



# Cumberland County RCC



2022 - 3rd Quarter Newsletter

July 1, 2022 - September 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.

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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](mailto: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

## “Just A Dispatcher”

In order to understand who I am, you must first understand what I do.

I am the person who listens to you cry as you're begging your mother to take another breath.

I am the person who tries to get you to give your father CPR knowing that he has passed but, in some way, may help you to know you did everything that you could.

I am the person who walks you thru the Heimlich maneuver while your child is choking on a toy.

I am the person who convinces you that life is worth living and that your family needs you here when you think that all hope is gone.

I am the person who leaves my family, my home, and put my own life in danger during snow, hurricanes and bad weather so that I may be here to answer your emergency.

I am simply “Just A Dispatcher” in most eyes.

To my family and friends please understand that when I'm short tempered or impatient it's not you, it's the weight of my job that may have taken a toll that day. Instead of bringing it home I choose to keep it bottled up to protect you from the reality of the world in which we live.

To my kids please understand when I'm strict and paranoid wanting to track your every movement it's because I know that a child didn't make it home to their family that day.

To my mother please forgive me for not having the patience to always sit thru your entire conversation, its only because I'm trained to get all pertinent information within a certain amount of time. So, I don't have the patience that I use to.

To my friends please understand when I can't show up for every birthday or event you may have invited me to. Or the times we aren't able to talk on the phone to catch up, it may be because I may be working or too mentally drained to be there.

To the thousand of callers that I speak to that think that I'm “Just a Dispatcher” remember that I may not be the first to arrive at your house but I'm the first person that you may speak to on possibly one of the worse days of your life.

So I will leave with a quote from Dr. Seuss “To the world you may be one person; but to one person you may be the world.

Written By: Lynette McManus Jeter

Henrico County, Va

# 2022 Employee of the 3rd Quarter



Communications Officer Ben Crimmin has been selected as the CCRCC's employee of the quarter. Ben has a naturally calm and reassuring demeanor. Ben is polite, kind, and is always able to handle the most serious of situations with a voice of confidence. Anyone who receives Ben on the phone knows that they have the best help coming to them. Ben is consistently in the top 2 for the organization for number of 911 calls answered and has completed his required training this quarter without missing a beat! Ben's 8 years of experience with the CCRCC coupled with his dedicated service to the United States Marine Corps makes him one of the best when it comes to radio knowledge and being the calm in the chaos. Ben is a valued member of the team and has stepped up to guide and model our best to our new teammates.

For these reasons we are proud to present Ben this award.

Congratulations and Semper-Fl

# Staffing

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CCRCC is excited to report that we have filled 9 of our vacancies this quarter.

The next several pages will give you a peak at who you can expect to grow into a capable and valued Cumberland County RCC Dispatcher.

"Train people well enough so they can leave,  
treat them well enough so they don't want to."

## NEW HIRE - JULY 2022

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# Juli Ouellette



I'm Juli Ouellette, I am 28 years old, and am married and living in Biddeford. I grew up in York County, originally from Shapleigh. My husband and I have 2 cats, Ada and Twinkie. We enjoy a good movie night, mostly comedies and horror movies. We usually like to take our days off together and watch movies together. Sometimes I can convince him to join in on a new adventure that we could find, I usually just like to go for drives and find things to do once we reach a new place.

I have always been interested in the emergency field. I worked as a Firefighter/EMT for the past 14 years. Recently I was working in the ER in Biddeford and Sanford, but it was becoming a burn out for me and I wanted a change of pace. I still currently work per diem in the town of Newfield as an EMT/firefighter in my free time, I call it my for fun job. I moved over to dispatch for a change of view and to focus more on the prehospital aspect of 911.

So far I love working here! I have never been happier, it's a much better environment and I am so much happier here. Everyone has been so supportive and accepting of us new hires and it's amazing.

# NEW HIRE - JULY 2022

## Ember Fogg



Hello, my name is Ember. My most important role in life is being the best person I can be for the three tiny humans that call me Mom. My favorite thing to do is be with my family, it does not matter what we are doing, as long as we are together. I have spent the last eleven years working with adults with disabilities, nine of those years was in the role of manager for multiple homes. Although a part of me still loved what I did, I found myself in the throes of burnout following a number of significant injuries and years of being threatened and assaulted.

For months I searched for a job that I thought would make me happy and give me a sense of purpose, and for months I kept coming up empty handed. After finding myself in contact and reminiscing with an old friend, I was reminded of my life and dreams before my former job. Just like that I knew what I wanted to do. I can not even begin to explain the events that took place leading up to me actually getting here, but will chalk it up to a lot of good luck and perfect timing. I have been working here for two months now and there is not a day that goes by that I am not grateful to be here. Everyone that I have met has been very welcoming and ready to teach, which has been very refreshing. This has proven to be a great experience for me and now I get to do two things I love; be a mom and help people.



