



Prepared by: Director Melinda J Fairbrother-Dyer

First Quarter: 1/1/2021 - 4/1/2021

Cumberland County RCC Quarterly NewsLetter

Readers,

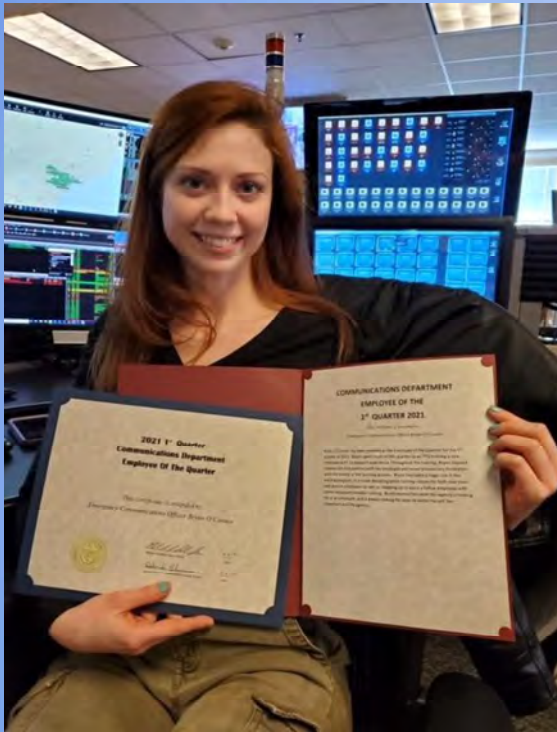
It is my pleasure as the newly promoted Director of Communications, to present to you a glimpse at what is going on at the CCRCC in our first ever quarterly newsletter.

The members of the CCRCC are Cumberland County's first first responders. This newsletter is intended to provide our partnering agencies with some important quarterly stats but also to help better educate our very own partners in the community a bit on who we are, what we stand for, and what roles we play in the public safety world. If you have thoughts or suggestions for the next edition of our quarterly newsletter, please send them to Melinda at mjdyer@cumberlandcounty.org.

Thank you for taking the time to see some of the important work this team of silent heroes does on the daily.

Respectfully,

Melinda J Fairbrother-Dyer



COMMUNICATIONS DEPARTMENT

EMPLOYEE OF THE 1st QUARTER 2021

This certificate is awarded to

Emergency Communications Officer Brynn O'Connor

Brynn O'Connor has been selected as the Employee of the Quarter for the 1st quarter of 2021. Brynn spent much of this quarter as an FTO training a new employee with no dispatch experience. Throughout the training, Brynn showed compassion and patience with the employee and never showed any frustration with the trainee or the learning process. Brynn has taken a huge role in the training program, to include designing some training classes for both new hires and veteran employees as well as stepping up to assist a fellow employee with some requested remedial training. Brynn exemplifies what this agency is looking for in an employee, and is always looking for ways to better herself, her coworkers and the agency.

2021 Employee of the 1st Quarter

Total Calls ALL Towns	January	February	March
Law Cases	5,173	4,419	5,797
Fire / EMS	1,196	1,072	1,302
Animal Cases	121	112	164
Total Calls	6,490	5,603	7,263
9-1-1 Call Volume	2,372	2,210	2,430

Total Law Incidents by Town	January	February	March
Baldwin	52	51	96
Bridgton	513	430	473
Casco	142	177	174
Chebeague Island	0	0	0
Cumberland	321	297	457
Frye Island	0	0	0
Gorham	799	771	990
Gray	377	247	410
Harpswell	197	181	232
Harrison	143	137	174
Long Island	0	0	0
Naples	273	211	247
New Gloucester	137	110	138
North Yarmouth	118	101	82
Pownal	29	26	35
Raymond	185	152	233
Sebago	78	55	65
Standish	540	365	554
Windham	1,184	988	1,282

Total Fire Incidents by Town	January	February	March
Baldwin	6	5	14
Bridgton	44	22	36
Casco	61	55	49
Chebeague Island	1	6	4
Cumberland	56	55	63
Frye Island	0	0	0
Gorham	234	191	233
Gray	99	93	118
Harpswell	41	49	55
Harrison	30	21	38
Long Island	2	1	4
Naples	55	65	76
New Gloucester	54	45	41
North Yarmouth	20	33	33
Pownal	9	15	6
Raymond	61	56	54
Sebago	18	15	23
Standish	172	130	184
Windham	233	215	271
Total	1,196	1,072	1,302

