

CITY OF WESTBROOK FIRE DEPARTMENT



ANNUAL REPORT 2022



Westbrook Fire Department
570 Main Street
Westbrook, ME 04092

Contents

Contents	1
Mission Statement	2
Department History	3
Current Department Staffing	5
Chiefs Message	6
Fire Suppression Division	8
Emergency Medical Services Division	10
Emergency Communications	12
Fire Inspections	14
Fire Prevention and Education	15
Training Division	17
Department Apparatus & Maintenance	20
EMS Call Responses and Statistics	22
Department Promotions & New Employees	24
Frequently Asked Questions	29



Mission Statement

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.



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.

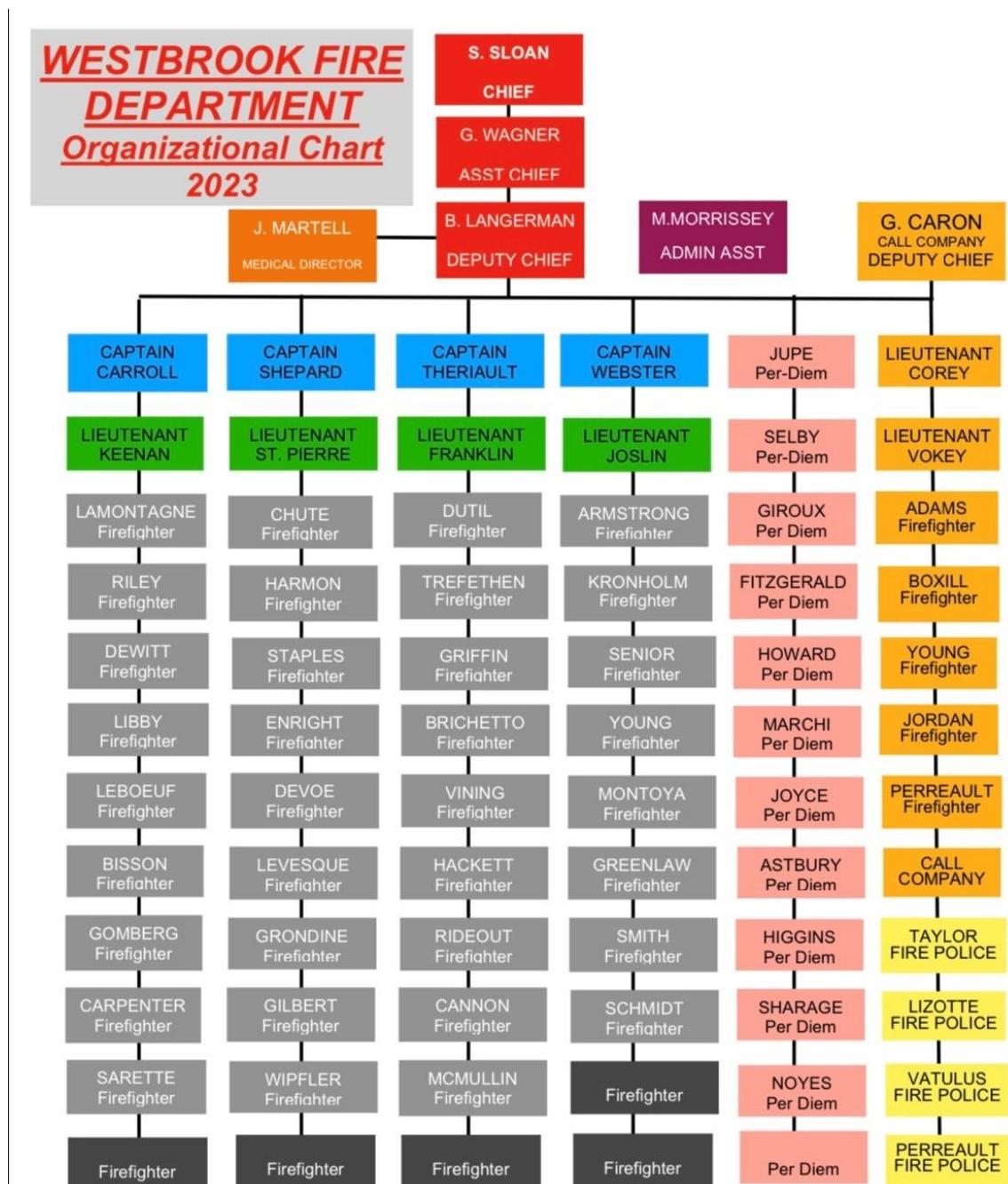


Today the Fire Department employs 70 plus members to include career, per-diem and call members. The Department also has a Fire-Police unit, primarily assigned to assist with traffic control on both fire and police incidents. The Fire Department of today is an all-hazards department dealing with more than just fires. The Department handles over 3500 medical calls annually, they respond to hazardous materials calls for service and they provide technical rescue to the community they serve.

Department History provided by Retired Fire Captain Clyde Chapman



CURRENT DEPARTMENT STAFFING





Chiefs Message

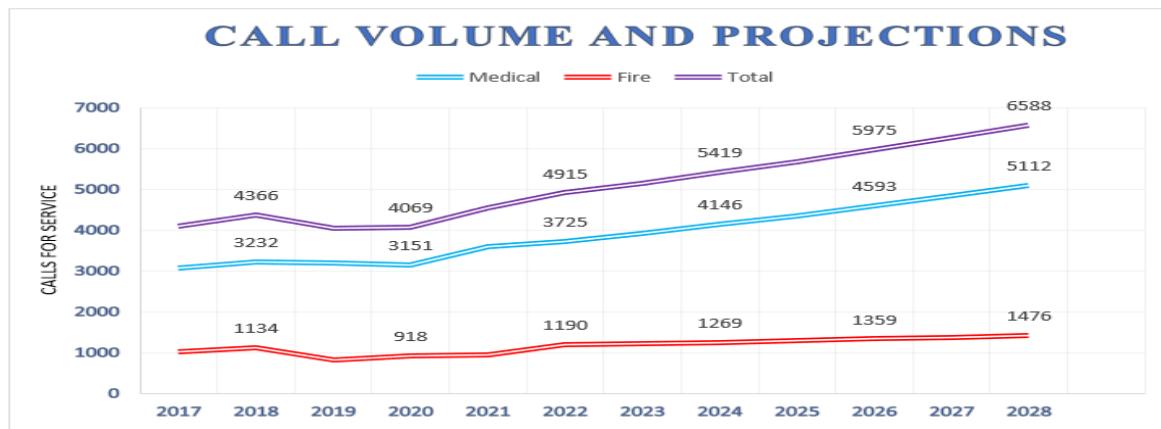
Fire Chief Stephen Sloan

It is my pleasure and gives me great pride to present the 2022 annual report for the Westbrook Fire Department. This is the first report that this administration has had the privilege to present and will include a reflection of the many accomplishments of the men and women of the Westbrook Fire Department during 2022. It is because of the tremendous pride and dedication of the members of our department that we have been so successful and are able to provide such exceptional service to the citizens of Westbrook.

