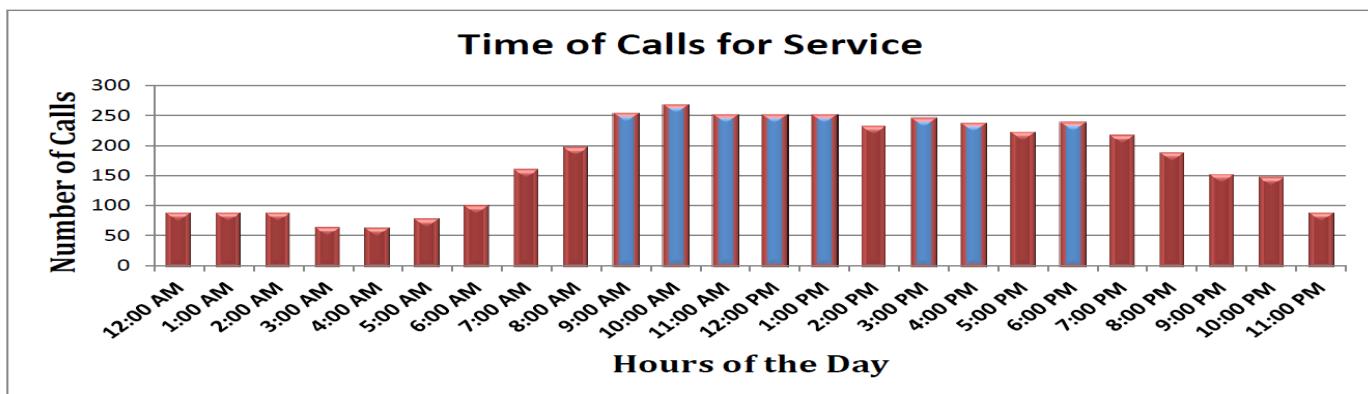
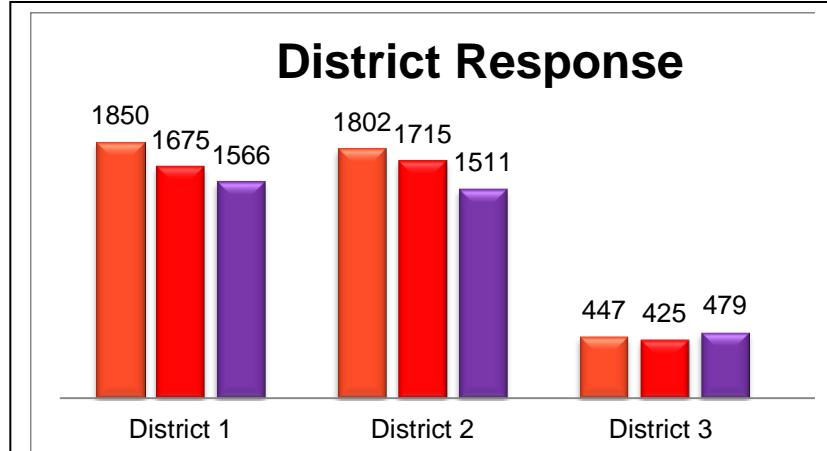


being a valuable part of suppression operations during a fire incident.

Our responses are divided into three districts within the City. This allows the Department to split up the call volume and assign it to the closest station and truck. This reduces the response times for incidents and allows the calls to be spread out over the staffed apparatus.

During 2016, the Department received a grant from the Department of Homeland security in the amount of \$15,000 to purchase additional Confined Space equipment, as well as an additional gas meter that will monitor the environment for any potential flammable/hazardous gases. The Department also took delivery of a new ambulance, Rescue 4. This unit is a 2015 Braun on a Ford E450 and was built by Autotronic's in Frenchville, Maine. This unit is being housed at the Public Safety Building and is used as a spare truck when it is not being used for non-emergency medical transports.

