

CUMBERLAND  
COUNTY RCC

# Newsletter

4th Quarter - 2025  
October, November, and December



Copyright ©

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 [mjdyer@cumberlandcounty.org](mailto:mjdyer@cumberlandcounty.org) or Erin at [epelletier@cumberlandcounty.org](mailto: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



Copyright ©

## COMMUNICATIONS DEPARTMENT

### EMPLOYEE OF THE QUARTER

Is awarded to

## Emergency Communications Officer Pamela Mazanec

Pamela has been awarded Employee of the Quarter for her consistent professionalism, dependability, and the genuine care she brings to both her coworkers and the work she does every day.

Pamela has earned the admiration and respect of her fellow teammates on the overnight shift through her steady presence and willingness to support those around her. She is always approachable and ready to provide guidance when asked, doing so with honesty and integrity. When she knows the answer, she shares it confidently. When she does not, she takes the time to direct others to the correct resource rather than risking incorrect or incomplete information.

That level of accountability is critical in this profession and does not go unnoticed.

Pamela consistently steps up for her coworkers by picking up additional shifts and making herself available for last-minute coverage. Even when being held over is not ideal, she remains a true team player. She continues to answer phones, manage calls, and give her full effort, all while maintaining a positive attitude and supporting the team through high call volume and high stress situations.

Day shift presents a different pace and a different set of challenges, and Pamela transitions seamlessly between assignments. She approaches these changes without complaint and with professionalism, whether she is managing complex radio traffic, handling callers in crisis, or coordinating with outside agencies. Her adaptability and calm demeanor help maintain stability during even the busiest shifts.

She has shown notable growth on Fire Dispatching while remaining consistently strong on Law Enforcement Dispatching. She contributes to a positive work environment and helps foster a culture of teamwork and mutual support, making dispatch a place people want to work and succeed.

Her calm and composed CPR instructions, along with her excellent handling of radio traffic during a recent critical incident, are clear examples of the steady and confident presence Pamela brings to every shift. She remains focused, composed, and professional during critical incidents when it matters most.

# 4th QUARTER 2025

Congratulations Pamela, you are truly deserving of Employee of the Quarter!

<b>Total Calls ALL Towns</b>	<b>October</b>	<b>November</b>	<b>December</b>
<b>Law Cases</b>	<b>7,255</b>	<b>6,203</b>	<b>6,467</b>
<b>Fire / EMS</b>	<b>1,690</b>	<b>1,571</b>	<b>1,901</b>
<b>Animal Cases</b>	<b>336</b>	<b>223</b>	<b>206</b>
<b>Total Calls</b>	<b>9,281</b>	<b>7,997</b>	<b>8,574</b>

<b>Total Law Incidents by Town</b>	<b>October</b>	<b>November</b>	<b>December</b>
<b>Baldwin</b>	<b>92</b>	<b>79</b>	<b>58</b>
<b>Bridgton</b>	<b>590</b>	<b>529</b>	<b>534</b>
<b>Casco</b>	<b>226</b>	<b>190</b>	<b>200</b>
<b>Chebeague Island</b>	<b>3</b>	<b>7</b>	<b>9</b>
<b>Cumberland</b>	<b>528</b>	<b>442</b>	<b>478</b>
<b>Frye Island</b>	<b>4</b>	<b>0</b>	<b>0</b>
<b>Gorham</b>	<b>1582</b>	<b>1340</b>	<b>1482</b>
<b>Gray</b>	<b>515</b>	<b>441</b>	<b>424</b>
<b>Harpwell</b>	<b>452</b>	<b>297</b>	<b>292</b>
<b>Harrison</b>	<b>283</b>	<b>228</b>	<b>163</b>
<b>Long Island</b>	<b>1</b>	<b>2</b>	<b>1</b>
<b>Naples</b>	<b>361</b>	<b>322</b>	<b>345</b>
<b>New Gloucester</b>	<b>217</b>	<b>211</b>	<b>207</b>
<b>North Yarmouth</b>	<b>114</b>	<b>78</b>	<b>87</b>
<b>Pownal</b>	<b>38</b>	<b>32</b>	<b>47</b>
<b>Raymond</b>	<b>225</b>	<b>236</b>	<b>223</b>
<b>Sebago</b>	<b>112</b>	<b>81</b>	<b>62</b>
<b>Standish</b>	<b>739</b>	<b>576</b>	<b>550</b>
<b>Windham</b>	<b>1173</b>	<b>1112</b>	<b>1305</b>
<b>Total</b>	<b>7255</b>	<b>6203</b>	<b>6467</b>

