

Cumberland County Regional Communications Center

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Deputy Director Erin Pelletier

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Melinda Fairbrother-Dyer 911 Director (2006)



Director

Since March 2022

911director@cumberlandcounty.org

Erin Pelletier

911 Deputy Director

(2012)

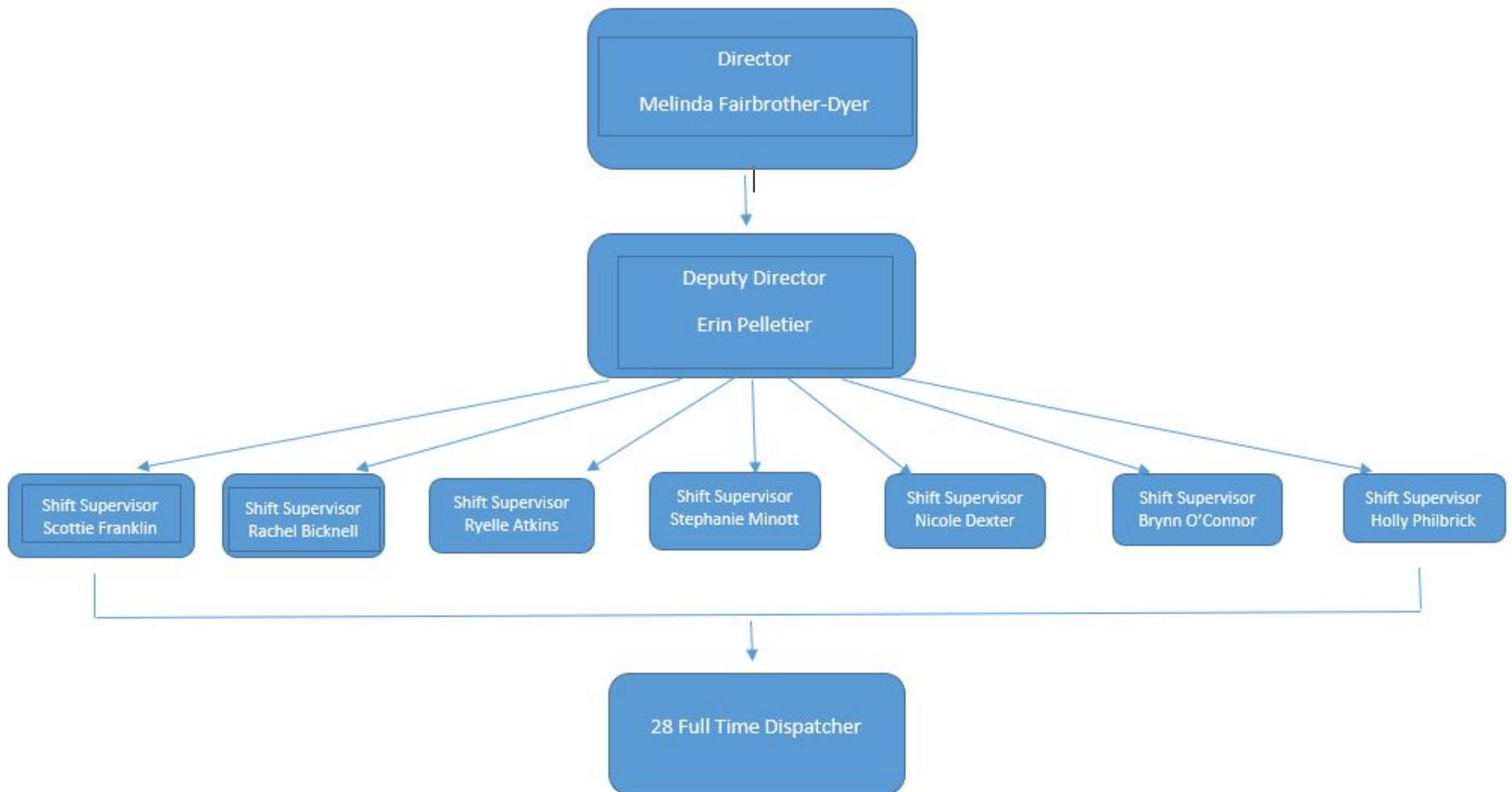


Deputy Director

Since July 2024

epelletier@cumberlandcounty.org

Cumberland County RCC Organizational Chart



Public Education and Community Engagement



In the News



Quality Improvement Feedback

Total Call Volume 2025:

