



Prepared by: Director Melinda J Fairbrother-Dyer

Second Quarter: 4/1/2021 - 7/1/2021

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 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 mjdye@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

Erin Pelletier



Erin Pelletier has been recognized as The CCRCC Second Quarter Employee of the Quarter covering April - June 2021. Erin has worked hard the past few months being a primary FTO in the CCRCC training program and has been instrumental in teaching a new employee everything she could. Erin has shown a recent renewed energy about the training process during this past quarter and her efforts have been evident with her last trainee. Erin continues to do a tremendous job with the FTO program. She is one of the true leaders and embodies how an FTO should represent and train. Erin routinely sets the example for other FTO's by holding a very high standard for herself.

Erin is not only an essential part of the FTO Program, she is also a very skilled and trusted dispatcher. Erin has handled or been involved in some of the most difficult and rare calls that we get here at the CCRCC. This quarter Erin was a key member of the team that handled the Homicide call that we had. Erin is a constant here and always does an excellent job regardless of where she is in the room and is always willing and eager to help those around her.

Erin is involved with additional tasks such as developing a presentation for new hires about customer service. She stepped out of her comfort zone and spoke in front of people she didn't know in order to give this presentation a number of times. Erin is a proud leader in the Law Working Group, a primary member of the ESU Team and has recently volunteered to help with updating our Active Assailant Policy and response.

Great job leading from wherever you are Erin. Keep up the good work!

2021 Employee of the 2nd Quarter

Total Calls ALL Towns	April	May	June
Law Cases	5,831	6,011	6,890
Fire / EMS	1,201	1,473	1,670
Animal Cases	288	308	367
Total Calls	7,320	7,792	8,927
9-1-1 Call Volume	2575	3121	3840

Total Law Incidents by Town	April	May	June
Baldwin	77	109	91
Bridgton	410	451	553
Casco	243	263	333
Chebeague Island	0	5	21
Cumberland	476	546	575
Frye Island	3	12	41
Gorham	1015	990	943
Gray	438	409	476
Harpswell	285	313	382
Harrison	166	203	211
Long Island	1	1	11
Naples	323	355	429
New Gloucester	136	136	181
North Yarmouth	115	122	136
Pownal	50	36	41
Raymond	211	200	293
Sebago	79	68	116
Standish	513	487	636
Windham	1266	1305	1421

Total Fire Incidents by Town	April	May	June
Baldwin	6	15	10
Bridgton	30	27	29
Casco	51	68	83
Chebeague Island	3	7	5
Cumberland	69	86	91
Frye Island	0	2	13
Gorham	217	263	255
Gray	91	134	154
Harpswell	65	71	66
Harrison	16	20	27
Long Island	2	4	5
Naples	50	69	103
New Gloucester	47	46	50
North Yarmouth	37	37	42
Pownal	19	14	16
Raymond	60	75	112
Sebago	29	34	50
Standish	164	190	231
Windham	245	311	328
Total	1,201	1,473	1,670

Total Animal Complaints by Town	April	May	June
Baldwin	9	7	7
Bridgton	17	20	28
Casco	19	16	19
Chebeague Island	0	0	0
Cumberland	20	22	27
Frye Island	0	0	0
Gorham	34	52	54
Gray	26	27	22
Harpswell	5	14	18
Harrison	12	8	20
Long Island	1	0	1
Naples	19	11	18
New Gloucester	11	12	16
North Yarmouth	11	14	16
Pownal	3	0	1
Raymond	18	8	17
Sebago	2	3	5
Standish	27	26	35
Windham	54	68	63

	April	May	June
Missing Persons	7	12	18
Suicidal Calls	3	19	15
Protocol 9 / Not Breathing / CPR Calls	11	14	12
Death Unattended	11	11	15
Mental Health	44	71	69
Traffic Stops / Details	1,574	1,217	1,219
Domestics	38	39	53
Motor Vehicle Accidents	192	207	275
Protocol 69 / Structure Fires	40	42	75
Attempt to Locate	269	312	379

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.

