

CUMBERLAND
COUNTY RCC

Quarterly Newsletter

1st Quarter - 2025
January, February, March 2025

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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 Cumberland County Regional Communications Center 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

COMMUNICATIONS

3

DEPARTMENT EMPLOYEE OF THE 1st QUARTER 2025



Dan was nominated by his peers as well as the Supervisory staff based on eagerness to grow and his goals to help those around him.

Dan has worked very hard to shape and improve his skills here over the last year. It does not go unnoticed that, not only has he become a strong dispatcher, but over the last couple months he has also transformed into a dependable and supportive teammate. He is always assisting his peers in any way he can whether it's answering a radio for a peer who is on an emergency call or providing guidance when a resource can't be found. Dan is known to help dig up past history or officer safety information while a Dispatcher is getting initial information out to responders. He has also been there to help teach and guide newer staff members both during or freshly out of training. Dan helps relate to any struggles they face as they adjust to each step of gaining their own knowledge and independence.

Dan is always taking additional hours to prevent forces and to ensure his co-workers get time off when they need it. He has also recently started taking on trusted tasks assigned by Supervisors and is about to start his journey into becoming a training officer by taking the CTO course. Dan has also recently completed the APCO "Fundamentals of Tactical Dispatch" Course in order to take the next step towards his goal in becoming one of the CCRCC's ESU Dispatchers.

He has taken and continues to take every opportunity he can to learn from his peers to continue his growth as a dispatcher. It is his dedication to the field of public safety and his demonstration and willingness to help others that Dan has been chosen as our
Employee of the Quarter.

Total Calls ALL Towns	January	February	March
Law Cases	6,307	5,716	6,879
Fire / EMS	1,553	1,466	1,479
Animal Cases	193	144	220
Total Calls	8,053	7,326	8,578
9-1-1 Call Volume	2669	2360	2598

Total Law Incidents by Town	January	February	March
Baldwin	73	72	77
Bridgton	583	620	598
Casco	208	171	348
Chebeague Island	5	7	5
Cumberland	568	486	491
Frye Island	0	0	0
Gorham	916	938	1,263
Gray	443	433	509
Harpswell	451	317	440
Harrison	149	171	204
Long Island	1	1	4
Naples	402	322	364
New Gloucester	228	167	240
North Yarmouth	88	104	79
Pownal	31	49	44
Raymond	268	208	299
Sebago	61	55	69
Standish	649	579	586
Windham	1,183	1,016	1,259
Total	6,307	5,716	6,879

Total Fire Incidents by Town	January	February	March
Baldwin	7	8	12
Bridgton	43	35	33
Casco	80	61	52
Chebeague Island	7	9	5
Cumberland	89	78	107
Frye Island	0	0	0
Gorham	296	245	276
Gray	130	151	123
Harpswell	61	64	78
Harrison	27	29	29
Long Island	4	3	0
Naples	68	53	58
New Gloucester	68	72	56
North Yarmouth	38	44	49
Pownal	15	17	15
Raymond	80	84	86
Sebago	29	18	21
Standish	178	173	177
Windham	333	322	302
Total	1,553	1,466	1,479

Total Animal Complaints by Town	January	February	March
Baldwin	11	6	4
Bridgton	15	16	16
Casco	19	14	21
Chebeague Island	0	0	0
Cumberland	16	5	14
Frye Island	0	0	0
Gorham	21	17	18
Gray	9	7	22
Harpswell	6	6	20
Harrison	5	3	2
Long Island	0	0	0
Naples	10	7	16
New Gloucester	12	7	15
North Yarmouth	9	1	8
Pownal	1	1	0
Raymond	11	5	9
Sebago	3	6	4
Standish	17	19	16
Windham	28	24	35
Total	193	144	220

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	59	59	74
Self QA	36	38	47
EFD Case Reviews	60	61	61
EMD Case Reviews	100	106	107
Monthly NCIC Property Validations	46	37	35
Monthly NCIC Warrant Validations	29	31	20
Missing Person Reviews	17	13	13
9-1-1 Average Ring Time	7	6	6

Kayden attended a training in Standish on lessons learned from the tragic events, now known as the "Charleston 9."

Dispatch takeaways: the importance behind a direct and competent response to maydays without hesitation.