<b>Total Fire Incidents by Town</b>	<b>October</b>	<b>November</b>	<b>December</b>
<b>Baldwin</b>	<b>9</b>	<b>5</b>	<b>13</b>
<b>Bridgton</b>	<b>45</b>	<b>51</b>	<b>54</b>
<b>Casco</b>	<b>87</b>	<b>64</b>	<b>82</b>
<b>Chebeague Island</b>	<b>13</b>	<b>9</b>	<b>10</b>
<b>Cumberland</b>	<b>111</b>	<b>111</b>	<b>129</b>
<b>Frye Island</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Gorham</b>	<b>314</b>	<b>272</b>	<b>360</b>
<b>Gray</b>	<b>132</b>	<b>127</b>	<b>149</b>
<b>Harpswell</b>	<b>62</b>	<b>55</b>	<b>81</b>
<b>Harrison</b>	<b>34</b>	<b>25</b>	<b>36</b>
<b>Long Island</b>	<b>5</b>	<b>3</b>	<b>5</b>
<b>Naples</b>	<b>73</b>	<b>51</b>	<b>97</b>
<b>New Gloucester</b>	<b>58</b>	<b>61</b>	<b>60</b>
<b>North Yarmouth</b>	<b>47</b>	<b>61</b>	<b>50</b>
<b>Pownal</b>	<b>19</b>	<b>17</b>	<b>18</b>
<b>Raymond</b>	<b>85</b>	<b>80</b>	<b>102</b>
<b>Sebago</b>	<b>25</b>	<b>30</b>	<b>31</b>
<b>Standish</b>	<b>189</b>	<b>194</b>	<b>200</b>
<b>Windham</b>	<b>382</b>	<b>355</b>	<b>424</b>
<b>Total</b>	<b>1690</b>	<b>1571</b>	<b>1901</b>

<b>Total Animal Complaints by Town</b>	<b>October</b>	<b>November</b>	<b>December</b>
<b>Baldwin</b>	<b>9</b>	<b>2</b>	<b>4</b>
<b>Bridgton</b>	<b>16</b>	<b>13</b>	<b>14</b>
<b>Casco</b>	<b>20</b>	<b>7</b>	<b>14</b>
<b>Chebeague Island</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Cumberland</b>	<b>30</b>	<b>17</b>	<b>25</b>
<b>Frye Island</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Gorham</b>	<b>46</b>	<b>37</b>	<b>26</b>
<b>Gray</b>	<b>22</b>	<b>13</b>	<b>17</b>
<b>Harpswell</b>	<b>10</b>	<b>9</b>	<b>15</b>
<b>Harrison</b>	<b>11</b>	<b>4</b>	<b>4</b>
<b>Long Island</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Naples</b>	<b>16</b>	<b>10</b>	<b>12</b>
<b>New Gloucester</b>	<b>20</b>	<b>13</b>	<b>12</b>
<b>North Yarmouth</b>	<b>18</b>	<b>7</b>	<b>6</b>
<b>Pownal</b>	<b>2</b>	<b>0</b>	<b>1</b>
<b>Raymond</b>	<b>12</b>	<b>17</b>	<b>14</b>
<b>Sebago</b>	<b>5</b>	<b>9</b>	<b>6</b>
<b>Standish</b>	<b>26</b>	<b>24</b>	<b>13</b>
<b>Windham</b>	<b>73</b>	<b>41</b>	<b>23</b>
<b>Total</b>	<b>336</b>	<b>223</b>	<b>206</b>

# 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.

<b>Case Reviews</b>	<b>October</b>	<b>November</b>	<b>December</b>
<b>Law Case Reviews</b>	<b>63</b>	<b>59</b>	<b>47</b>
<b>Self QA</b>	<b>39</b>	<b>41</b>	<b>40</b>
<b>EFD Case Reviews</b>	<b>61</b>	<b>61</b>	<b>25</b>
<b>EMD Case Reviews</b>	<b>100</b>	<b>101</b>	<b>35</b>
<b>Monthly NCIC Property Validations</b>	<b>42</b>	<b>37</b>	<b>48</b>
<b>Monthly NCIC Person Validations</b>	<b>27</b>	<b>24</b>	<b>46</b>
<b>Missing Person Reviews</b>	<b>20</b>	<b>17</b>	<b>13</b>

# WINTER STORM



**WINTER STORM BRINGING SNOW TO MAINE LATE SUNDAY INTO MONDAY**

# 5 Year old Dies Tragically In School Bus Accident



# FATAL CRASH

**CHILD KILLED IN SCHOOL BUS CRASH IN STANDISH**



# ICE ARREST

**CUMBERLAND SHERIFF QUESTIONS ICE ARREST OF JAIL RECRUIT**

# IN the NEWS



# NEWS RELEASE

# Helping to make wishes come true

Deputy Kariotis's little girl got her magical send off to her Disney trip by our very own Disney Princess.