Total Animal Complaints by Town	January	February	March
Baldwin	6	3	3
Bridgton	26	23	34
Casco	13	11	19
Chebeague Island	0	0	0
Cumberland	23	11	13
Frye Island	0	0	0
Gorham	37	41	40
Gray	19	8	23
Harpswell	4	0	9
Harrison	3	5	17
Long Island	0	0	0
Naples	13	13	16
New Gloucester	9	8	11
North Yarmouth	11	21	14
Pownal	1	1	1
Raymond	9	14	19
Sebago	8	3	5
Standish	19	19	32
Windham	25	19	25

	January	February	March
Missing Persons	22	8	7
Suicidal Calls	13	10	9
Protocol 9 / Not Breathing / CPR Calls	16	9	17
Death Unattended	13	7	12
Mental Health	67	58	52
Traffic Stops / Details	1,157	816	1,501
Domestics	46	50	27
Motor Vehicle Accidents	229	221	214
Protocol 69 / Structure Fires	55	62	91
Attempt to Locate	185	197	256

Quality Assurance

The CCRCC works very hard to maintain a high level of quality in the work that is done by the members of the organization. The CCRCC has developed a program to measure this Quality throughout the agency on a daily, monthly, yearly basis.

	January	February	March
Law Case Reviews	44	44	41
EFD Case Reviews	53	62	61
EMD Case Reviews	103	102	101
Monthly NCIC Validations	79	45	42
Missing Person Case Reviews	21	8	7
9-1-1 Average Ring Time	5 seconds	5 seconds	5 seconds

Meet one of the voices behind the headsets

My name is Maria Jensen, I have been at the Cumberland County Regional Communications Center for 8 years in August. As a freshman in high school, I had my heart set on nursing school and was accepted into my first choice graduate school. The first year was not what I expected, but I received my CNA license and began working at a local nursing home. After about 3 years, I moved on to Maine Medical Center. CNA work proved to be hard, very rewarding, but hard! Around the 5-year mark, I became exhausted and burnt out. I was searching for other career options that were equally as rewarding for me when I stumbled upon the job posting for a dispatcher. My application was chosen and I was hired a short time later.

It has been a wild ride, one that I would not change for anything! Before becoming a dispatcher, I thought it was a simple job. Call comes in, dispatch sends police or fire, easy enough! I have never been more wrong. In my years here, I have taken calls that have made me laugh, cry, and smile. I have taken calls from family members and friends. This job has opened up many opportunities for me. In my tenure here, I have become part of the Quality Assurance program, trained new employees, attended many trainings, traveled to Vegas, and was appointed as a dispatcher for the ESU team (the county's version of the SWAT team). People call me with their worst day and I am glad I chose to be here to answer their calls. Someone once told me "If you love your job, you will never work a day in your life." This rings true for my career in Public Safety as a 9-1-1 Dispatcher!



Meet our New Hires

Bailey McDermott

My name is Bailey and before having joined Cumberland County RCC I worked at Maine Medical Center in the kitchen for about 3 1/2 years. From a young age I've always wanted to do something in public safety, but have been unsure as to what. About two years ago I joined South Portland Fire and took my Firefighter 1 & 2 through PVFA in Westbrook. I've always been curious about the dispatching world and decided to take ETC at SMCC, and figured I'd send my application in to some centers and see if I'd like it, and I can say, thus far I am loving it here.

Victoria Ross

Hello, My name is Victoria and I work at Cumberland RCC. Before that I used to work at a restaurant part time and a nursing home. I just recently graduated from high school and my favorite thing to do was play field hockey with the friends I grew up with year round. I am really excited to see where my future takes me working here with such a great team!

These two employees started their training at the end of January and are just now finishing up their Fire Dispatch Training and moving to their Law Training with their trainers.