	April	May	June
Law Case Reviews	40	44	47
EFD Case Reviews	60	52	57
EMD Case Reviews	101	100	100
Monthly NCIC Validations	38	29	41
Missing Person Case Reviews	9	16	23
9-1-1 Average Ring Time	8 seconds	7 seconds	8 seconds

Meet one of the voices behind the headsets



This is Michael Poirier who celebrated his 15 year mark this past May. “My whole life has been about helping people. I joined the coast guard to help people. My philosophy was ‘they help people, not kill them’.” He worked Portland dispatch right out of the service with only 3 people on the floor; a PD dispatcher, a fire dispatcher, and a call taker, “911 maybe rang 3 times during my night shift”. He wanted to do a little more so he became a volunteer firefighter while he worked at becoming an intermediate EMT. In all, he spent 13 years as a firefighter, 9 of which he was an EMT for Medic Ambulance where he worked his way up to shift manager. He then went to AAA towing where he spent 12 years. At this time he was also working part-time for Standish dispatch. He left AAA to become a manager at Southern Maine Towing while still working part-time at Standish dispatch. After 3 years, Michael sought out full time employment as a dispatcher, “Didn’t know a lot about it [dispatch], I knew it could be very intense from working at Standish”. He found a job at York County dispatch where at the time only dispatched for York County Sheriff’s and two fire departments. Training fell through but he reached out to the CCRCC for work where they only had part-time positions available. But after 2 years Michael was offered a full-time position, “and the rest is history”.

When Michael first started at CCRCC there were only 6 employees covering Cumberland County Sheriffs, Gorham PD, New Gloucester Fire, and Baldwin Fire. It's grown every year, adding Windham, Bridgton and Cumberland PD's and now dispatching for 17 fire departments. At first we had a supervisor, a county dispatcher, fire dispatcher, and call-taker. There's a lot more people now, with many opportunities. Michael stated, "I've met a lot of really, really intense people, I've met a lot of dedicated people... I work with a great group of people. I call it a big dysfunctional family... we spend more time together than we do with our families at home." And for personal growth, "This job has given me a lot of tolerance... you have to remember even though you may have talked to the same person 10 times in a shift, everytime is an emergency to that person... they're calling because they need help."

When Michael was asked to give any advice for someone thinking about working as a dispatcher, "For a new person coming in, and I'll give you a good example, my daughter, she's just started, she's 10-12 weeks into her training, I see her struggles. I tell her, focus on your trainers, focus on your supervisor, and listen to what they're saying. The hardest part about this job is the emotions that go with it. You can be the toughest person in the world but the first time you have a baby CPR call, you're going to melt like a soft pad of butter. It's just the way it is."

Michael is proud to be working with his daughter, of course, but as he also had well put, "I'm proud I've been here 15 years, I'm making this a career. I'm looking forward to retirement, I've worked hard for it. But there's a lot of good calls I've taken: I've delivered babies on the phone, I've brought people back from the brink of death from a cpr call. Everyday I think I leave there thinking I've helped at least one person. That's my goal. If I could help them all I would, but I know I can't. If I can go home everyday knowing I've helped one person with their worst day, then I know I'm good."

Meet our Newest New Hire

(Date of Hire 6/1/2021)

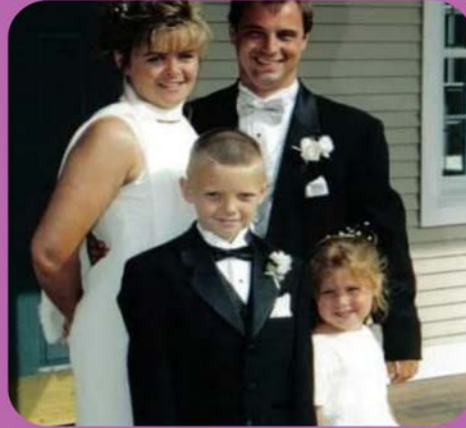


Hi all! My name is Lindsey, I started with Cumberland County Regional Communication Center in the beginning of June.

