



Regional Communications Center

Quarterly Newsletter

2024 First Quarter January - March

Prepared by:
Director Melinda J Fairbrother-Dyer



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. This newsletter includes both the 3rd and 4th quarter of 2023. While I do my very best to put this newsletter together, the content is very much put together by the staff 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.

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

2024 Dispatch Appreciation Week

April 14th - 20th

It's that time of year where
we get to recognize and
celebrate
911 Professionals
Nationwide !!!



**Cumberland County Partners,
feel free to stop by and say Hello to our 911
professionals during this week of
celebration and thanks.**

**We urge all readers to reach out to their local 911
Center during this special week to let them know you
appreciate them !**

Communications Department

2024 Employee Of The

1ST Quarter



The CCRCC is proud to announce that CCRCC Communications Officer Jaycee Hovey has been selected as the Employee of the Quarter for the 1st quarter of 2024. Jaycee was nominated by several of her peers and leadership staff who all expressed their admiration and appreciation for Jaycee's growth at this Agency.

Over the past year, Jaycee has created many goals for herself and hit the ground running to become a team member who is energetic, helpful and motivated. Jaycee is always willing and seeking the "busy" desk assignment and really embraces the mindset of learning something new every day.

As stated by a peer, "Jaycee exemplifies strong leadership skills and taking initiative in many areas. She is humble and shows up with a positive attitude and evident passion for this profession."

Most notably, Jaycee took on her first full-time FTO assignment and handled this responsibility with so much care and attention. She has absorbed the things she has learned from those around her and really molded those skills to her own style; creating a safe, engaging and structured training environment.

The sky's the limit for Jaycee as she continues to pour herself into her dispatching, her training and reaching toward her goals in this career.

Jaycee, you are an incredible asset to this agency and those we serve...keep shining your light and lifting others up!

Renovation Complete ! And we LOVE It !





2024
CCRCC Ribbon Cutting
Newly renovated space



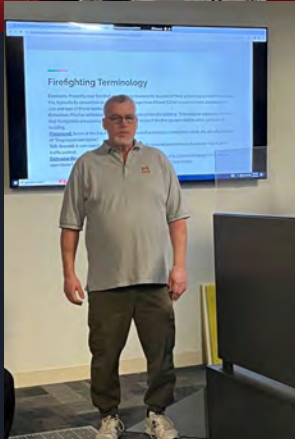
We would like to thank representatives of the
Congressional Delegation for taking the time to attend
our 2024 Grand Re-Opening



The Grand Tour



CCRCC Trainee's hard at learning



Mike Poirier took our new hires on a tour of the county stopping off at several Fire Depts along the way.





Annual Wellness Check Reminder for ALL Patrol, Corrections, and Dispatch Staff.

Questions or to Schedule

- Call or Text: 207.200.4112
- Email: lhample@midcoastcounselinggroup.com
- Visit my website: www.midcoastcounselinggroup.com

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




OUR MISSION

To prioritize a culture of health and wellness for first responders and support staff at Cumberland County by providing every employee with direct, confidential resources and personal services to help build a healthy personal and professional life.

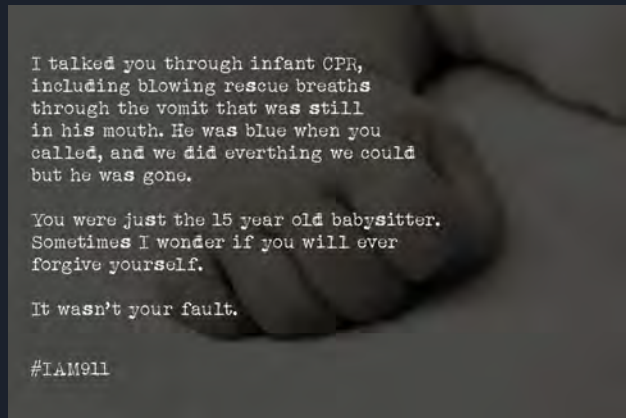
IAM 911

The IAM911 movement was started in August 2016, by Ricardo Martinez, to assist in the effort to reclassify 911 dispatchers from clerical to protective class, the same as police and fire responders, on a federal level. 911 dispatchers were asked to tell the stories of the calls that haven't left them. The response across social media platforms was enormous. It was therapeutic for 911 dispatchers to feel safe enough to anonymously tell their stories. This book, *Imagine Listening - your worst day is our everyday*, is the product of 911 heroes and their storytelling. It's OK to not be OK but you can't unpack and stay there.



I heard your last breath
the night you flipped your
four wheeler.

#IAM911




I talked you through infant CPR,
including blowing rescue breaths
through the vomit that was still
in his mouth. He was blue when you
called, and we did everthing we could
but he was gone.

