



Regional Communications Center

Quarterly Newsletter

2024
Fourth Quarter
October - December

Prepared by:
Director Melinda J Fairbrother-Dyer



Readers,

It is our pleasure as the Director and Deputy Director of Communications, to present to you a glimpse at what is going on at the CCRCC in our quarterly newsletter. The content of this newsletter is very much a group effort from the team here 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 mjdye@cumberlandcounty.org or Erin at epelletier@cumberlandcounty.org.

Thank you for taking the time to review some of the important work this team of silent heroes does on the daily.

Respectfully,

Melinda & Erin

MARIA JENSEN



EMPLOYEE OF THE 4TH QUARTER

We are excited and honored to announce Maria Jensen as Employee of the Fourth Quarter 2024. Maria's dedication to her career and to the success of our team is evident in every aspect of her work. From the moment she steps into the Communications Center, Maria brings an unmatched passion and commitment that positively impacts those around her. She works seamlessly with her team, always willing to step in and lend a helping hand. Whether it's making phone calls, covering radios, or stepping up in other areas when needed, Maria consistently goes above and beyond to ensure the smooth operation of the team and the safety of those we serve.

One of Maria's greatest strengths is her unwavering commitment to officer safety. She is always thinking ahead, conducting thorough research into the history of incidents and individuals, and anticipating potential safety concerns for responders. Her proactive approach has helped prepare her colleagues to handle complex situations. Maria's attention to detail and her passion for ensuring that every responder goes home safely are truly commendable.

Maria has also shown tremendous leadership and dedication in her role as a Certified Training Officer (CTO) over the past year. She devoted countless hours to training new dispatchers, serving in this capacity for more than seven months out of the last twelve. Throughout this time, Maria demonstrated not only her vast knowledge and expertise but also her ability to connect with and mentor new employees. She strikes the perfect balance between setting high expectations and showing compassion for different learning styles, ensuring that each trainee has the support and guidance they need to succeed. Her leadership in this role has been pivotal in shaping the next generation of dispatchers.

In addition to her work as CTO, Maria has made significant contributions to our Public Education efforts. She actively participates in educating both children and adults through various outreach events and NENA (National Emergency Number Association). Maria's involvement in these activities speaks to her dedication to improving the community and her belief in the importance of educating the public about emergency services. Her efforts extend beyond the confines of the Communications, making a lasting impact on the communities we serve.

Maria's leadership extends into the numerous occasions in which she has served as Officer in Charge (OIC). She steps into this leadership position when needed and guides her colleagues with confidence. Her presence is reassuring to others, and people often turn to her when they need support or guidance. Maria is always there to offer a friendly face and to offer assistance, no matter how busy she may be.

Maria continues to perform at a high level, even with the demands of her personal life, further demonstrating her dedication and commitment to her role.

In conclusion, Maria Jensen has consistently demonstrated extraordinary effort and commitment to her work, her colleagues, and the communities we serve. Her passion for being a 911 Emergency Telecommunicator, her leadership in training, her contributions to Public Education, and her unwavering support for her team are just a few examples of how she goes above and beyond in every aspect of her role. Maria is a true asset to our agency, and we are proud to award her with Employee of the Fourth Quarter 2024.

Thank you from the entire CCRCC team !

Commissioner Susan E Witonis

Thank you

**For your Commitment to serving
Cumberland County RCC Board of Directors**

14 years of Dedication, Support, and Loyalty to our mission

Thank you from the entire Team at the CCRCC!

2010 - 2024



Officer In Charge Promotion - Melissa Medina



Melissa has been at the CCRCC for 3 years after leaving a career in early childhood special education. When she initially applied for the position of OIC she was told that before being promoted, she needed to work on her confidence as a fire dispatcher. Over the following months she worked on her fire dispatching skills as well as became certified as a Fire Communications Officer; when the application process opened again she was offered the position! In addition to her role as a 911 dispatcher and OIC, Melissa is a Notary, has joined the TAC team doing the warrant validations and training new hires on the teletype desk, the QA team as both an EMD and EFD Q and an FTO, being a go to person for newly signed off dispatchers. Outside of work Melissa enjoys adventuring with her 4 adult children, quilting, reading, traveling, going to shows and concerts and adding to her extensive tattoo collection!



