



Regional Communications Center Quarterly Newsletter

Prepared by: Director Melinda J Fairbrother-Dyer

2023 Third Quarter July - September // Fourth Quarter October - December

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. This newsletter includes both the 3rd and 4th quarter of 2023. While I do my very best to put this newsletter together, the content is very much put together by the staff at the CCRCC.

The team at the Regional Communications Center 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



Holly Philbrick

COMMUNICATIONS DEPARTMENT

2023 EMPLOYEE OF THE

3rd QUARTER

Holly Philbrick is new to the CCRCC but not to the 911 industry. Holly has made the transition to the CCRCC from another Maine Agency seem effortless.

Some of Holly's most notable traits are her ability to conduct herself in a very professional manner. She has a candid ability to maintain balance with her peers but also totes the line to establish herself as a leader in the organization.

Holly's peers have recognized her talent and have cited her to be a true asset to the organization, a breath of fresh air that brings another layer of positivity to the RCC through her pride as a dispatcher and trainer. Holly came here as a licensed EMD and EFD and has routinely exceeded the basic standards with EMD & EFD, always showing excellent customer service and following the protocol as intended.

Holly is always willing to pick up OT to help her peers and has already started training new hires. In the training environment Holly has been noticed for her ability to be objective yet encouraging to a new person allowing them the space they need to find their wings but always being there to jump in if needed. Holly has already contributed her strengths to our Field Training Program and other trainers, Holly isn't shy to share her growth and observations as a trainer with others. The staff at large are happy to be working side by side with Holly.

Holly is an asset to the operations here at the CCRCC and the 911 industry at large and will continue to have no limits to her potential here at the CCRCC.

Holly you are a pleasure to work with and we appreciate you.



COMMUNICATIONS DEPARTMENT

EMPLOYEE OF THE

4th QUARTER 2023

This certificate is awarded to

Emergency Communications Officer Kayden Harrison

The CCRCC is proud to announce that CCRCC Communications Officer Kayden Harrison has been selected as the Employee of the Quarter for the 4th quarter of 2023. Kayden was nominated by several of her peers who all echoed the same sentiment that Kayden is an absolute delight to work with.

Though Kayden has been with the CCRCC for a short tenure she demonstrates the skills and ability of a seasoned dispatcher. From the moment Kayden began classroom training, she has taken everything head on, absorbing absolutely everything she could, asking so many great questions, and always being willing to step up and try. Kayden is described as a bright light to work with and always has a smile on her face. Kayden has stepped up to help with several projects including the missing person report and is always signing up for extra overtime to assist her teammates. Kayden has a way of making every shift that much more fun while also being dependable, steady, and always willing to assist a co-worker. Kayden is consistently getting high compliance with her quality assurance reviews and is always looking to better herself with training and pushing herself to be experienced and proficient in all areas. Kayden is credited for her superb customer service and the positive attitude she brings to shift each day.

Kayden has gained the attention and respect of her peers, Supervisors, and management alike. Kayden is such a terrific addition to the CCRCC team and we are thrilled that she is here!

Public Education Team

Our Public Education Team has been hard at work educating our communities on the work we do

Gorham 911 Camp - 23 + kids

Bridgton National night Out - 30 kids

North Yarmouth Village Block Party - 75 kids

Windham National Night Out - 200 kids

Falmouth Summer School (extra needs group) - 30 kids

Bridgton FD Elementary kids - 300 kids

Standish Public Safety Fair - 200 kids



Girls on The Run



A local community group in Windham, decided to do a community project honoring Windham's first responders. They honored the Police and Fire departments as well as dispatch with handmade posters, cards and sweets. The girls were very excited to share with us a few times their families had to call 911.

Officer In Charge Promotions

The CCRCC is very honored to welcome these dedicated employees to the OIC team. OIC's at the CCRCC fill the shoes of the Shift Supervisor when one is not present. OIC have one of the most challenging but rewarding positions of influence.

We thank you for taking the agency to the next level in our leadership development.

Congratulations and thank you.

