



Regional Communications Center Quarterly Newsletter

Prepared by: Director Melinda J Fairbrother-Dyer

2023 Second Quarter April - June

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

COMMUNICATIONS DEPARTMENT

2023 EMPLOYEE OF THE

2nd QUARTER

Communications Officer Cody Kalinka has been selected to represent the CCRCC as the 2023 Employee Of the 2nd Quarter. Cody is known for stepping up and helping his co-workers out with getting their well deserved time off. This quarter Cody has even helped several co-workers out by taking on their forced hours that otherwise created hardship for his peers. During this quarter, Cody has stepped into a new role of Emergency Medical Dispatch and Emergency Fire Dispatcher Quality Assurance Specialist, providing invaluable and high quality feedback to his peers. Cody is a relatively new employee who has been involved in several critical incidents that have propelled his career and passion for the job.



CODY KALINKA

Please join us in congratulating staff member Erin Pelletier on her promotion to Shift Supervisor!

Erin has been a Communications Officer with the CCRCC for over ten years and brings a wealth of knowledge and experience with her into this role.

Erin joins a team of six other supervisors who oversee the management of our day-to-day operations and lead our incredible staff.

We are confident that Erin will hit the ground running and will excel in her new position.

Congratulations Erin !





The Association of Public-Safety Communications Officials (APCO) is an international leader committed to providing complete public safety communications expertise, professional development, technical assistance, advocacy and outreach to benefit our members and the public.

Founded in 1935, APCO International is the world's oldest and largest organization of public safety communications professionals. APCO's 35,000+ membership includes those who manage, operate, build and support public safety communications systems for law enforcement, fire, emergency medical and other public safety agencies. The association supports its members – and the general public – by providing industry expertise, professional development, technical assistance, advocacy and outreach.

Supervisor Stephanie Minott
Was selected to represents the
CCRCC as an APCO
Scholarship Award Winner !!!

Stephanie will attend APCO's

**Law Enforcement Communications
Instructor Program**

at no cost to the Agency !

National Dispatch Appreciation Week

We thank all who took the time to recognize the great work this crew does, day in and day out.

We were able to have a great week of great food and fun giveaways due to the generosity of many people and organizations.

Thank You

Casco Fire - Cumberland County SO - Windham PD -
Windham FD - Bridgton PD - Dave Libby - Bill & Lori
Holmes - Village Donuts - Eriks Church - Jim Gailey -
Deb Plummer - Gorham House of Pizza - Halls Funeral
Home - Uncle Petes.





International Public Safety Association Annual Conference

May 1 & 2, 2023 in Mesa, AZ

Integrated Response & Interoperability

Maria Jensen and Erin Pelletier attended this conference



Emerging Infectious Disease Strike Teams

Points of Dispensing (POD) Preparedness

Crowd Psychology & the Use of Social Media

Can we Stop It? Mitigating Active Shooter Events

Presentation/Exercise Topic: First 15 mins of Active Shooter

The EOC Incident Support Model and how it applies following an active attack

Collaborative Action Drives Impacts in Post-Traumatic Stress

Mental Health Trench Rescue - Looking Beyond Health & Wellness

Financial Health for Responders

Exploring Concepts in Preventing and Responding in Today's Threat Environment

Meet one of your Newest Team Members



Kayden Harrison

My name is Kayden, I am 19 years old, and I'm from Porter, Maine. In my free time I like to read, spend time with family and friends, and honestly: sleep. I have a little brother who is 16. He is my favorite person and a light in my life (even though he's a 16 year old boy and would probably trade me for a bag of purple Doritos and an iced tea). Before applying here at CCRCC, I was working in a restaurant located just outside my hometown. I worked there for 5 years, starting in middle school. And yes I know 14 is a little young. I begged my parents to let me work the second I was of age. It was all I asked for on my birthday. They thought I was a lunatic, but reluctantly allowed it. While I enjoyed waitressing through high school, I didn't see it as a career for myself. That's when I looked into finding my career path. I am currently attending online college at CMCC for Criminal Justice. Helping people and trying to make a difference is a big part of my life. I am hoping working here will allow me to help others, even in the smallest ways. I look forward to working with all of you and I am so grateful to be a part of this team!

And another.....



