



Prepared by: Director Melinda J Fairbrother-Dyer

Fourth Quarter: 10/1/2021 - 12/31/2021

Cumberland County RCC Quarterly NewsLetter

Readers,

It is my pleasure as the 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 statistics 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

Jack Bueler



Jack Bueler has been recognized as The CCRCC Fourth Quarter Employee of the Quarter covering October - December 2021. Just this quarter alone Jack has covered nearly 400 hours of OT that would have otherwise been forced to other employees. Jack has shifted his focus from training himself to helping newer staff who are newly signed off, by being a mentor of sorts. Jack is first in line to help answer a question or offer assistance in problem solving. Jack takes great pride in his own work, which is evident in the product that he puts out to our first responders and callers. Jack was quick to join the TAC Team when two previous members resigned. A newer employee cited Jack as being approachable and always having her back. Jack was noted as being a model dispatcher that newer employees strive to be like.

Great job leading from within Jack.
Keep up the forward momentum!

2021 Employee of the 4th Quarter

Total Calls ALL Towns	October	November	December
Law Cases	5,920	5,425	5,223
Fire / EMS	1,539	1,447	1,595
Animal Cases	272	275	200
Total Calls	7,731	7,147	7,018
9-1-1 Call Volume	3221	2883	3180

Total Law Incidents by Town	October	November	December
Baldwin	105	78	58
Bridgton	440	416	503
Casco	218	159	143
Chebeague Island	5	2	5
Cumberland	508	602	480
Frye Island	3	0	0
Gorham	1,201	1,204	1,092
Gray	426	390	349
Harpswell	260	202	223
Harrison	140	103	128
Long Island	2	1	3
Naples	280	189	212
New Gloucester	162	160	153
North Yarmouth	114	88	120
Pownal	35	32	27
Raymond	244	173	193
Sebago	74	87	56
Standish	574	482	409
Windham	1,129	1,057	1,069
Total	5,920	5,425	5,223

Total Fire Incidents by Town	October	November	December
Baldwin	6	16	17
Bridgton	35	30	33
Casco	80	54	51
Chebeague Island	10	4	3
Cumberland	124	89	113
Frye Island	4	0	0
Gorham	264	248	284
Gray	138	138	138
Harpswell	78	83	77
Harrison	35	44	35
Long Island	2	5	2
Naples	74	64	71
New Gloucester	72	62	66
North Yarmouth	45	38	44
Pownal	15	16	16
Raymond	63	56	82
Sebago	30	37	44
Standish	184	175	214
Windham	280	288	305
Total	1,539	1,447	1,595

Total Animal Complaints by Town	October	November	December
Baldwin	9	6	3
Bridgton	29	25	18
Casco	18	24	9
Chebeague Island	0	0	0
Cumberland	16	17	13
Frye Island	0	0	0
Gorham	43	46	31
Gray	15	14	9
Harpswell	12	5	8
Harrison	8	4	9
Long Island	0	0	0
Naples	6	7	8
New Gloucester	18	12	8
North Yarmouth	11	14	11
Pownal	0	1	1
Raymond	19	16	12
Sebago	11	5	2
Standish	31	30	21
Windham	26	49	37
Total	272	275	200

	October	November	December
Missing Persons	5	4	13
Suicidal Calls	8	13	18
Protocol 9 / Not Breathing / CPR Calls	12	15	13
Death Unattended	19	17	12
Mental Health	41	71	93
Traffic Stops / Details	1196	1067	816
Domestics	36	43	45
Motor Vehicle Accidents	288	304	385
Protocol 69 / Structure Fires	58	67	65
Attempt to Locate	289	230	231

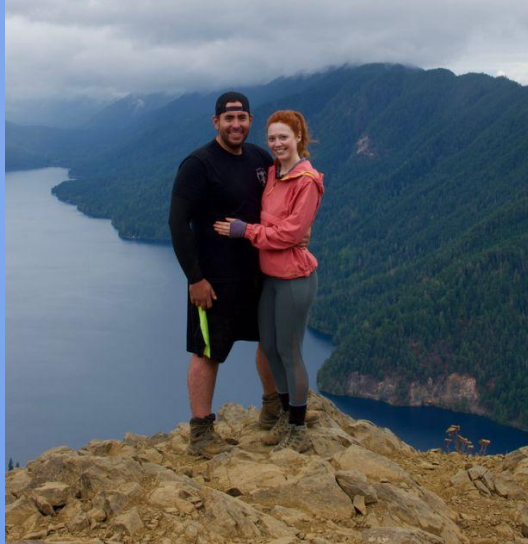
Quality Assurance

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.

	October	November	December
Law Case Reviews	36	33	31
EFD Case Reviews	61	69	57
EMD Case Reviews	100	100	100
Monthly NCIC Validations	55	43	57
Missing Person Reviews	7	6	8
9-1-1 Average Ring Time	7	5	6

Meet one of the voices behind the headsets

**Brynn
O'Connor**



Hi all, my name is Brynn and I've been dispatching at the CCRCC for 7 years in February. My story of how I became a dispatcher is a little different. I grew up as a performer and was a perfectionist at gymnastics and dance. I moved to Florida at 18 to be a performer at Disney World. Once I moved back home to Maine, I graduated from college and spent many years coaching and teaching students at my former gym. I knew I needed a career that provided more hours for me than coaching.