Michael Poirier



Brynn O'Connor



Savanna Wing



Cody Kalinka



New Hire

Haylen Chisholm



Hi! My names Haylen. I graduated college in May of 2023 from University of Maine - Augusta. My degree is in Mental Health and Human Services with a concentration in child mental health. As I dive into this dispatching career, I am eager to help people and learn the ropes of this job. I am always willing to help people when needed, lend a listening ear, and I have a very bubbly personality!! My hobbies include camping on the lake, going on hikes, hanging out with my family and friends, and baking. And I absolutely love animals, all kinds! My favorite food is tacos and I love coffee!

New Hire Ethan Mackie



Growing up in Maine I have always loved being outside and spent a lot of time growing up hiking, fishing, and hunting in the rivers and woods. I'm also a big adrenaline junkie and cliff dive and ski regularly. My professional background is in Marine Biology. I graduated with a degree in the subject from UNE in Biddeford. Directly after college I got a job with NOAA as a Northeast Fisheries Observer and began working at sea on commercial fishing boats. I spent around a year and a half there and then worked for the State of Maine in a similar capacity for almost a year. Throughout my life I have always had a passion for helping people and decided to follow that passion to dispatching. I am excited to join the first responder community and serve at the CCRCC.

Naples Fireworks

On July 4, 2023, Dispatchers Victoria Ross, Jaycee Hovey and Erin Pelletier were assigned to unified command at the Naples Causeway fireworks event. Shortly before the event kicked off, radio communication came through that there were shots fired and that the armed suspect had fled the causeway on foot. The on-scene dispatchers coordinated first aid and search efforts for CCSO & Naples fire for several hours. The CCRCC was inundated with 911 calls, incoming tips and mutual aid coordination for the duration of this event. It's times like this that we are proud to have shown up for the what if and to be there for our boots on the ground crews. In this case we had 3 highly trained and committed dispatchers on scene when the what if took a turn.

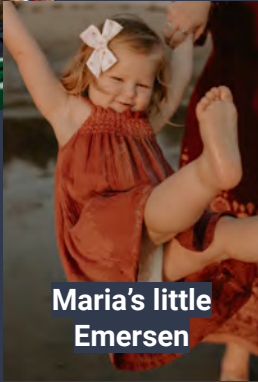


The CCRCC has grown over the years. Here is a glimpse at some of the growth.....

Faith's baby
Addyson



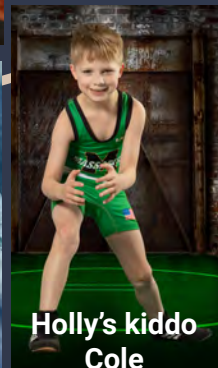
Maria's kiddos Jackson
& Addysen



Maria's little
Emersen



Savannas
Ella



Holly's kiddo
Cole



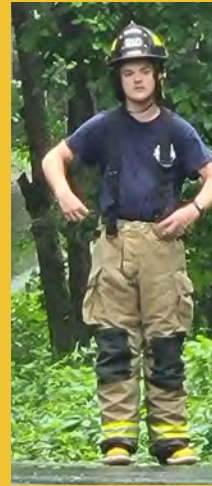
Brynn & Dennis's kids
Emilia & Addalyn



Holly's kiddo
Violet



Nicole's kiddos
Harvey & Vada Dexter



Scottie's kiddo
Zachary



Melissa's kids Andrew, 16 Sam, 22
Natalie, 22 and Matthew, 19



Holly's kiddo
Kendall

Savannas son
Liahm





Thursday August 3rd 2023

Ben received a call from a motorist at approx 2015 hours; He was able to get the male caller (Dad) to remain stationary on the side of the road as he proceeded with EMD.

At 2019 hours, a Healthy baby boy was born thanks to the instructions of Ben and the help of Dad. Windham Rescue arrived on scene approximately a minute and a half later and transported both patients to the Hospital.

As you can expect, Ben was stoic and this was light-work for him..but the rest of us in the room were bursting with excitement.

Amazing work Ben!! And Great job to Scottie and Melissa for getting WFD & WPD units to the scene quickly and with prompt updates. This is the stuff that keeps us coming back!