A little about me...My dad is in the military so while I was younger I moved around to multiple different states then eventually moved to Maine my junior year of high school. I attended Husson University and received a bachelor's degree in criminal justice. While attending Husson I was part of the cross country and track team. In my free time I love being outside, target practice, painting, and being with family and friends!!

I started working at Buxton police department as a dispatcher in 2020. I really love this job and decided I wanted to grow my career and move to a larger agency. I am super excited to be here and cannot wait to meet everybody! :)

New Shift Supervisor Stephanie Minott



Hi there! My name is Stephanie, I have a wonderful husband of 20 years, Buddy, our beautiful daughter Monica and my handsome son Austin. We also have a puggle Oscar and my brother Gene that live with us.

We enjoy spending time with our daughter who just bought her first home less than a mile from us. My parents and in-laws also live close so we are lucky to have time with them as well. When we want to get away, we travel a few hours north to a beautiful piece of land we own with our best friends for some fun and relaxation. We also love to travel and take weekend trips together which gives us some time amongst all the hours spent working. My time spent in my gardens and being outside working around the beautiful home my husband built for us keep me relaxed and grounded.

When I started here at the CCRCC in 2014 as a 911 Dispatcher, it was the best decision I could have made. My family fully supported my career change then and still encourage me every day! Without their support I would not be where I am today. I am proud of the job I do and grateful every day for the opportunity!



New Shift Supervisor Jake Stoddard



Hi, my name is Jake Stoddard. I grew up in Cumberland, Maine and attended Greely High School, graduating in 2006. I started my public safety career in 2002 as a fire explorer. After high school I attended Southern Maine Community College studying Criminal Justice and Pre Hospital Emergency Medicine, while working part time for the Cumberland Fire Department. I have worked for the Cumberland County Regional Communications Center for the past 11 years as an Emergency Communications Officer. For the past eight years I have held the role of Tactical Communications Officer, providing Intelligence & administrative support to our Regional Tactical Team. I additionally have held position of Field Training Officer, Officer in Charge, Cumberland County Communications union Shop Steward, and currently hold the position of Vice President. The most rewarding part of this job is the positive impact you have on people's lives. I'm a strong believer that you are only as good as the people around you, and I take great pride in the strong relationships that have been created with my colleagues, our public safety partners, and the citizens of Cumberland County alike. I look forward to facing the many challenges ahead and creating new goals to achieve, and I am humbled to be able to serve Cumberland County in this position.

In my free time I enjoy spending time with my fiancé, Amber, our two dogs Gunnar and Sadie and our families. Most of our time is spent at our camp in the Moosehead Lake Region, exploring all that Maine has to offer. We enjoy hunting, fishing, snowmobiling, and every aspect of outdoor recreation. I also enjoy sports, music, and American History. I can't thank my family enough for the love and support they have given me in every aspect of my life, and for molding me into the person I am today.

2021 Cpl Eugene Cole Softball Tournament

On June 26, 2021 CCRCC's Jake Stoddard and Erin Pelletier participated in a charity softball tournament; on a team comprised of members of the Sheriff's Office, the Jail and Dispatch. The Tournament was in memory of Cpl Eugene Cole, who was killed in the Line of Duty in 2018 while working for the Somerset County S.O. Proceeds from the tournament went to the Cpl Eugene Cole Memorial Fund. A great time was had by all; Many great hits, home runs, great snags and laughs!



Training

	April	May	June
Total Trainings Complete	130	116	73
New Hire Training	800	720	520

This Quarter has been a steady run for our trainers, they are tasked with the critical role of training our New Hires to do this important work. The CCRCC trainers carefully juggled the training and safety for six new employees during this quarter. I would like to highlight some of our training teams:

Supervisor Scottie Franklin, Supervisor Rachel Beal, Supervisor Erin Wolfe, Supervisor Jake Stoddard, Supervisor Stephanie Minott, Erin Pelletier, Josh Merrill, Brynn O'Connor, Maria Jensen, and Julia Gillespie.