Meet our New Hires

Kayla Boyd

Hi, I'm Kayla, as most know, daughter of Michael Poirier. I've lived in Southern Maine the majority of my life mostly in York county and eastern Cumberland County. I went to school for Criminal Justice, a degree still to be completed. My dad always helped others whether working in some sort of 9-1-1 capacity or assisting the person in need on the side of the road with hazards on or because we just witnessed the accident, we always had to stop; he has been my biggest influence. I've worked in retail for 8 years and take pride in my customer service I've always provided, but it was time for me to help others that actually NEED it.

These folks started their employment with us on March 22nd and have barely started the rigorous 18 week training process that they will undergo in order to be fully certified Dispatchers.

Lisa Magiera

I have been on the fringes of public safety my whole life - lifeguarding as a kid, EMT in my 20's, and teaching self-defense for the past 20 plus years as a Karate Instructor. I am the owner of Bushido Karate Dojo & Fitness Center in Casco. I am a fourth degree black belt and have run my karate school online for the past year. I am looking forward to working 'in real life' as a Dispatcher here at CCRCC.

Jaycee Hovey

My name is Jaycee Hovey, I am a EMT/Probationary Firefighter for the Casco Fire Department. I originally lived in Raymond, Maine with my father, Anthony Hovey, who is a sergeant detective for CCSO. Which leads into why I am here. I have always loved public safety and grew up in the first responder family hence why I am an EMT/FF. However, I wanted to be on the other side of the line to receive the initial call and to dispatch it! I feel as though dispatchers have a huge job and help the public directly in many ways and love the impact they have. I am very thankful and excited to be presented with this incredible opportunity to help people whether it be a major or minor need! As well as to work alongside such an incredible group of people.

Training

	January	February	March
Total Trainings Complete	101	62	130
New Hire Training	200 hrs	440 hrs	500 hrs

Many of the trainings conducted are related to Policy and Protocol reviews, but some of the more time consuming and engaging trainings entail the hard work being done by our new hires and trainers, and then we have been blessed with many free or very low cost virtual trainings to keep our staff engaged during this pandemic.

Some of the Virtual Classes attended:

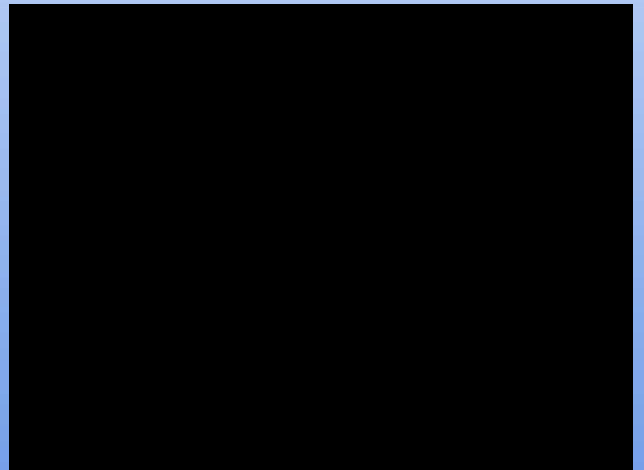
Motivational conversations for Supervisor's - Shocking Discoveries about GenZ Post-Pandemic Expectations and What Works to Employ them Now - Becoming RayBaum Act Compliant - Resilience in the Workplace - Individual Growth - Respecting Diversity - Supervisor Basics - National Center for Missing and Exploited Children Certification - Communicating with Clarity - Managing Change - Conflict resolution, Mediation and Negotiation - Expecting the Unexpected - Outside Yourself, Making the Most of Mental Health Resources - Eye on the Prize - Effective Time Management - Workplace Ergonomics - Sexual Harassment - Active Shooter for the Workplace - Wellness and Resiliency, it starts with you - Crisis management - Suicide Prevention intervention and Postvention - Anti Bullying for Supervisor's - Coaching to Build Skills - A Victims Please, Meeting the Expectation - Enhanced Caller Management

Technical TIPS

RapidSOS shares life-saving data from 350 million+ connected devices with first responders to save lives.

The CCRCC partnered with RapidSOS independent of our 9-1-1 database in August 2019 as a tool to help locate folks during their time of need.

The State of Maine followed suit partnering with the RapidSOS integration into our 9-1-1 system in January 2020.



What do our Dispatchers have to say.....

What's one of the toughest calls you have handled?