**Congratulations Ben Crimmin on
earning a BLUE STORK PIN**

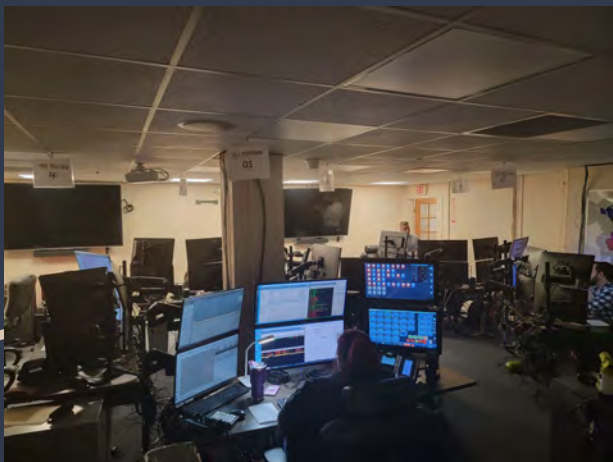


APCO 2023

August 6-9 | Nashville, TN



CCRCC Make Over



**Dispatch
moves back to
the bunker for a
few months**

October & November

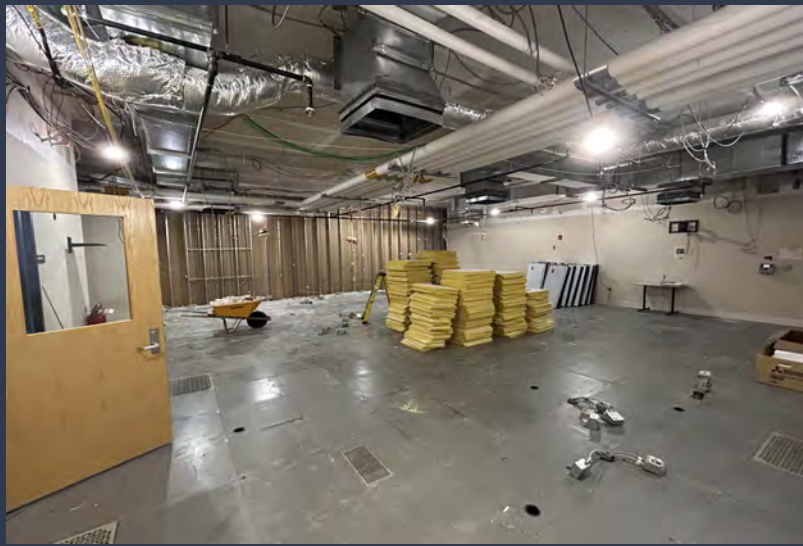
Here at the CCRCC, the walls are falling.

Construction is underway at the Communications center; where our dispatchers are looking forward to a brand new center to return to, in early 2024.

Since first moving from the “Bunker” in 2006, Dispatch has seen very little in terms of room upgrades or console replacement. The brand new Comm. Center will be equipped with all new, 24 hour consoles, upgraded lighting functions, a large window to provide natural daylight and many pieces of wall-mounted technology to aid in large scale events & group training.

A new “build-out” room, containing 4 additional stations is being created in the adjoining space to the center. This space is being outfitted with its own air-handling system which will make the room 100% safe for any future quarantine needs.

Stay tuned for next quarter’s update; in the meantime you can find us in “the bunker”!

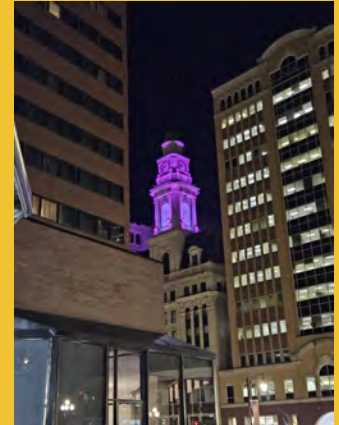




APCO Conference Albany, NY

10/22 - 10/25

Pictured here with our staff is Nathan Lee from the Denise Amber Lee foundation, for the sake of every Denise Amber Lee that would have been we will continue to employee and invest in trained and competent dispatchers to be there for your worst day. We promise...



