



Cumberland County RCC

2022 - 1st Quarter Newsletter

January 1, 2022 - March 31, 2022



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 involve 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

Michael Poirier

Like the foundation of a home, it's easy to take it's strength and dependability for granted. For almost our entire staff, Mike has been a constant here since their first day.

First and foremost, Mike shows up. Mike comes to work; prompt and timely but also to DO the work. Arguably the strongest and most passionate Fire Dispatcher we have, Mike wants to be in on the action and if the call is not his, he is going to be the best teammate you never knew you needed. As a tenured dispatcher, he makes the "busy" fun to do with him and for the new folks, he makes them feel safe and know that he will not let them fail.

Mike is supportive of the training teams that he works with and will carry the load in any way so that a training moment can be had without distractions.

Dispatch agencies keep going because of dedicated people like Mike; the people that have been through it for years, still have the energy to give to the job with all of their effort and who are not afraid to put themselves out there to learn with all of the changes and new staff members.

Thank you for all that you do, Mike. You are appreciated.

2022 Employee of the 1st - Quarter



Mike Hanson



When most people think of 911 dispatchers, they think of the calm voice in a time of chaos; answering emergency calls and sending emergency responders to the scene. 911 dispatchers are also medically trained to provide life-saving instructions prior to help arriving. In the times when minutes matter 911 dispatchers are the "first" first responder.

On the evening of January 7th, Communications Officer Mike Hanson answered the call from a citizen of Cumberland County who was home alone and in active labor. Mike was able to provide clear, calm, and compassionate instructions (even cheering her on during contractions!) which assisted the mother in delivering her own baby prior to EMS arrival! The rest of the CCRCC team simultaneously dispatched EMS and a local sheriff's deputy to assist her and her newly delivered baby boy! Mom and baby were transported to a local hospital and we are told they are doing well!

As is tradition, Communications Officer Mike Hanson was recognized with a stork pin in recognition for his role in this amazing incident. Blue, in color, in honor of it being a little boy!

Well done to Mike, the rest of the CCRCC team, EMS, and the sheriff's deputy who all played a vital role in the positive outcome of this incident !



New Hire - Melissa Medina



Hello! My name is Melissa and I began working for the CCRCC at the end of January. While dispatch is a new profession for me, being involved in public service is not. Previously I worked for and volunteered with the Scouts BSA and worked as a special-education preschool teacher in Portland. While passionate about setting children up for success through early intervention services, fostering social skills, kindness and empathy, and planting the seed for the love of learning; I became burned out by the physical demands of working with children with special needs.

In my free time I enjoy spending time with family and friends, especially my 4 children, Natalie (20), Sam (20), Matthew (18) and Andrew (14). When I'm not working I can usually be found camping, exploring new trails with my two lovely ladies Pearl and Ruby (both dogs, but don't tell them that), fishing, kayaking or white water rafting. I also love to attend concerts, read and quilt.

I'm excited to join the team of dispatchers at the CCRCC and to help the local community by being the voice on the other end of the phone!

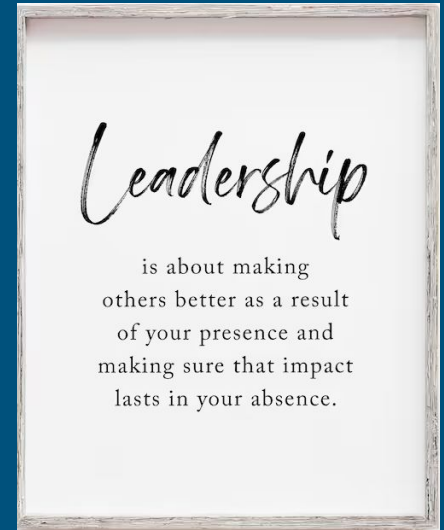
CCRCC Shift Supervisors

CCRCC Shift Supervisors are the glue that help hold the agency together. As a group they work the most overtime. They review and provide feedback on the most cases. As a team they are committed to frequent meetings in an effort to keep things flowing smoothly and consistently.