Matthew Wile

My name is Matthew Wile, and I'm aspiring to stand with all of you in being the calm voice in the dark. I've lived in Maine all my life growing up in Lisbon Falls and now living in Gray with my wife and family. I've been married to my wife Karen for 21 years now and we have three kids. My 18 yr old daughter Victoria; and my two sons Marcus and Tristan, 15 and 12 respectively.

I have a decade and a half in call center work doing tech support and customer service and I'm hoping I can utilize those customer interaction skills to take a greater role in protecting my community. Just recently I encountered a quote that struck me to the core. To paraphrase "There are three kinds of people in the world, most people are sheep, there are others who are wolves and prey on the sheep, then there is a small number of sheepdogs who protect the sheep." I didn't realize at the time I heard it how famous of a quote it was but I knew when I heard it I somehow needed find a way to be sheepdog. And almost immediately after I started looking I found the opportunity to join the ranks of the CCRCC.

I have far too many hobbies and interests ranging from the ultra-nerdy video, role playing, and table top figure games all the way to outdoor activities like kite flying, playing Airsoft, and activities with my scouting family. All three of my kids and my wife are scouts. My wife is a leader in both the girl and boy scouts, and my daughter is both a girl scout as well as having joined the boy scout program when it opened up to young women in 2019. In fact she's one of the first few young women in the world to earn her Eagle Scout award.

And another



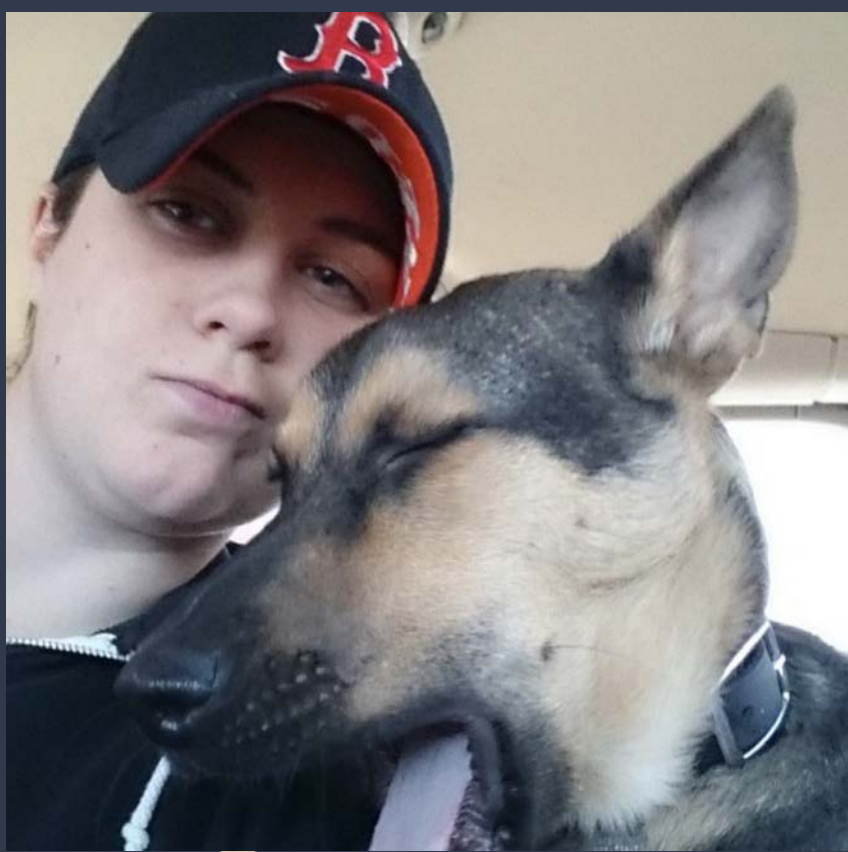
Hi, I'm Holly. I am Mom to three beautiful kids and we, along with my partner, Beth, live in Limington. We are an animal-loving home with pets of our own, as well as foster dogs that come and go as needed. I am a football lover - New York Giants is my team (yeah, I know) and I played three seasons with Maine Mayhem. When I'm not at work, I can usually be found mat-side during wrestling season at my son's wrestling matches, in the stands while my daughter cheers, or playing endless rounds of Uno and Clue with my kids.