911 Communications Dispatcher Michael Poirier

I want to say thank you to Director Fairbrother-Dyer and Deputy Director Plummer for allowing me to attend this conference.

I have never attended a Regional or National Conference in the almost 18 years I have been an employee here.

There was a time about 3 or 4 years ago when I thought I was starting to feel the effects of burnout from this job. I was struggling through the day after day after day of the ups and DOWNS of this career. Then my daughter became an employee here and now I was the proud papa. She stayed here for about 2 years. During this time I saw her excel in so much about this job. I was very proud of her and she told me it was because of the way her mother and I raised her. She struggled with some tough calls and ultimately had to move on.

Near the end of my daughter's time here, I became involved with the 911 Public Education Team we have here. My daughter said she saw an immediate and wonderful change to my future here at dispatch. The director ultimately made me the lead person of this team and I like to think I have made it bigger and better in this past year. I have always been a very social person and ran with this opportunity. We held our 1st Annual Touch-a-Truck Event here at our center, we have been to several Career / Job Fairs recruiting tentative new employees, FD Open Houses, Windham SummerFest, National Night Out & Several Fire Prevention Events. We taught hundreds of children how to use 911 properly with our "911 Trainer for Kids" Simulator that we have.

I've seen a big change in myself in the last year and am looking forward to staying here for the rest of my career until I retire. I have recently become an OIC as a senior staff member and an FTO (Field Training Officer) for our new hires.

I didn't realize the power of these regional and national conferences to share ideas, resources and other things with other dispatchers. From the Keynote Speaker on the 1st day until the very end of the third day, I got to attend many amazing classes. I cried listening to Nathan Lee's story of heartbreak. I laughed during "It Ain't That Serious" when other dispatchers shared the funny bloopers that have occurred at their centers. I attended serious classes with info about the Evolution of 911, Foundations of a Supportive Work Environment, How to Own the Success you have earned and several more great classes.

I spoke with 10-15 different agencies who asked for more information about our Public Education Team we have at our center. I advertised that team on our uniform shirts I wore to the conference. I believe I met some fellow 911 dispatchers who will be lifelong friends and mentors. I'd like to think I am that for them also.

Thanks again for allowing me to attend this conference. I hope this is only the first of a few more I can attend before the end of my career.

GUARANTEED

Vacation time hard at work !



My son Zachary has been involved in 4-H for the last seven years. Every year we've shown pigs, and recently added beef cattle, at Fryeburg Fair. This commitment requires that we remain on the fair property for the entire week of the fair to care for and show our animals. Every year I submit requests to use vacation time for the fair. Many years, I've "moved" to Fryeburg not knowing if I would need to return to work my shifts because I didn't have a coworker willing to cover for me. In 2023 I was able to utilize the guaranteed vacation program for those days. It was much less stressful leaving work for the fair knowing that my time off would be covered even if it meant mandating that someone else has to work.

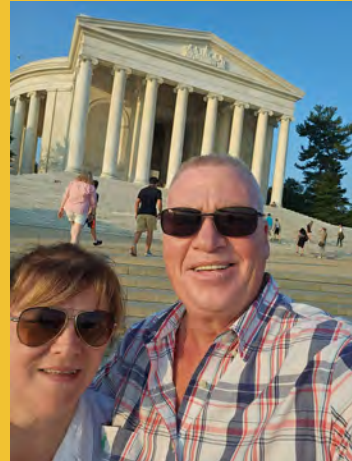
This would not have been possible without our new Guaranteed Vacation! A trip with our best friends for her 50th birthday! Thank you!



I loved knowing I was guaranteed time to spend with my family !



It's nice not having to stress about vacation being approved !





“Team CCSO” was represented in the Portland Fire Department’s Annual Softball tournament. Supv Pelletier, along with members of CCSO & CCJ / their families competed. Entry fees, donations and t-shirt sales went to benefit the Portland Firefighters Children’s Burn Foundation. A power-house team representing Connecticut Fire Depts took home the big trophy.