Make-A-Wish®



Confidential

Copyright ©



## **New Team Member -Shelby Sullivan-**

**Hi! My name is Shelby Sullivan and I am very excited to be a part of the CCRCC team. I recently moved to Maine at the end of October from Northern Michigan, but I was born and raised in Cincinnati, Ohio. I just recently graduated from University of Cincinnati with my Bachelor's in Communications with a Spanish concentration. I am very interested in the field of Public Safety and I am looking forward to the experience I will get here at CCRCC. In my free time I like to travel, go to concerts and go to various sporting events. I am learning to ski at Pleasant Mountain and look forward to accomplishing that goal as well. I look forward to working with you all!**

## New Team Member -Kelsey Theberge-

Hi! my name is Kelsey Theberge, I grew up with all my family members being in the medical field and Fire/EMS field and I am proud and dedicated to continue the work that lives within my family history. I am very eager to help people and be there for the community. I am always happy to listen or lend a shoulder if needed. I enjoy being there for the people around me. My hobbies consist of working on trucks and riding four wheelers, I like hanging out on the lake and going to my campground to spend quality time with my friends and family. I am a major fan of all animals (especially dogs) and will stop everything I am doing to pet them!! My favorite foods are Pulled pork and Mac & Cheese.



– **Cumberland County RCC and USM Police partnered in late 2024 for EMERGENCY Dispatching services in exchange for no cost College Education for County Staff and certain family members.**

**While I am personally not attending, my daughter has been accepted to USM and will begin in the fall. The tuition reduction she will receive because of our partnership with USM provides me a great sense of relief knowing that the educational debt she (and I) will incur while she pursues her dreams will be reduced by half!**

**- Melissa**

**I was able to go back to school after ten years of attempting an associate's degree, and then a ten year break. USM accepted 56 transfer credits, most of which my last school was no longer counting towards my degree. I started this past summer and now am more than halfway to a Bachelor's degree and made the Dean's List for the fall 2025 semester. Without this opportunity I don't know that I ever would have been able to go back to school. I am very grateful for it.**

**- Pamela**

---

The tuition benefits we are afforded through our partnership with USM has allowed me to return to school and achieve a goal I've been working toward for 11 years. Financial aid is only available to full-time students, meaning students who work full time either choose between spreading themselves thin in order to maintain a full-time status or taking fewer classes at a time but paying their tuition out of pocket. I've been able to enroll in the amount of courses that are feasible for me each term without worrying about the financial impact. As a result, I will be graduating this Spring with a bachelor's degree in social and behavioral sciences and a 4.0 GPA, then continuing right into graduate school.

- Gabrielle

I haven't used it *\*yet\** but I'd love to throw in my 2 cents that having this available has given the push I needed to go back to school and i'm looking into it for Spring of 2027. Life is more and more expensive lately - moving forward as a homeowner in the market and being full time (and overtime) employee, I thought my time to be a student had kind of passed me by due to how expensive and busy life is -- but this benefit has changed that for me!

- Kendra

# What are our staff doing to balance the work, the world, and their own wellness?

Rachel has been volunteering for "Age Friendly Windham" which is an organization in town that is working to make Windham a great place to live for people of all ages!

For the past few months she has also been running a food pantry out of the family home for anyone with food insecurities! The food and many supplies have all been donated from local businesses and community members!



Jaimee is back on the gridiron with Maine Mayhem women's football league!

She is also spending her time off working on her new home.

Shelby has been designing the layout of the house that she and her boyfriend plan on building this Spring/Summer! She used to play around on "Planner5d" when she was younger and decided she would play around with it to design their future home. Now they need to find a property to put it on!



Kelsey loves working on/building her truck. It is a hobby of hers that she finds very calming and distracting to everything else in life. "It gets me off my phone and out of my head."

Kelsey also loves walking and grooming dogs. It keeps her moving and is another passion on top of dispatching.



**Jake just went to Arizona to visit his twin brother. “We’re very close so I had a great time exploring the area, as well as venturing into California.” Jake is active with a couple cancer support groups and is recording an “ask an expert” video with a major organization, where Jake will be talking about mental health with a clinician. “It means so much to me to have come full circle to the point where I can help other people.” In a couple months Jake will be going to Seattle to attend a conference centered around adolescent and young adult cancer patients. Aside from all of that really great stuff, the gym is a great source of self care for Jake.**