On June 18, 2007, nine firefighters perished in a warehouse fire in Charleston, SC. What was initially dispatched as a trash fire escalated into one of the most scrutinized events in national fire service history. David had the unfortunate experience of being the engineer on the first due engine that day. As he operated on the fireground, he witnessed things that he will never forget.

In Honor of The Charleston 9: A Study of Change Following a Tragedy. By: Dr. David Griffin





Leaders in Public Safety Communications®

APCO Fire
APCO Law
APCO Instructor
APCO Raising the Bar Increasing ECC Call Handling
APCO Tactical Dispatch Certification
APCO Crisis Negotiator

**Several staff
members have
committed to
APCO's online
trainings and
have received
these
certifications for
their efforts.**

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Trainings other staff members have completed this quarter.

ICS - 400 Advanced ICS for Command and General Staff

GRIN - Individual & Group Crisis Intervention

Power of Peer Support

Opioid Response

Improving Objective Documentation



Myrtle Beach Convention Center
February 9, 2025 – February 12, 2025



"Changing the World: A Unified Response to Domestic Violence"

B-A-L-A-N-C-E: The ONE THING That Makes a Leader Worth Following

Trauma to Triumph: Building Your Ship Before the Storm

Losing Yourself Isn't Part of the Job Description

Leaving the Nest: A CTO's Journey of Letting a Trainee Be On Their Own

Say This, Not That: How to Communicate With Purpose

Unlocking the Power of Culture:

Why the Soft Stuff Matters in 9-1-1

Beat 9-1-1 Burnout: Overcoming Compassion Fatigue & Vicarious Trauma

New Team Members Are Friends Not Food

Leading with Grit and Tenacity: Building a Resilient 9-1-1 Center
Effective Strategies for Dealing with Workplace Conflict

IGNITE: Reigniting the 9-1-1 Professional Fire

You got me, Who's got you? A QA Approach for Maintaining CTO Excellence

Active Assailant: Preparing an Effective Response Plan

The First Line of Leadership: How CTOs Set the Tone and Establish Organizational Expectations

NextGen Leadership

"The Ripple Effect: How Caring and Attitude Transform the Comm Center"

Why They Stay: Attending to Domestic Violence Incidents with Empathy and Compassion

What did our staff have to say about the conference?

"I have attended many many conferences, training, and classes. Nothing compares to the Be the Difference conference. It was nothing short of amazing.

"These types of things truly fill my bucket. I come back full of energy, feeling refreshed and excited about this amazing career."

Thank you for this amazing opportunity. As long as I am a dispatcher, I will beg, borrow and steal in attempts to get to attend this conference again. "

- Maria 12 Yr Veteran

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The cost of retention, or is it....

Example # 1

Sending a valued employee with 12 years experience to a conference or a career changing training opportunity that will refuel their WHY, their competency, and offer them a platform to further leverage their potential.

Priceless

**** but for the numbers people ****

Be the difference for 1 tenured employee:

Conference Registration: \$499

Backfilling of shifts or OT to other employee: \$ \$700

Airfare: \$ 367

Lodging: \$ 194

Food: \$ 260

Total: \$ 2,020.00

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**What if we train
our people and
they leave?**

**What if we don't
and they stay?**



Example # 2

Just to cover the salary of a new hire for the first 20 weeks of training.

(This doesn't cover mileage to trainings, money the state invests, food, extra pay to the trainer, or the time it takes for ALL county Depts to onboard a new hire)

Not to mention you can't replace the knowledge of a solid 12 yr tenured employee who is a trainer in a short 20 weeks.

But for numbers sake we can try

Total: \$ 19,200.00

"Building Trust, Credibility & Respect: Leading Strong Teams for Success."



Rob with Dale Carnegie guided our Leadership Team through another inspiring team building / training session.

"A relationship grounded in trust spawns credibility and respect, which shores a culture that works harder together. Inclusive leadership drives employee engagement, productivity and a strong team." author unk

Objectives

Discern the differences between trust, credibility and respect and how they interconnect.

Cultivate a trust-based work environment using proven principles.

Restore broken trust and maintain trusting relationships moving forward.

Appreciate how trust is cornerstone to employee engagement and retention.



Inclusive Leadership: Building Trust, Credibility & Respect

The leader's responsibility is to foster a culture of trust, and that starts with building trust between yourself and each team member.

Meet a few of our newest staff

Emma

CCRCC Since September 2024



I'm super glad, and lucky to have had the opportunity to re-join such an amazing team of people and be apart of such an important job. Everyday is different, but regardless always rewarding.