On Saturday August 19, 2023

Total Calls ALL Towns	July	August	September
Law Cases	8,179	7,718	6,784
Fire / EMS	1,780	1,593	1,658
Animal Cases	414	361	313
Total Calls	10,373	9,672	8,755
9-1-1 Call Volume	4,020	3,189	3,029

Total Calls ALL Towns	October	November	December
Law Cases	6,405	6,097	5,662
Fire / EMS	1,559	1,450	2,192
Animal Cases	249	261	208
Total Calls	8,213	7,808	8,062
9-1-1 Call Volume	2,837	2,513	3,048

Total Law Incidents by Town	July	August	September
Baldwin	109	151	96
Bridgton	628	624	521
Casco	356	314	326
Chebeague Island	40	38	9
Cumberland	792	690	664
Frye Island	73	55	14
Gorham	1,237	1,200	1048
Gray	536	562	485
Harpswell	445	452	386
Harrison	293	288	238
Long Island	59	52	3
Naples	543	439	389
New Gloucester	265	248	230
North Yarmouth	118	107	63
Pownal	46	45	50
Raymond	327	288	278
Sebago	118	92	72
Standish	734	682	662
Windham	1,460	1,391	1250
Total	8,179	7,718	6,784

Total Law Incidents by Town	October	November	December
Baldwin	112	100	97
Bridgton	549	491	398
Casco	240	168	195
Chebeague Island	8	3	1
Cumberland	509	542	475
Frye Island	6	0	1
Gorham	1243	1290	1102
Gray	462	426	397
Harpswell	422	362	311
Harrison	216	150	124
Long Island	3	3	3
Naples	280	275	244
New Gloucester	224	220	161
North Yarmouth	101	105	103
Pownal	47	28	43
Raymond	214	209	217
Sebago	86	67	70
Standish	510	525	462
Windham	1173	1133	1258
Total	6405	6097	5662

Total Fire Incidents by Town	July	August	September
Baldwin	9	11	8
Bridgton	52	45	37
Casco	88	85	63
Chebeague Island	21	18	14
Cumberland	108	118	182
Frye Island	11	9	4
Gorham	278	253	304
Gray	138	127	133
Harpswell	99	82	65
Harrison	30	25	34
Long Island	5	6	4
Naples	108	94	87
New Gloucester	49	49	53
North Yarmouth	50	40	51
Pownal	31	20	13
Raymond	107	97	65
Sebago	60	35	35
Standish	215	184	192
Windham	321	295	314
Total	1,780	1,593	1,658

Total Fire Incidents by Town	October	November	December
Baldwin	8	17	16
Bridgton	34	26	83
Casco	71	59	98
Chebeague Island	3	12	15
Cumberland	92	95	125
Frye Island	6	0	1
Gorham	294	259	360
Gray	107	143	157
Harpswell	90	92	88
Harrison	27	27	57
Long Island	3	4	6
Naples	75	63	80
New Gloucester	53	48	98
North Yarmouth	46	32	66
Pownal	21	13	35
Raymond	76	77	124
Sebago	26	23	49
Standish	210	172	275
Windham	317	288	459
Total	1,559	1,450	2,192

Total Animal Complaints by Town	July	August	September
Baldwin	5	11	6
Bridgton	32	35	13
Casco	28	42	32
Chebeague Island	2	0	0
Cumberland	30	25	14
Frye Island	0	0	0
Gorham	39	28	40
Gray	25	25	18
Harpswell	15	17	15
Harrison	14	11	5
Long Island	0	0	0
Naples	32	17	13
New Gloucester	28	19	14
North Yarmouth	16	11	6
Pownal	2	3	1
Raymond	28	28	26
Sebago	3	3	6
Standish	46	38	47
Windham	69	48	57
Total	414	361	313