EMD: 10,248

EFD: 4,114

Reviewed Cases:

EMD: 1164

EFD: 702

ECHO Calls Reviewed:

EMD: 101

EFD: 78

Staff Engagement and Commitment to do their very best

ESU Team

TAC Team

Quality Assurance Team

Public Education Team

Law Working Group

Fire Working Group

ACO Working Group

Sebago Lake Response Group

Casco Bay Response Group

Response Plan Group

Maine NENA CISM Team

MUG Representative

MECCA

Training Team

County Data Team

County Municipal Team

Oversight Board of Directors

1 voting representative from each community contracting with the CCRCC for annual communications service

1 representative of the County EMA

1 County Sheriff's Office

1 “at-large” representative from the District of each County Commissioner

Chair Windham Police Chief Kevin Schofield

Vice Chair Casco Fire Chief Brian Cole

Who We Are

Cumberland County Regional Communications Center (CCRCC)

Full Service Emergency Communications for 19 Communities in Cumberland County, the County Sheriff's Office and USM Gorham/Portland Campuses.

Public Safety Answering Point (PSAP / 9-1-1) for 19 Communities in Cumberland County

Back Up PSAP for Westbrook & Westbrook for us

Back Up PSAP for Oxford County RCC

Statistics Over the Years

911 Call Volume

2020 - 34,761

2021 - 37,211

2022 - 35,376

2023 - 36,756

2024 - 34,577

Call Volume

2020 - 90,148

2021 - 95,801

2022 - 95,529

2023 - 105,231

2024 - 100,516

911 Call Volume PSAP Comparison

2024 Call Statistics Report

PSAP	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	Calls Per/Day
Penobscot RCC	5,035	4,611	5,079	5,145	5,291	5,912	6,022	5,797	5,727	5,710	5,438	5,272	65,039	178
Portland PD	4,716	4,270	5,196	4,691	5,444	5,483	6,043	5,692	5,282	5,344	4,847	5,004	62,012	169
Lewiston-Auburn RCC	3,917	3,547	3,983	4,224	4,243	4,531	4,674	4,495	4,251	4,208	3,884	4,179	50,136	137
Cumberland RCC	2,818	2,271	2,851	2,835	2,834	3,228	3,506	3,131	2,877	2,858	2,671	2,797	34,677	95
DPS CMRCC	3,100	2,486	3,013	2,914	3,238	3,121	3,175	2,813	2,606	2,564	2,463	2,308	33,801	92
DPS Houlton	2,247	2,108	2,541	2,190	2,540	2,628	2,823	2,703	2,546	2,538	2,232	2,310	29,406	80
Sanford PD	2,143	1,946	2,308	2,425	2,413	2,528	2,620	2,578	2,172	2,194	1,967	2,016	27,310	75
Biddeford PD	1,948	1,655	2,003	2,046	2,017	2,222	2,497	2,337	2,080	1,888	1,757	1,815	24,265	66
Oxford RCC	1,774	1,822	1,793	1,941	1,956	2,216	2,422	2,188	1,895	2,018	1,954	1,863	23,842	65