The Department also made a significant investment in our turn out gear program, in an effort to improve cancer prevention. Studies have shown that firefighters are at a much higher risk for occupational cancer than the general public due to carcinogens being trapped in the gear they wear. This program will allow each member the ability to change out of that gear immediately on returning to the station after a fire. The contaminated gear will then be washed and dried, removing the containments. We are the only Department in the immediate area doing this for our members.



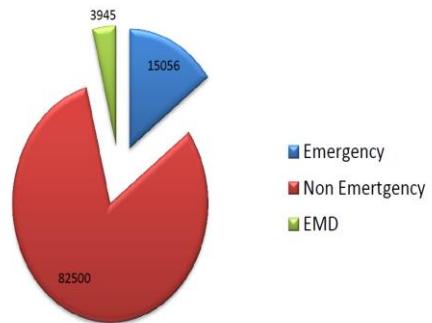


Emergency Communications

Director Greg Hamilton

The Communications Department handled over 82,500 total calls, of those 15,056 were emergency in nature for the police and fire departments. The Communication center answers all 911 calls for our City as well as for the Towns of Falmouth and Yarmouth.. Each emergency call that comes into the 911 center begins the process with initial questioning to determine if it is medical in nature. If the call is for a medical reason, our dispatchers are trained to ask key questions to determine the severity of the illness. This information plays a valuable role in the emergency care they will receive. In the event the patient needs immediate assistance with breathing, bleeding or child birth, our dispatchers are able to provide the called with step by step instructions on how to provide assistance. Our center answered and provided medical assistance to 3,945 calls during 2016.

Communication Division



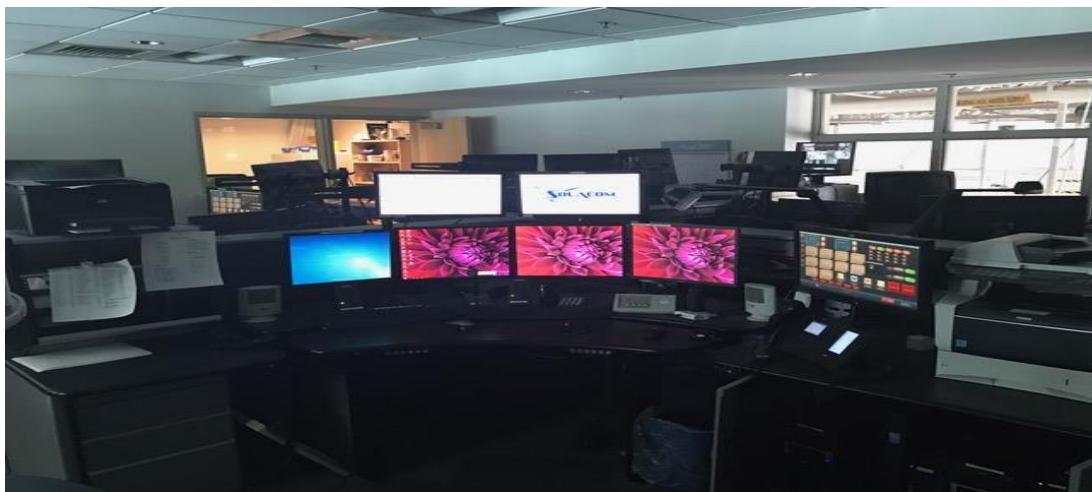
The Communications Department also handles assigning fire apparatus to calls in the event of a fire. This is a vital role for the safety of the firefighters. Often times, the dispatchers are anticipating what the requests of the on-scene fire officer may be and have the information readily available. They are also responsible for arranging coverage for the stations as well as calling for additional resources, as requested from the incident commander.

During 2016, we had two dispatchers retire, Dispatch Supervisor Jean Malloy retired in July with more than 23 years of service to the city. Dispatcher Alan Thurlow retired in February after 28 years of service. With their retirements the center lost 51 years of experience, which is difficult to overcome. Fortunately, the center was able to promote two very experienced dispatchers to

Supervisors. In July of 2016, Julie Bolstridge, an 18 year veteran of the department was promoted to Dispatch Supervisor. Andrew Ward was promoted to a second Dispatch Supervisor. Andrew has 20 years experience as a Dispatcher, being the Supervisor in both Freeport and Buxton. Both of these individuals bring extremely high standards of performance as well as a strong work ethic.