After having just come back to work following a miscarriage I took a call from a pregnant female who was bleeding and possibly also having a miscarriage. Not knowing the outcome of her care has had me thinking about her often.

The call that I had no impact over the outcome on.

Without a doubt, the toughest call I have handled was a DV Assault that was horrific and I sat and listened to the kids begging dad not to hurt mom, I felt so helpless.

It's a toss up between listening to a 20 year old burn to death in his vehicle and the elderly man choke to death because his walker obstructed his breathing and his wife couldn't move him

I have three tough calls, one being a suicidal male I talked to on the phone for a solid 30 minutes, while holding a pistol to his head and threatening suicide. The second being one of a first responders family members calling in for an ambulance. The third toughest was a medical, for a younger (40) male acting bizarre. It was essentially a medical, but from experience something didn't sit right with me and we started PD. The male quickly deteriorated and coded, and ended up passing away.

Baby CPR that ended in death.

What's one of the best calls you have been part of?

Being involved in a multi county pursuit resulting in the apprehension of the suspect.

An amazing team effort, that put a homicide suspect in custody in less than 9 minutes from the time he committed the crime and left the scene.

There have been several, the carjacking that initiated in Limington, went through Standish, Baldwin, back into Standish and ended in Gorham was incredibly exciting.

A Domestic Assault / being forcibly held against her will. My caller pretended I was her Dad and we worked together to get her out of the house while the male was screaming, swearing and threatening her in the background. Quick arrest made. No injuries.

What's the toughest part of this job?

Dealing with elderly callers who are in need of basic assistance... heating, food, etc.

Lack of closure on certain calls; having to hang up the phone, put my feelings aside and be ready for the next call.

For me it is the boredom, I come to work to work, I have since the very first shift I sat and I am still that way almost 4 years later.

The undeserved and extensive emotional abuse we take from a large percentage of our callers. Not the ones who are legitimately having an overwhelming emergency. I mean the ones who aren't and call to take everything wrong with their lives out on whoever ends up picking up the phone.

The toughest part of the job is not being able to physically help the caller. We do a lot while on the phone, but sometimes you feel like it is not enough.

Very little closure. We rarely get to hear any follow up as to what happened to the callers we are assisting.

What is the most rewarding part of this job?

Knowing that I am making a difference in many lives day in and day out, the public and other public service officials alike.

Being able to have an impact on a call, not just by using my training but using my empathy and who I am as a person.

Helping people, seems simple and possibly cliché, but it isn't to me. I love helping people, I love feeling like I may have been able to make a difference in someone's day. I also love doing work for the folks on the road, the busier they are the more I enjoy my shifts.

Those calls where you think outside the box.

The most rewarding part of this job is being the callers lifeline to help. Whether they need a medical, fire or police response, WE are the ones who are getting them the help.. Knowing that we are able to get each and everyone that calls in here assistance, is very rewarding! It is also an added bonus when we have closure on some of those tougher calls with the outcome, whether it be a serious PI accident, a code, or whatever it may be!

I go home at the end of EVERYday knowing that I helped someone who was having the worst day they have ever had. Even though we deal with a lot of frequent flyers (everyday callers), most of them are still in some sort of crisis. At least in their minds.

What makes you show up to work each day?

Not knowing what the day will bring. It could be a routine day or it could be a day that includes a multi county pursuit. You never know who is going to be on the other end of the phone when you answer it.

There's a very unique pride and bond within, that comes from doing a tough job that is rarely seen by the outside world; I respect my co-workers and our responders immensely.

I love helping people, and I didn't realize just how much I did, until I started here. I have my flaws, of course, I have always tried to help people anyway I could in the past, donating to St. Jude, helping with local charities, but being blessed to have been given the chance to work here and have immediate impacts on people's lives, is an amazing feeling.

One of my favorite parts of coming to work everyday is honestly my co-workers. I have the best work family. Everyone that I work with are my friends both at work and outside of work... and they make coming to work enjoyable.

Knowing that I am going to help someone make it through their Emergency to the best of my training and ability.

National Dispatch Appreciation Week is April 11th - 17th,

**Please take a moment to tell or show a
dispatcher how much they are appreciated.**

Phone: 893-2810

All Cumberland County RCC Dispatchers receive emails sent to
this address: announcements@cumberlandcounty.org