Somerset RCC	1,865	1,617	1,753	1,697	1,995	2,133	2,222	2,077	1,873	1,783	1,872	1,819	22,706	62
Androscoggin RCC	1,553	1,420	1,432	1,752	1,424	1,716	1,827	1,662	1,649	1,730	1,769	1,561	19,495	53
Waterville RCC	1,512	1,387	1,378	1,339	1,560	1,659	1,686	1,563	1,482	1,417	1,493	1,502	17,978	49
Hancock RCC	1,179	986	1,142	1,024	1,395	1,694	2,097	1,950	1,626	1,488	1,113	1,187	16,881	46
Waldo RCC	2,028	1,693	1,993	1,830	952	1,060	1,149	1,121	1,062	1,060	1,026	1,069	16,043	44
Scarborough PD	1,187	1,024	1,359	1,226	1,266	1,505	1,821	1,604	1,268	1,291	1,226	1,246	16,023	44
Westbrook PD	1,331	1,094	1,421	1,327	1,341	1,477	1,410	1,454	1,293	1,334	1,224	1,278	15,984	44
Lincoln RCC	1,138	894	1,086	1,110	1,189	1,352	1,735	1,492	1,191	1,216	1,057	1,154	14,614	40
York PD	1,016	767	951	987	1,046	1,452	1,842	1,701	1,294	1,282	972	1,036	14,346	39
DPS Bangor	716	568	670	686	688	1,591	1,635	1,567	1,456	1,468	1,405	1,365	13,815	38
Brunswick PD	1,039	876	1,146	1,056	1,178	1,207	1,263	1,370	1,167	1,065	1,008	1,065	13,440	37
Sagadahoc RCC	1,041	842	1,155	1,045	1,002	1,062	1,357	1,195	1,006	1,101	942	1,016	12,764	35
Franklin RCC	980	1,013	1,078	884	950	975	1,140	1,005	912	951	1,070	959	11,917	33
Washington RCC	850	748	861	891	1,026	1,091	1,187	1,084	972	1,025	945	916	11,596	32
Knox RCC*	0	0	0	0	1,175	1,355	1,580	1,459	1,298	1,226	1,088	1,171	10,352	42
Piscataquis RCC	518	527	525	484	572	658	634	600	585	599	660	559	6,921	19
Total	45,651	40,172	46,717	45,749	48,735	53,856	58,367	54,638	49,570	49,358	46,083	46,467	585,363	
<i>Avg calls per day</i>	1,473	1,385	1,507	1,525	1,572	1,795	1,883	1,763	1,652	1,592	1,536	1,499	1,613	
* stopped taking calls 8/14/23, closed as of 8/23/23 at noon; resumed taking calls 5/1/24 at 10am; calls per day based on 245 days														

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CCRCC averaged **95** 911 calls per day in 2024

2
0
2
5

Town	Law	Fire/EMS	Animal Calls
Baldwin	1044	111	87
Bridgton	7259	448	281
Casco	2824	847	297
Chebeague Island	250	107	1
Cumberland	6722	1305	200
Frye Island	340	60	0
Gorham	14276	3419	407
Gray	6004	1623	214
Harpswell	5338	850	186
Harrison	2318	361	86
Long Island	214	53	0
Naples	5256	902	187
New Gloucester	2517	732	156
North Yarmouth	1065	504	113
Pownal	472	202	10
Raymond	3207	1056	164
Sebago	970	371	59
Standish	7876	2184	310
Windham	15772	3829	544

