

Cumberland County Regional Communications Center

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Melinda J Fairbrother-Dyer, Director of Communications



Dear County Manager, Commissioners, CCRCC BOD Members, Responders, and Staff,

2023 has come to an end. The staff at the CCRCC continue to deeply appreciate the support of the County Management Team, the Commissioners, the Cumberland County Board of Directors, and our First Responder Partners.

This year, we worked to remedy the most significant staffing challenge we had seen in 20 years, and ended the year bringing us back to a new normal staffing dynamic.

Attached you will find our year in review.

Respectfully,

Melinda J Fairbrother-Dyer, Director

22 High St

Windham ME 04062

March 13, 2022

Board of Directors - prepared by Chair Windham Police Chief Kevin Schofield

On behalf of the Board of Directors, it is with great pleasure that I congratulate and extend our gratitude for a successful year for the CCRCC. The CCRCC is approaching 30 years of providing full-service emergency communications for nineteen fire departments and six law enforcement agencies in the county. This long-term success is largely attributed to leadership in the center; the county government working with the BOD to facilitate the best practices of the center's daily functioning.

This year consisted of several large projects that will enhance the center for years to come. Firstly, under the leadership of Director Melinda Fairbrother-Dyer, the center was relocated into the basement for several months.

This enabled the complete expansion, remodeling, and installation of entirely new equipment into the center. This project was a tremendous success, completed seamlessly and without impact to emergency communications systems.

A second large project was the enhancement of the radio systems, which included adding several sites to both receive and transmit. This will significantly enhance radio propagation throughout the county. The system is IP-based and includes an improved "battery mode" function, allowing it to function for longer periods of time in the event of power failure. Also, technicians can now remotely perform more troubleshooting functions, significantly decreasing the "down times" of any repeated site failures.

A third major project, also regarding the radio systems, consisted of ensuring that all agencies receiving services have the capacity to communicate digitally on a P25-compliant channel. This required the procurement of both portable and mobile radios for the agencies, as well as P25 licenses. This extensive undertaking was made possible by a \$1,000,000-grant, procured by our County Executive Team.

In closing, I would like to acknowledge that many regional communications centers have been suffering from severe staffing challenges. While the CCRCC had some temporary challenges, positions were filled expeditiously, and the center promptly returned to high staffing levels. We can attribute this to support from leadership at the County Commissioner level, County Manager level, and, most importantly, to the leadership of Director Dyer and her supervisory team!

Respectfully,

Kevin L. Schofield

Chief of Police

Chairman CCRCC BOD

2023 Awards and Recognition

Supervisor of the Year - Erin Pelletier

In 2023, Erin Pelletier took on the role of Supervisor, quickly distinguishing herself as a successful leader to both the staff and her peers. Erin continuously strives to increase her skill and proficiency, challenging her coworkers and employees to meet the same high standards, and she makes intentional efforts to improve the agency by creating tools to assist the staff in their workflow. Erin is the Chair of the Law Working Group, the ESU Dispatch Team, and she is a proven asset to the Dispatch Training Team. Erin truly puts her best forward in this position, and her high standards for herself and her team help create a supportive and productive work environment.

Additionally, Erin is a trusted leader who never hesitates to offer support for those going through a difficult time. She provides her staff and peers with a safe environment to openly discuss and resolve their concerns, including both workplace and personal matters. Erin takes peer support very seriously, and she has done tremendous work leading the staff towards the county's various resources and platforms for mental health services—as a result, she is the “go-to” for many employees during times of need.

Although Erin is a reliable leader during intense situations, she also creates a lighter atmosphere that makes work enjoyable. When many tend to escalate in anxiety during high-stress calls, Erin remains calm and steady in these situations, striving to create and maintain a positive and safe work environment in a stressful and mentally taxing field. Erin leads by example, never hesitating to get her hands dirty and fulfill any job necessary on the dispatch floor. Overall, Erin makes an impressively positive impact on her staff, her peers, and those outside the agency.

Erin, thank you for your daily contributions to this profession, and thank you for supporting the mental wellbeing of our staff.