Officer In Charge Promotion - Ember Fogg

Hey there! I'm Ember Fogg. I grew up in Gorham, graduated from GHS and WRVC, and that's where I first got introduced to the world of Public Safety. After graduation, I spent 12 years working in assisted living, specifically as a Supervisor at group homes for adults with disabilities. I also had a few side gigs in aging and dementia care during that time. Let's be real—group homes are tough! After 11 years, I knew it was time for a change, so I began searching for something new.

After a year of looking for a job that could offer a fresh environment while still giving me purpose and a chance to help people, I ended up taking a Monday-to-Friday, work-from-home role that most people would probably dream of. But honestly, it wasn't for me—it was boring, and I wasn't doing what I was good at: helping others. So, when I got the call to interview at the CCRCC, I jumped at the chance.

I've been with the CCRCC since July 2022, and I've seized every opportunity to grow and learn. I'm now a CPR Instructor, a certified training officer, a Quality Assurance specialist for both medical and fire calls, and I'm about to join the CISM team. I've also gotten involved with the TAC team, the Fire Working Group, and Public Education. All of these experiences have helped me sharpen my skills as a dispatcher.

Getting to this point and earning the OIC position has taken a lot of dedication, hard work, and passion. It's been a journey of constant learning and stepping out of my comfort zone. Every training, every responsibility I've taken on, and every new challenge has been an opportunity to push myself and grow. There were days when it felt like a lot to balance, but the drive to make a difference and support the team has always kept me going. I'm excited for what's next, and I can't wait to bring my leadership experience and all that I've learned to the OIC role. This position is a culmination of years of passion for public safety, and I'm ready to continue working hard for the people I serve and my incredible team here at the CCRCC.

Officer In Charge Promotion - Jaycee Hovey



Hello! My name is Jaycee Hovey, I've been at the RCC for over 3 years now. During this time I have worked hard to build myself into the dispatcher I always strived to be. I have attended several trainings such as the Crisis Negotiations and the Tactical Dispatcher APCO courses with aspirations of joining the ESU team. This month I attended the Be the Difference Conference in South Carolina which provided extensive trainings and presentations all geared to improving dispatchers. The conference was a very rewarding opportunity.

About a year and a half ago I became a certified training officer and have found enjoyment in training our new employees. I am also currently a part of our Law Working Group as well as our TAC team and the Quality Assurance team.

Taking on the role as OIC is beyond rewarding and I'm very thankful to receive this promotion. A little about me I grew up in Raymond and have been living in Windham for about 2 years now. With our new connection with the University of Southern Maine I am also working towards my Bachelor's in Criminology. When I am not working I am spending time with family and friends, drinking an Aroma Joes Rush, doing college work or with my dog Atlas!

Total Calls ALL Towns	October	November	December
Law Cases	6,918	6,310	6,101
Fire / EMS	1,727	1,513	1,553
Animal Cases	304	254	205
Total Calls	8,949	8,077	7,859
9-1-1 Call Volume	2,858	2,671	2,797

Total Law Incidents by Town	October	November	December
Baldwin	118	94	52
Bridgton	631	500	452
Casco	227	217	194
Chebeague Island	6	5	4
Cumberland	650	531	478
Frye Island	23	1	0
Gorham	1110	955	961
Gray	468	446	496
Harpswell	397	365	356
Harrison	144	146	126
Long Island	1	0	2
Naples	398	433	442
New Gloucester	206	226	202
North Yarmouth	80	96	72
Pownal	33	47	32
Raymond	248	262	247
Sebago	66	74	83
Standish	762	690	693
Windham	1350	1222	1209
Total	6918	6310	6101