Revenue

Annual Dispatch Contracts by per capita

	2023-24 Rate	2024-25 Rate	2025-26 Rate		2023-24 Cost	2024-25 Cost	2025-26 Cost
Baldwin	\$ 8.27	\$ 8.52	\$ 8.78	Baldwin	\$ 12,570.40	\$ 12,950.40	\$ 13,338.91
Bridgton	\$ 24.52	\$ 25.26	\$ 26.02	Bridgton	\$ 132,849.36	\$ 136,858.68	\$ 140,964.44
Casco	\$ 8.27	\$ 8.52	\$ 8.78	Casco	\$ 30,152.42	\$ 31,063.92	\$ 31,995.84
Chebeague	\$ 8.27	\$ 8.52	\$ 8.78	Chebeague	\$ 2,820.07	\$ 2,905.32	\$ 2,992.48
Cumberland	\$ 24.52	\$ 25.26	\$ 26.02	Cumberland	\$ 207,757.96	\$ 214,027.98	\$ 220,448.82
Frye	\$ 8.27	\$ 8.52	\$ 8.78	Frye	\$ 3,859.33	\$ 3,976.00	\$ 4,095.28
Gorham	\$ 24.52	\$ 25.26	\$ 26.02	Gorham	\$ 449,598.72	\$ 463,167.36	\$ 477,062.38
Gray	\$ 8.27	\$ 8.52	\$ 8.78	Gray	\$ 68,384.63	\$ 70,451.88	\$ 72,565.44
Harrison	\$ 8.27	\$ 8.52	\$ 8.78	Harrison	\$ 20,236.69	\$ 20,848.44	\$ 21,473.89
Harpswell	\$ 8.27	\$ 8.52	\$ 8.78	Harpswell	\$ 41,606.37	\$ 42,864.12	\$ 44,150.04
Long Island	\$ 8.27	\$ 8.52	\$ 8.78	Long Island	\$ 1,935.18	\$ 1,993.68	\$ 2,053.49
Naples	\$ 8.27	\$ 8.52	\$ 8.78	Naples	\$ 32,459.75	\$ 33,441.00	\$ 34,444.23
New Gloucester	\$ 8.27	\$ 8.52	\$ 8.78	New Gloucester	\$ 46,940.52	\$ 48,359.52	\$ 49,810.31
North Yarmouth	\$ 8.27	\$ 8.52	\$ 8.78	North Yarmouth	\$ 33,675.44	\$ 34,693.44	\$ 35,734.24
Pownal	\$ 8.27	\$ 8.52	\$ 8.78	Pownal	\$ 12,950.82	\$ 13,342.32	\$ 13,742.59
Raymond	\$ 8.27	\$ 8.52	\$ 8.78	Raymond	\$ 37,512.72	\$ 38,646.72	\$ 39,806.12
Sebago	\$ 8.27	\$ 8.52	\$ 8.78	Sebago	\$ 15,718.00	\$ 16,281.72	\$ 16,770.17
Standish	\$ 8.27	\$ 8.52	\$ 8.78	Standish	\$ 83,441.00	\$ 87,278.88	\$ 89,897.25
Windham	\$ 24.52	\$ 25.26	\$ 26.02	Windham	\$ 452,001.68	\$ 465,642.84	\$ 479,612.13

2023/2024 total \$1,686,471.06

2024/2025 total \$ 1,738,794.22

2025/2026 total \$ 1,790,958.05

USM PD
Free tuition for County
Employee's



Budget

\$ 1.9 million - Revenue

vs

\$ 4.6 million - Operating Budget

Salaries & Benefits for staff

Radio infrastructure; to include tower rental and maintenance contracts

Computers, software, and other Technology needs

Budget Highlights

Requested wages are \$2,705,348.00

Tower rental budgeted \$128,544.00

Leases & Service Agreements \$ 160,168.00

Overall wages and benefits budgeted 15.7% increase

Overall budget request 14.6% increase

*Some of our Larger Projects that came to fruition in 2024
and will continue to impact us into 2025 and 2026*

- 1. Renovation of the 911 Center in 2024
\$1,872,091.08**
- 2. Million in Portables and Mobiles distributed to the field in 2024
\$1,000,000.00**
- 3. Cumberland County Radio Infrastructure replacement of end of life equipment
replaced
\$1,766,930.00**



The OLD

***STAFF MOVED TO THE
TEMPORARY SPACE IN
EMA
OCTOBER 2, 2023***



STAFF MOVED INTO THE NEWLY RENOVATED CENTER FEBRUARY 26, 2024



1 Million in Portables & Mobiles

Funding - 1 million in Congressional Earmark funds.

The funds would assist in upgrading communications equipment across the region

For the first time in history

Police and Fire/EMS departments who contract services with the Cumberland County Communications Center were afforded the opportunity to request funds.

The agreement was to all move in a P25 direction.

Commitment to a single direction ie: P25.

This initiative was intended to help agencies move toward the P25 Linear Simulcast platform in a united way.

