



Cumberland County RCC



2022 - 2nd Quarter Newsletter

April 1, 2022 - June 30, 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

2022 Employee of the 2nd Quarter

Kim Drown has been selected as the Employee of the Quarter. Kim faithfully shows up for her shift ready to work and spends her entire shift working. She is never late with her monthly tasks, and completes all work independently and without prompting. She is an employee that both line staff and supervisors look up to for her experience and tactful execution; she is one of the best 9-1-1 dispatchers the state has to offer.

Kim is an employee who holds herself to a very high standard, she shows up, and she gets every aspect of the job done. As the CCRCC primary TAC officer, Kim spends countless hours each month doing Quality Assurance checks on hundreds of warrants and NCIC entries, validating entries which include follow up with the responsible law enforcement agencies, and connecting with the courts and the Access Integrity Unit when issues or questions arise. ALL this while continuing to be one of our highest call volume call takers. Even though we tease her about "fake work" we very much appreciate Kim for all she does for the CCRCC day in and day out.

Thank you Kim for all you do - you are truly an asset to the CCRCC team!



Statewide Recognition

Each year Maine NENA looks for statewide nominations to recognize individuals and teams in the field of Emergency Communications to recognize and highlight.

During this quarter Maine NENA held a virtual awards ceremony, the CCRCC was well represented in both nominations and awards.

The committee looks for nominations in the following areas:

Critical Incident of the Year - a single critical incident is selected as the Critical Incident of the Year.

Stork Awards - ALL baby deliveries will be awarded a stork award.

Silent Hero Award - one person is selected to represent each 9-1-1 center in Maine.

Shift Supervisor of the Year - one person is selected from all nominations to be the Shift Supervisor of the year.

2022 Maine NENA Awards & Nominations

Maine NENA Shift Supervisor of the Year: Cumberland County RCC, Scottie Franklin

Scottie achieved the ultimate honor this year by being nominated from every level of personnel at the Center. Supervisor Franklin is incredibly reliable and dependable, using no sick leave in 2021 and working over 900 hours of OT to help minimize forces. With over 17 years of experience at the Center, Scottie is incredibly knowledgeable. She is the rock during hard times. This year required we all give it all we had and Scottie did – late nights, countless conversations about how to navigate the schedule in an employee first way, how and when to deliver bad news, etc. Scottie was there for all of us.



2022 Maine NENA Awards & Nominations cont.

Critical Incident of the Year Nomination

Cumberland County RCC, Scottie Franklin, Rachel Beal, Jack Bueler, Sam King, Nicole Dexter, Allison Labonte, and Jennifer Skinner. Just before shift change on February 13, 2021 Jennifer Skinner took a call from Sanford RCC in reference to a carjacking that had just occurred. The deputy turned on the suspect vehicle, a Signal 1000 was put out and the suspect fled going the wrong way through a busy rotary. Hitting a dead-end, the suspect put his vehicle in reverse attempting to slam into the cruiser. Gorham PD, MSP and York County SO all assisted in the 23-mile pursuit that finally ended in Gorham. The teamwork, quick thinking, and knowledgeable dispatchers assured the other side of the radio had exactly what they needed to safely apprehend the suspect while keeping the public safe as well.

CCRCC Silent Hero Recipient

Cumberland County RCC supervisor Erin Wolfe has been with CCRCC for seven years, and in that time has advanced to supervisor and chair of the Fire Department Working Group. Her working relationship with our partnering agencies is top notch. Erin has also been credited numerous times by the FTOs that work under her leadership. She has also been in charge of the CCRCC's Policies and Procedures for the past four years. Erin doesn't ask for any recognition or fanfare, she does it because it is her passion and because she has pride in her work.

Total Calls ALL Towns	April	May	June
Law Cases	6,339	6,530	6,933
Fire / EMS	1,308	1,413	1,482
Animal Cases	275	352	331
Total Calls	7,922	8,295	8,746
9-1-1 Call Volume	2,396	2,840	3,252

Total Law Incidents by Town	April	May	June
Baldwin	89	116	125
Bridgton	419	470	521
Casco	180	233	245
Chebeague Island	7	3	25
Cumberland	629	593	565
Frye Island	1	7	25
Gorham	1,137	1,153	1,238
Gray	424	507	564
Harpswell	267	363	352
Harrison	201	217	152
Long Island	5	6	1
Naples	218	308	315
New Gloucester	160	208	216
North Yarmouth	108	112	107
Pownal	32	45	32
Raymond	196	241	282
Sebago	59	95	101
Standish	463	604	610
Windham	1,744	1,249	1,457
Total	6,339	6,530	6,933

Total Fire Incidents by Town	April	May	June
Baldwin	12	15	10
Bridgton	31	31	26
Casco	43	73	68
Chebeague Island	5	5	13
Cumberland	87	95	125
Frye Island	1	4	3
Gorham	233	238	230
Gray	101	144	148
Harpswell	63	71	62
Harrison	24	34	27
Long Island	3	2	4
Naples	53	64	78
New Gloucester	56	36	51
North Yarmouth	43	37	35
Pownal	9	18	11
Raymond	76	67	78
Sebago	21	37	31
Standish	168	180	174
Windham	279	262	308
Total	1,308	1,413	1,482

Total Animal Complaints by Town	April	May	June
Baldwin	13	5	16
Bridgton	35	31	32
Casco	10	22	23
Chebeague Island	0	1	1
Cumberland	26	38	21
Frye Island	0	0	0
Gorham	36	49	49
Gray	26	26	19
Harpswell	18	24	19
Harrison	8	10	12
Long Island	0	0	0
Naples	11	8	16
New Gloucester	6	12	5
North Yarmouth	7	8	8
Pownal	1	2	2
Raymond	16	19	15
Sebago	2	9	7
Standish	22	26	15
Windham	38	62	71
Total	275	352	331

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, and yearly basis.