Total Fire Incidents by Town	October	November	December
Baldwin	21	12	9
Bridgton	45	47	43
Casco	78	70	73
Chebeague Island	9	5	8
Cumberland	130	89	106
Frye Island	11	1	0
Gorham	333	281	295
Gray	146	140	134
Harpswell	71	60	66
Harrison	34	31	23
Long Island	2	2	5
Naples	79	79	84
New Gloucester	56	67	62
North Yarmouth	42	45	30
Pownal	16	23	11
Raymond	84	73	76
Sebago	39	23	37
Standish	204	173	173
Windham	327	292	318
Total	1727	1513	1553

Total Animal Complaints by Town	October	November	December
Baldwin	8	6	4
Bridgton	32	21	14
Casco	23	34	16
Chebeague Island	0	0	0
Cumberland	18	15	12
Frye Island	0	0	0
Gorham	45	33	23
Gray	22	8	11
Harpswell	12	17	6
Harrison	12	10	5
Long Island	0	0	0
Naples	15	14	6
New Gloucester	21	11	12
North Yarmouth	7	13	13
Pownal	0	1	0
Raymond	14	11	14
Sebago	4	2	5
Standish	31	25	21
Windham	40	33	43
Total	304	254	205



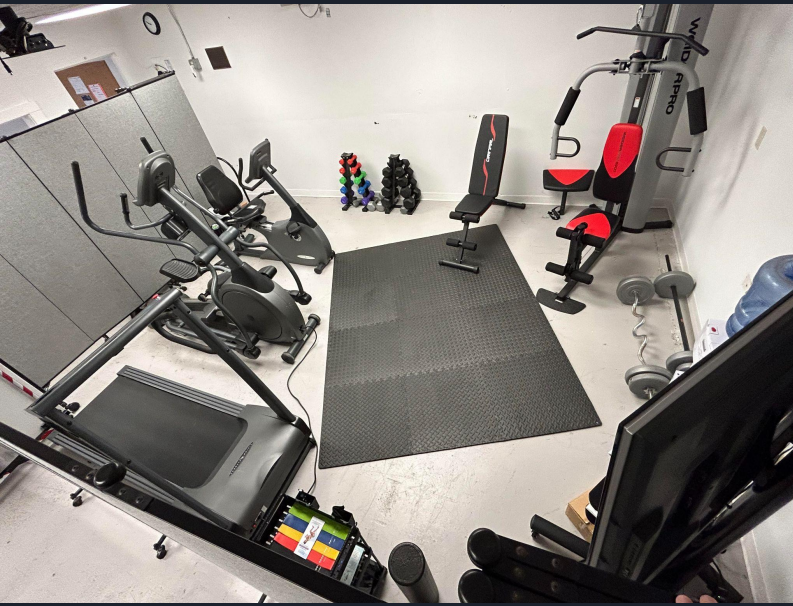
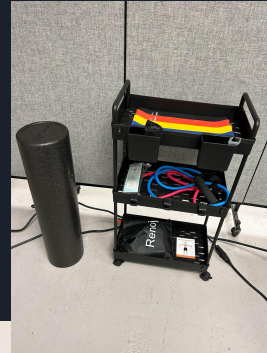
Quality Assurance

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	October	November	December
Law Case Reviews	58	77	71
Self QA	38	46	39
EFD Case Reviews	57	55	58
EMD Case Reviews	100	100	100
Monthly NCIC Validations	62	56	65
Missing Person Reviews	29	15	13
9-1-1 Average Ring Time	7 seconds	7 seconds	7 seconds

Gym Space shared with our partners in EMA

CCRCC Deputy Director Erin Pelletier,
CCEMA Deputy Director Aaron Milroy,
with support from the Cumberland
County Wellness Committee have
created an on-site, 24/7 exercise area
for County employees.



911 is evolving at a fast pace.....



YESTERDAY
Mobile Wireless Society
1 Incident
Multiple Calls, Texts



TODAY
NextGen, Tech-savvy, Fast-paced Society
1 Incident
Multiple Calls, Texts, Video, EMD Protocols,
Data Analysis, Alarm Sensors



A dispatcher with PTSD fell into a hole and couldn't get out. When a senior dispatcher walked by, the dispatcher called out for help, but the senior dispatcher yelled back, "Suck it up, dig deep and drive on," then threw her a shovel. The dispatcher did as she was told and dug the hole deeper.