Total Animal Complaints by Town	October	November	December
Baldwin	5	8	4
Bridgton	12	15	13
Casco	11	10	9
Chebeague Island	0	0	1
Cumberland	24	18	17
Frye Island	0	0	0
Gorham	45	43	33
Gray	19	24	13
Harpswell	12	11	8
Harrison	9	5	6
Long Island	1	0	0
Naples	10	8	4
New Gloucester	9	8	13
North Yarmouth	5	14	13
Pownal	1	2	7
Raymond	12	10	8
Sebago	6	4	5
Standish	19	22	19
Windham	49	59	35
Total	249	261	208

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	July	August	September
Law Case Reviews	75	65	55
Self QA	40	33	34
EFD Case Reviews	46	53	52
EMD Case Reviews	100	100	100
Monthly NCIC Validations	44	59	59
Missing Person Reviews	18	12	20
9-1-1 Average Ring Time	7 seconds	7 seconds	7 seconds

Case Reviews	October	November	December
Law Case Reviews	49	73	59
Self QA	27	38	36
EFD Case Reviews	52	61	57
EMD Case Reviews	100	100	100
Monthly NCIC Validations	66	48	63
Missing Person Reviews	27	21	18
9-1-1 Average Ring Time	7	7	8

Our ESU dispatchers responded to the City of Lewiston with the Cumberland County ESU Team to provide Tactical Dispatch support during the incident.

Another group of Dispatchers responded to LA 911 to make available on scene dispatchers and mental health peer support in the days following the tragedy.



MAINE SHOOTING VICTIMS





Lewiston-Auburn 9-1-1 Emergency Communications System

Timothy W. Hall, Director

552 Minot Avenue, Auburn, Maine 04210

207.786.5380 ~ 207.795.0743 fax

November 1, 2023

One week ago today our community suffered an unimaginable tragedy. Our thoughts remain with the victims, their families, their friends, and our entire community.

The first 9-1-1 call was received just before 7:00 that evening and between that time and midnight our dispatchers answered over 700 phone calls while doing their best to relay necessary information to our Police, Fire, and EMS partners in the field. As the Director of the Center I cannot express how profoundly proud I am of the staff on duty when this event unfolded; they performed exceptionally well in impossible circumstances. I also want to recognize our off duty personnel that responded to the center to provide assistance that night as well as everyone that has worked in the days following; your commitment to service is second to none.

In addition to our own staff we want to recognize and thank our partners at the Androscoggin County Regional Communications Center, Lisbon Police Department Communications Center, United Ambulance Communications Center, State of Maine Department of Public Safety Communications Center, Cumberland County Regional Communications Center, and the Franklin County Regional Communications Center – your contributions on that night and in the time since have been invaluable.

We would also like to thank our community; the outpouring of support we have received from around the Country this past week has been overwhelming; from letters, cards, e-mails, and phone calls, to the numerous local establishments that have brought in food and coffee to keep us going.

Please continue to care for one another.

With appreciation,

Timothy Hall, Director
Lewiston/Auburn 9-1-1



On November 11th, Cumberland County's Softball Team "4 the Fallen" competed in a benefit softball tournament for the families of those lost and wounded in the tragic Lewiston shootings. Members from CCSO, CCJ, CCRCC, Lewiston Fire, Lisbon Police and Bridgton Police collectively made the tournament's only First-Responder team. In a very entertaining twist, Actor Patrick Dempsey joined the First-Responder team, providing top notch fielding and some rusty batting. Opportunities like these allow our employees to be out with the community and be "human" beyond the physically and emotionally heavy aspects of the job.





November 2023

Although it's been very busy for the Cumberland County ESU team, the training never stops. In November, the team conducted a large-scale training scenario in Poland. Pictured above are TAC dispatchers Maria Jensen, Nicole Dexter, Erin Pelletier along with Detective Kim Emery who were in charge of Command for this training.

Training is one of the most important things we can do in Public Safety!

Donald L. Durrah Jr

June 1, 1973 – November 1, 2023



OTISFIELD – Donald L. Durrah Jr., 50, of Otisfield passed away on Wednesday, Nov. 1, 2023, at his home. He was born in Portland on June 1, 1973, the son of Donald L. Sr and Winnie Grant Durrah.