On a whim I applied to dispatch as I thought it would be interesting, not having any idea what I was getting myself into. There is so much that goes on behind the scenes and if you aren't able to multitask.. may the force be with you! This job certainly takes practice and paying attention to detail is a necessity. My perfectionism has carried over to dispatch and I strive to do everything right and pay attention to as much detail as I can. I go into work and try to do the best job I can for our callers and responders. I also am able to utilize my love for teaching as a dispatcher at the CCRCC by training our new hires. Our training program is approximately 18 weeks long; we teach call taking and fire dispatch first, then ending on the police dispatch side. I also am in charge of our Public Education Program and have a brand new 911 simulator for kids. If there are any events anyone would like us to attend, I would be happy to go!

When I'm not at work my time is spent with my family. I find happiness in hiking, skiing, weight lifting, and painting. I almost always have some kind of art project going on at home, whether it be painting with acrylics, oils, or epoxy. Thanks for your time!

Windham Trunk or Treat



We thank Mr and Mrs Arris for representing the CCRCC at Windham's annual Trunk or Treating Contest.



Halloween Costume Contest 2021



Cody Kalinka
Mac Jones (Patriots QB)



Erin Wolfe
Terry RENO 9-1-1

**** First Place ****



Erin Pelletier
Lt Dangle
RENO 9-1-1



Faith Mishkin
Poison Ivy (Batman)



Scottie Franklin
Pretty Witch



Vickie Boss
Alien Abduction

VETERANS DAY



— Honoring All Who Served —





QM3 Michael A Poirier

**United States Coast Guard Quartermaster
1980-1986**

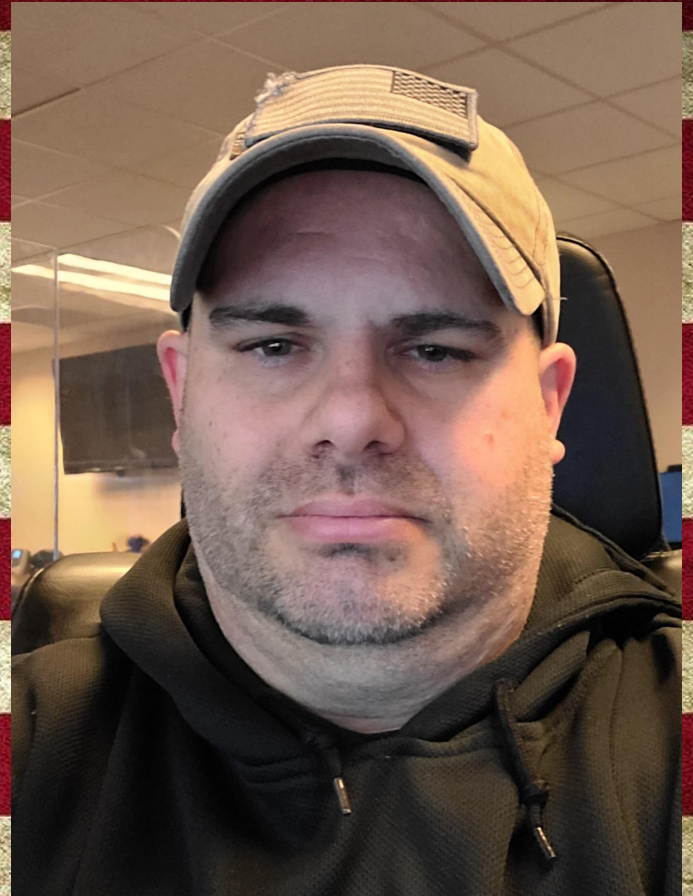


The background of the entire image is a stylized American flag. The left side features a blue field with white stars, while the right side and bottom are composed of horizontal red and white stripes. The stripes have a slightly textured, fabric-like appearance.

AME2 Michael Hanson

United States Navy Aircraft Mechanic on F/A 18 Hornet

1996-2001



Sgt Melinda J Dyer

United States Marine Corp Military Police

1999-2003



Sgt Ben Crimmin

United States Marine Corps

2010-2014





**Christine Shepherd US Army Daughter we thank you
for your service as an active duty family member to.**

Retired US Army Vietnam Veteran

SgtMaj Theodore Shepherd 1966 - 1997





**Lindsey Joliat US Army Daughter we thank you for
your service as an active duty family member to.**

Colonel Joliat Civil Affairs 1990-2022



Christmas 2021



A very special thank you to those Dispatchers who worked Christmas Day to make sure our citizens and partners in the field had a safe and Happy Holiday.