Looking ahead to 2017, the Communications Center will be implementing Fire Protocols from the International Academies of Emergency Dispatchers (IAED). These protocols are much like the current Emergency Medical Dispatch (EMD) protocols used for medical emergencies and will assist the dispatcher in determining the severity of a fire incident.

In addition to the Fire Protocols, the City is currently looking at upgrading our communications infrastructure. Our current system is becoming outdated and has required both the Police and Fire Department's to add temporary patches to the ongoing communication issues. Currently each Department experiences areas in the City where they are unable to effectively communicate with our Dispatch Center. By upgrading our system will we reduce or eliminate this area of concern as well as increase our inter-operability with other city departments, such as, public services and the school department.



Fire Inspections

Inspector Michael Corey

During 2016, the Fire Department continued with completing safety surveys on the residential multi-family buildings within the city, as well as adding safety surveys on the commercial properties. On-duty fire crews completed 148 safety surveys which found 183 violations. These violations were followed up on by the Fire Inspector or the Code Enforcement Office.

The Fire Inspector completed 881 general inspections in addition to working with developers and contractors on various issues to include, but not limited to, the following:

- 44 Pre-Construction meetings
- 5 Inspections on parking relating issues
- 8 School Inspections
- 10 Full Building Inspections

For 2017, the Department is looking to begin the process of updating our ordinances to meet the requirements of the current Fire & Life-Safety Code books as well as adding an ordinance that would require the use of a device called Stove Top Fire Stop, which is hung over a stove. This unit would deploy in the event of a grease fire or flare up. This device releases a dry chemical automatically, much like a fire extinguisher. The Department feels strongly that if we can get this as a requirement in all multi-family homes, we will reduce the damage caused by stove top fires in the city which happen to be the number one cause of fires in the City.





Fire Prevention and Education

Firefighter Gerald Pineau

This year during Nation Fire Prevention Week, the Department visited each City School as well as many of the local day care centers to provide education on fire safety. Over 1600 children and young adults took part in this program. The department spent over 175 hours completing this education in an effort to protect our most valuable possessions, our children.

The Department was also a sponsor for the Children's Safety Day. This is an event hosted by local business to present safety demonstrations to children and families. Events include a bike rodeo, finger printing and bicycle helmet fitting station. This is a free event that the Department is very proud to help make this a success each and every year.



Trainings Conducted

- ACLS
- PALS
- BACK SAFETY
- CONFINED SPACE
- HAZMAT
- STROKE CARE
- WATER RESCUE
- SAFETY SURVEYS
- BLOODBORNE
- PATHOGENS
- VENTILATION
- FORCABLE ENTRY
- FIREPUMPS
- HOSE ADVANCEMENT
- LADDER OPS
- ENGINE OPS
- VEHICLE EXTRICATION
- FIREFIGHTER SAFETY AND SURVIVAL
- LEADERSHIP DEVOLPMENT
- ALARM SYSTEMS

Training Division

Captain Christopher Shepard

The training division is responsible for ensuring that the performance of Department members is not only effective but efficient. During 2016, Department members logged over 4000 hours of training. This includes time spent on-duty as well as time-off duty. Our members attend various training from Hazardous Materials to EMS continuing education courses.

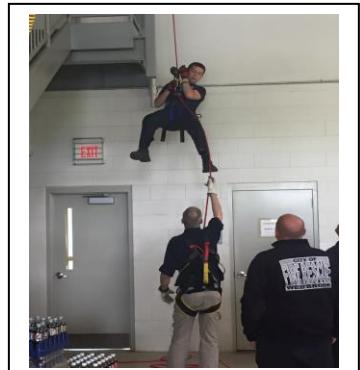
This year, we were able to bring Advanced Cardiac Life Support (ACLS) and Pediatric Advanced Life Support (PALS) into our Department. Each member that holds an EMS license was able to take these courses free of charge. We were able to accomplish this by having a certified instructor in-house. This saved the department over \$14,000 in class tuition.