He graduated from Gray/New Gloucester High School and received an associate degree in fire science from SMVTI. He had been the 911 Director for Oxford County, **Dispatch Supervisor for Cumberland County** and the Oxford County Administrator. He taught 911 dispatch and was very work oriented.

Donald enjoyed fishing, camping, kayaking, people and life.

He is survived by his husband of 27 years, Thomas Weston of Otisfield; his parents of Zephyrhills, Florida; Bryce; his sister Alice and husband Carl Morrison of Norway; niece Paige Olson (Zachary) of Gardiner; nephew Aaron (Ariel) Morrison of Turner; grand nephews and nieces; and father and mother-in-law William and Patricia Weston.

Daniel L. True

June 12, 1951 – November 4, 2023



Daniel L. True, 72, of Gray, died peacefully Saturday evening November 4, 2023, at his home. He was born in Lewiston on June 12, 1951, the son of Edward and Bessie (Haskell) True. He grew up in New Gloucester with his brothers, Calvin, and Harvey, and moved to Gray in the 1980s. Dan graduated from Gray-New Gloucester High School in 1969 and attended one year at the University of Maine in Orono prior to joining the US Army in February 1971 for three years. He served for seven months in Vietnam as part of the Army Security Agency. After searching the world over he found the love of his life in 1981 through friends, Donnie and Iva Carroll. Of course, it took him eight years to realize it and finally married his wife, Nancy Coffill, on September 30, 1989, and became a loving step dad to her daughters, Bethany, and Karen. Dan had several jobs after he got out of the service. He finally settled down after he got married as he started his dispatch career in the early 1990s for Gray Fire and Rescue. While working there, he was convinced to take a part time position as dispatcher for the **Cumberland County Regional Communications Center**, which soon turned into a full-time position where he retired in 2014. Dan was a past commander and life-time member of the Gray American Legion. He was also a member of the New-Gloucester Amets. He was a volunteer for the New Gloucester Rescue. He served on the Gray-New Gloucester School Board by Town Council appointment and served an elected term as a New Gloucester resident before moving to Gray. There he initially was appointed to fill a temporary position and served an elected term as a Gray resident, one year as chairperson. He was a talented public speaker and excelled at writing articles for any occasion. He was also involved in local politics, serving as campaign manager for several terms.

Dan enjoyed life. He loved to make people laugh, loved parties, and did many good deeds quietly for family and friends, including mentoring a grandnephew. He had a great sense of humor; enjoyed reading, making puzzles, doing Sudoku, Cross Sums, and Logic Problems, and watching NASCAR racing. He also looked forward to fireworks on the 4 th of July at his camp in Poland each year.

Dan was one of a kind. He had started writing his Obit with these words. "If you are reading this, you know I am now dead." This is the Dan - the humor, the joy he spread, the love of life he enjoyed – the man we knew and will always remember fondly.

Dan was predeceased by his parents. He is survived by his wife, Nancy, his stepdaughter Bethany Wildes, and her fiancé T; his stepdaughter Karen Anderson; four grandchildren: Kyle Michaud, Emily Palizay, Michael Wildes and Benjamin Wildes; his brother Calvin True and his wife Deborah; his brother Harvey True and his wife Linda; his Aunt Eleanor Draper, and numerous cousins, nephews, nieces, and grandnephews and grandnieces.

Emails to remember

911 Director

Melinda J Fairbrother-Dyer

mjdyer@cumberlandcounty.org

911Director@cumberlandcounty.org

911 Deputy Director

Deborah Plummer

DPlummer@cumberlandcounty.org

To Contact ALL CCRCC Supervisors

ccrcc_supervisors_group@cumberlandcounty.org

To Contact ALL CCRCC Staff for an announcement

announcements@cumberlandcounty.org

To reach the County IT Department

helpdesk@cumberlandcounty.org

To request a change or modification or to ask a question about your agencies response plans, please send emails to:

responseplans@cumberlandcounty.org

TAC, NCIC, or METRO related questions please contact:

tac_team@cumberlandcounty.org

If you would like our Public Education Team to be at your event

911_public_ed@cumberlandcounty.org