Distribution Totals

(98) Mobile Radios

(540) Portable Radios

(348) P25 Licenses for Existing Radios

ALL Radios programmed the same way



**Kenwood NX-5700K
Dash Mount Radio with KMC-65M Microphone**



**Kenwood NX-5200K2
with KRA-26M antenna**

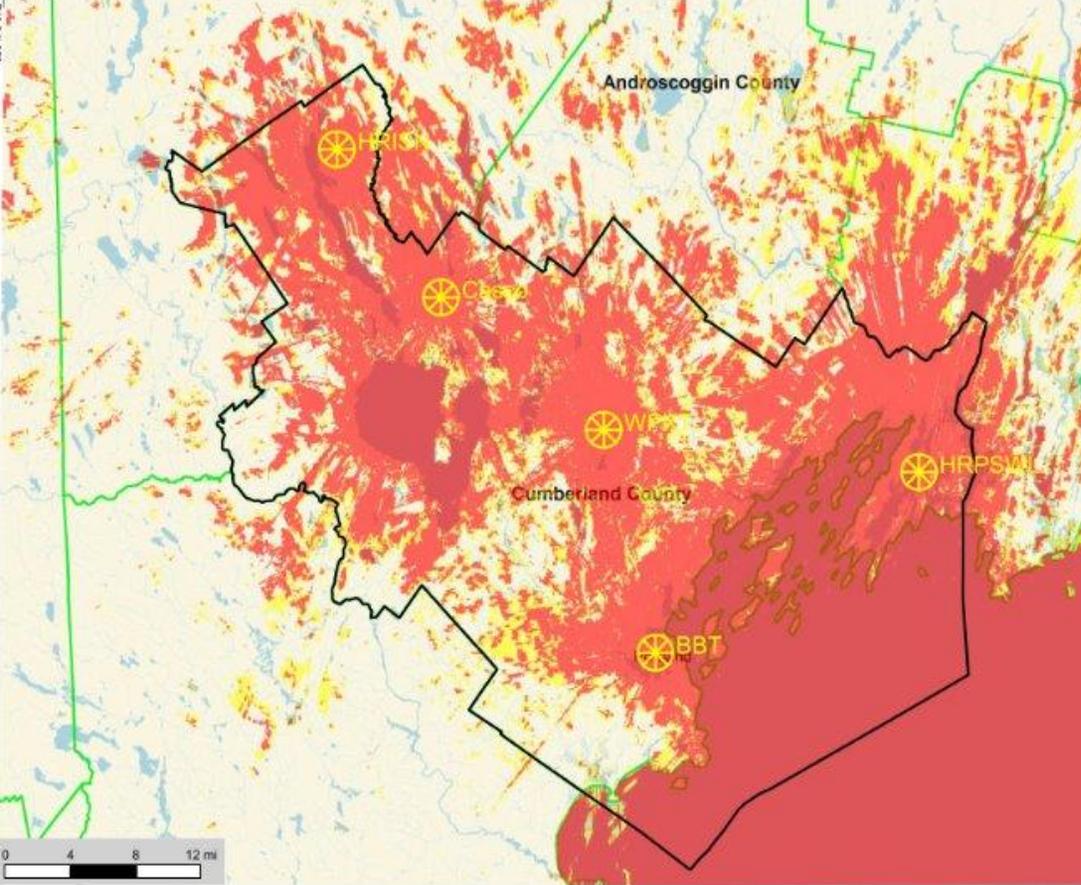
What did we get in return for the distribution of 1 Million?