Together this team of trainers was able to help identify one who was not a good fit for the agency, one who left on their own, two who are done training and operating on their own now, and two who are progressing well in the training process today.

Group Crisis Intervention and Critical Incident Stress Management (CISM) Teams

The CCRCC Has a team of individuals who are trained to respond to Crisis Situations and can help navigate Peer Support resources for the staff at the CCRCC and our partnering agencies..

Current Team members are:

Melinda Fairbrother-Dyer

Julia Gillespie

Stephanie Minott

Grace Gendron

Chad Arris

Scottie Franklin

Erin Pelletier

When asked how they felt about the training or what being on this team means to them this is what our team members had to say:

“I enjoyed this class tremendously. I learned a lot about myself and proper steps to processing critical incidents.”

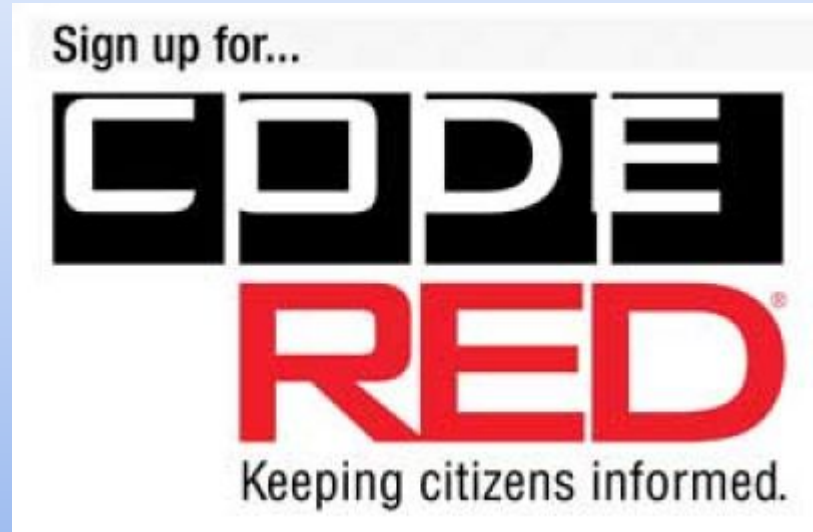
“This was a fantastic training that had a lot of information packed into the two days. I'm excited to be a part of a program that has helped me so much in my career!”

“Public Safety is a career path like no other, we handle situations, people and crises unlike any other profession on Earth. The ability to use my knowledge and training to help support my colleagues in their time of greatest need is why I have been involved with CISM for more than 20 years.”

The CodeRED Community Emergency Alert system is used by the Emergency Communications Center to notify residents and businesses of critical situations and provide information regarding necessary actions. With this system, a specific geographic area can be selected to send messages to those within that area. You can register to receive phone messages, text messages and e-mail messages in case of emergency. The system is TTY/TDD compatible.

To sign up go to:

<https://www.cumberlandcounty.org/130/Regional-Communications-Center>



On May 5, 2021, the CCRCC dispatched Gorham PD to a residential neighborhood near the "Square" for a 9 year old autistic male who was missing on foot from a cookout. Gorham PD units were able to contain the area quickly, and in collaboration with the CCRCC, a Code Red was sent out with the child's description. The Code Red yielded 5 sightings of the boy as he covered much ground; the last call being somebody who was able to safely stall the child in their yard until PD was on scene. A great team effort between Patrol & Dispatch, having resource knowledge and efficiency!

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

What's one bit of advice you would give to a new person embarking on this as a career?

Go into training with an open mind. You may think you know what you are headed into but things change so fast in this world that you must have an open mind when embarking on a career in dispatch.

Take care of yourself. You're the most important person to you.

Be patient, and trust yourself!

Lean on your work family when in need. If there is something bothering you, talk about it. Don't let your cup get too full, because it may take one small thing to make it overflow. Also, remember the emergency has already happened, it is your job to send the help!