Director's Award - Brynn O'Connor

The Director's Award for 2023 was a difficult decision, as we have so many talented and deserving staff members. However, every now and then someone shines in a way that causes one to really admire them beyond the day to day. This year's Director's Award goes to Brynn O'Connor. Brynn began her accomplished career at the CCRCC in 2015, as a Dispatcher with no previous experience. A few years into the staffing challenges that we faced due to COVID-19, Brynn and her partner, a decorated Deputy, learned they were expecting a baby. In September of 2022, Brynn made the tough decision to step away from her 911 position and work a less demanding job while caring for the new baby. It wasn't long before Brynn realized that she was meant for this career, and she began inquiring about openings—however, she and her partner would still have to navigate their dueling Public safety

careers, and the thought of balancing their respective forces against the necessity of childcare was daunting. In June of 2023, Brynn began to trust that the CCRCC was rebuilding in a way that would allow her to be a parent, a partner, and a 911 professional, and she returned to the team. It is not an easy task to be a person who stands out beyond the walls of the CCRCC, but Brynn is a good parent who loves with all she has. Brynn returned with her previous eagerness, ready to be part of the solution, and she took on one trainee after another without hesitation. Although her return meant starting over with seniority and union benefits, she undertook this difficult decision with the same spark, tenacity, and courage that her team remembered. It is not easy to be a full-time parent and a full-time 911 professional, but Brynn rises to this challenge admirably, and her love for both is a true testament to her calling in life.

Brynn, thank you for allowing your personal and career growth to lead you back to us—keep reaching for what you want, and you will get it. I hope we can continue to show the Brynns of the world that a person can truly “have it all” if they put in a little trust and a lot of hard work. Some people spend their whole life wondering if they have made a difference, and I hope Brynn knows that she never has to wonder. Thank you for choosing us again and again.

Employee of the Year - Holly Philbrick

The CCRCC is proud to announce that Communications Officer Holly Philbrick has been selected as the Employee of the Year for 2023. Holly was selected unanimously by the Supervisory and Management Team as this year’s recipient.

Upon joining the CRCC, Holly immediately began providing valuable contributions in many areas. She has already established herself as a successful and trusted Field Training Officer and a member of the Quality Assurance Team, and she provides invaluable feedback in both roles to both new and tenured staff.

Holly is not only proficient at her job, but she shares her experience and knowledge with those around her. She can be counted on in any situation, and she is always willing to lend a helping hand. Additionally, Holly demonstrates high-quality customer service and exceptional professionalism with everyone she interacts with on both sides of the radio. Holly was a tremendous addition to the CCRCC team in 2023. Congratulations, Holly, and well-deserved!

QA Specialist of the Year – Melissa Medina

Communications Officer Melissa Medina has been selected as the Cumberland County Regional Communications Center's Quality Assurance Specialist of the Year for 2023. Melissa joined the team just this year, but she has already completed more than her share of the reviews, and she has an obvious passion for providing valuable feedback to others. Melissa is admirably thorough in her reviews, taking the necessary time to ensure that the

call-taker understands any and all feedback provided. She is quick to provide praise, as well as recommendations for improvement, improving morale and more efficiently targeting weaknesses. One seldom-mentioned benefit of quality assurance is the improvement of the reviewer's own call-taking abilities, and Melissa embodies this by striving for perfection in her call-taking and reviewing herself, as well. Melissa provides such careful and detailed feedback that she has been frequently asked to review our newest dispatchers and help them establish good habits early. Melissa has been an invaluable addition to the CCRCC's Quality Assurance team, and her hard work has not gone unnoticed.

Maine NENA (National Emergency Number Association) Nominations

Maine NENA Silent HERO Nomination – Kimberly Drown

The Cumberland County Regional Communications Center nominates Communications Officer Kimberly Drown for the 2023 NENA Silent Hero Award. Kim is the epitome of a “master at your craft”. Not only is Kim one of our longest tenured dispatchers, but she also serves as our agency's TAC member. Kim goes above and beyond her job duties on each shift to ensure that our agency is exceeding at all things METRO/NCIC. She is frequently involved with creating documents and resources to facilitate the success of our entire team, and she is an instrumental part of keeping us educated and compliant. Kim was also essential in our transition to becoming a paperless agency with our NCIC warrant process. When we think of a 911 dispatcher, we often think of everything we do on the phone and the radio—however, it is Kim's diligent investigative work that helps apprehend the worst of criminals. While all things NCIC/METRO are Kim's forte, she is also a phenomenal radio operator and call-taker—in fact, she often completes these tasks simultaneously, keeping her busy and productive from “punch in” to “punch out.” We are also grateful for Kim's excellent telecommunicator skills, as she is famously known for being our agency's “black cloud”. If an odd, complicated, high priority, or interesting call comes into the center, chances are that Kim was involved with it! Kim is an asset to our agency, and we are grateful for her contributions to our team.