You were just the 15 year old babysitter.
Sometimes I wonder if you will ever
forgive yourself.

It wasn't your fault.

#IAM911



You were with me from the beginning Grandma.
27 years later I took the 911 call... when you died.
How fitting to be there for me in the beginning
and I was there for you in the end.
I miss you Grandma.

#IAM911

Total Calls ALL Towns	January	February	March
Law Cases	4,903	6,026	6,585
Fire / EMS	1,689	1,254	1,638
Animal Cases	174	195	218
Total Calls	6,766	7,475	8,441
9-1-1 Call Volume	2,818	2,271	2,851

Total Law Incidents by Town	January	February	March
Baldwin	115	118	110
Bridgton	575	443	505
Casco	191	237	264
Chebeague Island	5	1	4
Cumberland	467	432	451
Frye Island	0	0	0
Gorham	1096	1196	1209
Gray	400	481	569
Harpswell	331	298	340
Harrison	157	141	171
Long Island	2	1	3
Naples	332	340	381
New Gloucester	202	200	222
North Yarmouth	78	52	83
Pownal	28	22	34
Raymond	209	220	272
Sebago	72	73	77
Standish	533	542	600
Windham	110	1229	1290
Total	4,903	6,026	6,585


Total Fire Incidents by Town	January	February	March
Baldwin	16	18	10
Bridgton	38	31	22
Casco	78	66	66
Chebeague Island	5	2	9
Cumberland	105	79	135
Frye Island	0	0	0
Gorham	315	226	319
Gray	156	115	134
Harpswell	96	32	121
Harrison	31	26	22
Long Island	7	1	5
Naples	90	47	72
New Gloucester	73	45	65
North Yarmouth	38	24	44
Pownal	16	6	16
Raymond	75	61	73
Sebago	31	31	21
Standish	186	173	194
Windham	333	271	310
Total	1,689	1,254	1,638

Total Animal Complaints by Town	January	February	March
Baldwin	8	8	16
Bridgton	11	12	10
Casco	10	12	14
Chebeague Island	0	0	0
Cumberland	7	10	16
Frye Island	0	0	0
Gorham	33	31	31
Gray	7	7	17
Harpswell	11	9	14
Harrison	9	5	7
Long Island	0	0	0
Naples	10	8	7
New Gloucester	7	6	10
North Yarmouth	6	5	3
Pownal	0	0	0
Raymond	3	12	15
Sebago	1	3	3
Standish	21	29	28
Windham	30	38	27
Total	174	195	218

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	31	28	17
Self QA	37	34	42
EFD Case Reviews	59	55	49
EMD Case Reviews	108	100	75
Monthly NCIC Validations	78	52	51
Missing Person Reviews	14	17	14
9-1-1 Average Ring Time	7 seconds	7 seconds	11 seconds



**Baldwin, Bridgton, Casco, Chebeague Island, Cumberland, Frye Island, Gorham, Gray,
Harpwell, Harrison, Long Island, Naples, New Gloucester, North Yarmouth, Pownal, Raymond,
Sebago, Standish, Windham.**

	January	February	March
Suicidal Law	11	9	12
Mental Health Law	97	70	109
Intoxication Law	3	10	9
Overdose Law	7	2	3
Welfare Check	107	107	125

New Hire Gabrielle

Hello! My name is Gabrielle and I am a recent lateral transfer to CCRCC from another PSAP. I have been dispatching for 3.5 years and spent the last year at my previous agency as a Shift Supervisor. I am studying Psychology with a Concentration on Mental Health and a minor in Criminal Justice through SNHU Online. I am a passionate mental health advocate and find the intersection between mental health and public safety most interesting. When I am not working, I can typically be found outside with my dogs or reading by the woodstove. I am beyond excited to continue learning and growing with my new team.



New Hire Haley



Hi, my name is Haley and I recently moved to Maine from Colorado to be back closer to my family in Rhode Island. In 2022 I graduated with my bachelors in Communication Studies from the University of Rhode Island. In my spare time I enjoy hiking, spending time with my cats, and playing video games.. Mostly spending time with my cats and playing video games lately as I've recently figured out I'm pregnant with my first! While living in Colorado I was able to discover my passion for dispatch. I dispatched for the city of Thornton, just north of Denver, which helped me gain great experience to get where I am today. Going from a one city dispatch center to a full county has been an exciting challenge. It has pushed my boundaries in ways that I truly needed. I'm eager to continue my dispatch journey here at CCRCC!

New Hire Andrew



I was born and raised in Auburn, Maine during the '80s and early '90s, my journey took an adventurous turn when I moved to Florida, where I spent 12 years cooking in restaurants and then in the golf industry. It was in South Florida that I met my wife Lucia, and together we welcomed our first child, Mia. We moved to Peru, Lucia's homeland, for seven years, before eventually landing back in Maine.