Confidential

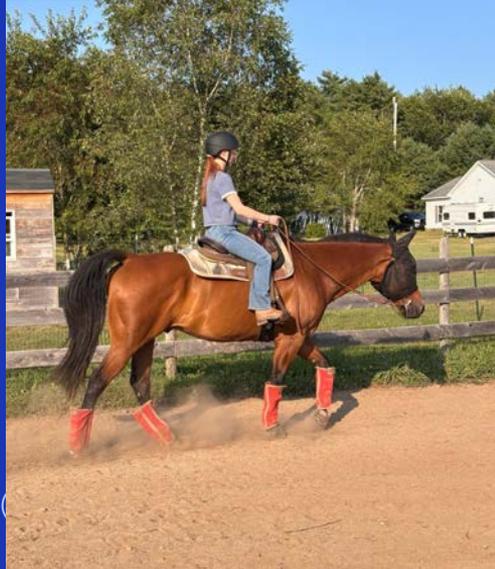
Copyright ©

**Melissa has been busy planning a February trip to Punta Cana (using guaranteed vacation!) and looking for new places to camp and adventures to have once the weather warms up. “I’ve also been relocating my camping equipment from the basement to the garage so it will be easier to access when I need it; organizing and camping are 2 of my favorite things so doing this is bringing me so much joy!”**





Jaycee will take any moment to share what she and Jack are up to! The farm has been her safe haven for quite a while now. She began leasing Jack in September, their primary discipline being Western. This wonderful animal has changed Jaycee in so many positive ways that it would take much too long to write. "I often say he is a piece of my heart outside my body!" Jaycee works as a farm hand, caring for a total of 8 horses as well as riding at the farm, all on her days off! It fills her cup in many ways so she can come back to the center each week refreshed.



**Dan has spent most of the year building his dream home with the help of family and friends.**

**Starting with the empty lot that he purchased in 2022 with big plans to build someday.**

**Fast forward to the build November of 2024 and now being almost there in February of 2026.**

**He should be moving in any day now!**

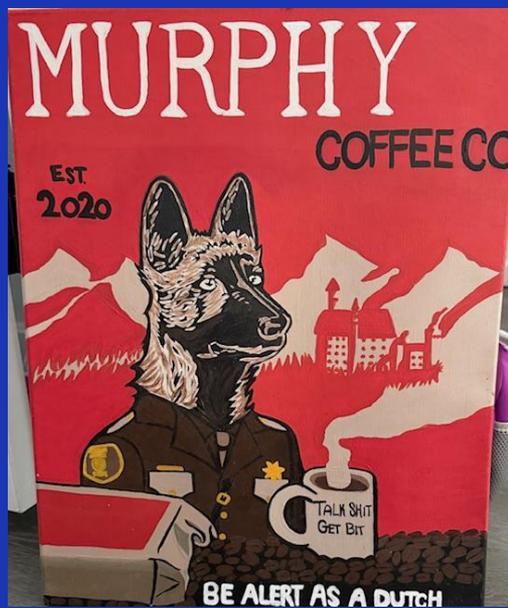
**This was a long journey of giving up almost every weekend since April.**

**Dan is looking forward to actually living in the home that he and his network built from the ground up at the young age of 27 years old !**



Confidential

Copyright ©



**Brynn can be found skiing and loves to paint. Mostly landscapes but every now and again something “cartoony” like the Murphy picture. Brynn also does lots of arts and craft projects with her girls. This week they made a volcano!**



Confidential

Copyright ©

Jordyn has been caring for her plants, baking, painting and practicing her spirituality to keep herself on a happy path.

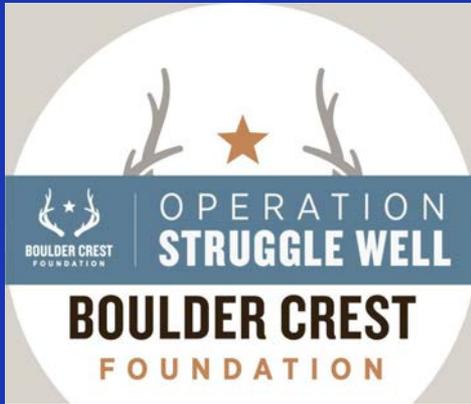
“This job brings a lot, but we have a very strong, supportive and resilient team.”

“I'm proud of all of us!!”



Confidential

Copyright ©



# STRUGGLE WELL

Struggle Well is a prevention-focused program based on the science of Posttraumatic Growth. By partnering with first responder agencies and active serving military units, we're fundamentally changing the culture from the inside-out.

## QUICK FACTS

For: **First Responder Agencies & Military Units**

Length: **1, 2, and 5-day programs**

Locations: **Nationwide**

Delivered in Partnership with **Agencies & Organizations**



## STRUGGLE WELL

*We are meant to thrive, not just survive.*

### STRUGGLE WELL 2-DAY TRAINING SPONSORED BY MDOC

**No Cost to Participants**

DATE: **VARIOUS**

TIME/DURATION: 8am-4pm (8 Hours)

LOCATION: MDOC Central Office, Augusta

**Contact Gerry Madden for questions:  
gerardmadden44@gmail.com**



Confidential

Copyright ©