Case Reviews	April	May	June
Law Case Reviews	26	25	21
Self QA	23	34	32
EFD Case Reviews	70	55	55
EMD Case Reviews	100	100	100
Monthly NCIC Validations	46	36	46
Missing Person Reviews	14	15	14
9-1-1 Average Ring Time	5 sec	4 sec	4 sec

Training

	April	May	June
Total Trainings Complete	64	46	55
New Hire Training	251 hrs	248 hrs	310 hrs

OT Competition Winners from 2021

In 2021 we did an overtime competition and the prize was a ticket to one of 3 professional conferences that fit within the current state of COVID restrictions.

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

Winners:
Supervisor Stephanie Minott
Dispatcher Maria Jensen

Navigator 2022 - Nashville TN



2022 Dispatch Week

A very special thank you to all who contributed to an amazing week. We were able to celebrate our staff and show them some appreciation for the very unique work they do under some very unique working conditions.

Thank you !

Award Winning Wings

Binda's

EST. WINDHAM '04

Take-Out
892-BEER (2337)

pepsi

A billboard for Binda's Windham. It features a cartoon chicken wearing a red bandana and holding a beer. The text on the billboard includes "Award Winning Wings", "Binda's", "EST. WINDHAM '04", "Take-Out", "892-BEER (2337)", and a Pepsi logo.

DISPATCHERS ARE
THE UNSUNG
HEROES IN THIS
CRAZY WORLD OF
1ST RESPONDERS



NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK

APRIL 10-16, 2022

**"To the Professionals employed in
Telecommunications, we appreciate the
dedicated service you provide and for
being the calm voice behind the scenes."**



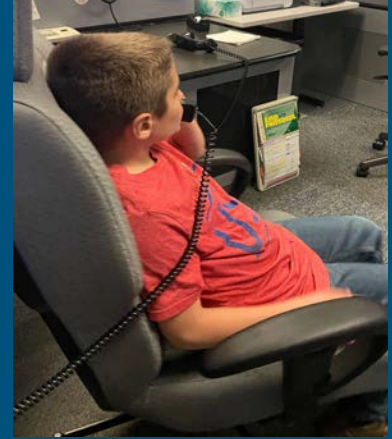
**To the Communication Centers /
Telecommunicators that we work
alongside on a daily basis: THANK YOU!**



Comfort
Dogs



OUR Kids - The Future of 911



The CCRCC has seen the definition of dedication and commitment from a very special group of employees, who have been here no matter what. These employees have shared life before and throughout the COVID-19 pandemic. The CCRCC is proud to call 21 very special people the heart of the CCRCC.

Supervisor Scottie Franklin - 18 yrs

Supervisor Chad Arris - 16 yrs

Supervisor Jake Stoddard - 12 yrs

Supervisor Ryelle Atkins - 12 yrs

Supervisor Rachel Beal - 12 yrs

Supervisor Erin Wolfe - 7 yrs

Supervisor Stephanie Minott - 7 yrs

Deputy Director Deb Plummer - 11 yrs

Director Melinda Fairbrother-Dyer - 16 yrs



**Commitment is an act,
not a word.**

- Jean-Paul Sartre

Kim Drown - 17 yrs

Christine Shepherd - 17 yrs

Michael Poirier - 17 yrs

Michael Hanson - 12 yrs

Erin Pelletier - 10 yrs

Maria Jensen - 9 yrs

Ben Crimmin - 8 yrs

Nicole Dexter - 8 yrs

Brynn O'Connor - 7 yrs

Jack Bueler - 5 yrs

Sam King - 5 yrs

Savanna Wing - 3 yrs

The CCRCC continues to extend a deep level of gratitude to those who had the strength to join us during a very tough time. It takes a very special person to join an organization in the midst of a global pandemic, for this group of employees we are especially grateful and look forward to our future with you all.

Kayla Boyd

Faith Mishkin

Cody Kalinka

Bailey McDermott

Victoria Ross

Jason Leveille

Melissa Medina

“Stay positive. Better days are on their way.”



How is 988 different from 911? 988 was established to improve access to crisis services in a way that meets our country's growing suicide and mental health related crisis care needs. 988 will provide easier access to the Lifeline network and related crisis resources, which are distinct from 911 (where the focus is on dispatching EMS, fire and police as needed)

Too many Americans are experiencing suicide and mental health crises without the support and care they need. In 2020 alone, the US had one death by suicide about every 11 minutes — and for people aged 10-34 years, suicide is a leading cause of death.

Moving to an easy-to-remember, 3-digit dialing code will provide greater access to life-saving services.

Providing 24/7, free and confidential support to people in suicidal crisis or emotional distress works! The Lifeline helps thousands of people overcome crisis situations every day.

2022

In honor of
Cpl Eugene
Cole April 25,
2018



Always

**H
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G**

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!



Employee Overtime

April	May	June
932 hrs	1075 hrs	983 hrs

announcements@cumberlandcounty.org