The Department continues to develop its specialty teams in Confined Space Rescue and Hazardous Materials. This year we hosted a Confined Space Course as well as a refresher course for our membership. All Confined Space training is paid for through revenue generated from a contract with local business to provide this service.



The Department's Hazardous Material Response is done in conjunction with the local Presumpscot Valley Hazardous Material Team. This team was formed over 31 years ago and consists of area departments working together to provide this type of response. The team is funded, in part, by the State of Maine and through contributions from member departments. This greatly reduces the cost to the taxpayer, but allows us to be able and provide this service that we would not be able to otherwise. This team trains together on a monthly basis, as well as, participating in biannual drills and full scale exercises with other entities in the State of Maine.





DEPARTMENT APPERATUS**Apparatus and Equipment Maintenance****Captain Peter Mullin**

Our Apparatus Maintenance program consists of routine maintenance of all of our equipment including small engines. Currently, every Apparatus receives one complete service each year along with quarterly services in which fluids are changed and over all condition is evaluated. Annual maintenance includes: testing of the pump and aerial equipment by an outside vendor. This ensures that our equipment is able to meet the standards set forth by the National Fire Protection Agency. If our equipment does not pass, we are given a list of items that are needed to repair and we are able to make those repairs through our Public Safety Mechan

In addition to the apparatus testing, the Department is also responsible to testing each length of fire hoses each year as well as the testing of our ground ladders. This is a very intensive process and takes over a month to complete. Department members also service all of the small engines in-house. These include chain saws, portable pumps and generators. Being able to service these in-house not only limits the time these pieces are out-of-service but demonstrates that we can save thousands of dollars in repair costs each year.



ENGINE 1- 1991 KME

ENGINE 2- 1996 Ferrara

ENGINE 3- 2015 Pierce

ENGINE 4- 2004 EONE

SQUAD 1- 2006 Hackney

MARINE 1- 2005 Yamaha

UNIT 6- 2006 Ford 150

UNIT 7- 2002 GMC 2500

RESCUE 1- 2013 PL Custom

RESCUE 2- 2012 PL Custom

RESCUE 3- 2008 PL Custom

RESCUE 4- 2015 BRAUN

TRAFFIC 5- 2002 Chevy Van

Through our annual services and aerial testing, it was established that our Engine 4, 2004 EONE Quint, that runs out of the Public Safety Building is going to need to be replaced in the near future. Currently rust is visible on the frame causing delamination of the metal. We have been able to repaint and repair those areas, however, this has been found for the last several years and is only getting worse. This is the most used piece of Apparatus in the city and can also be the most valuable due to being able to perform multiple roles during an incident. This does come with an increased cost, as replacement of this type of unit will be very close to 1 million dollars.

Westbrook Fire Rescue - 2017 Vehicle Replacement Plan

Unit	Description	Year Manufactured	Year Purchased	Projected Replacement	Cost When Purchased	Replacement Cost	Miles	E-Hours	P-Hours
Engine 1	KME 1250 GPM	1991	1991	2012		\$425,000	114314	8609	741
Engine 2	Spartan/Ferrara 1250 GPM	1996	1996	2020	\$190,000	\$475,000	17440 odo-repl	7269	774
Engine 3	Pierce 2000 GPM	2014	2015	2029	\$485,000	\$700,000	19997	1278	113
Engine 4	E-one 75' Quint 2000 GPM	2004	2005	2019	\$565,000	\$1,300,000	86066	9250	N/A
Squad 1	Spartan/Hackney Heavy Rescue	2006	2006	2026	\$300,000	\$600,000	24651	1846	
Rescue 1	Ford/PL Ambulance	2013	2013	2021	\$100,000 Remount	\$220,000	67842	4508	
Rescue 2	Chevrolet/PL Ambulance	2012	2012	2020	\$185,000	\$215,000	93765	6605	
Rescue 3	Ford/PL Ambulance	2008	2008	2016	\$160,000	\$200000 - Remount \$130k	111157	8824	
Rescue 4	Ford/Braun Ambulance	2015	2016	2024	\$118000 Used/Remount	\$230,000	7555	498	
Car 1	Ford Explorer Staff	2015	2015	2025	\$35,000	\$45,000	41629	1304	
Car 2	Ford Explorer Staff	2016	2016	2026	\$35,000	\$46,000	14879	528	
Car 3	Ford Explorer Staff	2006	2006	Was 2016 Now re-assigned	\$30,000	No Plan at this time	89370		
Car 4	Ford Explorer Staff	2006	2006	Was 2016 Now re-assigned	\$30,000	No Plan at this time	127681		
Traffic 5	Chevrolet G-van Traffic	2002	2005 (used)	2020	\$13,000	\$45,000	58573		
Unit 6	Ford F-150 FP/Investigation	2006	2006	2018	\$26,000	\$44,000	43743		
Unit 7	GMC 2500 Utility/Forestry	2002	2002	2014	\$30,000	\$46,000	58686		
Marine 1	AB Yamaha 30	2005	2007	2025	\$3,500	\$20,000			
Marine 3	Achilles Evinrude 9.9	1991	1997	None	\$1,000	None			