Maine NENA Critical Incident of the Year Nomination – Supervisor Chad Arris, Supervisor Rachel Beal, Supervisor Scottie Franklin and Supervisor Erin Pelletier, Rose Hamill, Jaycee Hovey, Cody Kalinka, Melissa Medina, Michael Poirier, Victoria Ross, and Savanna Wing

2023 NENA Critical Incident Nomination for Cumberland County Emergency Communications Officers: Supervisor Chad Arris, Supervisor Rachel Beal, Supervisor Scottie Franklin and Supervisor Erin Pelletier, Rose Hamill, Jaycee Hovey, Cody Kalinka, Melissa Medina, Michael Poirier, Victoria Ross, and Savanna Wing. On the evening of Tuesday, July 4th, 2023, the Town of Naples was hosting their annual fireworks celebration, located at the Naples Causeway. The CCRCC had extra staffing in the center, and three of our communications officers were on site to provide on-scene communications for the detail. Just as the evening began, Cumberland County

Deputies came over the radio to our mobile command units, advising that there were “shots fired” on the crowded causeway. Immediately, the center fielded dozens of 911 calls from frantic spectators reporting that shots were fired and there were victims down. Together, the detail dispatchers, field units, and communications center worked diligently to obtain accurate information about the possible active shooter situation and dispatch the appropriate resources to the scene. The on-scene dispatchers quickly became part of the hub for the command post and detectives to collaborate. The quick and efficient work of the communications officers not only produced a positive ID on the suspect, but also successfully managed the continued threat to the rest of the public until it was determined that this was an isolated shooting incident with one victim and a known assailant. Several communication officers involved had loved ones working as public safety personnel at the event or attending the festivities, and these officers demonstrated competence and professionalism by focusing on the task at hand and not allowing their valid concern to interfere with their responses.

Maine NENA Stork Award Nomination - Ben Crimmin

August 3, 2023 at 2013 hrs

Dispatcher Crimmin received a 911 call from a male motorist who advised that his wife was in active labor and believed that she could feel the presence of the baby’s head. Crimmin calmly instructed the motorist to a safe and stationary location on the side of the main route, while informing his coworkers on the exact location. He seamlessly followed through the PDI’s to facilitate the safe and full delivery of a healthy baby boy, while advising on the safe positioning and cleaning of the newborn. Crimmin credits the male caller (Dad) for being calm and compliant with his EMD instruction, allowing for a smooth delivery despite the complex situation. Windham EMS and Police personnel arrived on scene and took over just as Crimmin and the Father were working together to wipe the baby and keep him warm.

Employee of the QUARTER

At the CCRCC we select our Employee of the Quarter from a list of those nominated by their peers and Supervisors each quarter.

I am pleased to present to you the Dispatchers who represented the CCRCC in 2023.

2023 Employee of the Quarter 1st Quarter

Communications Officer Bailey McDermott has been selected to represent the CCRCC as the 2023 Employee of the Quarter for the 1st Quarter. Bailey has proven himself to be an asset to the team, especially on the "Fire Side," in his very short tenure. Bailey can be counted on to competently handle any situation, and he shares his passion for all things fire with his team. Bailey is always willing to help out when needed, and he does so with a positive

attitude!

During the busiest of times, Bailey can be relied upon to handle anything asked of him. Bailey consistently accepts his forces without issue, and he has remained positive to work with during difficult times. Bailey has begun participating in the Field Training Officer program, he works monthly to create a training resource for his peers called the Training Room, he maintains the agency's EMS & AED supplies, and he has recently been certified in Emergency Medical Dispatch Quality Improvement, Emergency Fire Dispatch Quality Improvement. Additionally, he was just promoted to Officer in Charge. Bailey, the sky is your limit at the CCRCC. Keep setting the pace for growth, and we will continue to do our best to keep up with you. Thank you for joining this team at a very difficult time and for trusting, embracing, and intentionally contributing to our positive direction. Your efforts do not go unnoticed and they are very much appreciated.

2023 Employee of the Quarter 2nd Quarter

Communications Officer Cody Kalinka has been selected to represent the CCRCC as the 2023 Employee of the Quarter for the 2nd Quarter. Cody is known for stepping up and helping his co-workers receive their well deserved time off. For instance, he has helped several coworkers by volunteering to take their forced hours that would otherwise have created hardship for them. During this quarter, Cody stepped into the new role of Emergency Medical Dispatch and Emergency Fire Dispatcher Quality Assurance Specialist, providing invaluable and high-quality feedback to his peers. Cody is a relatively new employee who has been involved in several critical incidents that have propelled his career and passion for the job.