We use the term professional when describing the members of our department. This does not mean that we are made up of entirely all career or part-time staff. Merriam-Webster defines the term "professional" as "one that is characterized by or conforming to the technical or ethical standards of a profession". This definition describes each and every one of our employees, regardless of their job classification.

Throughout 2022, the department continued to face challenges that resulted from the worldwide COVID-19 pandemic. We continually encountered virus surges, vaccination mandates, hospital bed shortages (which at times have doubled our ambulance hospital times), supply and medication shortages and increased mental health crises. Any one of these issues can drastically impact an organization, much less all at the same time. Despite that, this organization did not falter and continued to handle emergency calls each day. We continued to work with community health experts in offering COVID-19 testing and vaccinations in addition to our normal public health and fire prevention responsibilities.

During 2022, the department responded to 4,915 emergency calls for service, this is a 285 (5.79%) increase over 2021 and 754 (18.12%) more than 2020. Based upon the current trend, our projected call volume will reach 6,500 calls within the next 5 years. Our increased call volume has resulted in a 35.9% increase in the number of times we have requested mutual aid to assist with our calls. This includes both fire and EMS responses. In-turn there has been a 39.8% increase in the numbers of request for our department to assist our neighbors.



While the City has been proactive in adding additional full-time staff to our department over the last several years, we have experienced a dramatic decrease in the number of employees within our per-diem program. Where we once had a full roster of thirty (30) employees six (6) years ago, our number has fallen to approximately eleven (11) employees this year. Unfortunately, this problem is not isolated to Westbrook, but has become a system problem throughout the

region. This decrease in per-diem staff has impacted our ability to consistently staff our third ambulance, resulting in the need for mutual aid when the primary ambulances are on calls.

Despite the challenges the department faced over the last year, we have had several accomplishments:

- The department became an American Heart Association Training center for both CPR, Advanced Cardiac Life Support and Advanced Pediatric Life Support. Prior to this designation, we have relied on a third party to sponsor all of our CPR and advanced training courses.
- With the gracious support of the City Administration and the Westbrook City Council, the department received approval to order a replacement ladder truck, 3 advanced life support ambulances, service truck and command vehicle.
- Westbrook Fire became the first in the State of Maine, and third in New England, to be certified in the Blue Card Incident Command System. This is a nationally recognized curriculum for emergency incident commanders and has been listed as a potential area for improvement in two State of Maine line of duty death reports in the past 3-4 years.
- The department was successful in receiving several grants to purchase a new water rescue boat and new large diameter fire hose.
- 2 members of the department successfully completed a paramedic training and became licensed paramedics and 5 are currently enrolled in paramedic school or in the process of testing.

After serving as Fire Chief and Health Officer for 8 years Chief Turcotte decided to leave the Westbrook Fire Department. Through Chief Turcotte's mentorship, he provided me with the tools that were necessary to step into the Fire Chief's role and for that I am personally grateful. Chief Turcotte's departure from the department set in motion several promotions within the agency during 2022:

- Captain Gary Wagner was promoted to Assistant Fire Chief
- Lieutenant Joseph Carroll was promoted to Fire Captain
- Firefighter Lucas Joslin was promoted to Fire Lieutenant

In addition to the above promotions, the city was fortunate to be able to add back the position of Deputy Fire Chief of EMS to the department. This position was founded in part through ARPA funding and focuses on the Emergency Medical Services and Training for the department. We were very fortunate to be able to hire Brian Langerman for this position in February of 2022. Deputy Chief Langerman left behind a 20-year career with the Saco Fire Department. He brings with him over 30 years of experience as an EMS clinician, paramedic, and firefighter.

I would like to thank the Westbrook City Council, City Administrator Jerre Bryant, Mayor Michael Foley and the rest of the outstanding staff of the City of Westbrook for the steadfast support of our department during this demanding time. I continue to appreciate the partnerships with the men and women of the Westbrook Fire Department as we continue to work together, adapt, and change to address the growing community needs. Lastly, I would like to thank the community for their continued support of the department. We look forward to continuing to provide our community with excellent customer service for years to come.

Yours for a safer community,



Stephen Sloan
Chief of Department



Fire Suppression Division

Assistant Fire Chief Gary Wagner

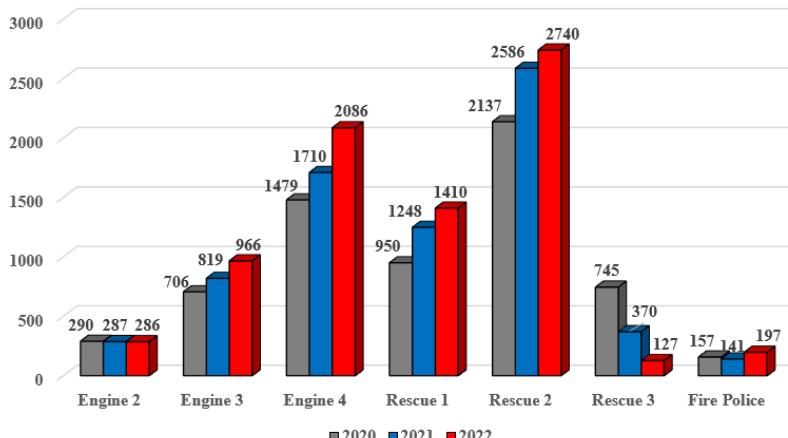
The Westbrook Fire Department is a nimble and innovative 21st century fire and EMS agency. We meet our mission by remaining staffed, trained, and equipped to effectively respond to the emergency needs of The City of Westbrook and its mutual aid partners. Fire suppression anchors the core of our mission; to save lives and protect property. We will risk all to save life, and to mitigate the firefighters' risk, we train, equip, and adapt.

Our suppression personnel are our department's greatest strength. Westbrook is fortunate in that nearly all its cross-trained career staff are paramedics. However, our team also maintains proficiency for low frequency, high risk incidents where their safety is carefully balanced with our commitment to save lives and property. High risk incidents, like structure fires, require experienced teamwork and aggressive firefighting techniques.

Our desire to innovate begins with firefighters who bring their best effort and a desire to serve. Whether they are one of our 45 career firefighters, 10 part time firefighters, 10 call company firefighters or in the fire police brigade, all members work together to manifest a safer public. Each member plays a role in the larger picture of public safety, much like an individual puzzle piece when pressed together to perfect the collective final image. When our team is pressed together in service and strengths combine, we effect positive outcomes.

The fire department has a minimum staffing requirement that promises the community a minimum of 9 firefighters on duty at any time. Four of these firefighters are assigned to ambulances which are frequently committed to 911 medical responses. Our call volume history demonstrates a five percent increase year over year and projecting forward there will exist an increasing frequency when five firefighters or fewer are available inside the city limits. As the growth in call volume continues, we should reevaluate safe staffing levels and look to grow our ranks as pressure on the service demands.