Regional Commitment towards a Common Goal

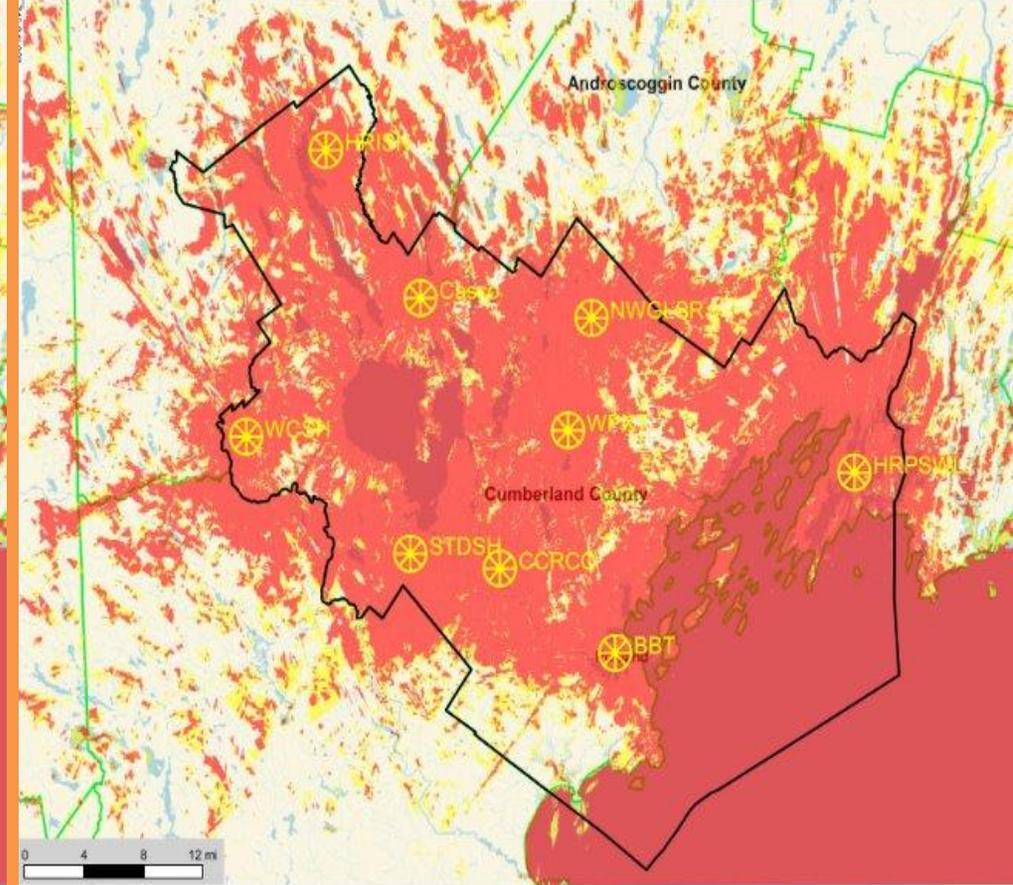
Migration to the P25 platform as existing local infrastructure is replaced or until a countywide P25 Trunking System comes online in the future.

ALL Radios

and our infrastructure have the ability to communicate on analog, P25 Conventional LSM, or DMR repeater platforms.



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

Both Mobile and Portable Coverage Enhancements

Compatible Systems

Capable of P25 but are pending licensing and field radio upgrades

Lincoln County (EMS Channel Only)

Sagadahoc County - Waldo County - Knox County

Penobscot County

N. Yarmouth Fire

Chebeague Fire

Oxford County - (install spring of 2025)

Buxton Fire and PD

Topsham

Gray Fire Department

Harpwell Fire Department

Brunswick Fire and Police - DMR

Gorham Fire and Police

Bangor Fire and Police

2 Bridges Jail - Penobscott Cty Jail

FUTURE

Compatible Systems

Cumberland Police and Fire Departments

Long Island Fire

Aroostook County

Windham Fire and police

Capitol Area New Hampshire

Versant

RSU 14

Penobscot County Jail

University of Southern Maine

Portland and Gorham campuses

Westbrook

Piscataquis Cty

Regional Communications Center benefits

We currently monitor upwards of 35 individual radio frequencies.



The goal is to achieve pockets of frequency consolidation that are advantageous to the agencies consolidating.

That are in line with enhancing communication and not reducing it.

And that contribute directly to the overall efforts to reduce the number of frequencies monitored by the RCC.

Retention stats over the years

IN 2020 we lost 9 staff who had a tenure over 1 year

IN 2021 we lost 12 employees who had a tenure over 1 year

IN 2022 we lost 7 employees who had a tenure over 1 year

IN 2023 we lost 6 employees who had a tenure over 1 year

IN 2024 we lost 5 employees who had a tenure over 1 year

IN 2025 we lost 4 employees who had a tenure over 1 year