**I couldn't imagine doing anything else, and truly love what we do here.
I'm incredibly thankful to all of the people who have helped me get where I am today, and I'm excited to see what the future holds!**

Kelly

CCRCC Since
January 2025



Hi, my name is Kelly. I just started my journey with CCRCC in mid January so I'm still in training and although this is by far the most challenging job I've had, it's also the most supportive! I have four amazing sons (3 biological & 1 bonus) all who I already had when I met my very patient husband who became a part of our beautiful chaos and we've been married for 10 years now! We have two very large Pitbull /Doberman dogs, one male, one female and one tiny Cockalier dog who rules over all of them now.. all tilbs of her!! I have a very large extended family and feel extremely lucky for the love and support we all have for one another. I love to go camping and have a weird obsession for stationary items, I have more pens, sticky notes and notebooks then I'll ever truly need.. I've worked in the medical field for

1/2

over 15 years and was also a mail carrier for a bit. I love working in customer service and think I've found what I should have been doing all along here at CCRCC. I look forward to continuing to learn from so many wonderful people here who are always ready to help, teach and encourage me along the way!! Very happy to be here with this amazing group who might just be real actual superheroes... Truly a work family!!

Amanda

CCRCC Since January 2025



Hello, my name is Amanda! I recently moved back to Maine after spending the last 2.5 years in Tennessee. I grew up and graduated High School in Westbrook, but have lived most of my adult life in Windham. When I am not working you are likely to find me snuggling with my two cats, Rory and Theo. I also enjoy being on a beach sitting by the water and finding adventures with my friends, though I tend to hibernate indoors w. A lot of movie nights in the winter.

I have tried my hand at a number of professions; Working with adults with disabilities, Corrections/Armed Security in Nashville, and DPW. Though I gained many useful skills and discovered that I liked helping people, none of these jobs were fulfilling in the way I was looking for. When I moved back from Tennessee, I spent months looking for a job that was the right fit for me. I happened across the posting for a Dispatcher and knew that was what I had been looking for. I had applied for other dispatcher positions in the past but had never found myself able to complete the step into the unknown. I just knew I had to follow through this time and man, am I glad I did! I have learned so much in the last 3 months that I have been here and am grateful for the opportunity to help our community. I look forward to discovering what the future brings here at the CCRCC.

Jake

Hello, my name is Jake. I first started with Cumberland County at the end of 2017 as a Corrections Officer. My time in Corrections would take me all the way to the Montana State Prison. I have an associate's degree in Criminal Justice and I'm a licensed EMT. While Montana is beautiful, Maine is home. When I'm not at work I enjoy hiking, traveling, and most importantly spending time with my dog. I'm excited to continue serving the citizens of Cumberland County.

CCRCC Since March 2025



Marisa

Hi my name is Marisa! I have spent most of my career committed to being a federal employee for 7 years. As time went on I knew that's not what I wanted to keep doing. I found myself applying for this job to help people and to start a new career path! I enjoy anything nature related, hiking, fishing, all the Maine things and mostly spending time with my dogs! I'm so excited to be a part of this new adventure.

CCRCC Since March 2025



Jordyn

Hi! My name is Jordyn, I graduated Lewiston Adult Education in 2024. I studied emergency services and pharmacology. I have a passion for helping people and all other living things. As I dive into the other end of emergency services, I am finding more reasons about why I belong here. I am excited for the new opportunities with this new career. I have a very calm and positive personality, I am always looking at the good in things. My hobbies include studying horticulture, growing and propagating plants, animal rescue, arts, music, reading, and sharing culture, which helped me find a desire to learn a new language. A couple of my favorite things to make are chimichurri and soups with herbs from my garden.

CCRCC Since March 2025



I was able to book my trip to Florida last October in April without any worries about coverage or callouts. We got to enjoy our Airbnb and just relax by the pool all day without a care in the world.

I'm using guaranteed vacation again this year in August to go to the Dominican Republic and I'm so thankful that I don't have to stress about my time off being approved after booking it!

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The CCRCC Implemented Guaranteed Vacations in 2023

How do our staff feel about
GUARANTEED VACATION time ?

(with a strict criteria for when and how to request)



We are loving our vacations!

We are traveling New England attending
bluegrass festivals !