Don't take it personally. If you find yourself taking it personally, find someone to talk to about it, inside or outside the profession. Always make sure you have enough of what you need on hand to last 24 hours at work, toiletries, snacks, food, whatever. Have a solid back up plan for folks/friends/furry babies at home.

Be ready to work every shift.

Be mentally prepared for the worst call of your life every time the phone rings. That way, when the call comes in, you have played through it in your head so you don't freeze and don't panic.

What's your favorite summer activity?

Beach days with my family -- Going to Old Orchard Beach and playing in the sand and surf and just letting the sound of the waves and the heat of the sun take all of my stress away. Watching my husband play with our kids and watching my daughter and son have fun makes my heart smile.

Camping with the family!

Campfire. Kayaking

Beach trips with my daughter

Whatever my family is up to: specifically camping, travelling, hanging out on the deck, eating good food, beach time, water fun!!!

Being with the kids and doing w/e we can together. Walking, biking, hiking, photography.

What makes you happy on or off duty?

My children and husband make me happy on and off duty. I know that by working here I am helping my community and in turn my family. My daughter tells people that her Mama helps people at work and that makes me happy.

Buffalo chicken dip.

Family time when off duty. But also family time when I am on duty. Different family dynamics!

Off duty I love spending time with family and friends. My husband and kids are my light in this crazy world and spending time with them brings me joy!

On duty it makes me happy to see the room work as a team. We have some crazy days and when we pull together, it truly is amazing.

On duty: Good movies on the TV. Cooking for the shift. Having someone thank us for what we do.

Off duty: Craft, television, good movies, travel, family, water activities, hanging out on the deck.

I love **doing** the work, I love to come in and work the whole shift and give it 100% every day.

I enjoy connecting with people - whether it's a co-worker or a caller. I like people to feel like they are not just another face or phone-call but that it means more to me.

How has COVID impacted your work life balance positively or negatively?

COVID hasn't really impacted our life except that we couldn't take our children out to places like we normally would. Things have eased but our uneasy feeling is still present and we are cautious in crowded places but honestly our lives didn't really change that much. Both my husband and I work in jobs that are essential so we never lost employment time which elevated stress for both of us.

I was not meant to be a teacher

Overall, it didn't really impact it either way.

It has not been as much of a negative impact for me as it has for some. I think the biggest struggle was for my kids and helping them navigate through school as well as find child care when my husband and I both had to work

COVID has been nothing but negative for my work/life balance. While the rest of everyone got to renovate houses, clean out clutter, try to cope and eliminate one of the most time consuming portions of existence, we had to work on, work over, work around and work more and more hours. As we lost colleagues and staffing went to the negative side of pendulum, I felt more and more pressure to work more hours and cover the gaps. Furthermore, since I couldn't get to my family to take care of them, and couldn't leave the state, I felt I had more time to offer. This quickly led to deficits in almost every realm. Many caused by COVID, others caused by the overall reaction to the deficits caused by COVID.

I never realized how little my life had to be altered due to a pandemic!

It goes without saying that "COVID" has brought many life hardships; but I have felt very thankful to have my job being my constant. My mental balance relies heavily on my "constants" and it has been a blessing to still go to work everyday and have that fulfillment.

How do you manage stress?

Taking a walk, watching movies or listening to music, playing with my children and talking with my husband about what is bothering me.

I love a good cry

Talk... talking it out is always helpful.

I am typically an open book. I talk about how I am feeling, and know where to go should I need extra help.

I drink wine, I walk my dog, I craft, I try to declutter.

Walks, hikes, photography, listening to music, reading/Audible

I try my hardest to let go of the things I cannot control and focus solely on what my role is - at work and at home. I try to do something for myself daily no matter how small or big the task may be; coffee by myself, a workout, time with my dog or listening to music.

What inspired you to pursue a career as an Emergency Dispatcher?

I have always wanted a career in Law Enforcement - I have had several jobs within the field (Private Security, Police Officer, TSA Agent, and now dispatcher). I love what I do, I find enjoyment when I am helping people.