Red highlighted units are at or past their anticipated replacement window.

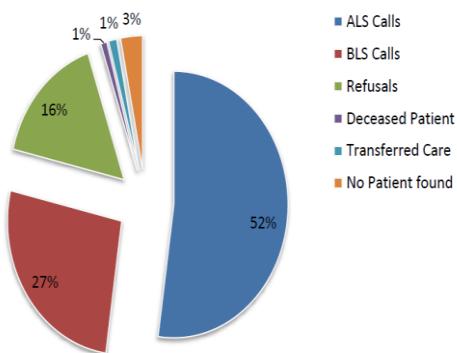
Yellow highlighted units are projected for replacement within the next 5 years.

Call Responses and Statistics

Captain Sam Webster

During 2016 the Department responded to over 4,100 calls for service. This is an increase of 278 calls from 2015. This increase was primarily due to the increase in Medical aid requests. The department currently staffs two ALS Ambulances that responded to 3,100 calls for service. During 52% of those calls, the patient received advanced care such as IV placement, medications or cardiac monitoring.

Emergency Medical Services Response

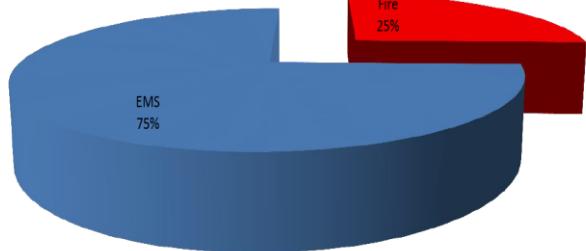


Emergency Medical Services account for 75% of the department total calls for service and this number continues to grow. The department must consider staffing a third ambulance in the near future to meet this growing demand.

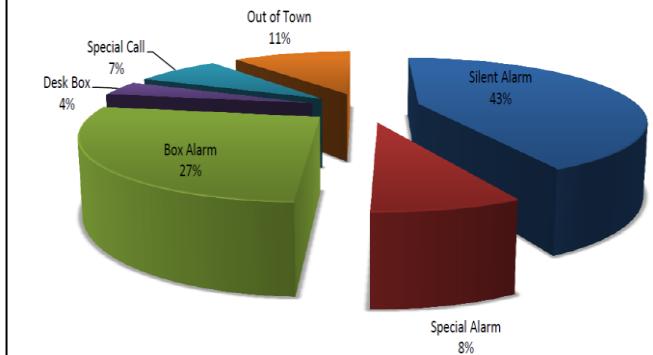
While fire emergencies only account for 25% of the departments call volume, these calls also hold the highest risk for both our citizens and our firefighters. Only 4% of our calls are reported fires and less than 2% are confirmed fire on our arrival. This may not seem like many calls, however, the time spent on a fire scene is triple the time spent on any other call.