**NEW HIRE - JULY 2022**



# Avery Goulding

Hello!

My name is Avery Goulding. I am originally from Auburn Maine, but completed university studying psychology in Chicago, IL in 2021 before returning home to explore new opportunities. My interest in dispatching and public safety began during my time as a psych tech on the Sanford SMHC Behavioral Health Unit. The hospital setting gave me a new perspective of the many roles and responsibilities of the public safety industry in Maine, and instilled a newfound appreciation for those who dedicate themselves to the safety of the communities they serve, and since my recent joining of the CCRCC, that appreciation continues to grow.

Navigating the 911 system during my training has been both fascinating and rewarding, and has introduced me to more than I could have imagined existed in the world of 911 dispatching; becoming a new addition to the dispatch team has so far been such an incredible journey, and I have been infinitely grateful to get to work alongside an incredible staff team. Aside from dispatching, I spend my time in the bowling alley, with my 3 dogs, or traveling!

**NEW HIRE - JULY 2022**



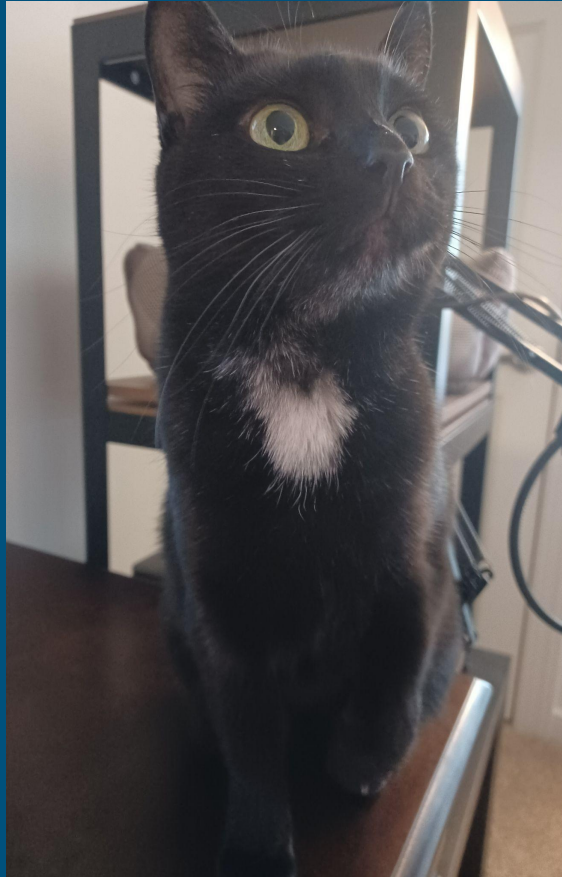
# Marissa Morin

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*My name is Marissa! I am 22 years old and I live in Otisfield, ME. I recently graduated this past Spring with my Bachelor's degree in Forensic Science with a Biology concentration. I joined the CCRCC team for a couple of different reasons. The first was because I was looking for a position that would allow me to get my foot in the door when it comes to working in the field of Public Safety. I hope to one day work for the ME's office or be a Death Investigator. I chose this position because I believe it will give me good working knowledge when it comes to the daily operations of Law Enforcement. The second reason I joined the CCRCC team was because as an individual I do well at helping people through what could be their biggest time of need, I am passionate about being their biggest supporter and their calm and level head.*

*I look forward to working with individuals as driven as I am!*

**NEW HIRE -  
SEPTEMBER 2022**



# Rose Hamill

My name is Rose. I was born and raised in northern Virginia, think the suburbs of DC. I spent about two years as a 911 dispatcher for Prince William County, which has a population of about half a million people and a very high crime rate. I've been sworn at, threatened, called any number of names by people on 911, and have taken some very intense shootings, stabbings, armed robberies, and violent domestics while I was still pretty new to the field. I'm looking forward to having a slightly less intense career here in Maine!

I moved up here to be closer to my aging, retired parents who live in western Massachusetts. I'd been to the city of Portland before and knew I liked the area, so it seemed like an obvious choice to apply here. I'm very excited to get to know you all and start the new chapter of my life!

This field exists at the intersection of things that I'm good at (communicating clearly, thinking quickly under pressure) and things that I care about (other people, my community, public safety). As harrowing as my first few years in Virginia were, I knew I was in the right field, and I'm still confident that I am.

Fun fact: did you know my old jurisdiction, Prince William County, and yours, Cumberland County, are named after the same person? Prince William, Duke of Cumberland, who lived in the 1700s. He was a terrible person and I don't recommend looking him up.