A dispatch supervisor went by, and the dispatcher called out for help again. The supervisor told her to "use the tools your supervisor has given you," then threw her a bucket. The dispatcher used the tools and dug the hole deeper still, filling the bucket.

A psychiatrist walked by. The dispatcher called, "Help! I can't get out!" so the psychiatrist gave her some drugs and said, "Take this. It will relieve the pain, and you will forget about the hole." The dispatcher said "thanks" and followed his advice, but when the pills ran out, she was still in the hole.

A well-known psychologist rode by and heard the dispatcher's cries for help. He stopped and asked, "How did you get there? Were you born there? Did your parents put you there? Tell me about yourself; it will alleviate your sense of loneliness." So the dispatcher talked with him for an hour, then the psychologist had to leave, but he said he'd be back next week. The dispatcher thanked him, but she was still in the hole.

Another dispatcher, just like her, happened to be passing by. The dispatcher with PTSD cried out, "Hey, help me. I'm stuck in this hole!" and right away the other dispatcher jumped down in there with her. The dispatcher with PTSD started to panic and said, "What are you doing? Now we're both stuck down here!" But the other dispatcher just smiled and replied, "It's okay, calm down, sister. I've been here before..... I know how to get out."

Having a good friend who understands is all you need to start recovering... you're never alone, even though it might seem that way at times.

Please reach out to someone if you are struggling.

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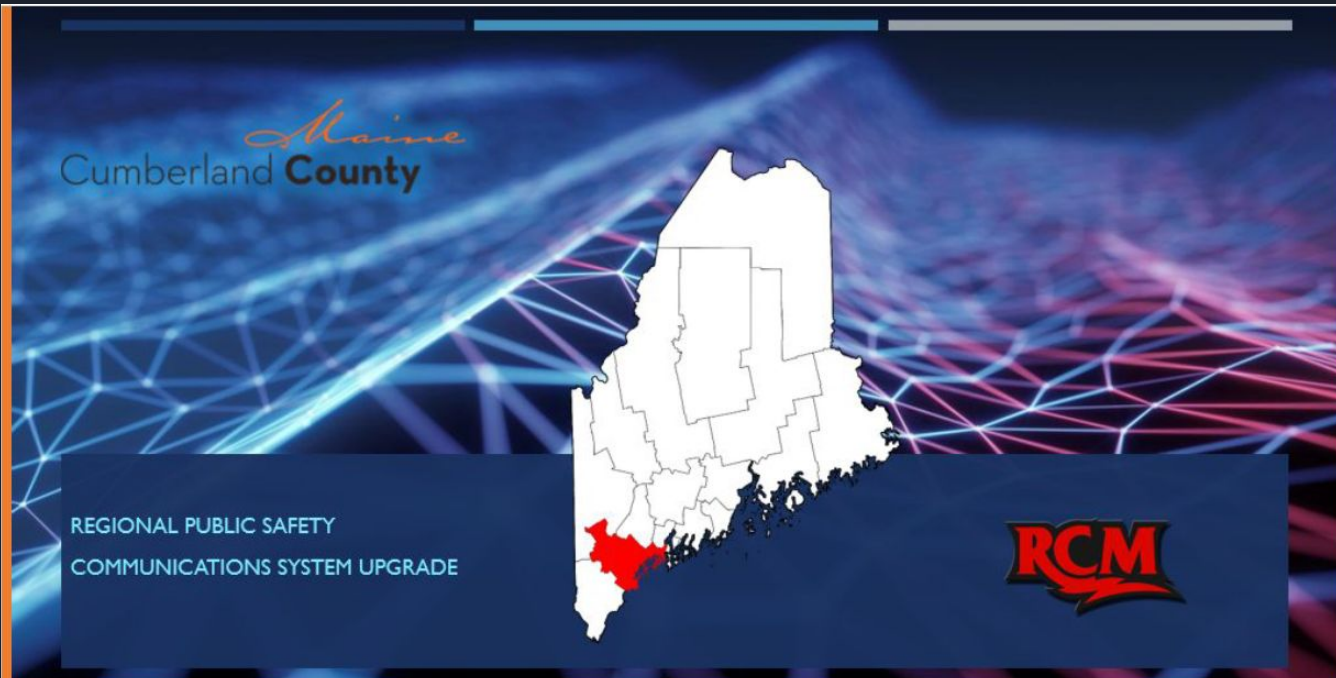