2023 Employee of the Quarter 3rd Quarter

Holly Philbrick is new to the CCRCC, but not to the 911 industry. Holly joined the CCRCC team from another Maine Agency, making this transition seem effortless. One of Holly's most admirable traits is her professional manner—she is skilled at maintaining balance with her peers while also establishing herself as a leader in the organization. Holly's peers recognize her talent, citing her as an asset to the organization and a breath of fresh air who brings positivity to the RCC through her pride as a dispatcher and trainer. Holly came here as a licensed EMD and EFD and has routinely exceeded their basic standards, consistently demonstrating excellent customer service and following correct protocol. Holly is always willing to pick up overtime to help her peers, and she has already started training new hires. In the training environment, Holly has been noticed for her ability to be both objective and encouraging to a new person, allowing them the space they need to “find their wings,” but always being there to “catch them” when needed. Holly is not shy about sharing her growth and observations as a trainer with others—in fact, she has already contributed her strengths to other trainers and to our Field Training Program, and the staff is happy to be working side by side with her. Holly is an asset to the operations here at the CCRCC and the 911 industry at large, and her potential here at the CCRCC is nearly limitless. Holly, you are a pleasure to work with, and we appreciate you.

2023 Employee of the Quarter 4th Quarter

The CCRCC is proud to announce that the CCRCC Communications Officer Kayden Harrison has been selected as the Employee of the Quarter for the 4th quarter of 2023. Kayden was nominated by several of her peers who all echoed the sentiment that Kayden is a delightful addition to the team. Though Kayden has been with the CCRCC for only a short tenure, she demonstrates the skills and abilities of a seasoned dispatcher. From the moment Kayden began classroom training, she has taken everything head on, absorbing all she could, asking many great questions, and always being willing to step up and try her best. Kayden is often described as a “bright light” to work with, and she always has a smile on her face. She has stepped up to help with several projects, including the missing person report, and she is always signing up for extra overtime to assist her teammates. Kayden has a way of making every shift more fun while also being dependable, steady, and willing to assist her coworkers. She is consistently rated high compliance on her quality assurance reviews, she is always striving to better herself with training, and she pushes herself to be increasingly experienced and proficient in all areas. Kayden is credited for her superb customer service and the positive attitude she brings to each shift, and she has gained the attention and respect of her peers, Supervisors, and management alike. Kayden is a terrific addition to the CCRCC team, and we are thrilled that she is here!

STAFFING

In 2023 we said goodbye to the following employees:

Marissa - left during training
Rita - left during training
Kylie - left due to family
Lindsey - moved to another state
Avery - moved to another state
Matt - left during training
Paige - left during training
Supervisor Erin Wolfe - new career path
Emily - left during training
Jenica - left during training
Tiffany - left during training

In 2023 we welcomed these new arrivals:

Haylen Chisholm
Kayden Harrison
Brynn O'Connor
Holly Philbrick
Sullivan Stevens

Overtime

In 2023 CCRCC Dispatchers logged a total of 10130.5 hours of overtime. Our top five employees for overtime hours are Melissa Medina (1049 hours), Bailey McDermott (801 hours), Victoria Ross (663 hours), Scottie Franklin (662 hours) and Cody Kalinka (661 hours). Our staff also enjoyed 728 hours of guaranteed vacation. This was a huge victory, as the Cumberland County Communications Association worked together with Cumberland County Management to create a sidebar agreement to the Collective Bargaining Agreement that rewards employees who carry a bank of vacation time. When guaranteed vacation requests are submitted following the sidebar agreement, the requests are automatically approved, and the employee is able to make their vacation plans without worrying about finding coverage for their shifts.

Committee Year in Review

Critical Incident Stress Management - prepared by Supervisor Chad Arris

Over the past couple of years, the Administration of Cumberland County along with the Sheriff and the Director of the CCRCC have placed a high emphasis on the mental well-being of Public Safety employees.

This push for mental health awareness led to the establishment of the County's Critical Incident Stress Management Team or CISM for short. This team is comprised of members of the Cumberland County Sheriff's Office Patrol and Jail Divisions as well as members of the CCRCC. The main goal of this team is to respond, at the request of the Local Police or Fire Chief, to an agency after they have experienced a significantly trouble call for service. This team works through the steps of stress management with the responders in an attempt to minimize their stress response or at least help them get through it easier.

Over the past year, the CCRCC has added two members to the team to bring our contribution to seven members. Some or all of these seven members conducted four CISM Briefs during this time. The team continues to attend training classes, and we are looking forward to adding more members to our team.