I haven't had a chance to use it yet.....but I would love to contribute that I cannot WAIT to bank up enough to take a guaranteed vacation probably next year?! I appreciate that benefit SO much to be able to have security with booking a trip in advance and know your stuff is covered. I definitely plan to travel abroad with my guaranteed vacation and see some countries I have yet to experience. This benefit is such a positive thing. I find it so hopeful and encouraging as it promotes people saving up their vacation time and have something they can count on and really look forward to using without having to worry.

**WHAT IS PROTOCOL 41: CALLER IN CRISIS
(1ST PARTY ONLY), AND HOW DOES IT WORK?**

Protocol 41: Caller in Crisis (1st Party Only) is the industry's only targeted emergency dispatch protocol for first-party callers experiencing suicide ideation and risk. It equips Emergency Dispatchers with the necessary tools and training to ensure the best possible outcome for the caller.

"This is one of the best Mental Health classes that I've ever taken and I have taken many over the years. It is great to have a class in Mental Health that is thorough and created specifically for dispatchers."

-Training Participant
February 2023, United States

An Answer for First-Party Callers Experiencing Mental Health Crises

Protocol 41: Caller in Crisis (1st Party Only) is what your Emergency Dispatchers need to serve the members of your community who are at risk of suicide or other severe mental health outcomes.

The CCRCC staff completed this training that was paid for by the state.

National Public Safety Telecommunicators Week is April 14th - 20th 2025



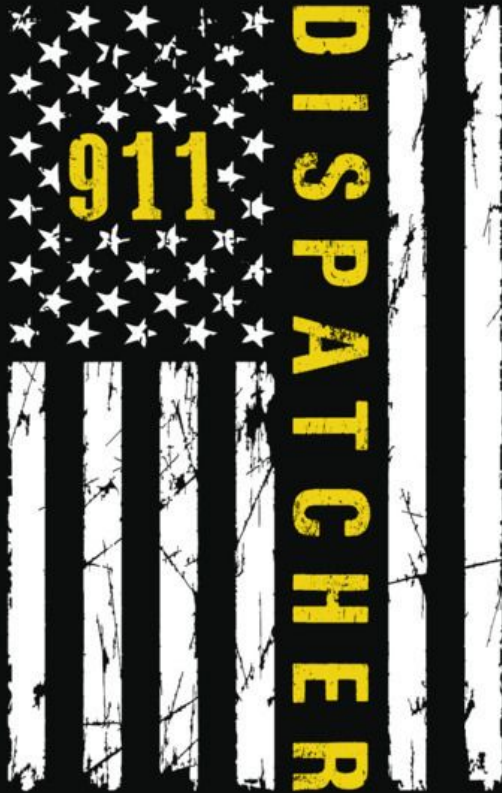
DISPATCHER

**THANK YOU,
DISPATCHERS!**

**THE UNSEEN HEROES OF
PUBLIC SAFETY**

**THE GOLD LINE BETWEEN
THE BLUE AND RED**

**Don't forget to send a special thank you to your favorite Dispatcher during the week.
To send a message that the entire staff at the CCRCC will see please send to:
announcements@cumberlandcounty.org**



**The Cumberland County
Regional Communications
Center wouldn't be what it is
without our committed staff
who show up 24/7 for our
responders and citizens.**

**Melinda - 2006 ++
Erin - 2012**

**Scottie - 2004
Rachel - 2010
Ryelle - 2010
Stephanie - 2014
Nicole - 2014
Brynn - 2015
Holly - 2023 ++**

**+++ prior experience with Public
Safety Dispatching ++**

**Kim - 2005 ++
Christine - 2005 ++
Michael - 2005
Maria - 2013
Ben - 2014
Jaycee - 2018
Savanna - 2019
Faith - 2021
Cody - 2021
Bailey - 2021
Melissa - 2022
Ember - 2022
Pamela - 2022 ++
Kayden - 2023
Sullivan - 2023
Gabrielle - 2024 ++
Dan - 2024
Kaleigh - 2024
Jaimee - 2024
Kendra - 2024
Emma - 2024
Kelly - 2025
Amanda - 2025
Jake - 2025
Marisa - 2025
Jordyn - 2025**

Join us for our 3rd Annual Touch a Truck

April 19th 2025

10:00 AM - 2:00 PM

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ALL ARE WELCOME!
APRIL 19, 2025
10:00 – 2:00
RAIN OR SHINE!