To better our fire reporting system we were able to upgrade to a web based system that no longer requires the Department to fund a dedicated computer server. This was able to save the department over \$2000 annually. This system also allows for firefighters to complete their safety surveys of commercial and multi-family buildings on an I-pad. This allows information to be uploaded, in real time, directly to our fire inspector and generate record in our report management system.

Response Percentage's



Fire Related Response by Year



Retirements and Promotions

Retirement



Firefighter Charles Jarrett began his career in Westbrook in October of 1990. He served as the Department Fire Inspector for many years until the position was removed from the department. Firefighter Jarrett was extremely instrumental in the development of the Department safety survey program and he was always striving to improve the safety of the residents of the City of Westbrook. Firefighter Jarrett finished his career assigned to Shift 3 as the operator of Engine 3 and retired on August 31, 2016.

Promotions



Lieutenant Mark Theriault was promoted to Fire Captain on January 2, 2016. Captain Theriault is assigned to Shift 3 and is the officer in charge of Engine 4 at the Public Safety Building. Captain Theriault responsibilities include overseeing Station Maintenances and Supply ordering.



Firefighter Joseph Carroll was promoted to Lieutenant on February 1, 2016. Lieutenant Carroll is assigned to Shift 3 and is the officer in charge of Engine 3 in Prides Corner. Lieutenant Carroll's responsibilities include overseeing our SCBA program and serves as our Hazmat Team's Training Coordinator.

Frequently Asked Questions

Why do you send a fire truck on a medical emergency?

All of our firefighters are cross trained as Emergency Medical Technicians/Paramedics. By sending a fire truck to medical calls, we are reducing our response time as well as allowing for additional personnel to help stabilize the situation in the first few minutes which are critical in many cases. The firefighters also assist with lifting and transferring the patient to the ambulance as well as protecting the ambulance when it is parked on the road way.

Why does the fire truck block traffic lanes at auto accidents?

One of the most hazardous places for firefighters to work is in the road way. By having a fire truck block traffic it allows a safe area for the firefighters and medical providers to work and in the event that a driver is not paying attention or is “rubber necking,” they will collide with the fire truck before they hit the firefighters and EMS personnel working the incident.

Why do firefighters break out windows and cut holes in a roof during a fire?

By breaking out windows and cutting a hole in the roof, the firefighters are allowing superheated gases and smoke to escape from the building. This improves survival if anyone is trapped and makes fighting the fire easier and safer. If the superheated gases and smoke are not allowed to escape the building they can cause a backdraft or flash-over which both are extremely dangerous and often times deadly for firefighters.

How do I get a smoke detector form the fire department?

We have smoke detectors on all of our apparatus as well at our stations. In the event we respond to a call and find your residence without a detector we can provide one free of charge. If you are in need of a smoke detector please call or stop by one of our stations and we would be happy to give one out.

Where do I learn CPR?

The fire department hosts many CPR courses throughout the year. Please contact the Department or check out our web page on www.westbrookmaine.com for upcoming dates.

Why am I not supposed to drive over a fire hose?

Driving over a fire hose can damage the hose and cut off the water supply for the firefighter using it. This can result in injury or death to a firefighter. In addition it causes increased stress on the hose and it will need to be taken out of service and tested before it can be used again.