911 Public education Team - prepared by Michael Poirier

The Public Education Team was a massive success last year. We went from 9 events in 2022 to 21 events in 2023. We had several staff members step up and help us fill several events. The team planned and successfully had our 1st Annual Dispatch Week Touch-a-Truck Event held right here at the CCRCC. We had approximately 20 pieces of FD apparatus, construction equipment, Rescue Boats, Public works units, K9 Demonstration, Drone Demonstration & ACO units. Thank You to all of our involved towns.

Another big event for our team was the tours to Long Island and Chebeague Island for our dispatch staff. Most of our personnel have never been to either island. Each fire chief on the islands set up a place for us to meet island residents, EMS and FIRE personnel and a guided tour of their island.

Our goal next year is to continue to grow. We are planning several career fairs, our 2nd Annual Touch-a-Truck will be bigger and better this year and continue our "911 for Kids" events. We are also looking to include more events to get our staff out to meet the responders and residents we serve.

Law Working Group - prepared by Chair Supervisor Erin Pelletier

Our dedicated Law Enforcement group members were able to meet multiple times this year in the effort to accomplish our mission of unity, continuity and sharing of information / knowledge amongst all agencies.

Some important topics that were presented in our meetings have been the implementation of Community Resource Liaisons, The Cumberland County Wellness initiative for employees, CCRCC Building renovations, Weapons restriction orders "Yellow Flag Law" and continuing topics of Officer Safety measures & future interoperability training.

The Law Enforcement Working Group has quarterly meetings on the books for 2024.

Fire Working Group - prepared by Chair Supervisor Chad Arris

This past year the fire working group met a total of 6 times to discuss a myriad of topics that are important to both the Fire Departments and Dispatch. Many of these meeting topics were carryovers from the previous year with the ideas coming to fruition. For example, 3 of the Fire Departments have successfully renumbered the entire fleet to be more user-friendly for dispatch as well as eliminate confusion on emergency scenes. This year saw the end of Emergency Reporting software and the transition to a new reporting software named First Due. This past year also saw the departure of Supervisor Erin Wolfe from the CCRCC as well as Chair of the Fire Working Group and brought on the introduction of Supervisor Chad Arris as her successor. I am proud to say that all the hard work done by the radio committee as well as the others involved has been a success as the new system is well in the works and the Portable and Mobile radios purchased through the grant should be arriving soon.

The working group has 6 meetings scheduled for this coming year to stay on track with the radio upgrades and the CCRCC renovations are almost complete.

ACO Working Group - prepared by Chair Supervisor Ryelle Atkins

The Animal Control Working Group had a few personnel changes during this year, most notably we wished the long time Cumberland and North Yarmouth Animal Control Officer Bobby Silcott a very happy retirement in September of 2023. The Town of New Gloucester hired Rob Velazquez as the new Primary Animal Control Officer in July. Currently, there are many vacant Animal Control Officer positions within the county. If you know of anyone that would be interested in becoming part of this amazing team please send them to their local Town Office to apply. This is a very busy position as the Animal Control team that we have for Cumberland County handled almost 3700 calls for service in 2023! Though this number does not reflect all the follow ups and self initiated activity that they do daily.

TAC Team - prepared by Supervisor Ryelle Atkins

The TAC Team started out the year with an exciting personnel expansion. The TAC for the CCRCC remained as Kimberly Drown and the Assistant TAC remained as Ryelle Atkins. We happily have added two new positions within the team for the Missing Persons Report that was handled by Faith Mishkin and Jaycee Hovey. Also the new position to ensure that the MIACs and Officer Safety Teletype were entered into Spillman was handled by Ember Fogg and Christine Shepherd.

The remainder of the TAC Team has been working to ensure the accuracy and data integrity of every record that we maintain here at the CCRCC. The skilled team members that are making this happen were Pamela Mazanec, Melissa Medina, Brynn O'Connor, Savanna Wing, Supervisor Stephanie Minott and Supervisor Erin Pelletier.

The CCRCC TAC Kimberly Drown and Assistant TAC Ryelle Atkins have been participating in the quarterly METRO User Groups meetings that are held by the State Police Access Integrity Unit. Recently, Ryelle Atkins was appointed as the Representative for District Two. These meetings are important for the state to stay up to date on new or changing policies and procedures. Perhaps the most important change that happened in 2023 that affected the CCRCC staff was that the CJIS Security Awareness Training has gone from bi-annually to now having to be done annually.