Welcoming our second daughter, Scarlett, a delightful surprise a decade after Mia, was both exciting and shocking, but has added more joy to our lives. We like living in Maine as it offers us a sense of security and the opportunity to experience all four seasons. I like to indulge in quality time with my family and friends, explore culinary adventures, and enjoy sports, especially golf.

A career pivot from ecommerce/marketing led me to CCRC as a dispatcher, aligning with my long-standing interest in law enforcement. While the path of a police officer wasn't quite my calling, the dynamic role of a 911 dispatcher captivated my interest.

I'm enthusiastic about bringing my unique experiences and dedication to this position and look forward to contributing to our community. I have met a lot of wonderful people so far and I am excited to join the team.

New Hire Connor




Hi! My name is Connor. I attended SMCC for a little over a year and a half and was a live in student at Raymond FD. I left there at the beginning of the year and decided to jump into the other side of the radio. As I dive into this career, I am very eager to learn and have enjoyed it here since day 1. I look forward to working with everybody and learning more of the method to the madness! When I am not here, I am either doing anything I can outside or getting my hands dirty with something. I look forward to meeting and working with everybody!

New Hire Dan



Hi my name is Dan, I graduated from Florida Gulf Coast in May of 2023 with a bachelors in Criminal Justice. I wasn't sure what I wanted to do with my career till I did an internship at the Windham Police Department. After a sit along with dispatch during the internship I decided it was something that I could see myself doing long term. I like to keep myself busy outside of work. In my spare time I volunteer at Sebago Fire Department. Originally from Massachusetts, but moved up here to Maine in 2018. My hobbies include boating on Sebago Lake and skiing the slopes in the winter. Looking forward to learning more about the dispatching community for years to come.




Several staff members attended Hostage / Crisis negotiations training for Dispatchers in Conway, NH. The class was instructed by Paul Barbour of the Public Safety Group. Paul is a retired crisis negotiator who now commits his time to sharing his knowledge and experience. This class highlighted the very active role that Emergency Dispatchers play in crisis intervention and are often the first link in the chain of behavioral change. The staff found this to be incredibly enlightening and are encouraging their co-workers to invest in similar training.



In 2008 staff at the CCRCC saw the very new and raw Denise Amber Lee Story told by her husband at a National Conference. Since that day the CCRCC has remained committed to getting as many staff in front of the story so her story and the lessons and impact on the 911 profession are NEVER forgotten.



Denise's Story



Denise's worst and last day on Earth began as most days, loving and providing for her two little boys. January 17, 2008 was no different. While cutting her oldest son's hair, Noah age 2, on the back porch of their North Port, Florida home, a predator named Michael King was cruising the neighborhood looking for opportunities. Denise Amber Lee was a 21-year-old loving mother of two boys, whose husband worked three jobs so that Denise could stay home and raise their children. Denise was abducted from the Lees' rented home in North Port, Florida in the middle of the day. Somehow the intruder gained entry and control of Denise, who most likely saved her children's lives. Denise's father, Detective Rick Goff, was able to call on all area state, county and municipal law-enforcement agencies to search for Denise and her captor immediately following her abduction.

This was one of the most massive, cooperative search efforts that this area ever experienced.

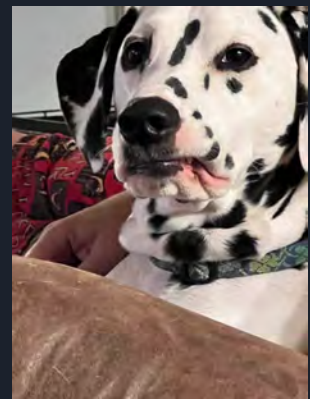
In the hours that ensued, Denise fought mightily for her life. In her battle, she was able to use the captor's cell phone to call 9-1-1, an act she thought would save her life, just like we are taught as children. She was not the only one to call 9-1-1 that day regarding this crime. There were at least four other calls, one from her distraught husband and three from eyewitnesses. One witness gave the local sheriff's department an exact location of the crime happening right before her eyes. She stayed on the phone for more than nine minutes, identifying cross streets as she continued driving. Despite the fact that as many as four patrol cars were within a mile of the car in which Denise was fighting for her life, due to inefficiencies in the call center, none were dispatched.

On the morning of January 19, 2008, a few heart-wrenching days after she went missing, her body was found. It is in memory of Denise and the tragedy that could have been prevented that this Foundation is formed. The Denise Amber Lee Foundation was founded by Denise's loving husband, Nathan, who sought changes to a 9-1-1 system that failed her that day. The Foundation is here so no other person, family, or community has to endure the pure hell of a similar event and that no other children have to endure a lifetime without the comfort and guidance of their loving mother.