Pictured is my cat, Mimi. I'm not very photogenic but she sure is.

Hi everyone!

My name is Kylie and I live in Naples with my family. Before coming to work for Cumberland County, I was an office manager at a church in Bridgton for about a year. Before that, I was a waitress/bartender at Applebee's in Windham for 5 1/2 years. I grew up in the Fryeburg/North Conway area and moved to Cumberland County in 2015 when I started college at Saint Joseph's in Standish. I graduated from there in 2019 with my bachelors in health studies and business administration.

After college, I wasn't sure what I wanted to do for a career so I stayed at Applebee's, until I had my son, Jesse, in May 2021. Once becoming a mom, my mindset and priorities obviously changed a lot. I wanted to find a job that allowed me the flexibility to be with him as often as I could while he was an infant, which is why I worked at a church. It was a part time position and I was able to bring him with me if I wanted! Now that Jesse is over a year old and is becoming more mobile and independent, I knew it was time to get back to doing something I wanted to and a position that allowed me to expand my skills and learning and set myself and my family up for the future.

I saw the 911 dispatcher ad on Indeed and immediately saved the job. I have always been interested in law and medicine. I have a background in CNA work and have taken 5 semesters of nursing school before switching majors and thought this was the perfect way to put my skills to use and help the people in my community. So far, I am really enjoying all I am learning and observing and can't wait to learn more and get my feet wet!

# Kylie Morel

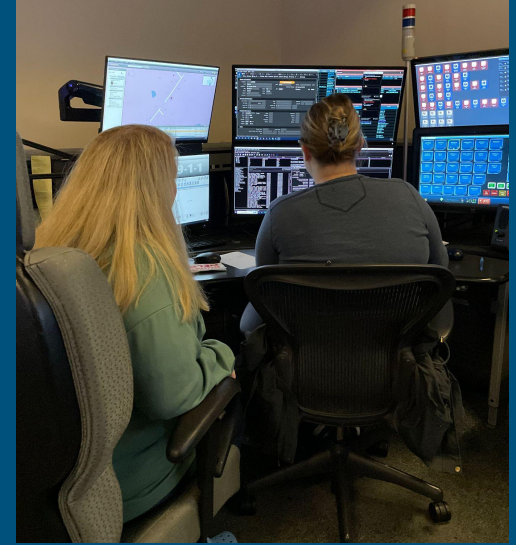


**NEW HIRE  
SEPTEMBER  
2022**



# "It takes a village to raise a dispatcher"

Here is a small glimpse at what our village is doing on the daily.



# September 2022 - Re-Hires .....

The CCRCC welcomes back Lindsey Joliat & Jaycee Hovey to our full-time roster.



After leaving CCRCC it made me realize how much I truly missed the job. Coming back part time confirmed that I am meant to be here. I am so thankful for having the opportunity to come back.

After leaving the CCRCC it made me realize how great we had it here and how much I truly loved my job as a 911 dispatcher.

The decision to come back was a very easy one. I knew that this is where I was meant to be all along and where I loved to be the most. The job itself is incredibly rewarding. I am incredibly happy and thankful that I was given the opportunity to return.





# September 2022

## Training with none other than Gordon Graham !!



# What do our staff have to say about First Responder Resiliency

It's okay to not be okay

Are you actually okay or are you just avoiding it?

"Comparison is the thief of joy "

"IF "F" is for feeling overwhelmed and "I" is for I am not alright" Yeah I'm fine - Kyle Hume

You are not obligated to be there for everyone 24/7

You are enough

<b>Total Calls ALL Towns</b>	<b>July</b>	<b>August</b>	<b>September</b>
<b>Law Cases</b>	<b>7,623</b>	<b>7,147</b>	<b>6,593</b>
<b>Fire / EMS</b>	<b>1,916</b>	<b>1,692</b>	<b>1,582</b>
<b>Animal Cases</b>	<b>380</b>	<b>361</b>	<b>308</b>
<b>Total Calls</b>	<b>9,919</b>	<b>9,200</b>	<b>8,483</b>
<b>9-1-1 Call Volume</b>	<b>3,824</b>	<b>3,370</b>	<b>2,966</b>

Total Law Incidents by Town	July	August	September
Baldwin	135	131	87
Bridgton	718	630	548
Casco	317	241	258
Chebeague Island	37	45	8
Cumberland	595	658	687
Frye Island	51	43	14
Gorham	1,220	1,102	1,067
Gray	527	479	476
Harpswell	465	375	285
Harrison	190	181	167
Long Island	23	15	7
Naples	449	437	398
New Gloucester	159	218	216
North Yarmouth	98	136	123
Pownal	55	38	44
Raymond	269	278	250
Sebago	108	89	73
Standish	640	597	696
Windham	1,567	1,454	1,189
Total	7,623	7,147	6,593