Cumberland County has 3
County owned frequencies

CCSO - Cumberland County
Sheriff's Office Primary
remains analog

Ops 1 - formerly County Law
upgraded to P25 Linear
Simulcast

Ops 2 - formerly County Fire
remains analog



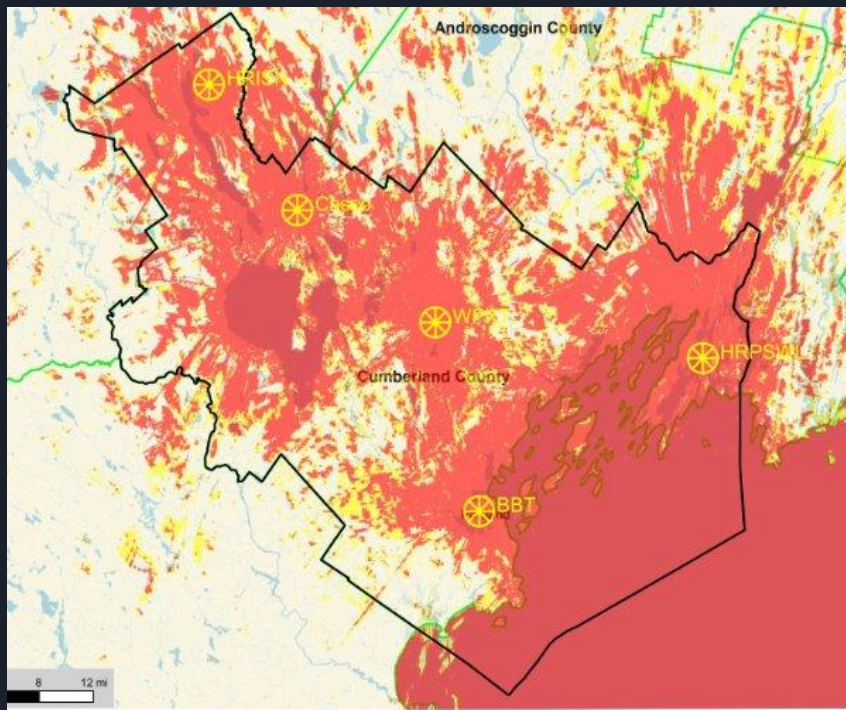
February 2023 - Radio Committee formed to determine Digital or Analog / P25 or DMR