Professionally, I spent five years working emergency communications for Saco. I am very proud of my time there and what I learned and accomplished. I had the opportunity to train multiple dispatchers and I was also privileged to learn from many different people - dispatchers, officers, firefighters, paramedics, mental health liaisons and more. They provided me with a solid base foundation for this job that I love. I recently decided I was ready to move to a larger agency, and I wanted to learn the aspect of working at a PSAP. I also wanted the challenge of higher call volume, and the opportunities that Cumberland County RCC has to offer. Since starting here, I have learned so much, so quickly, and I am incredibly excited to see what else is in store.



Sullivan Stevens

Hey, I'm Sully! I am 23 years old and I'm very bad at writing about myself! I've been working in emergency communications and search and rescue as a member of the coast guard for the last 4 1/2 years and I'm excited to be joining the team! I'm a graduate of South Portland High School. I was born and raised in Maine. I recently moved from Philadelphia and I'm currently living in Lewiston with my wife and 3 cats! In my spare time I enjoy gaming on my pc, reading piles of books and attempting to teach myself random skills from the internet. I'm looking forward to learning the ropes and meeting everyone so feel free to come say hi if you see me!



I am not exceptionally gifted, nor am I incredibly bright. I think I'm only inquisitive. I served 6 years as Air Force security forces (MP), I can pilot bicycles down severe inclines with unflagging speed, and can cook Thirty-Minute Brownies in twenty minutes. I've always loved the idea of not being who people expect me to be, so that makes my hobbies very eclectic. I have a very quirky shepherd mutt who is my shadow and does everything with me.

Tiffany Dixon

She's back.....

Brynn O'Connor

Hello! For those who may not know me, I worked at CCRCC for 7.5 years. I took a little hiatus after having my baby. During my time at dispatch I was OIC, FTO, did QA on medical and fire calls, QA on NCIC/Metro entries, and was the Public Education Coordinator.

While away I realized how much I miss dispatch and I am happy to be back!





The Lake Region Vocational Centers Law Enforcement Class toured the 911 Center - 10 attendees

Windham Summer Fest 2023 - 2500 attendees

Harpswell Fire Open House - Over 300 attendee's

Bonny Eagle High School Job Fair - approx 300 students

Lake Region High School Job Fair - approx 1000 attendee's

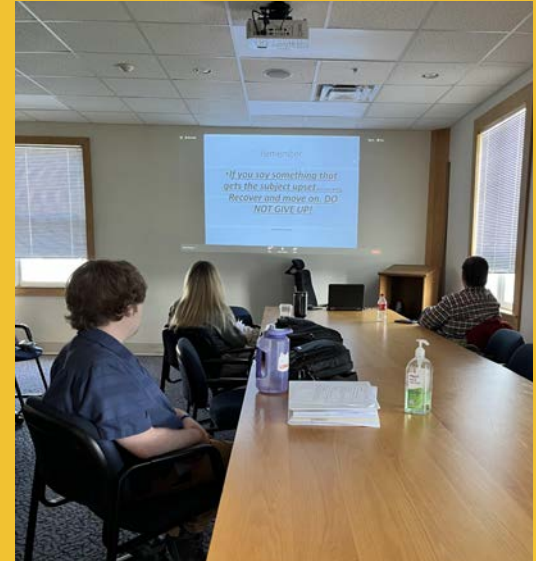
Westbrook TIPS Monthly Meeting - 25 attendee's

P U B E D



Training Teams Hard at Work

These teams dedicate hours and hours on the daily, weekly, monthly, and quarterly to make sure our Newest Team Members get the best we have to offer.





