

Cumberland County RCC Quarterly Newsletter

First Quarter January - March

2023

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

EMPLOYEE OF THE

1st QUARTER 2023

This certificate is awarded to
Emergency Communications
Officer

Bailey McDermott

2023 EOQ

Communications Officer Bailey McDermott has been selected to represent the CCRCC as the 2023 1st Quarter Employee of the quarter. Bailey has proven himself to be an asset to the team especially on the "Fire Side" in his very short tenure. Bailey can be counted on to handle any situation thrown at him and shares his passion for all things fire with his team. Bailey is always willing to help out when needed and does so with a positive attitude!

During the busiest of times Bailey can be counted on to handle anything asked of him. Bailey consistently takes his forces without issue and has remained positive to work with during difficult times.

Bailey has started participating in the Field Training Officer program, works monthly to create a training resource for his peers called the training room, maintains the agency's EMS & AED supplies and has recently been certified in Emergency Medical Dispatch Quality Improvement, Emergency Fire Dispatch Quality Improvement, and was just promoted to Officer in Charge.

Bailey, the sky is your limit at the CCRCC. Keep setting the pace for growth and we will continue to do our best to keep up with you.

Thank you for joining this team at a very difficult time and for trusting, embracing, and intentionally contributing to the positive direction we are going.

Your efforts do not go unnoticed and are very much appreciated.



This training was incredibly informative and provided us with further tools to use in our call taking. As well as some insight into what our officers and EMS crews do as well. It was a great opportunity and something I highly suggest others attend.

I absolutely loved this training! It was very detailed & informational. I learned so much from it, and was able to take it into my dispatch skills as well!

Fantastic Training - Highly recommended !

Responding to Non-Fatal Strangulation for Law Enforcement and Communications Specialists

Hosted by Falmouth Police Department and Through These Doors

**Thursday
February 16th, 2023**

12:00-4:00 PM

**Location:
Falmouth Library
5 Lunt Road
Falmouth, ME**

FREE REGISTRATION!
Please Register with:
Lt. Jeff Pardue
jpardue@falmouthme.org

SPACE IS LIMITED

Course Description:

Strangulation has been identified as one of the most lethal forms of domestic violence assault. In recognition of this, Maine's Aggravated Assault Statute was amended in 2012 to make strangulation a Class B felony. This informative four-hour program will discuss Maine Law, case studies involving domestic violence and sexual assault, the A&P of what occurs during a near fatal strangulation, and the importance of thorough response and documentation by all first responders.

What prior attendees have said about this course:

"Very valuable training; I feel way more prepared to deal with these cases; The whole thing was awesome; Riveting; Great information for anyone involved in DV cases and investigation"

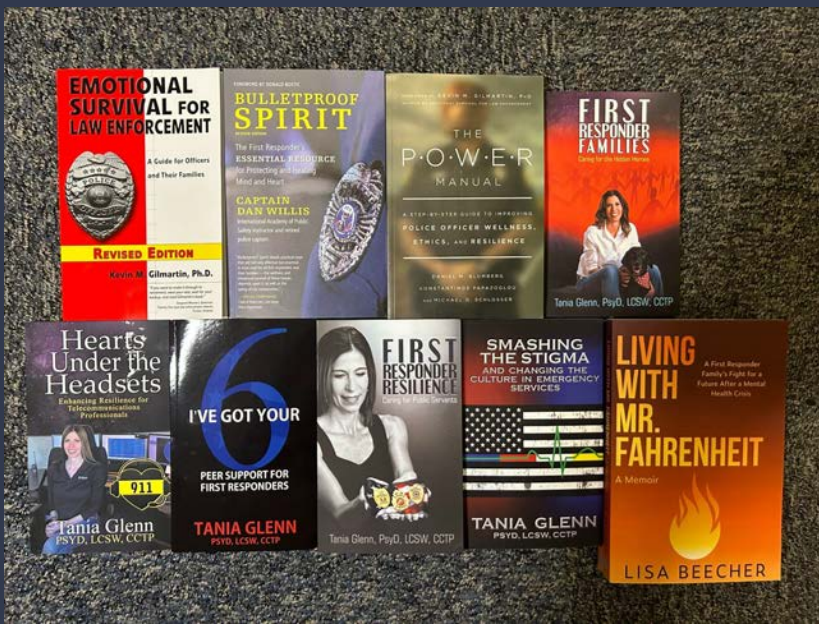
Just after 11pm on January 2nd, Cumberland County RCC received a call for a woman in labor with twins. The 911 Dispatcher stayed on the line and provided life saving pre-arrival instructions to help until responders were able to arrive on scene and quickly assess the patient. Responders discovered a life-threatening obstetrical emergency. Responder's were able to intervene, transport, and deliver the patient to Maine Medical Center. Not long after arriving at the hospital, twin girls Piper and Hazel were welcomed to the world.