The CCRCC employees 7 Shift Supervisors:

Chad Arris, Scottie Franklin, Erin Wolfe, Ryelle Atkins,
Rachel Beal, Jake Stoddard, and Stephanie Minott.

I am excited to help highlight our two most tenured
Supervisors in this quarters Newsletter.

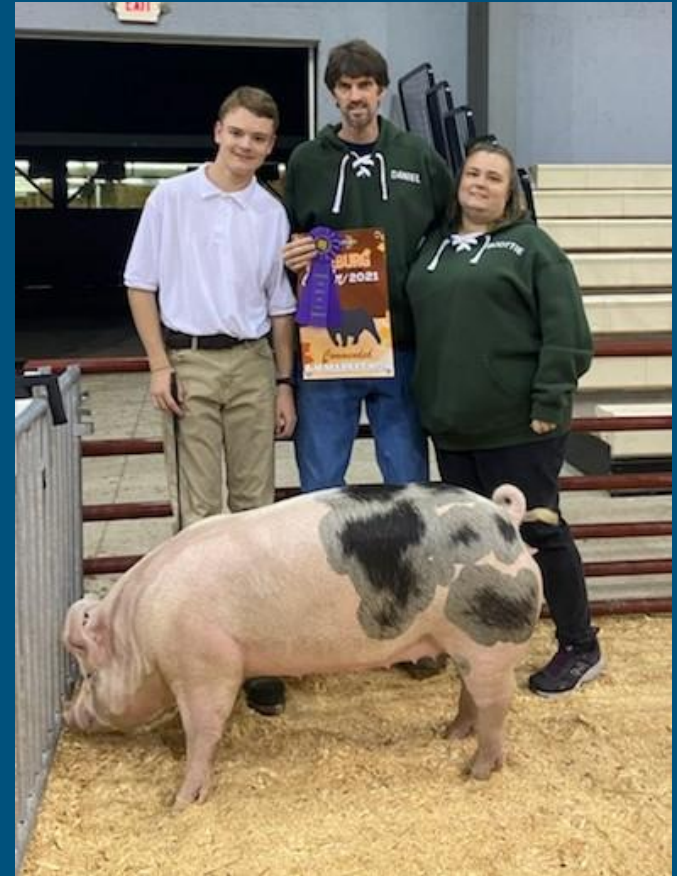


Shift Supervisor Scottie Franklin

Hello! My name is Scottie Franklin. I started my obsession in public safety in 1996 during high school when I joined Sacopee

Junior Rescue. After volunteering on the ambulance for a number of years, I decided to see what it was like on the other side of the radio. In 2004 I started working here at CCRCC and just never left. In 2012 I promoted to Shift Supervisor. I am proud of this team and happily call them a second family. My favorite part of being a 9-1-1 dispatcher is that every shift is different. My second favorite part is sharing my knowledge and experience in training new dispatchers.

I am a resident of Baldwin and have always lived there. I've been married to my husband Daniel for 19 years and we have a 15 year old son, Zachary. We have a small hobby farm where we raise pigs, chickens, turkeys and beef cattle. Zachary is active with 4-H and we enjoy showing animals at Fryeburg Fair every year. We also enjoy camping in our RV and love visiting amusement parks.



Shift Supervisor Chad Arris



Hello everyone my name Chad and I am a shift supervisor here at the CCRCC and have been with the CCRCC for 15+ years now. I live in Sebago with my Wife, 2 adult step children (one of which works here now) and 3 dogs. When I am not working my wife and I like to take road trips in our Jeep (top off in the summer) and taking our 2 year old Niece to all the places a 2 year old would love to go.

My journey into public safety started at the young age of 14 when I moved to Naples to live with my dad and joined the Fire Department for something to do. It immediately became clear that I was meant to be in the public safety field. At the age of 18 I was hired as a Dispatcher in the town of Naples, who at the time covered Naples, Casco, Sebago and Raymond Fire Departments. After 10 years in Naples I was hired here at the CCRCC as a Dispatcher. I spent a year and a half in that role before getting promoted to shift supervisor. After 25+ years in the business I get asked frequently what is the most exciting part of the job? Of course helping people is on the top of the list, I wouldn't be doing this job if I didn't want to help. But more recently I have taken a lot of joy in witnessing my coworkers enter as new employees and blossom into some of the best Dispatchers in the business.