June 2023 - RFP went out for new system

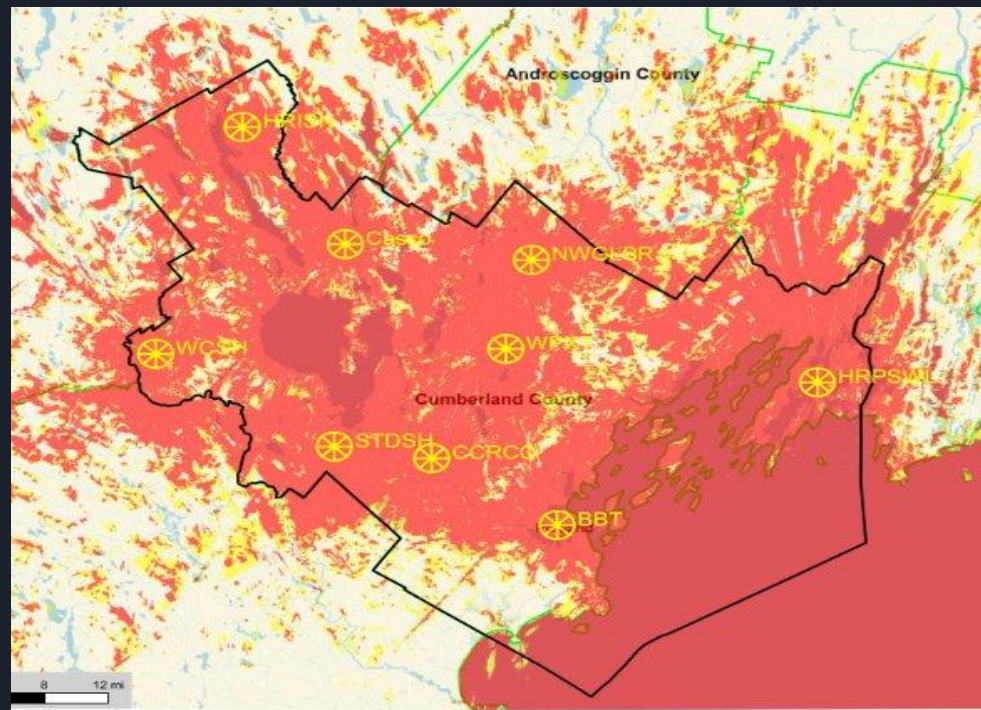
August 2023 - letter of intent to partner with RCM for our upgrade.

August 2024 - Leasing done for all towers

October 29, 2024 - NEW SYSTEM ON LINE




The above diagram shows the
PREVIOUS SYSTEM which was a 9 site
talk IN and a 5 site talk OUT system.



The above diagram shows the
NEW SYSTEM which is a 9 site
talk IN and a 9 site talk OUT system

TREMENDOUS Portable Coverage Enhancements



Be
informed
when it
matters
most

How to register for the



Mobile Alert App

Keeping you and your family safe is important. And knowing what is going on in the world around you is critical to maintaining that safety. Whether a tornado has formed near your home or a boil-water notice is issued for your area, it could be lifesaving to know that you need to take action.

CodeRED is a notification service your public safety officials provide for you that alerts you to emergencies happening nearby, so you can stay informed and make decisions that will positively impact your well-being.

HERE'S HOW IT WORKS

Step 1

Download

Download the free CodeRED Mobile Alert app by visiting the Google Play or App Store and searching for "CodeRED Mobile Alert app".



Step 2

Register

Open CodeRED and create a new registration. Keep in mind this will be a different login from our desktop version.



Step 3

Settings

Once your account is created, open your settings. Here you can decide what type of alerts you'd like to receive, the alert sound, your personal warning radius and more. This app will follow you wherever you go and will send you notifications about alerts around you.



Step 4

Weather

Also in your settings, you have the ability to subscribe to CodeRED weather warnings. These alerts will keep you informed about sudden severe weather and could mean the difference between life and death.



Flash
flood



Severe
thunderstorm



Tornado

Step 5

Get help

Want a quick walk-through? In settings at the very bottom, there is a link to a tutorial on the mobile app (or under "help" if you're on Android), and we highly recommend taking a look! There is also a helpful list of FAQs for any questions you may have.



Helpful Tips

- 1 From the home map screen, zoom out to view all active alerts in the United States. This allows you to check on relatives or other properties and see what is happening
- 2 We are optimized not to drain your smartphone's battery! In order for you to be protected, our location services do need to run in the background.
- 3 Use this app while you travel! If the city you're visiting is a CodeRED customer, you'll be able to receive emergency notifications wherever you're located.



Our Public
Education
Team hard at
work



What3words



what3words /// The simplest way to talk about location

To give a what3words address in an emergency:

1. Open the what3words app.
2. Wait for the blue GPS dot to stabilize, then tap the current location icon.
3. Read the three words to the 911 call operator.



Tell 911 exactly where help is needed with what3words

what3words is an easy way to give an exact location. Every 10ft square in the world has been given a unique combination of three words.

To give a what3words address in an emergency:

1. Open the what3words app.
2. Wait for the blue GPS dot to stabilize, then tap the current location icon.
3. Read the three words to the 911 call operator.