Call Response by Apparatus

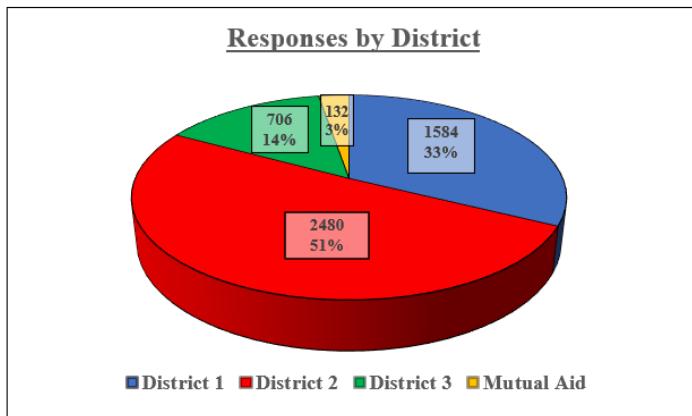


Second only to our staff is our vehicle and equipment fleet, some of which is currently suffering as supply chain disruptions and slow manufacturing times impacted vehicle replacement plans. Currently we have three ambulances on order with an expected delivery of November 2023. Our primary fire response apparatus at the public safety building is a 2004 Quint with a 75-

foot aerial ladder and the ability to pump 2000 gallons of water per minute. City council approved the replacement purchase in 2021 and we expect delivery of a new 100-foot Quint in October of 2023. Apparatus manufacturers are currently reporting 33 month build times, a serious consideration for future apparatus replacement planning. District 3 is home to a much newer 2020 engine/pumper with 1729.5 hours and 28,000 miles.

Safety of our team parallels safety of the community. In the past year, with the support of city council and administration, we replaced all firefighters primary set of PPE. The department furnishes firefighters two sets of PPE so that after an incident one set can be laundered while firefighters remain on duty with a second set of safe and uncontaminated PPE. Contaminated PPE is believed to be a significant cause of exposure to known toxins.

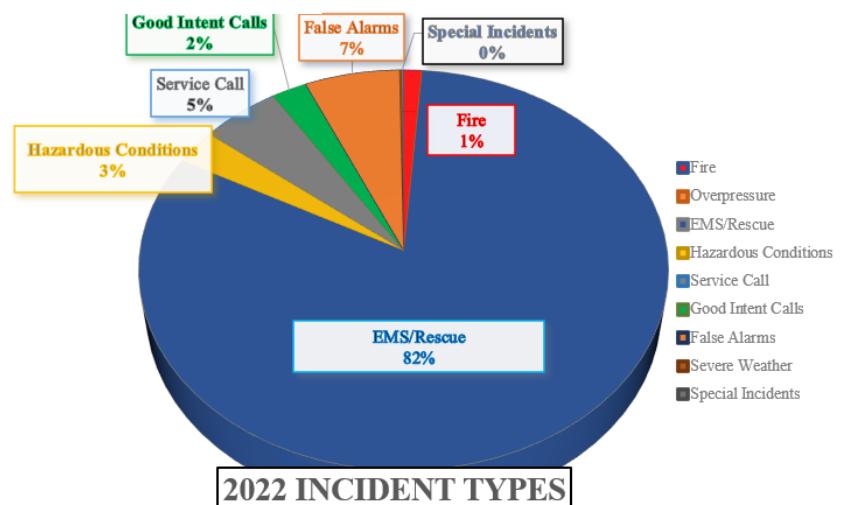
2024 promises to see additional 911 responses across our growing city. We will remain vigilant and prepared to respond to a changing landscape of community emergencies. And above all else, we stand ready to risk life, to save life.



District 1- Is centered on the Presumpscot River and extends east to the city border with Portland

District 2- Continues from the Presumpscot River westward towards the city border with the Town of Windham

District 3- Covers the Prides Corner section of the city along the Bridgton road corridor





Emergency Medical Services Division

Deputy Fire Chief Brian Langerman

The City of Westbrook responded to 4915 calls for service in 2022 of which 3,755 were for medical reasons. Current staffing allows for two of the City's four ambulances to be staffed 24 hours a day, seven days a week. One ambulance is stationed and staffed at the public safety building and the other is stationed and staffed at the Prides Corner Fire Station. The third ambulance is placed in service when the staffing model allows and is housed at the Public Safety Building. The fourth ambulance serves as a reserve ambulance if needed, and backfills the aging fleet as equipment maintenance mandates. Augmenting the emergency medical response are two staffed paramedic level fire engines consisting of Advanced Life Support equipment and medications.

**2013 PL Custom Ford E-450
RESCUE 3**



Miles 107,000
Hours 7,620

**2018 Braun Ford E-450
RESCUE 2**



Miles 70,485
Hours 5,362

**2012 PL Custom Ford E-450
RESCUE 4**



Miles 149,000
Hours 10,470

**2016 Braun Ford E-450
RESCUE 1**



Miles 70,400
Hours 5,349

This year the City purchased three new ambulances to replace the aging fleet and better conform to the new environmental, emissions and safety standards. Due to a global manufacturing shortage of ambulances, two of the three new vehicles are expected to be in service by the end of 2023.

The Westbrook Fire Department currently employs 47 full time staff which includes one Fire Chief, one Assistant Fire Chief, one Deputy Fire Chief of EMS and Training, four Captains, four Lieutenants and 36 career firefighters. All are state licensed to provide medical care. Of the aforementioned, 40 are licensed at the paramedic level, 4 at the intermediate level (3 of which are enrolled in paramedic school or are in the process of testing for their paramedic license), and 3 at the basic level of which two of them are in paramedic school currently. The per diem staff consists of 11 personnel, 10 of which are medically trained. 3 are licensed at the paramedic level, 5 at the intermediate level, 2 at the basic and 1 is a firefighter. The per diem staff assists with covering full time vacancies as needed.

All three Chief level positions are licensed at the paramedic level with a combined 74 years of experience in providing emergency medical care in a 911 setting.

Of the 3,755 medical calls Westbrook EMT's and Paramedics responded to in 2022, 1,543 IV's were established and 1,247 patients received prehospital EKG monitoring. Of those 1,247 patients, 888 patients required advanced 12 lead EKG monitoring due to suspected cardiac events. 25 patients were ventilated prehospitally and 12 patients received emergent intraosseous access (IO) in which paramedics needed to drill a needle into the patient's bone in order to provide life saving medications and fluids via the bone marrow canal. All of these advanced skills require a high and dedicated level of training with continued monitoring and competency verification. We utilize a multi tiered quality assurance and quality improvement review system to ensure that the EMS providers are maintaining their skills and providing only the highest level of care to the patients that they treat.