**CCRCC'S
ANNUAL
TOUCH A TRUCK!**

**22 HIGH STREET,
WINDHAM**



**BOUNCE HOUSE
3 FOOD TRUCKS
MRAP, ESU, K9, DRONES,
PUBLIC WORKS TRUCKS,
ANIMAL CONTROL
FIRE APPARATUS & RESPONDERS,
SPARKY THE DOG**



2025 Maine NENA Conference

Portland May 5th - 8th

There is a GREAT Lineup for training
(see the next few slides)

Search **Maine NENA 2025** to register

**ALL Dispatch, Police, Fire, EMS are
welcome.**



Tragedy at Sandy Hook, Perspectives and Lessons Learned

Monday May 5th 1300-1700 hrs

Instructor: Daniel Jewiss

On December 14th, 2012, twenty 1st graders and six staff members at the Sandy Hook Elementary School in Newtown, CT were tragically killed during an Active Shooter (now commonly referred to as an “Active Killer” event since weapons other than firearms are being used). Since then, the number of Active Killer events continue to rise and the number of victims also get higher and higher, as the Killers learn from each event. Although tactical training for 1st Responders has also increased and numerous states now require annual practice of school emergency response plans, there often remains a significant gap of time before law enforcement arrives and the threat is located and stopped. It is critical that these valuable seconds be minimized, so therefore we must figure out how to Shave Seconds to Save Lives!

Presentation Discussion Points Include:

- What actually happened at Sandy Hook?
- Critical Lessons Learned from recent Active Killer events, including the 2012 Sandy Hook School Shooting, and the critical roles Dispatch played in each of them.
- How to Shave Seconds to Save Lives!
- Scriptwriting: Active Killer Dispatch – Initial Scripts.
- First Priorities for 1st Responders, so Dispatch can properly support them.
- School Emergency Response Planning.
- How to identify Fake Active Killer calls and limit the harm potentially caused by them.
- Discuss individual, post-traumatic stress concerns in the wake of an Active Killer event.



Several Breakout sessions

Tuesday May 6th

0800-1600 hrs

- Lewiston Mass Shooting Incident Overview
- Critical Incident Stress Management
- Emergency Management: Major Storm Incidents
- Access Integrity Unit Class
- Dialing Up Resilience
- Sleep for shift workers
- LifeFlight of Maine
- QA for the non-Q



Optimal Performance Workshop Session

**Wednesday May 7th
0800 - 1600 hrs**

Instructor: Dr. Eric Murray

The focus of this workshop is to provide participants an immersive learning experience covering topics to include:

- Building a culture of trust
- Focusing on Organizational Spirit
- The Power of a Belief System- Beliefs Drive Performance (Leadership Case Study)
- Transformational Leadership- Leading Organizational Change
- Psychological Capital: Developing the HERO Within (Hope-Efficacy-Resiliency-Optimism)
- Workforce Engagement Strategies- Gallup Q12
- Critical Thinking, Trust, Effective Communication
- Leadership and Human Performance Analytics



Thursday May 8th 0730 - 1200 hrs

Instructor: Dr. Julie Rumrill

Public safety professionals experience the effects of acute and/or chronic stress as a routine part of their job. This stress is often undiagnosed and mismanaged, which can lead to physical health issues, relationship problems, drug/alcohol abuse, lost time at work, and a general decline in the quality of life. The TUF Mind (Thinking Under Fire) wellness and resilience training helps public safety professionals recognize the numerous impacts of stress and teaches skills they can use on the job and at home to improve and protect their mental health.

The TUF mind program is a mind-body medicine program developed to counteract the mental, emotional, cognitive, and physical impacts of chronic stress. The same practices incorporated into the TUF mind program are also found in mental health training for the US military pre-deployment and special operations teams, the VA, numerous public safety agencies (nationwide), healthcare professionals, and high-level athletes. This program provides participants with self-care tools to pro-actively manage daily stressors and address the accumulated impacts of chronic stress on their personal and professional lives.

Learning Objectives

The workshop is designed to increase participants' knowledge and understanding of:

- Holistic wellness as it pertains to public safety professions.
- The physiology of stress and impacts on health.
- Strategies and practices to build attention, awareness, resilience and self-regulation.



Search **Maine NENA**
2025 to register

**ALL Dispatch, Police,
Fire, EMS are
welcome.**