Savanna Wing - Erin Wolfe - Victoria Ross - Jamie Savage - Ben Crimmen - Stephanie Minott - Faith Mishkin - Kimberly Drown - Lindsey Joliat - Rachel Beal - Chad Arris - Jaycee Hovey - Bailey McDermott - Scottie Franklin - Jake Stoddard

Overtime Work Challenge

In an effort to lighten the air for the holidays we developed an internal challenge related to overtime worked - employees could earn tickets towards a chance at a guaranteed trip to one of our annual professional conferences in 2022 by working OT. The challenge was 8 weeks long and the winners are:

Navigator Conference
Nashville TN
April 27th-29th - 2022

APCO Atlantic Chapter
Bretton Woods NH
Oct 30th - Nov 2nd - 2022

Maine NENA Conference
Portland ME
May 3rd - 5th - 2022

Winners:
Supervisor Stephanie Minott
Maria Jensen

Winners:
Supervisor Chad Arris
Brynn O'Connor

Winners:
Lindsey Joliat
Victoria Ross

Once you reach 150 hours of OT you can choose an extra \$150 worth of
CCRCC 911 Uniforms from our uniform vendor.

Winners:
Supervisor Scottie Franklin
Supervisor Stephanie Minott
Communications Officer Jack Bueler

Meet our Newest New Hires

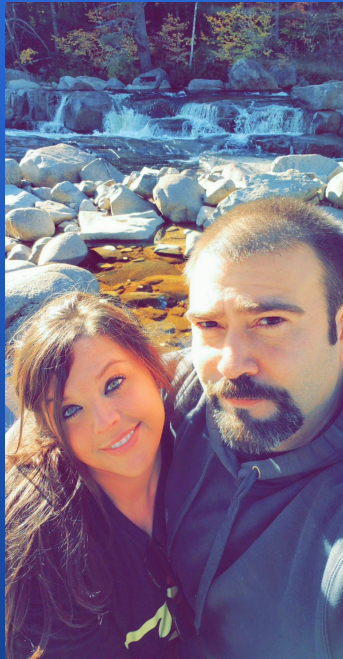
Cody Kalinka

Hello! I'm Cody Kalinka and I started at CCRCC in October. I grew up in the Poland/Mechanic Falls area and currently live in Poland. In 2020, I graduated from Husson University in Bangor with a Bachelor's Degree in Criminal Justice. Since I was a teenager, I knew I wanted a career somewhere in the law enforcement/public safety field. After a few years of working security at Point Sebago and the Oxford Casino, I decided it was time to apply for a career in dispatch! In my free time I enjoy taking road trips, watching sports, and hiking! I'm excited to be a part of a great organization and looking forward to being a part of it for many years!



Meet our Newest New Hires

Ashley Heath



Hi there! My name is Ashley Heath and I started my new dispatcher journey with Cumberland County in November 2021, and I am truly enjoying the challenge it is bringing me so far! I was born and raised in Houlton, Maine and left to study at the University of New Hampshire in Durham in 2006. I graduated in 2010 with a degree in Psychology and moved to Massachusetts. Since then, I have lived throughout New England and then finally settled in Southern Maine with my boyfriend and our dog, Ruby. I have worked in the Healthcare industry in one form or another for most of my adult life with my roles ranging from medication administration, direct care and finished in the field as a licensed Administrator. In my free time, I enjoy walking/hiking in nature, traveling, cooking and just enjoying the moment with family and friends. I am looking forward to continuing my passion of helping people on my new path with this dispatching opportunity!

Training

	October	November	December
Total Trainings Complete	61	91	84
New Hire Training	240	420	225

Our trainers are holding strong on a very long stint of training new hires in this especially challenging COVID time. We appreciate that all staff members are doing what they can to keep up with ongoing industry continuing education and training.

This quarter there were some accomplishments made with remote training:

Supervisor Jake Stoddard took a 2 day APCO Fundamentals of Tactical Dispatch and received a certificate

Supervisors Jake Stoddard, Chad Arris, and Erin Pelletier took a 1 day APCO Active Shooter Incidents for Public Safety Communications Training and received certificates

Supervisor Chad Arris took a 1 day APCO Crisis Negotiations for Telecommunicators class and received a certificate.

Supervisor Chad Arris completed a 3 day APCO Agency Instructor Course and received a Certificate.

Supervisors Jake Stoddard and Stephanie Minott completed a 3 day APCO Communications Center Supervisor Certification.

We have been working on ways to highlight Cumberland County Regional Communications.

All active CCRCC employees who participated in continuing education and training during the COVID 19 pandemic received a challenge coin as a token of appreciation for their commitment and continued dedication and support in keeping this ship sailing.



The CCRCC is working to have our facility vehicle wrapped with Cumberland County 911 logos and coloring. The final product has not been fully determined but will look something like this when complete.....



Last but not least

Thank you to our FRIENDS and FAMILIES for understanding that the missed Holidays, the mandatory OT, and the perception that work is more of a priority than you takes a toll on everyone but is necessary to keeping our public and our first responders safe.

We appreciate ALL the sacrifice and support everyone is making.

Employee Overtime

October
904 hrs

November
929.5 hrs

December
956.25 hrs

***** 911 *****

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