Emergency Communications

Communications Director Greg Hamilton

2022 in Review

The Emergency Communications Department consists of ten full time staff members and four per diem dispatchers. Within the full time staff, two serve as Lead Dispatchers and one as Dispatch Supervisor. These professionals manage all of the emergency and non-emergency calls for service for Westbrook's Public Safety Agencies. In addition, the communications department is responsible for all walk in inquiries at the public safety building as well as all city inquiries after hours. In 2022, the Communications Department answered 53,837 telephone calls, of which 16,805 were 911 calls. The Communication center answers all 911 calls for our City as well as those for the Towns of Falmouth and Yarmouth. The City of Westbrook's emergency communications center is a state certified public safety answering point (PSAP) and as such must maintain all the necessary certifications and license level to practice both emergency medical and emergency fire dispatching protocols. These protocols, when applied by a licensed dispatcher, help to efficiently and quickly isolate the reason for the call, determine what resources are needed and how those resources should respond. Once help is on the way, the protocols further assist by directing the dispatcher to provide additional information and pre-arrival instructions that may be necessary to assist the caller with bleeding control, airway maintenance or CPR. As mentioned in the total number of answered 911 calls, the communications center provided Emergency Medical Dispatch (EMD) protocol instructions to 5,110 callers and 759 Emergency Fire Dispatch (EFD) protocol instructions.

Answering the tens of thousands of calls from the public and being able to appropriately triage the emergency and non-emergency calls for service is just the beginning of the Communications Department's mission. Our role continues with the timely assignment and proper management of all the field units that are assigned to each call for service. We must ensure the proper number and type of unit(s) are assigned based on the information we gather from our callers. While en route and once on scene, our field responders depend on the members of the emergency communications department to maintain constant radio contact with them and to provide updated, critical information pertaining to the call for service they are answering. This is a vital role for the safety of the firefighters. Often times, the dispatchers will anticipate what the requests of the on-scene fire officer may be and will have the information readily available. During busy times, such as with any building fire, dispatchers are also responsible for arranging coverage for the stations as well as calling for additional resources, as requested from the incident commander.

Looking ahead.....

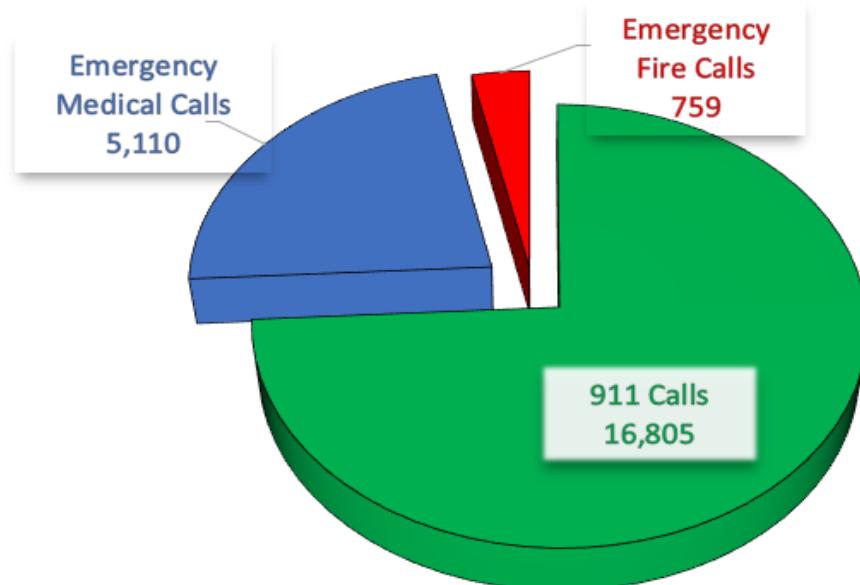
During 2023, the Department will be replacing our aging dispatch consoles which are specialized movable ergonomic work stations designed for 24/7 intensive use in 911 command type call centers. This will be a far reaching project that will involve the re-location of our center for a brief time period and will require significant

collaboration with our many vendors and public safety partners. Once completed, this project will have helped to make our 911 center a more efficient, reliable and consistent work space for the dispatchers who work in the center.

Another exciting opportunity on the horizon for the entire public safety team is expanding and enhancing our translation, location and text to 911 capabilities. Public safety leadership will soon be partnering with Convey911. Convey911 is a local company that through research, development and partnership with current 911 software vendors, has developed products which will assist our dispatchers and first responders better serve our ever changing community. For the dispatcher in the 911 center this means a more enhanced GPS location of callers, bidirectional SMS/MMS and texting to 911. For all of our users both in the 911 center and in the field this will provide, consistent GPS location of cell phone callers, video to assist in communicating with citizens in over 135 languages in real time all via smart phone. This enhanced technology will save critical time in locating callers and assisting callers in need of interpretive services during an emergency.

We will continue to look ahead at technology and best practices within our industry to ensure that our dispatchers are providing the best possible care and support to the calling public. We will also assure that we are providing the best possible support for our first responders and our team members in the field providing hands on care. All the while, we are mindful that speed and efficiency must always be accompanied by kindness and compassion.

WESTBROOK COMMUNICATIONS CENTER





Fire Inspections



Inspector/ Fire Lieutenant Michael Corey

In 2022 the Fire Department conducted over 1,200 general fire inspections, along with working with building developers and site contractors on new construction project within the City of Westbrook. The Fire Department also attends all preconstruction meetings that are held with the code enforcement and planning department to give fire departments code analysis for the applicable National Fire protection Agency (NFPA) code sets.

As our city grows at an extraordinary rate, the fire department continues to inspect all existing multifamily apartments and commercial properties. New inspection and pre-incident planning software is being introduced to help with duty crew inspections so we may get up to date, real time violations and owner information as we respond to emergency incident scenes. These inspections will assist this department with identifying the correct property owner and reduce the time it takes to follow up on any potential fire code violations. In the past, significant time was spent by the administration, trying to research and identify the correct building owners and point of contact.

During this year we will be spending considerable time working with Sappi North America as they work to consolidate their vast number of buildings, into a more compressed localized and cost effective operation. This includes identifying which buildings will become "Vacant" and what steps will need to be taken for these buildings to hold this designation and ensure that any potential unwanted hazards are avoided. Additionally, our department along with the assistance of the City's code enforcement department, continues to inspect all the schools within the city, which assists them in maintaining the highest level of safety for our students and staff.

We would like to remind everyone to check your smoke detectors and carbon monoxide detectors monthly and replace them at least every 10 years or when the manufacturer recommends replacement.





Fire Prevention and Education

Fire Lieutenant Lucas Joslin



Each year the Westbrook Fire Department schedules and delivers a wide range of educational opportunities to an engaged citizenry. The audience is as diverse as our community, from school aged students to seniors. Fire prevention, risk reduction, and general safety lessons are delivered to every corner of the city, in environments that include educational facilities, businesses and multi-unit residential housing facilities. Additionally in 2022 we re-opened the public safety facility to welcome pre-scheduled station tours, classes and community visits.

Our 2022 fire prevention education effort was a resounding success even with the complexities of the COVID 19 pandemic still present in the early part of the year. The department takes great pride in providing high quality service on emergency incidents, and our fire prevention education team takes equal pride in delivering lessons that are proven to reduce the frequency of emergencies. Coordinated fire prevention education empowers the community with the skill, knowledge, and ability to prevent fire, identify hazards, and prepare for emergencies before they occur.

The Fire Prevention Education team delivered programming to nearly 3,000 residents in 2022. Residents ranged in age from pre-school children to seniors including many in retirement and elderly housing communities. Interestingly the focus of our programming remains similar regardless of age, to deliver fire safety education and risk reduction strategies.