The TAC Team took on the sizable goal of performing an extensive overhaul of the way that NCIC Warrants are processed here at the CCRCC. We worked in conjunction with the State Police Access Integrity Unit to ensure that our new Paperless Warrant System would meet all NCIC and CJIS standards. The Paperless Warrant System allows for us to utilize Spillman to maintain all of our records for each NCIC Wanted Person Entry in one call for service. While a considerable amount of time went into designing the new policy and procedure for this Paperless Warrant System; it has proven to have been a welcomed change for the TAC Team.

QA Team - prepared by Lead Q Supervisor Rachel Beal

For the year 2023 the Cumberland County RCC's Quality Assurance Team reviewed 1908 medical and fire calls for service. These calls were reviewed by a team of 18 Quality Assurance Specialists who work diligently to provide feedback to both our newest and most tenured staff. Most of these reviews are selected at random but special attention is paid to "ECHO" level calls ensuring that our most serious incidents are reviewed immediately.

This year we welcomed several new members to the Quality Assurance Team:

Supervisor Erin Pelletier

Dispatcher Melissa Medina

Dispatcher Ember Fogg

Dispatcher Holly Philbrick

Dispatcher Brynn O'Connor

Dispatcher Chrstine Shepherd

Dispatcher Pamela Mazanec

We look forward to reviewing even more calls in 2024!

NEW Hire Training - prepared by Erin Pelletier

The year of 2023 was a busy one for hiring and training new dispatchers. The training process at CCRCC is an intensive 18-20 weeks and includes classroom training and classes at Maine Criminal Justice Academy to aid in providing the new hire with a foundation and understanding of the job. After that, the new hire continues on to training on the Comm Center floor. CCRCC trainers worked hard at giving each new hire 110% during 2023. Although being a 911 dispatcher isn't for everyone, our trainers successfully trained and signed off five wonderful additions to the CCRCC family.

Million Dollar Committee - prepared by Travis Kennedy

Cumberland County Public Safety is using a mix of ARPA dollars and competitive federal funds to upgrade emergency communications equipment across the region. For the first time in history, all participating police and Fire/EMS departments under contract with the County Communications Center will be using the same new, upgraded digital equipment. The Regional Communications Center worked with a committee of police and fire Chiefs to design a program where participating departments can trade in old communications equipment for newer replacements. These upgrades are compatible with newer and more sophisticated transmission standards, improving communication quality and efficiency at no cost to the local departments. Especially in rural areas, these features will result in better safety outcomes, both for people in crisis and for the first responders who answer their calls.

It's often said that Emergency Dispatchers / 9-1-1 operators are the "calm voice in the dark"...

Historically, that has been the accepted starting point and ending place for our role; In 2023, the CCRCC took on the challenge of building bridges and creating relationships within the Communities we serve.

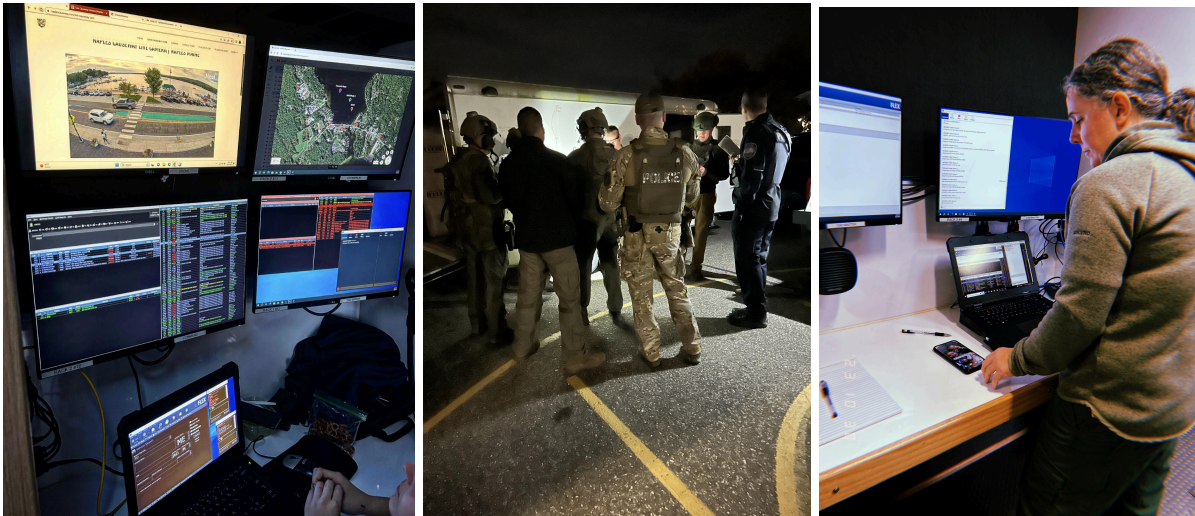


The CCRCC has an established Public Education Team whose efforts have been at the forefront of these outreach efforts. Composed of eight employees, the "Pub Ed" team ranges in Dispatch experience from 1 year to 17 years - with their passion for the job being at an all time high.