My grandfather being fire chief and part of the board of directors.

I have always loved the thrill of anything Emergency related, even as a child. From being an ER Tech, to working the ambulance, to 911, I have experienced a lot!

To be honest, I was burnt out in nursing school and applied on a whim. I knew a few Portland dispatchers and it seemed like an interesting job, so I gave it a shot!

I had a position in a Fire Recruit School for the County where I had been a Volunteer Firefighter for many years. The School wasn't going to start for 3 or 4 months and I had just finished college and needed something full time. I was hired into 911 center and 2 months later was "having the time of my life" in Dispatch, while simultaneously being told I was going to have huge political problems going from Volunteer to Career Firefighting in the county. I stuck with Dispatch for another 8 or 9 years before moving to a different sector of Public Safety.

I want to help people and the feeling of getting people the help they need in their darkest times is a feeling not a lot of people get to feel.

I sort of fell into this job while I was a firefighter and needing full-time employment but very quickly learned this is my home. As the daughter of a Police Officer, I take this job very seriously and enjoy instilling my passion into new employees; that continues to inspire me.

What would you say are the three most essential characteristics of any Emergency Dispatcher?

A helpful nature - Master multi-tasking skills - Being able to adjust well to change - Patience - Tenacity - Perseverance - Active Listening - Attentive - Compassionate - good memory - Good pattern recognition - willingness to let it all roll off your back before it sinks you - an inner drive to do your best on every call - short memory, You need to be able to move on quickly from bad calls, because the next call could be worse - thick skin - organized - able to prioritize - ability to push yourself to learn from every call.

What is the most stressful situation you've ever had to coach someone through?

Not work related, but my best friend through childbirth.

A call for the death of a husband of over 50 years, he died while his wife could not physically correct his position when he fell onto his walker. She was unable to fix it and I was unable to think of any way to coach her to do something novel which would solve the problem.

9-1-1 Public Education

The Cumberland County Regional Communications Center has a Public Education Team that serves our Public Safety agencies and the citizens of Cumberland County. Our professional 9-1-1 staff members enjoy traveling to many of our schools, community fairs, businesses, hospitals and other public events to help educate the public on 9-1-1. Our goal for the Public Education Program is to successfully teach children and adults what to do in the event that they have an emergency and need to call 9-1-1.

Our Team consists of many dedicated and knowledgeable Emergency Public Safety 9-1-1 dispatchers. We are able to answer questions to help the public better understand what we do, how we do it and provide a 9-1-1 Simulator experience designed for children grades K-4.

Our 9-1-1 Simulator allows children to actually dial 9-1-1 on a telephone and answer pre-recorded questions. These questions are similar to what they would be asked should they ever have to call for help in the future. Through the use of our 9-1-1 Simulator and having our trained dispatchers on location for the events, we strive for both children and adults to leave having more knowledge of what to expect if they have to call 9-1-1.

To schedule an event or to invite a Dispatcher to join you at your event:

Send an email request to:

911_Public_Ed@cumberlandcounty.org



Call Type of the Quarter

911 Hang Ups & Misdials

April	May	June
548	763	1092

Accidental calls to 911 are the calls that don't result in a more specific call type, they are in fact calls made to 911 in error. Each summer we see a great increase in these types of calls, this summer is no exception. The Cumberland County RCC and its partnering Law Agencies respond and track down ALL of these calls. ALOT of time is spent in order to make sure a true emergency does not exist. If you accidentally dial 911, please stay on the line and answer the call takers questions its saves valuable time and resources.

Radio Identifier: identifiers@cumberlandcounty.org

County IT: helpdesk@cumberlandcounty.org

Response Plans: responseplans@cumberlandcounty.org

Message to CCRCC Supervisor Group:
ccrcc_supervisors_group@cumberlandcounty.org

Message to Dispatchers:

announcements@cumberlandcounty.org
ccrcc_dept_group@cumberlandcounty.org

911 Education Team: 911_public_ed@cumberlandcounty.org