School aged children were delivered the 2022 Fire Prevention theme of “Cooking Safety.” Emphasis was placed on the importance of not cluttering the counter or stove top when cooking, the importance of supervision when cooking, how to extinguish a grease fire, and to never leave cooking food unattended. A similar program designed for our senior community provided similar messaging and added their community incident action plans, as well as access to the national “File of Life” program.

The File of Life program places and encourages the maintenance of an accurate document secured in the home containing urgent medical information and medications. The file is easily accessible by EMS personnel if the patient is unable to speak or unconscious. Our emergency crews and our fire prevention team work together to assist our citizens in maintaining their File of Life information. Our city’s senior population also received “Fall Prevention” an in-home risk reduction training. This program is delivered by our fire prevention team but is a coordinated program with the Maine Center for Disease.

We continue our foundational and ongoing outreach program to assist Westbrook residents with maintaining adequate smoke detector coverage. We work with tenants and landlords to create a safe environment for sleeping occupants. Our department apparatus stocks the equipment to service or replace a detector should the residence not have adequate coverage, failed coverage, or to make immediate habitation safe. For any community member who has an out-of-date or faulty detector, the department will ensure that the family is protected until the out of service detectors are replaced.



2022 Trainings Conducted

ACLS

CONFINED SPACE

HAZMAT

WATER RESCUE

SAFETY SURVEYS

BLOODBORNE

PATHOGENS

HOSPICE TRAINING

VENTILATION

FORCABLE ENTRY

FIREPUMPS

HOSE

ADVANCEMENT

LADDER OPS

ENGINE OPS

VEHICLE
EXTRICATION

FIREFIGHTER
SAFETY AND
SURVIVAL

LEADERSHIP
DEVELOPMENT

ALARM SYSTEMS



Training Division

Deputy Fire Chief Brian Langerman



FIRE AND EMS TRAINING

The Training Division is responsible to ensure that all Westbrook Fire Department personnel are properly trained in accordance with all applicable federal, state and department requirements. The Department is required to maintain compliancy to legal standards as provided by multiple agencies. A few examples include OSHA, Maine Fire Training, National Fire Protection Association, Maine Department of Health, and FEMA.

The department has documented over **8,386** training hours in 2022, which was achieved despite the limitations and restrictions the Department faced because of the Coronavirus pandemic. Members trained on various disciplines such as swift water rescue, incident command, structural collapse, confined space rescue, structural firefighting, vehicle rescue, emergency medicine, and hazardous materials. The Westbrook Fire Department is an all-hazards response agency with subject matter experts who assisted in the delivery of the trainings.

INCIDENT MANAGEMENT AND COMMAND

The department certified all full-time shift level officers and command staff in the nationally recognized "Blue Card" Incident Command Certification Program. The "Blue Card" training program provides fire departments with a training and certification system that defines the best standard command practices for strategic and tactical emergency operations. Westbrook Fire Department was the first agency in Maine to adopt and train to this national standard. This training and certification program produces Incident Commanders that are capable of making better decisions by providing the, with the framework and skill sets to effectively manage both simple and complex incidents. The "Blue Card" Program is endorsed by the International Association of Fire Chiefs as well as the Center for Public Safety Excellence. Several department members also attended and successfully completed the Federal Emergency Management Association ICS-300 and ICS-400 level certifications for Intermediate and Advanced Complex Incident Command.

EMS INSTRUCTOR PROGRAM

In April of 2022 Westbrook Fire Department hosted and developed the EMS Instructor Symposium. This program focused on bringing EMS instructors from across the southern portion of the State together to discuss important EMS educational topics as well as improvement strategies to future EMS programs. The program gained rapid recognition and over 24 agencies were represented across seven courses. Maine EMS leaders and administrators also were in attendance for most of the presentations. This program is a first of its kind developed primarily for EMS educators in Southern Maine.

To date the program continues to evolve and grow and agencies such as Freeport, Scarborough, Saco & Bath have agreed to host or teach future courses.

FIRE OFFICER DEVELOPMENT PROGRAM

In conjunction with The National Fire Academy, Maine Fire Service Institute and Southern Maine Community College, Westbrook Fire Department hosted a 6-day Leadership in Supervision Program. The program was delivered via three in person 16-hour modules spanning over three months. The national programs content focused on Creating Environments for Professional Growth, Perspectives in Thinking, and Frameworks in Success. Successful completion of the course allowed for students to meet the prerequisites for the National Fire Academy's Managing Officer Program.

FIREFIGHTER RECRUIT ACADEMY

In February of 2022, the Westbrook Fire Department filled vacated positions by adding four new firefighters to the department with Recruit Class #22-01. In August of 2022 four more firefighters were brought into the department as part of recruit class #22-02. These new members spent seven weeks in the Department's Recruit Academy learning the requisite knowledge, skills, and professionalism required to be a City of Westbrook Firefighter. During this time, members spent each day developing their physical and mental fitness necessary for the job. The training followed the NFPA standards for Firefighter I and Firefighter II, is recognized by the Maine Fire Service Institute, and included an in-depth review of local geography and hazards specific to the City of Westbrook. After successful completion of the Recruit Academy, the eight probationary firefighters have continued their training on their respective shifts, honing their skills as firefighters and emergency medical technicians all while serving the community.

COMMUNITY EDUCATION

Westbrook currently holds the designation of a "Heartsafe Community". As part of this prestigious designation, it is the responsibility of the city to remain educated and proactive in cardiac emergencies. The paramedics within the fire department have all been certified in Advanced Cardiac Life Support in a collaborative effort to provide the best possible out of hospital care in the event of a cardiac emergency or cardiac arrest. Furthermore, a few of the paramedics have become nationally certified American Heart Association instructors in this topic so that they can

continue to offer this education to new staff members and surrounding communities that live and work in Westbrook. In addition, several paramedics have become CPR instructors and through a city-wide effort trained many city employees. AED's or Automated External Defibrillators have been placed in all occupied city buildings to include public works, city hall, public safety building, library, and the community center. Auxiliary fire apparatus, the police department supervisor's vehicle, and fire department chief's vehicles are also equipped with AED's.





DEPARTMENT APPERATUS

ENGINE 1- 1996 Ferrara

ENGINE 2 - 2015 Pierce

ENGINE 3 – 2020 E-One

ENGINE 4- 2004 E-ONE

SQUAD 1- 2006 Hackney

MARINE 1- 2005 Yamaha

UNIT 6- 2022 Ford F-150

UNIT 7- 2002 GMC 2500

RESCUE 1- 2016 Braun

RESCUE 2- 2018 Braun

RESCUE 3- 2013 PL Custom

RESCUE 4- 2012 PL Custom

TRAFFIC 5- 2002 Chevy Van

UTV – 2006 Yamaha 900

CAR 1 – 2021 Expedition

CAR 2 – 2016 Explorer

CAR 3 – 2006 F-150

CAR 4 – 2015 Explorer

Department Apparatus & Maintenance

Fire Lieutenant Robert Franklin



Maintaining a fleet of 18 emergency response vehicles and ensuring that they are ready to respond in a moment's notice without issues is no easy task. To streamline the process and decrease the out of service time the Westbrook Fire Department contracted with Scarborough Public Works in 2022 due to their expertise with emergency vehicle apparatus maintenance and repair. Scarborough Public Works currently services numerous surrounding towns and local municipalities and often has parts on hand to repair broken apparatus, thus decreasing the out of service time. Scarborough Public works also assists with the preventative maintenance such as oil changes, state inspections, seasonal conditioning of vehicles and tire rotations. Other services such as minor fabrication and equipment installation and outfitting is also performed.