Happy
ST Patrick's Day

To celebrate St Patrick's Day, CCRCC members participated in a trivia challenge.

The challenge spanned 17 days and included trivia questions pertaining to the history of Ireland, St Patrick's Day, and all things green. One point was earned for every correct answer and prizes were earned by the top five scores.

Winners: Mike Poirier, Kim Drown, Faith Mishkin, Maria Jensen, Erin Wolfe.

Watson Workstation Consoles

We are still working out the details but the Staff at the CCRCC are on their way to some new Workstations !!

There will be many more updates throughout the year but step one is down, we have a vendor !



CCRCC

911 Public Education Team



The CCRCC Pub Ed Team Members are:
Brynn O'Connor, Mike Poirier, Sam King, and
Kayla Boyd



We look forward to working with you at your
Community Outings, Fire Prevention Open
Houses, National Night Out Events, Career
Fairs, School Events, etc

Call: 207-893-2810 ext 1057

Email: 911_Public_Ed@cumberlandcounty.org



A huge “Thank You!” To the folks at **Time4Printing & Time4Wrapz** for making the Tahoe look exactly how we envisioned it!

This vehicle will be used to help brand us and will be available to employees to get to and from meetings, trainings and public education events.



Total Calls ALL Towns	January	February	March
Law Cases	5,009	4,598	5,838
Fire / EMS	1,615	1,307	1,286
Animal Cases	189	196	265
Total Calls	6,813	6,101	7,389
9-1-1 Call Volume	2744	2461	2613

Total Law Incidents by Town	January	February	March
Baldwin	76	70	85
Bridgton	421	373	503
Casco	161	145	227
Chebeague Island	5	1	6
Cumberland	498	425	595
Frye Island	1	0	0
Gorham	1,091	936	1,193
Gray	342	340	432
Harpswell	175	166	218
Harrison	125	122	157
Long Island	0	1	1
Naples	201	206	265
New Gloucester	118	133	146
North Yarmouth	109	110	114
Pownal	34	28	30
Raymond	158	147	229
Sebago	56	68	76
Standish	348	393	523
Windham	1,090	934	1,038
Total	5,009	4,598	5,838

Total Fire Incidents by Town	January	February	March
Baldwin	14	14	18
Bridgton	37	37	23
Casco	75	46	59
Chebeague Island	4	6	8
Cumberland	89	71	78
Frye Island	0	0	0
Gorham	305	233	214
Gray	137	118	119
Harpswell	85	65	56
Harrison	41	24	33
Long Island	5	6	3
Naples	63	60	57
New Gloucester	50	41	42
North Yarmouth	37	30	28
Pownal	11	12	18
Raymond	78	82	62
Sebago	30	26	30
Standish	208	178	159
Windham	346	258	279
Total	1,615	1,307	1,286

Total Animal Complaints by Town	January	February	March
Baldwin	8	5	4
Bridgton	21	15	27
Casco	4	16	14
Chebeague Island	0	0	0
Cumberland	16	13	21
Frye Island	0	0	0
Gorham	26	27	46
Gray	20	10	25
Harpswell	9	8	14
Harrison	3	6	3
Long Island	0	0	0
Naples	12	11	13
New Gloucester	6	9	6
North Yarmouth	7	13	12
Pownal	1	0	3
Raymond	10	6	19
Sebago	2	4	4
Standish	19	17	25
Windham	25	36	29
Total	189	196	265

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.