Total Fire Incidents by Town	July	August	September
Baldwin	22	8	9
Bridgton	56	49	38
Casco	89	94	65
Chebeague Island	13	15	9
Cumberland	118	93	122
Frye Island	19	11	3
Gorham	295	263	287
Gray	134	131	121
Harpswell	99	99	92
Harrison	40	27	31
Long Island	5	7	4
Naples	97	73	75
New Gloucester	58	63	61
North Yarmouth	38	46	36
Pownal	20	15	19
Raymond	121	112	78
Sebago	69	45	39
Standish	261	179	208
Windham	362	362	285
Total	1,916	1,692	1,582



Total Animal Complaints by Town	July	August	September
Baldwin	14	16	14
Bridgton	32	33	18
Casco	32	18	19
Chebeague Island	2	0	0
Cumberland	31	26	25
Frye Island	0	0	0
Gorham	38	50	33
Gray	15	19	18
Harpswell	18	29	17
Harrison	18	13	11
Long Island	0	0	0
Naples	28	26	25
New Gloucester	9	15	12
North Yarmouth	13	12	14
Pownal	7	3	1
Raymond	21	29	28
Sebago	3	8	5
Standish	30	21	21
Windham	69	43	47
Total	380	361	308

# 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.

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Case Reviews	July	August	September
Law Case Reviews	24	16	29
Self QA	24	17	14
EFD Case Reviews	55	55	57
EMD Case Reviews	102	100	100
Monthly NCIC Validations	42	53	57
Missing Person Reviews	17	17	22

# Daily / Weekly / Monthly / Quarterly Mandatory & Voluntary Training

	July	August	September
Total Trainings Complete	52	67	65
New Hire Training	280 hrs	480 hrs	840 hrs

These are some of the trainings our staff participated in this Quarter: FEMA IS-906: Basic Workplace Security Awareness - FEMA IS 904 - Active Shooter Prevention - FEMA IS 906 - Basic Workplace Security - FEMA IS 2200 - Basic Emergency Operations Center Functions - APCO Disaster Operations and the Communications Certificate - FEMA IS 907 - Active Shooter - NENA Liability Issues in the 911 Center - APCO Customer Service - NENA Change Management in 911 - National Center for Missing and Exploited Children for Telecommunicators - NIMS 100 - NIMS 200 - NIMS 700 - NIMS 800 - CCRCC Policy Review - EMD Protocol Review - EFD Protocol Review - Discipline & Termination - Comprehensive Quality - APCO CTO Instructor Training - Workplace Ergonomics - Sexual Harrassment - Emergency Telecommunicator Course - Emergency Medical Dispatcher - Emergency Fire Dispatcher - MMA Hazard Communication - Bloodborne Pathogen - The Impact of Leadership on Organizational Culture and Morale - Why it ain't east to change your centers culture - Racial Equity - NENA Advanced Fire & EMS Dispatching - Terminal Operator Certification - NG-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 17 very special people the heart of the CCRCC.

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Supervisor Scottie Franklin - 18 yrs

Supervisor Chad Arris - 16 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.**

Kim Drown - 17 yrs

Christine Shepherd - 17 yrs

Michael Poirier - 17 yrs

Erin Pelletier - 10 yrs

Maria Jensen - 9 yrs

Ben Crimmin - 8 yrs

Nicole Dexter - 8 yrs

Jack Bueler - 5 yrs

Savanna Wing - 3 yrs

**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](http://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!**



# Sonya Moeller

Sonia Lee (Frizzle) Moeller, of Brunswick and Moscow, passed peacefully on Sunday, Aug. 28, 2022 surrounded by her loving husband and children, after a brief battle with cancer. Sonia spent over 35 years in public safety, first as a crossing guard, then as the Brunswick Police Department Parking Enforcement Officer, and soon after as Communications Officer/Supervisor. Her love for her job gave her the ability to teach at the academy level and serve as president of the Maine chapter of NENA. She also took on volunteering at the Ronald McDonald House in Portland. After retiring from the Brunswick Police Department in 2022, she took a position at Somerset RCC. She viewed her police and fire colleagues as an extension of her family and treated them in the same loving way. Sonya's legacy to the CCRCC was the important role she played on the Board of Directors for over 16 loyal and dedicated years.

We will take it from hear Sonya - thank you for your dedicated service to the CCRCC Board of Directors and for your 35 years of commitment to this profession.





## Employee Overtime

July	August	September
1351 hrs	1159 hrs	1029 hrs

[announcements@cumberlandcounty.org](mailto:announcements@cumberlandcounty.org)