2023

1ST ANNUAL TOUCH A TRUCK

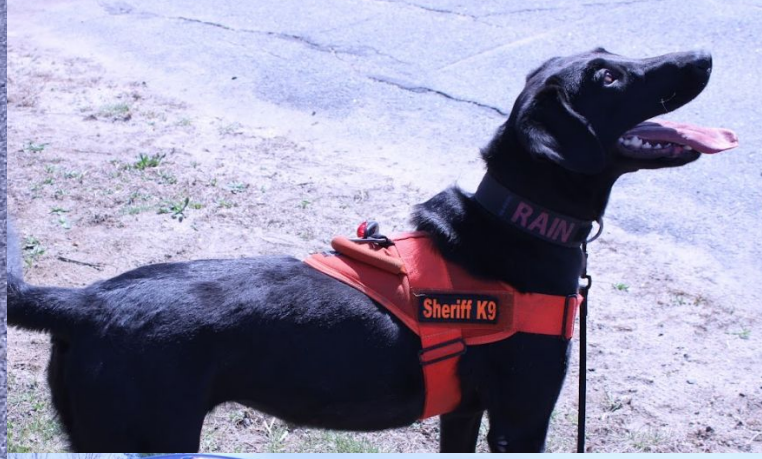


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Supervisor Scottie Franklin Attended the 2023 Wellness & Resilience Conference for PUBLIC SAFETY personnel.

DISTRICTS 1 & 2 LAW ENFORCEMENT TRAINING COUNCIL

2023 Wellness & Resilience Conference

JUNE
23-24

Police, Fire, Dispatchers, Peer Support Teams, Mental Health Partners

Day 1 - 8:30 AM - 4:30 PM

An incredible lineup including some of the most sought-after speakers on the topics of moral injury, suicide awareness and wellness. We close the day with a social hour for networking.



ERNEST STEVENS
Retired Police Officer | Main subject Emmy Award winning HBO Documentary, Ernie and Joe: Crisis Cops National Speaker | Published Author

Day 2 - 9:00 AM - 3:30 PM

We extend an invitation to our spouses. The day will include seminars, lived experiences, and close out with lunch and laughter. As we'll invite everyone back to enjoy a comedy show.



MICHAEL SUGRUE
Best-Selling Author | USAF Security Forces Veteran (Captain) | Retired Police Sergeant | Mental Health Warrior



LISA BEECHER
Best-Selling Author | Mental Health Advocate | Retired Police Chief | Retired Portland, ME PD Detective

MORE INFORMATION:



June 23-24, 2023



Friday: 8:30 AM - 4:30 PM
Saturday: 9:00 AM - 3:30 PM



Portland Elks Lodge #188
1345 Congress Street,
Portland, Maine 04102



\$175 for both days/meals
\$150 for MAP members

TO REGISTER:

Contact: Judy Smith
Email: jsmith@elliotpolice.org
Ph: 207-439-1890

Presentations by:

Laura Feaga - MSN, BMHNP, BC

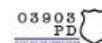
Amy Davenport Dakin - LCPC, LCMHC

Chad Bruckner - Ret. Detective, Combat Veteran, Leadership Coach

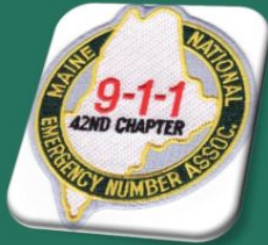
Hannah Longley, LCSW, NAMI Maine

Comedian: Juston McKinney

mainerresponderwellness.com



Maine NENA Conference



Maine NENA Annual Conference & Training May 3-4, 2023

May 3, 2023 Jim Lake, Director of Charleston County Communications, SC



"Leadership Development"

Leadership is a valuable commodity that is often overlooked by developing supervisors and managers. This class is based on a leadership development tool that will have attendees identify their strengths and weaknesses in order to develop a plan that will move them toward greatness.

Objectives: Identify the difference between Management and Leadership. Review the different Leadership Styles. Identify the skills, characteristics and values necessary to be a great leader. Develop a personal vision statement. Identify your current and lacking leadership skills. Develop goals and an action plan to be a great leader and Create a Leadership Development Plan

Audience: Front Line Personnel, Supervisors, Managers and All who strive to be a leader

May 4, 2023 Tracy Eldridge, On Scene First

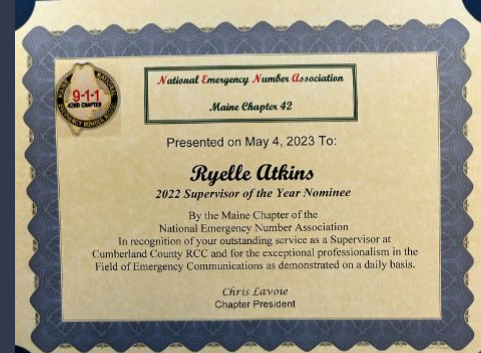
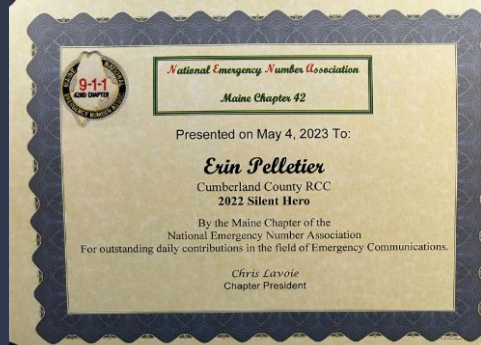
"DISCover the People-Centered Leadership Perspective"