Case Reviews	January	February	March
Law Case Reviews	41	54	52
Self QA	32	31	28
EFD Case Reviews	57	61	54
EMD Case Reviews	100	101	100
Monthly NCIC Validations	76	54	51
Missing Person Reviews	7	7	10
9-1-1 Average Ring Time	4 sec	4 sec	4 sec

Training

	January	February	March
Total Trainings Complete	135	132	118
New Hire Training	200 hrs	320 hrs	160 hrs

This quarter we saw some in person trainings coming back which was a nice chance for folks to get out of the building and relationship build with others in the industry. A few of our Supervisors continue to hit the ground running with soaking up any and all online leadership trainings they can find. Classes that our staffed voluntarily engaged in include: APCO PS Communications Staffing and Employee Retention, APCO Fundamentals of Tactical Dispatch, APCO Fire Service Communications, APCO Supervisor, When high profile calls have a higher impact w/ Tracy Eldridge, Performance Management & Review Process for Supervisors, NENA Advanced Police Dispatching Certificate, FEMA IS-00706: NIMS Intrastate Mutual Aid an Introduction, MMA - Crisis Communication Webinar - Dealing with the Media, Continuity Planning - LD1301, Director Strategies - Leading to Success, FEMA IS-00703.b: National Incident Management System Resource Management, FEMA IS-01300: Introduction to Continuity of Operations, IPSA - First Responder Stress Metabolic Dysfunction, Anti bullying, Fire Prevention: Comprehensive, 40 hr ETC Certification, APCO Public Safety Communications Staffing & Employee Retention Certificate, Discipline & Termination- Sensitive Subjects, Missing and Exploited Children: Telecommunicators , Managing Workplace Conflict w/ Mediation Techniques, FOAA, Maine Municipal Association Harassment Prevention for Maine Supervisors Certificate

Dates to Remember

CCRCC Board of Directors Meeting - Tuesday May 17th 1800-2000 hrs

CCRCC Fire Working Group Meeting - Thursday May 5th 1300-1700 hrs

CCRCC Law Working Group Meeting - Wednesday April 20th 1500-1700 hrs

CCRCC Radio Committee Meeting - Tuesday April 26th 1300-1400 hrs

Wellness Massages - Tuesday May 3rd 1500-1700 hrs - Windham Campus

CCRCC Sponsored CPR Class - Friday May 13th 1200-1500 hrs

Maine NENA Awards Ceremony - Monday April 11th 1300-1500 hrs - On-Line

Central Maine Community College Public Safety Day - Tuesday April 12th 0900-1200 hrs

Gorham Camp 911 - July 18th - 22nd and August 15th-19th

Windham National Night Out - August 2nd 1800-2100 hrs

Always

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Cumberland County 9-1-1 is hiring!

Who We Are

We are a 9-1-1 answering point (PSAP) who provides emergency and non-emergency dispatch for 5 police agencies and 19 fire departments within Cumberland County. Our team of 38 employees are fully trained and nationally certified in Emergency Medical & Emergency Fire dispatch protocol use. We have a robust Quality Assurance program and mandatory continuing-education-hours to best provide the citizens and our community and to be the life-line for our first-responders and the public.

Interested?

Download an application at
www.CumberlandCounty.org

or Contact Us!

Cumberland County 9-1-1 Dispatch Center
22 High Street Windham, Maine
911director@cumberlandcounty.org
207-893-2810

Benefits Include:

- > Pay range starting over \$20/hour
- > Retirement Plans
- > Comprehensive Benefits package
- > 18 week training program
- > Tuition Reimbursement
- > Wellness Program
- > Paid Time Off

Start your career in public safety today!



National Public Safety
Telecommunications Week is

April 10-16, 2022

**Don't forget to send a special
thank you to your favorite
Dispatcher !**

**If you would like to send a
message of thanks that ALL
CCRCC Telecommunicators will
receive, please send to:**

announcements@cumberlandcounty.org

Team CCRCC

Chad Arris
Ryelle Atkins
Rachel Beal
Kayla Boyd
Jack Bueler
Ben Crimmen
Nicole Dexter
Kim Drown
Scottie Franklin
Michael Hanson
Jaycee Hovey
Maria Jensen
Lindsey Joliat
Cody Kalinka
Sam King
Jason Leveille



Bailey McDermott
Melissa Medina
Stephanie Minott
Faith Mishkin
Brynn O'Connor
Erin Pelletier
Michael Poirier
Victoria Ross
Jamie Savage
Christine Shepherd
Jake Stoddard
Nikki Thompson
Savanna Wing
Erin Wolfe

THANK YOU FOR ALL YOU DO.

DISPATCHERS: THE FIRST FIRST-RESPONDERS.

*Deb
&
Melinda*