Congratulations on two beautiful baby girls !



Dispatcher
Juli Ouellette





Contact: epelletier@cumberlandcounty.org
to request specific content be added.

**Come visit our resiliency
corner at the CCRCC**

We would like to invite any of our co-workers from the CCSO or CCJ to have access to these books, just as our employees do.

The Library is located on the black shelf between Our Conference room and the Director's Office. Nobody needs to check these books out ; we trust they will be treated well and returned for the next person to read.



*First Responder wellness is a
journey worth travelling.
Find your balance of self, family and career.*



OUR MISSION

To prioritize a culture of health and wellness for first responders and support staff at Cumberland County by providing every employee with direct, confidential resources and personal services to help build a healthy personal and professional life.

"In January, our ESU-Tactical Dispatch team conducted training on the new command van. The Dispatchers got all equipment up and running to ensure everything worked as intended. Many of the dispatch screens have mirroring capabilities in the "Commander" station as well as out back in the area designated for the Admin staff. The Dispatchers created a standard for which computers would serve which purpose and they labeled them as such; providing a clear standard for operations. Training like this is very beneficial to familiarity and efficiency at the time of a callout – a high risk / low frequency event.

A special thank you to Deputy Hunter Smith, who operated the command post and was able to practice a set-up of the vehicle itself. Also, IT Director Aaron Gilpatric and IT Jason Leveille for being present to assist with our understanding of the technology and help troubleshoot a few minor hiccups."



ESU Dispatcher's Maria Jensen, Ryelle Atkins, and Erin Pelletier



Nancy & Dan True

A blast from the PAST.....

Hi, let me introduce myself – I am Dan True, and in 2014 I became the first official retiree of the Cumberland County Regional Communications Center. I am happily retired with my wife Nancy, two step daughters, four grandchildren and a grand nephew which I mentor. I grew up in New Gloucester and moved to Gray in the 1980s. (Fun fact – at the time, I was the only person appointed and elected to the school board from both New Gloucester and Gray!!)

I started my dispatch career in the early 1990s as the overnight dispatcher for Gray Fire and Rescue. While working there I was convinced to train for part time work at Cumberland County Dispatch, which is what it was know at then. Shortly before my training was complete, an opening occurred at “dispatch” and the supervisor urged me to apply for the job. After thinking it over, I applied and was accepted as a full time Cumberland County dispatcher.

I continued to work the overnight shift and at the time there were two people on from 11 pm to 03 am and one person on from 03 am to 07 am. After training was complete, I was the one person! We were located in a small room inside the jail. We could fit two people, but if the supervisor wanted to be in the room it became a tight fit. We had a window so we could see our replacement coming into the building, which was a great site at 07 am.

After a short stint there, the Communications Center moved to the “Bunker” in Windham. Compared to our room at the jail, this was a palace. A little while after moving there, the expansion began. We added multiple police agencies, fire department and rescue departments to our dispatching list. And as we added more agencies, we added more people. To the point that when I retired in 2014, there were usually seven people from 11 pm to 03 am and five people from 03 am to 07 am. (Yes, I stayed on the overnight shift my entire dispatching career.)

Total Calls ALL Towns	January	February	March
Law Cases	6,837	5,952	6,704
Fire / EMS	1,528	1,382	1,404
Animal Cases	214	204	234
Total Calls	8,579	7,538	8,342
9-1-1 Call Volume	3022	2524	2680

Total Law Incidents by Town	January	February	March
Baldwin	117	81	113
Bridgton	718	542	527
Casco	180	182	207
Chebeague Island	3	3	2
Cumberland	586	594	716
Frye Island	1	1	0
Gorham	1,124	1,002	1,197
Gray	472	428	495
Harpswell	343	269	307
Harrison	277	261	268
Long Island	5	6	4
Naples	294	235	312
New Gloucester	225	183	244
North Yarmouth	139	158	138
Pownal	56	53	50
Raymond	230	210	246
Sebago	90	65	67
Standish	490	478	602
Windham	1,487	1,201	1,209
Total	6,837	5,952	6,704