The past two years have posed a significant strain on the departments ability to replace apparatus that has reached its normal life expectancy for emergency vehicle use. Supply constraints and back orders due to COVID 19 have forced the department to delay or postpone the normal cycle of replacement. In May of 2020, the Westbrook Fire Department took delivery of a new 2020 E-One Fire engine and placed it in service at Prides Corner Fire Station decommissioning the 1991 KME fire Engine.

In June 2021 approval was given to purchase a fire truck to replace the current 2004 E-One quint (Engine 4 stationed at Fire Headquarters). Engine 4 is the primary truck used for fire response throughout the downtown district and it functions as the only ariel piece of apparatus for the entire city. The new Quint will be manufactured by E-One and will be equipped with a 100' ariel replacing the current 75' ariel that Engine 4 currently has. The new truck will also include numerous safety features developed over the past 20 years.

Three new ambulances were purchased to replace three of the existing ambulances that have been heavily used due to the recent increase in call volume. The rapidly increasing call volume has created a proliferation of unforeseen wear and tear on the apparatus. In 2022 there were 3,755 ambulance calls within the city of Westbrook and 1160 fire related calls. Due

to the current staffing model, the ambulances respond to fire related calls when available to assist with fire suppression and mitigation. When the ambulances aren't being used for EMS or fire calls, they are often on the road conducting inspections and training. This non stop use of the apparatus for multi-function job related tasks has increased the need to replace them sooner than anticipated. With the current inventory shortage and often multi year delays on manufacturing it was prudent to order three ambulances at one time.

In 2023 we will be taking delivery of a new boat to replace the 18-year-old current marine one. The new boat will be equipped with a jet drive motor which will improve maneuverability in shallow water conditions. Marine 1 services the Presumpscot river for all water related emergencies from Gorham to Falmouth.

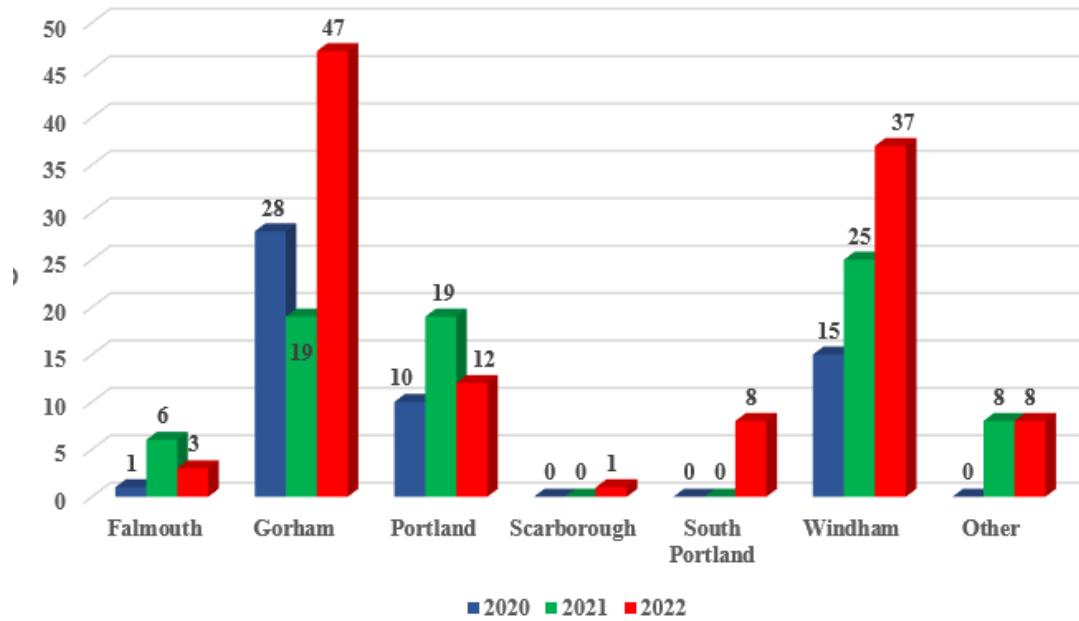
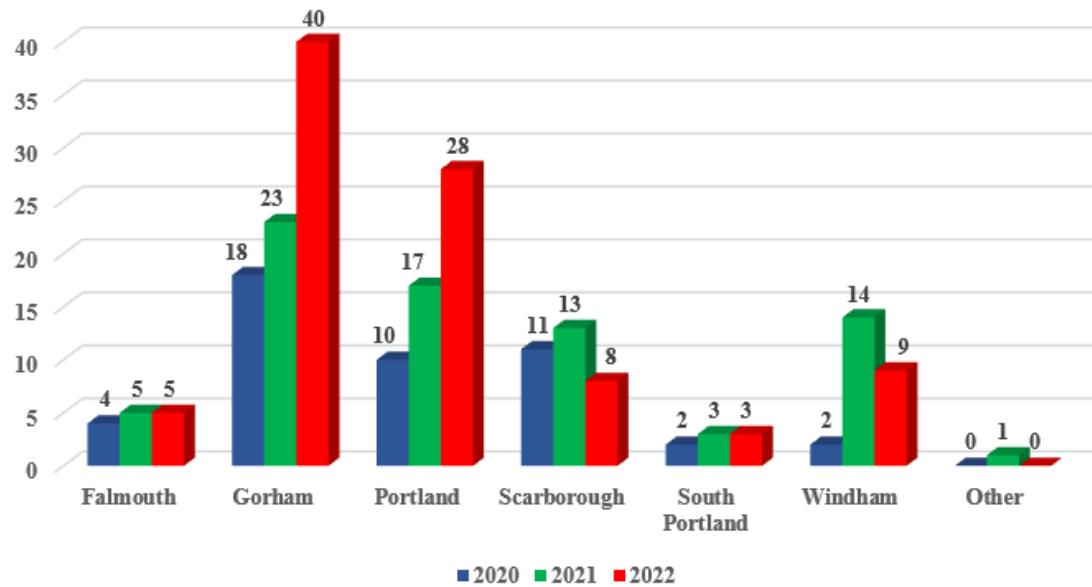
Unit	Description	Year Manufactured	Year Purchased	Projected Replacement	Purchase Cost	Replacement Cost	Miles	Hours
Engine 1 96-1	Ferrara 1250 GPM	1996	1996	Will be Decommissioned 11/2023	\$190,000			8776
Engine 2 15-1	Pierce 2000gpm	2015	2015	2035	\$485,000	\$750,000	61,010	4,111
Engine 3 20-1	EONE 1500 GPM	2020	2019	2040	\$550,000	\$850,000	28,610	1,770
Engine 4 04-1	EONE Quint 2000gpm	2004	2005	Expected Delivery 10/2023	\$565,000	\$1,100,000	123,516	13,141
Squad 1 05-1	Hackney Heavy Rescue	2006	2006	2026	\$300,000	\$450,000	27,002	2,200
Ambulance 16-2	Braun	2015	2015	Delivery Expected 11/2023	\$145,000	\$340,000	109,333	7,392
Ambulance 18-1	Braun	2018	2018	*2023*	\$185,000	\$265,000	75,787	5,774
Ambulance 13-1	Ford E450	2013	2013	Delivery Expected 11/2023	\$175,000	\$340,000	107,775	7,728
Ambulance 12-1	Chevy	2012	2012	Delivery Expected 11/2023		\$340,000	146,544	11,756
Car 1	Ford Expedition	2021	2021	2029	\$45,000	\$55,000	16,500	
Car 2	Ford Utility	2016	2016	2026	\$37,000	\$47,000	76,542	
Car 3	Ford F150	2006	2006	2024	\$25,000	\$48,000	79,452	
Car 4	Ford Utility	2015	2015	*2022*	\$38,000	\$56,500	132,000	
Unit 6	Ford F150	2021	2022	2032	\$35,000	\$55,000	5000	
Unit 7	GMC2500 Utility	2002	2002	*2020*	\$30,000	\$56,500	75645	
Traffic 5	Chevy G Van	2002	2005	*2020*	\$13,000	\$45,000	60,001	