The "Pub Ed" team organized or patrook in twenty-five events in 2023. Events included 4 High School career fairs, 20 General Public events and most notably, the First-Annual Touch A Truck event that was hosted on our campus. By being out in the community, our team has taught countless children how to dial 9-1-1 in case of an emergency, the importance of knowing their address and how to be calm in the event of an emergency. Careers Fairs have allowed our employees to reflect on their value and the fulfillment they get out of our unique profession while finding ways to display that to the future workforce. Ultimately, the most understated benefit of these efforts has been the overwhelming level of pride, professionalism and joy that has been brought to these employees who know their passion for this job deserves to be taken outside of "the dark".



In June, Head of Public Education, Michael Poirier organized two “tours” to Long Island and Chebeague Island. During these tours, members of the CCRCC traveled across Casco Bay and were escorted around with much hospitality by members of Chebeague Island & Long Island Fire Departments and Deputy R. Mailman from CCSO; Even having a homemade meal at the home of CIFD Chief Monroe and his family. Our dispatchers were able to discuss the unique challenges that are presented for Fire, Rescue and Law calls when mutual aid resources and patient transfers need to be coordinated across the ocean. Experiences like this are so valuable to the quality of our service and to the relationships with our field responders.



In the field, our dispatchers were on scene of two high priority incidents in 2023.

On July 4th, the Mobile command vehicle was staffed with three scene-Dispatchers for the Naples Causeway fireworks event. Prior to the events kicking off, reports came across the radio from the foot-beat Deputies of “shots fired” on the Causeway. The scene-dispatchers coordinated with CCSO, Naples Fire Department and the members at CCRCC for the following hours. Coordination efforts were made with Mutual aid (both fire and law), lifelight, Traffic control, the Criminal Investigation Division, pyrotechnics, the media and the reverse 9-1-1 system. Overall, the teamwork between the scene-dispatchers and the crew at the CCRCC were instrumental in getting many resources to the scene, scene preservation / security and documenting / dissemination of all updates.

On October 25th, The on duty crew at the CCRCC started to receive information of a possible active shooter situation at a social establishment in Lewiston. In the event assistance would be needed, CCRCC began monitoring radio traffic from the State Police and logging updates.

Over the course of this very large scale event, over 5 Fire/Rescue departments were sent from Cumberland County to assist in the transfer of the critically wounded. Additionally, all four of our Tactical Dispatchers responded to Lewiston to staff the Command post and offer assistance. The use of Tactical Dispatchers ensures continuity of information and a direct contact point for Commanders during high risk situations; Their

professionalism and dedication to this assignment was on full display as they worked seamlessly with Law Enforcement professionals that they had never worked or trained with.

Our tactical Dispatchers logged in over 400 Law Enforcement personnel and held accountability of the resources that responded from all over New England. They also supported the Command Staff from a neighboring Tactical Team with documentation and organization of the many assignments that were being deployed at a rapid pace.

2023 911 Call Volume

January	3,022
February	2,524
March	2,680
April	2,769
May	3,587
June	3,538
July	4,020
August	3,189
September	3,029
October	2,837
November	2,513
December	3,048
Total	36,756