Total Fire Incidents by Town	January	February	March
Baldwin	16	12	13
Bridgton	36	41	26
Casco	64	57	62
Chebeague Island	8	4	10
Cumberland	77	95	76
Frye Island	0	0	0
Gorham	276	241	291
Gray	122	129	124
Harpswell	88	71	52
Harrison	29	19	24
Long Island	2	4	4
Naples	93	59	72
New Gloucester	48	36	67
North Yarmouth	36	38	33
Pownal	15	13	14
Raymond	70	67	54
Sebago	35	42	29
Standish	195	155	168
Windham	318	299	285
Total	1,528	1,382	1,404

Total Animal Complaints by Town	January	February	March
Baldwin	11	8	10
Bridgton	21	22	28
Casco	15	15	9
Chebeague Island	0	0	0
Cumberland	9	12	25
Frye Island	0	0	0
Gorham	29	27	28
Gray	13	18	13
Harpswell	10	10	18
Harrison	7	5	6
Long Island	0	0	0
Naples	14	15	11
New Gloucester	9	5	9
North Yarmouth	7	5	8
Pownal	2	2	1
Raymond	15	4	12
Sebago	6	2	3
Standish	17	22	20
Windham	30	35	33
Total	214	204	234

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	34	96	31
Self QA	33	15	19
EFD Case Reviews	66	60	60
EMD Case Reviews	103	104	100
Monthly NCIC Validations	81	53	50
Missing Person Reviews	15	9	22
9-1-1 Average Ring Time	7	8	7

Officer in Charge Promotions

The CCRCC proudly promoted three
Dispatcher's to the position of
(OIC) OFFICER IN CHARGE.

Congratulations

Christine Shepherd

Lindsey Joliat

Bailey McDermott



**Don't aspire to be the best in the center.
Aspire to be the best for the center.**

Shift Supervisor Scottie Franklin attended the 2023 in person Be the Difference Conference

I attended the Be The Difference conference in January that was organized by the Denise Amber Lee Foundation. I spent three days attending learning sessions and networking with almost 400 of our colleagues from all across the nation. The first impactful moment I had was seeing Denise's teenage boys - who were an infant and toddler when she was abducted and killed. The second impactful moment was when they spoke in front of all of us and thanked US for being there, caring about learning and becoming better at our job in hopes that we could prevent what happened to their mom from happening to someone else. I could go on and on and on but I'll keep this short. The speaker for the closing session was the "Attitude Guy" Sam Glenn. As he spoke about having a positive attitude, he painted a picture that he called The Blue Lion. He gave this painting to the Foundation who gifted it to their former training coordinator who started the ball rolling on organizing a conference.



On Thursday, March 30th, Jaycee Hovey and Mike Poirier attend the "Futures" fair at the Westbrook Vocational Center, on this day they had two blocked periods where juniors and then seniors would come through the fair and speak with the presenters of each different career/agency. If I had to guess we had over a hundred students that came through and a large portion of them stopped and talked with myself and Mike about 911 dispatching. This included juniors/seniors in courses such as criminal justice, firefighting/ems, business, computer building, and various other trades. We spoke with the groups and gave them a surplus of information about our career and had several say how thankful they were they spoke to us and that they had no idea we did so much!

911 Public Outreach
Send email requests to:
911_public_ed@cumberlandcounty.org



Mike Poirier and Jaycee Hovey





2023

April

9th -15th

DISPATCH
APPRECIATION
WEEK

April 9-15

22 High St
Windham Maine

**It's that time of year where
we get to recognize and
celebrate
911 Professionals
Nationwide !!!**

**Cumberland County Partners,
feel free to stop by and say HI to our 911
professionals during this week of
celebration and thanks.**



First Annual Touch A Truck

Saturday April 15, 2023
10 AM – 2 PM

Bring your family

2
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2
3

Cumberland County Regional Communications Center



First Annual Touch a Truck!

Saturday April 15, 2023

10 AM - 2 PM

22 High St, Windham ME

ALL AGES WELCOME!

*Stop down to see Fire, EMS,
Law enforcement and public
works show off their
apparatus and tools!*

Check out our 911 simulator!



FOLLOW US on FACEBOOK!