EMS Call Responses and Statistics

During 2022 the Department responded to 4,915 calls for service. This is an increase of 285 calls from 2021 and increase of 754 calls from 2020. This increase was primarily due to the increase in medical emergency requests. The department currently staffs two ALS Ambulances that responded to 3,755 calls for service in 2022.

Emergency Medical Services accounts for approximately 75% of the department's 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. When Westbrook or surrounding communities are unable to handle the surge in call volume due to multiple calls at once or the need for additional personnel on calls, they are forced to rely on surroundings for mutual aid.

	Mutual Aid Provided			Mutual Aid Received		
	2020	2021	2022	2020	2021	2022
Buxton Fire & Rescue	0	0	1	0	0	0
Casco Fire & Rescue	1	0	0	0	0	0
Gorham Fire & Rescue	28	19	47	18	23	40
Falmouth Fire & Rescue	1	6	3	4	4	5
Limington Fire & Rescue	0	0	2	0	0	0
Northeast Mobile Health	1	2	1	0	0	0
Portland Fire Department	10	19	12	10	17	28
Raymond Fire & Rescue	1	2	0	0	0	0
Sacopee Valley EMS	0	0	2	0	0	0
Scarborough Fire & Rescue	0	0	1	11	13	8
South Portland Fire Department	0	0	8	2	2	3
Standish Fire & Rescue	0	3	0	0	1	0
Stewarts Ambulance	0	0	1	0	0	0
Windham Fire & Rescue	15	25	37	2	14	9
TOTAL FOR EACH YEAR	57	76	115	49	74	93

Mutual Aid Provided**Mutual Aid Received**

Department Promotions & New Employees

Promotions

Stephen Sloan Jr.

Chief of Department

Steve began his career in the fire service with the Town of Cumberland while he was in high school. During that time, he developed a passion for the service which led him down the path of paramedicine. After graduating from SMCC in 2004, Steve was hired by the Scarborough Fire Department where he was promoted as one of their first full time Lieutenants in 2006. Steve Joined the Westbrook Fire Department in 2015 as the Deputy Fire Chief and became the Assistant Fire Chief in 2021. Steve step into the Interim chief roll in October of 2021 and was appointed the permanent Fire Chief in May of 2022.



Gary Wagner

Assistant Fire Chief

Gary began his career in the fire service in 1996 serving as a paramedic with Wells EMS and later the Sanford Fire Department. In 1997, he was hired as per diem paramedic with Westbrook Rescue. Three years later, in 2000, when Westbrook Rescue combined with Westbrook Fire, Gary was hired as the first Fulltime Firefighter/Paramedic serving in the newly established, dual role department. Throughout his career, Gary served in many different roles within the department including both ambulances and all fire apparatus. In 2013, Gary was promoted to the rank of Lieutenant, serving at Pride's Corner Station as the officer in charge of Engine Company 3 and Rescue Company 1. In 2018 Wagner was promoted to Fire Captain and served as the Shift Commander of Shift 1, the position he held until his assignment to Interim Assistant Chief.



Joseph Carroll

Captain of Shift #1

Captain Carroll started as a career Westbrook firefighter in 2005 after being hired by Chief Gary Littlefield to fill a vacant "day firefighter" position. Carroll seized the opportunity of the unique daytime schedule to both train as a Paramedic and familiarize himself with the different operational capacities of each platoon. It was this early experience, observing all four teams, where Carroll developed a keen interest in departmental training and cultural consistency. These two themes became emblematic of his fire service career and sparked a professional interest in firefighter safety and team development.

Carroll brought his passion for training to the Presumpscot Valley Fire Academy in 2002 as an instructor, and became the program coordinator in 2009, a role he continues today. In 2015 Carroll was promoted to Lieutenant on Westbrook Engine 3 and this year he promoted into the Captain position on Shift One.



**Lucas Joslin***Lieutenant of Shift #4*

Lieutenant Joslin started his in the fire service at the age of 15 as a Junior Firefighter in his hometown of Walpole, New Hampshire. Lucas's strong work ethic was driven into him at an early age by his father on a dairy farm. In 2011 he came to Maine in pursuit of his college degree at Southern Maine Community College while serving as a Live-In Student with the Gorham Fire Department. In 2015 Lucas accepted a full-time firefighter position with the City of Westbrook. Along with taking on many other responsibilities Lucas expanded the current fire prevention program from only school aged children to an all-age inclusive fire prevention program. In November 2021 he was selected to operate in the Interim Lieutenants position and was official appointed to the rank of Lieutenant in September of 2022.

New Employees**Brian Langerman***Deputy Fire Chief of EMS & Training*

In February of 2022 Brian Langerman left a 19-year career with the City of Saco Fire Department to come join us here in Westbrook. Brian was hired to fill the position of Deputy Fire Chief of EMS and Training. Brian brings with him over twenty-five years of experience as a 911 career firefighter / paramedic with a focus in critical care medicine and education. Brian was born and raised in New York City where he started his EMS career. Several years later he moved to Utah where he was hired as Deputy Sheriff Paramedic just outside of Salt Lake City. Longing to move back to the east coast, he returned in the winter of 1999 and settled in Maine.