Law Enforcement - Total: 82,573

Town	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Baldwin	117	81	113	67	99	136	109	151	96	112	100	97	1278
Bridgton	718	542	527	521	612	629	628	624	521	549	491	398	6760
Casco	180	182	207	262	247	261	356	314	326	240	168	195	2938
Chebeague Island	3	3	2	6	13	37	40	38	9	8	3	1	163
Cumberland	586	594	716	664	694	606	792	690	664	509	542	475	7532
Frye Island	1	1	0	0	7	33	73	55	14	6	0	1	191
Gorham	1124	1002	1197	1138	1,256	1302	1237	1200	1048	1243	1290	1102	14139
Gray	472	428	495	494	488	527	536	562	485	462	426	397	5772
Harpswell	343	269	307	325	392	456	445	452	386	422	362	311	4470
Harrison	277	261	268	250	224	290	293	288	238	216	150	124	2879
Long Island	5	6	4	3	9	8	59	52	3	3	3	3	158
Naples	294	235	312	375	409	471	543	439	389	280	275	244	4266
New Gloucester	225	183	244	266	219	211	265	248	230	224	220	161	2696
North Yarmouth	139	158	138	149	141	142	118	107	63	101	105	103	1464
Pownal	56	53	50	53	53	43	46	45	50	47	28	43	567
Raymond	230	210	246	263	331	261	327	288	278	214	209	217	3074
Sebago	90	65	67	81	106	103	118	92	72	86	67	70	1017
Standish	490	478	602	726	755	799	734	682	662	510	525	462	7425
Windham	1487	1201	1209	1372	1489	1361	1460	1391	1250	1173	1133	1258	15784
Total	6837	5952	6704	7015	7544	7676	8179	7718	6784	6405	6097	5662	82573

Fire & EMS - Total: 19,247

Town	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Baldwin	16	12	13	12	17	6	9	11	8	8	17	16	145
Bridgton	36	41	26	27	41	37	52	45	37	34	26	83	485
Casco	64	57	62	71	72	70	88	85	63	71	59	98	860
Chebeague Island	8	4	10	5	11	14	21	18	14	3	12	15	135
Cumberland	77	95	76	81	101	101	108	118	182	92	95	125	1251
Frye Island	0	0	0	0	1	4	11	9	4	6	0	1	36
Gorham	276	241	291	281	303	270	278	253	304	294	259	360	3410
Gray	122	129	124	115	139	136	138	127	133	107	143	157	1570
Harpswell	88	71	52	73	71	70	99	82	65	90	92	88	941
Harrison	29	19	24	27	38	32	30	25	34	27	27	57	369
Long Island	2	4	4	2	3	3	5	6	4	3	4	6	46
Naples	93	59	72	64	98	77	108	94	87	75	63	80	970
New Gloucester	48	36	67	51	50	39	49	49	53	53	48	98	641
North Yarmouth	36	38	33	42	41	29	50	40	51	46	32	66	504
Pownal	15	13	14	12	18	10	31	20	13	21	13	35	215
Raymond	70	67	54	69	98	90	107	97	65	76	77	124	994
Sebago	35	42	29	24	39	65	60	35	35	26	23	49	462
Standish	195	155	168	192	211	169	215	184	192	210	172	275	2338
Windham	318	299	285	283	378	318	321	295	314	317	288	459	3875
Total	1528	1382	1404	1431	1730	1540	1780	1593	1658	1559	1450	2192	19247

Animal Control Total: 3,411

Town	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Baldwin	11	8	10	7	12	8	5	11	6	5	8	4	95
Bridgton	21	22	28	18	27	28	32	35	13	12	15	13	264
Casco	15	15	9	25	29	11	28	42	32	11	10	9	236
Chebeague Island	0	0	0	0	0	0	2	0	0	0	0	1	3
Cumberland	9	12	25	19	27	24	30	25	14	24	18	17	244
Frye Island	0	0	0	0	0	0	0	0	0	0	0	0	0
Gorham	29	27	28	44	48	48	39	28	40	45	43	33	452
Gray	13	18	13	21	20	23	25	25	18	19	24	13	232
Harpswell	10	10	18	11	19	10	15	17	15	12	11	8	156
Harrison	7	5	6	9	16	14	14	11	5	9	5	6	107
Long Island	0	0	0	0	0	0	0	0	0	1	0	0	1
Naples	14	15	11	15	8	13	32	17	13	10	8	4	160
New Gloucester	9	5	9	12	13	15	28	19	14	9	8	13	154
North Yarmouth	7	5	8	11	13	11	16	11	6	5	14	13	120
Pownal	2	2	1	4	1	2	2	3	1	1	2	7	28
Raymond	15	4	12	18	11	15	28	28	26	12	10	8	187
Sebago	6	2	3	6	4	6	3	3	6	6	4	5	54
Standish	17	22	20	27	32	24	46	38	47	19	22	19	333
Windham	30	35	33	50	63	57	69	48	57	49	59	35	585
Total	215	207	234	297	343	309	414	361	313	249	261	208	3411

A few of our Communities partnered with Community Resource Liaisons to help address the influx in Mental Health calls.

Cumberland - 26
 Bridgton - 40
 Gorham - 174
 Windham - 276

Marine Patrol Stats

Naples Marine Safety - 497