How to use what3words in an emergency



**Know
exactly
where**
/// what3words



1. Open the app

Wait a few seconds for the blue dot to settle in one place. For a more accurate GPS location, you should be outdoors.

2. Locate yourself

Tap on  iPhone or on  Android. The 3 words for your location will display at the bottom of the screen.

3. Give the 3 words

Read the what3words location over the phone to the emergency services. They'll know exactly where to find you.

Things to consider

The app works offline, even in areas with no internet access, by using the device's GPS signal.

Download the
what3words app
for free on iOS and
Android or access
the website
[what3words.com](https://www.what3words.com)

New England APCO 2024

Public Education Program
Presentation by the
CCRCC's very own
Michael Poirier and Maria Jensen.



Appreciating our New Center



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



ARE YOU UP FOR THE CHALLENGE?
The Stand Challenge, That Is!

Supervisor Bicknell has invited us all to a Stand Challenge!

Winner - Melissa Medina
142.5 hours of standing

How it works:

Stand for as long as you are comfortable for while on your shift. Document the total number of hours you stood per shift on the document "Dispatch Standing Challenge" which can be found in the Google Drive. At the end of the month, the person who has stood the longest will receive a cool prize and an awesome certificate!

TIPS FOR GETTING STARTED:

- Start slowly
- Don't overdo it
- Stretch first
- Stand with knees slightly bent
- Put your weight on the balls of your feet
- Set your feet shoulder width apart
- Roll your shoulders up and stand up straight
- Tuck your stomach in
- Use an anti-fatigue mat

BENEFITS OF STANDING AT WORK!

- Improves mood and mental clarity
- Increases circulation
- Combats neck pain
- Aids in weight loss
- Reduces back pain
- Prevents long-term health issues
- Helps with wrist positioning
- Lowers risk of Diabetes
- Improves posture
- May increase lifespan

To calculate the calories burned standing:

<https://www.ergotron.com/en-us/tools/calorie-burn-calculator>



Classified Criminal History

State Bureau of Identification

Jim Woodside



S B I

The CCRCC recently had the opportunity to participate in a comprehensive training presentation from the Maine State Bureau of Identification (SBI) about Classified Criminal History information. This training was presented by Jim Woodside and Jen Berube, who on two separate occasions traveled down to the CCRCC, to provide valuable insights into the systematic collection of classified criminal history information and explanation of legal terminology to our TAC Team.

Our team gained a deeper understanding of how SBI receives information (from law enforcement, District Attorneys, courts, and corrections), what information is included (convictions, non-convictions, and specific offenses), and what is not included (civil violations, warrants, and certain misdemeanors).

Overall, the classified criminal history training was an invaluable experience that equipped our TAC Team with the knowledge and skills necessary to easily navigate the complexities of handling classified information and continue to enhance our effectiveness in maintaining our records.



Response Plans

CCRCC has a team of 3 staff who in addition to their Dispatch Duties build and update response plans as requested.

Send Requests to:
responseplans@cumberlandcounty.org

Rachel Bicknell, Bailey McDermott, and Kayden

Our response plan team completed 24 different projects this quarter

Many due to the new IAED protocol updates
988 transfer to crisis
Protocol 23 (overdose)
Protocol 21 (bleeding)
Protocol 17 (fall).

Many individual requests made direct from departments for changes for address specific responses.

Adding the new wilderness response team notification to certain calls.

Adding tone units which gives Dispatchers a visual cue for toned shared apparatus to make sure we properly notify both departments.

RP 99 created a way to automatically dispatch a run assignment for all hands instead of having to manually attach each unit.
Saving dispatcher's time during critical incidents and helping to ensure CAD accuracy.

This team has pending requests from many of our partnering agencies, changes that will make dispatching and responding more streamlined and clear.

The work is taxing but the benefits in the end are shared by all, for example removing the ALS unit for a specific town requires the team to manually go in and click on over 852 response plans individually and type in a new plan number and change the special instructions. This is one of the more simple requests and it is still a big task.

The team works off 5 excel sheets that have over 6000 lines for them to navigate !

Adopt a Senior Project 2024