The most important asset of any public safety organization is the people who make up the team. The foundation of this session is based on the DISC Model of Human Behavior. Attendees will take a 24-question DISC assessment and learn the importance of building better interpersonal relationships through self-awareness and improved communication skills. In addition to the topics listed below, we will discuss the importance of finding your place and responsibility in the people equation.

Topics Include:

- The importance of Interpersonal relationships.
- How to know yourself, know your people, and build better teams.
- Leadership versus Management
- Communication skills, Conflict Resolution and Feedback
- Empathy and Emotional Intelligence
- The Negative Detox



Total Calls ALL Towns	April	May	June
Law Cases	7,015	7,544	7,676
Fire / EMS	1,431	1,730	1,540
Animal Cases	297	343	309
Total Calls	8,743	9,617	9,525
9-1-1 Call Volume	2,769	3,587	3,538

Total Law Incidents by Town	April	May	June
Baldwin	67	99	136
Bridgton	521	612	629
Casco	262	247	261
Chebeague Island	6	13	37
Cumberland	664	694	606
Frye Island	0	7	33
Gorham	1,138	1,256	1,302
Gray	494	488	527
Harpswell	325	392	456
Harrison	250	224	290
Long Island	3	9	8
Naples	375	409	471
New Gloucester	266	219	211
North Yarmouth	149	141	142
Pownal	53	53	43
Raymond	263	331	261
Sebago	81	106	103
Standish	726	755	799
Windham	1,372	1,489	1,361
Total	7,015	7,544	7,676

Total Fire Incidents by Town	April	May	June
Baldwin	12	17	6
Bridgton	27	41	37
Casco	71	72	70
Chebeague Island	5	11	14
Cumberland	81	101	101
Frye Island	0	1	4
Gorham	281	303	270
Gray	115	139	136
Harpswell	73	71	70
Harrison	27	38	32
Long Island	2	3	3
Naples	64	98	77
New Gloucester	51	50	39
North Yarmouth	42	41	29
Pownal	12	18	10
Raymond	69	98	90
Sebago	24	39	65
Standish	192	211	169
Windham	283	378	318
Total	1,431	1,730	1,540

Total Animal Complaints by Town	April	May	June
Baldwin	7	12	8
Bridgton	18	27	28
Casco	25	29	11
Chebeague Island	0	0	0
Cumberland	19	27	24
Frye Island	0	0	0
Gorham	44	48	48
Gray	21	20	23
Harpswell	11	19	10
Harrison	9	16	14
Long Island	0	0	0
Naples	15	8	13
New Gloucester	12	13	15
North Yarmouth	11	13	11
Pownal	4	1	2
Raymond	18	11	15
Sebago	6	4	6
Standish	27	32	24
Windham	50	63	57
Total	297	343	309

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	April	May	June
Law Case Reviews	33	36	70
Self QA	17	23	34
EFD Case Reviews	55	55	60
EMD Case Reviews	100	100	107
Monthly NCIC Validations	51	36	42
Missing Person Reviews	12	19	20
9-1-1 Average Ring Time	7	7	7

Sunday, June 25
Supv Erin Pelletier
competed in the "Battle of
the Badges" softball
Tournament, representing
Team CCSO.

The battle of the badges
was hosted by the city of
Brunswick.

Team CCSO played 4
hard fought games,
landing them in 4th place
in the rankings.

The team has 2 more
tournaments in August;

Portland Firefighters
annual tournament

&

The Cpl Cole Memorial
Softball tournament



Emails to remember

911 Director

mjdyer@cumberlandcounty.org

911Director@cumberlandcounty.org

911 Deputy Director

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:

drown@cumberlandcounty.org

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

911_public_ed@cumberlandcounty.org