We envision a time when a citizen's first call for help will be answered by a state-of-the-art 9-1-1 call center staffed with dedicated and highly trained professionals. A time when 9-1-1 will fail no-one.

The national attention garnered by this tragic case has allowed us to make considerable progress in the short time since Denise's death. Gulf Coast Community Foundation of Venice, the largest community foundation in Florida, has partnered with us to lend its considerable resources and influence to our cause. This heart-breaking story has been featured on Dateline NBC, The Today Show on NBC and ABC's 20/20. The Florida State Legislature was so moved by this story and testimony from Denise's father, Detective Rick Goff, that the bill passed unanimously and was named in Denise's honor.

The CCRCC staff have always been quite fond of being pet parents..... Here are just a few of our fur babies.



Attention FIRST Responders

Event Details:

- **Date:** May 26th
- **Time:** The event begins at 1pm, with gates opening at 11:30am for early arrivals. On-field recognition ceremony for Hometown Heros will begin at 12:15pm.
- **Activities:** The day will be filled with activities that highlight the courageous work of our first responders, including live demonstrations, interactive exhibits, and heartfelt tributes. There will also be food, music, and fun for the whole family!
- **Nominate a Hometown Hero:** This year, we're introducing a special segment to honor a "Hometown Hero." This is someone from our community who has gone above and beyond in their role as a first responder, making a significant impact on the lives of others through their extraordinary courage and compassion.

Do you know someone who fits this description? Now is your chance to help us recognize and celebrate their remarkable contributions! Please use the following link to nominate your hometown hero:

https://docs.google.com/forms/d/e/1FAIpQLSdQ4dNSY7N5xHNXaabsEG8H59lqBHp0nhjq5_3IUy4oj2LmBw/viewform?usp=sf_link

Nominations are open until April 30th. The selected Hometown Hero will be honored in a special ceremony during the event, receiving recognition that is reflective of their exceptional service to our community. They will also receive a free ticket to the game!

All First Responders as well as their family & friends will receive discounted tickets. These tickets can be purchased through the following link:

<https://fevo-enterprise.com/Seadogs4>



Madison Spencer

ACCOUNT EXECUTIVE

Office 207-879-9500

Email madison@seadogs.com

Book Your 9-Inning Vacation Today!

Mark your calendars!

We are hosting the 2nd annual Touch-a-truck event and it's going to be even bigger & better than last year!

Bring your friends and family down to **22 High St, Windham** for some fun, food and education.

Last year we had nearly 500 attendees throughout the day and we hope to see many returning and new faces this year!

Don't forget to visit our event on facebook to let us know you will be there !!



The 2nd annual
TOUCH A TRUCK

April 20th from 10am - 2pm

Located at
22 High Street, Windham ME

This event includes:

Fire trucks, Police vehicles, K-9 Demonstration, "Sparky" the dog and Smokey Bear.

Bounce house, food trucks and much more!

911 Dispatch tours throughout the day

RAIN OR SHINE!



Please join us for a fun-filled day!

Maine NENA - May 7th, 8th, and 9th

Double Tree By Hilton in Portland

2
0
2
4





Conference Line Up

Tuesday, May 7

8:30 AM - 4:30 PM

Dispatching the Mayday

Lieutenant Will Rolfe from Concord, MA Fire Department and District Chief Joseph Minehan from Boston Fire Department will talk about how important dispatchers are for fire ground success, especially when a **MAYDAY** occurs.

Wednesday, May 8

8:30 AM - 4:30 PM

Breakout Sessions

The CCRCC will have several Staff instructing these 911 specific breakout sessions !

Thursday, May 9

8:00 AM - 4:00 PM

Mental Wellness and Awards

Morning session will be "Wellness" with Wally Fraser, Ph.D., LCPC, CCS. Wally has extensive experience in working with First Responders and in treating trauma. Afternoon session will be awards.



March 23, 2024 Significant Weather Event

2000 - 2100 hrs

32 - Cad calls

41 - 911 calls

2100 - 2200 hrs

67 - calls Cad calls

102 - 911 Calls

2200- 2300 hrs

44 - Cad calls

30 - 911 Calls

Cumberland County experienced a burst in weather related calls on March 23rd between 2100 and 2200 hrs. Many of the calls were due to a significant burst in call volume isolated to the Portland area where many of their 911 calls rolled to the CCRCC.

Situations where one 911 Center takes on a number of 911 calls that can't possibly be answered by their on duty staff roll to the next Center by design.

The CCRCC processed, triaged, and creatively communicated back to Portland over 100, 911 calls during this period of time.