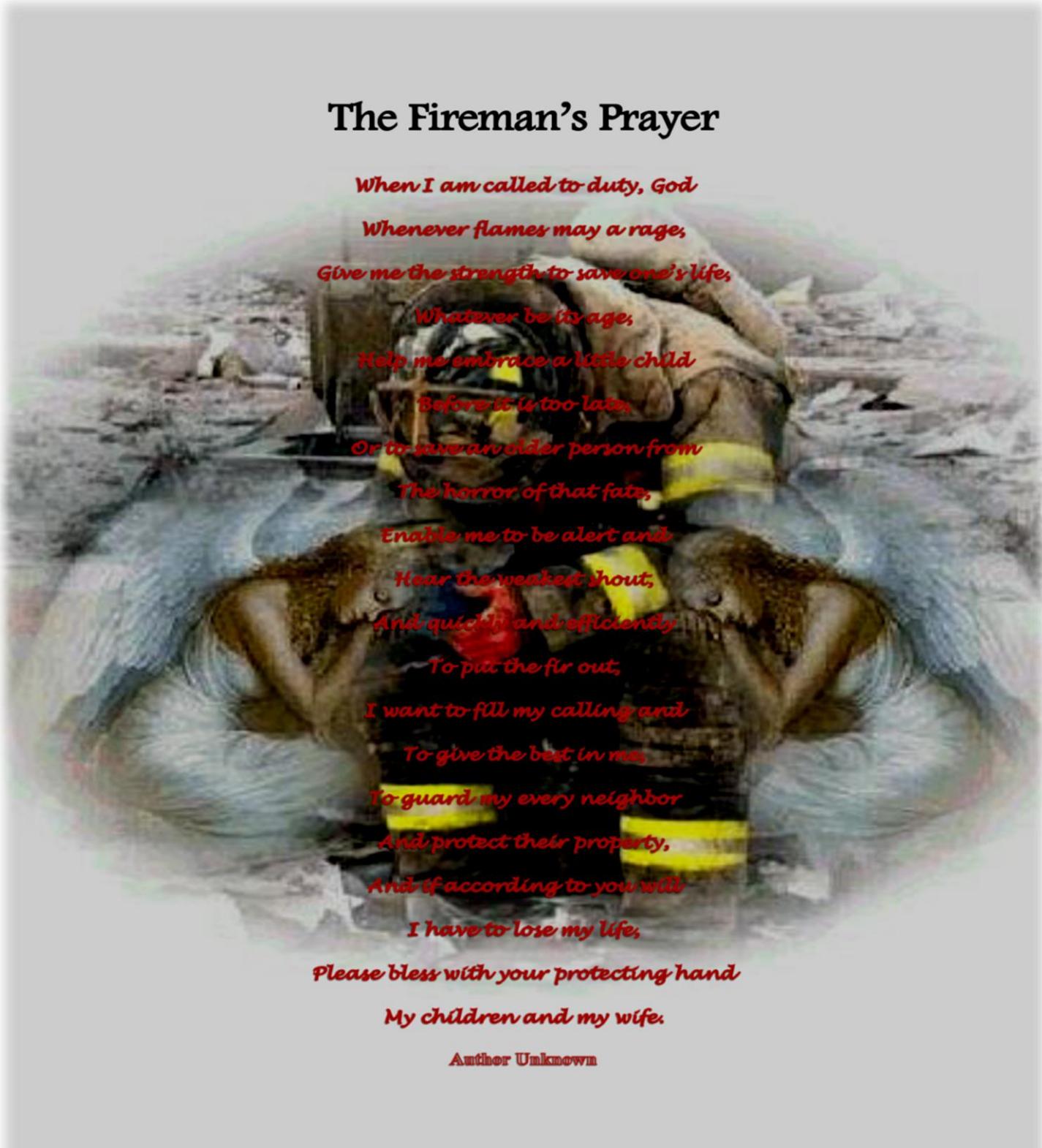
What should I do if I see or hear an Emergency Vehicle coming towards me or behind me when I am driving?

The law in the State of Maine states you must pull as far right as possible and come to a **COMPLETE STOP**. If you are unable to pull to the right, simply stop the in an area that will allow the emergency vehicle to go around you safely. Please do not stop in the middle of an intersection as we may need to make the turn you are blocking.

How often should I change the batteries in my smoke detectors?

A great rule to use is to change your batteries when you change your clocks for day light savings time. This assures that the batteries are changes every six months and you never have to worry about a dead battery.

The Fireman's Prayer



When I am called to duty, God
Whenever flames may a rage,
Give me the strength to save one's life,
Whatever be its age,
Help me embrace a little child
Before it is too late,
Or to save an older person from
The horror of that fate,
Enable me to be alert and
Hear the weakest shout,
And quickly and efficiently
To put the fire out,
I want to fill my calling and
To give the best in me,
To guard my every neighbor
And protect their property,
And if according to you will
I have to lose my life,
Please bless with your protecting hand
My children and my wife.

Author Unknown