**Jack Cannon***Firefighter/EMT on Shift #3*

Jack was born and raised in Saco, Maine and enrolled into University of Maine to major in Engineering. Upon arriving at the school Jack joined the University Volunteer ambulance Corp and discovered his passion for helping people. Jack obtained his EMT license while at school and returned home the following year and enrolled in Southern Maine Community Colleges fire science program. While in school Jack was offered the position of a live-in student with Gorham and Standish Fire Departments. Jack completed the fire science program and was eventually hired by Westbrook. Jack is now enrolled in United's Paramedic Program and is on track to graduate this November.

**Dane Gomberg***Firefighter/Paramedic on Shift #1*

Dane was born and raised in Pittsburg, PA and moved to Winthrop Maine at age 12. In 2008 Dane joined the Winthrop Maine fire department as a junior firefighter and started his public safety career. In 2010 Dane obtained his State certifications for Firefighter and EMT and joined the Winthrop Call company. In 2010 Dane was also granted a live-in position with Windham / Gorham Fire Departments while he finished his Fire Science degree. Dane also was hired as a per diem EMT with the Windham, Gorham, Scarborough and Old Orchard Beach Fire Departments. In 2019 Dane earned a full-time position with the Town of Windham fire Department as a Firefighter / EMT-Advanced. Dane applied to, and was hired by, Westbrook where he successfully completed his Paramedic education and obtained his paramedic license in 2022.

**Reed Gilbert***Firefighter/Paramedic on Shift #2*

Reed was born and raised in Scarborough Maine. Reed obtained his State Firefighter certifications in 2014 through the Westbrook Regional Vocational Center Public Safety Program. Reed obtained his EMT license through SMCC in 2018. Reed has been a member of the Westbrook Fire Department since 2019 as a per diem. In 2020 Reed obtained his Paramedic license through United Training Center. During his per diem service, Reed developed a strong connection to the department, desiring to serve as a full time member. In addition to Westbrook, Reed is also an EMS educator with United training center, as well as a Deputy Chief with the Town of Richmond.

**Sam Carpenter***Firefighter / AEMT on Shift #1*

Sam was born and raised in Cabot Vermont where he joined the local ambulance company at age 18. Sam moved to Maine in 2019 looking to further his fire and EMS career. After obtaining his EMT Advanced license Sam was hired by the towns Wells and Old Orchard Beach as a per-diem EMS employee. Sam has always dreamed of working in Westbrook so when the opportunity became available, Sam applied and was hired. Sam is currently enrolled in school to complete his Paramedic Education.

**Isaac Wipfler***Firefighter / EMT on Shift #2*

Isaac was born and raised in Portland Maine and in his early adult years spent time living in Central America working as a SCUBA instructor. Isaac returned to Maine and was hired by Casco Bay Lines as a deckhand. Looking for a career change, Isaac obtained his EMT Basic license and attended the Presumpscot Valley Fire Academy in early 2022 and was highly encouraged by his instructors to apply to Westbrook Fire. Isaac fell in love with the fire service and decided that this was the career he wanted to spend the rest of his life doing. Isaac is currently enrolled in the EMT to Paramedic program starting mid-late 2023.

**Lillian McMullin***Firefighter / Paramedic on Shift #3*

Lily was born and raised in South Portland, Maine and has spent her entire life living within the State. Lily started her fire and EMS career in Gorham where she was hired as an EMT Basic in 2015. Lily progressed through the educational ranks rapidly and eventually obtained her Paramedic license in 2017. Lily is also a part-time firefighter in the Town of Gorham.

Domenick Schmidt*Firefighter / Paramedic on Shift #4*

Domenick was born in North Carolina and moved to Vermont at the age of two. In 2018 Domenick was offered a position with the Standish Fire Department as a live in student while he attended Southern Maine Community College's Fire Science program. Domenick was hired as a full time Firefighter in standish after graduation and was also offered a job as a job with the Westbrook Fire Department as a per diem EMT. Domenick graduated Paramedic school in 2022 and was offered a full time position with the Westbrook Fire Department. Dominick's desire to help people started in his teenage years when his father suggested he join the local fire department. It was at that moment Domenick realized he was meant to be a firefighter.

**Toby Sarette***Firefighter / Paramedic on Shift #1*

Toby was born and raised in Bedford NH and started his fire and EMS career in 2020 when he enrolled in the paramedic program at Southern Maine Community College. While in school Toby was selected to work as a live in student for the Yarmouth Fire Department. Toby spent two years learning his skills in Yarmouth and decided that he wanted to further pursue his professional career in Westbrook.

**Greg Vatulas***Call Company – Fire Police*

Greg was born and raised in Portland, Maine and started his fire service career with the Falmouth Fire Department in 1990 where he served 26 years as a volunteer firefighter / EMT. During this time Greg worked as a food service manager for the Cumberland County Jail. Greg retired from civil service in 2014 and spent several years enjoying retirement and traveling as well as working security part time at the Civic Center. Wanting to get back into public safety Greg joined the Westbrook Fire Department in 2022 as part of the Call Division Fire/Police unit.



**Mark Lizotte***Call Company – Fire Police*

Mark grew up in Westbrook and decided to follow a career path in the food services industry shortly after high school. Mark currently works as the Kitchen Manager at the Catherin Morrill Day Nursery. Mark will often tell you that he has spent his adult life pursuing the challenges of the food service industry. In his off time Mark spends hours honing practicing Shotokon Martial Arts. In 2022 Mark decided that he would join the Westbrook Call Company Fire Police division in an attempt to give back to the community.

**Dan Perreault***Call Company – Firefighter*

Dan was born and raised in Scarborough, Maine and worked as a diesel mechanic from 2005-2022 in Gorham for North American Industrial Services. In 2022 Dan decided that he needed a change, and he became the owner and operator of the Steamy Weenie Hotdog Cart. Dan operates this cart throughout Southern Maine. Dan decided to join the fire service in the hopes of trying something new and joined the Westbrook Call Company in 2022. In his spare time Dan also works as a bus driver and receptionist for the Westbrook Community Center to strengthen his ties within the community.

**Dustin Perreault***Call Company – Firefighter*

Dustin was born and raised in Scarborough, Maine and followed in his father's footsteps and followed a career path in the diesel industry and fire service. Dustin currently works as the New England Territory Sales Manager for Kenworth trucks. In high school Dustin joined the Scarborough Junior Firefighter program and activity participated in that program until 2005. Shortly after that Dustin joined the South Portland Fire Department Call Company and has been a call company member there since 2008. Dustin joined the Westbrook Call Company in 2022.

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 roadway.

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 available on all our apparatus as well as our fire 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 need 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.

Will I receive a bill for an Ambulance transport?

The City of Westbrook does bill each time the ambulance is requested. The rate is depending on the level of service provided and if you are transported to the hospital or not. If you are not transported to the hospital, there is a fee of \$125.00. Transport costs range between \$700 to \$1,500 per transport. The department does have a Hardship application for those individuals that are experiencing financial difficulties. To request a copy of the application, please follow the instructions on your ambulance bill.

How do I schedule a fire inspection?

If you would like to schedule a fire inspection, please email our fire inspector Lieutenant Mike Corey at mcorey@westbrook.me.us