

# Newsletter

1st Quarter - 2026  
January, February, and March



**CUMBERLAND  
COUNTY RCC**

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

**CUMBERLAND  
COUNTY RCC**

# Employee of the 1st Quarter


*Emergency Communications Officer Kaleigh Russell*

The CCRCC is proud to announce that the Employee of the First Quarter for 2026 is Kaleigh Russell! Over the past few months, Kaleigh has really stood out as a strong and dependable member of the team. It's clear to anyone who works closely with her how much she brings to the table, not just in her skills, but in who she is as a person. She's genuine, approachable, and never afraid to ask questions or learn as she goes. This quarter, Kaleigh took on a lot in addition to her regular workload. She stepped up to help train new hires, got involved in Public Education events, and completed her CTO certification, all while working full time and picking up extra hours. That kind of commitment doesn't go unnoticed. What stands out just as much as her attitude is how she shows up for others. Kaleigh is someone you can count on, no matter what desk she's working. She's especially strong on law, but even on fire; where she might not say it's her favorite, she does a great job. She comes into every shift with a positive mindset, checks in with the team, and helps create a supportive environment. She's also always willing to help when things get busy. Whether it's coming in early, staying late, or reaching out to let the team know she's available to pick up hours, Kaleigh consistently shows up when it matters. On top of that, she's the kind of coworker who offers encouragement, lends a hand, or just makes the shift a little easier for everyone around her. Kaleigh has also put in a lot of work to get to where she is today. She's been open about the challenges she's faced and has worked hard to push through them, which says a lot about her dedication and resilience. Overall, we're lucky to have her on the team. Congratulations, Kaleigh!







<b>Total Calls ALL Towns</b>	<b>January</b>	<b>February</b>	<b>March</b>
<b>Law Cases</b>	<b>6,248</b>	<b>5,949</b>	<b>6,746</b>
<b>Fire / EMS</b>	<b>1,642</b>	<b>1,267</b>	<b>1,437</b>
<b>Animal Cases</b>	<b>182</b>	<b>149</b>	<b>215</b>
<b>Total CAD Calls</b>	<b>8,072</b>	<b>7,365</b>	<b>6,746</b>
<b>911 Calls</b>	<b>2,484</b>	<b>2,078</b>	<b>2,315</b>



<b>Total Law Incidents by Town</b>	<b>January</b>	<b>February</b>	<b>March</b>
Baldwin	70	52	67
Bridgton	619	529	560
Casco	147	131	208
Chebeague Island	5	3	10
Cumberland	392	379	487
Frye Island	0	0	0
Gorham	1,681	1,791	1,939
Gray	430	374	387
Harpswell	266	217	291
Harrison	165	129	216
Long Island	1	4	3
Naples	237	270	245
New Gloucester	245	184	196
North Yarmouth	82	69	76
Pownal	30	34	33
Raymond	198	172	212
Sebago	75	48	83
Standish	574	496	563
Windham	1,031	1,067	1,170
<b>Total</b>	<b>6,248</b>	<b>5,949</b>	<b>6,746</b>



<b>Total Fire Incidents by Town</b>	<b>January</b>	<b>February</b>	<b>March</b>
<b>Baldwin</b>	<b>16</b>	<b>12</b>	<b>9</b>
<b>Bridgton</b>	<b>46</b>	<b>33</b>	<b>37</b>
<b>Casco</b>	<b>76</b>	<b>76</b>	<b>64</b>
<b>Chebeague Island</b>	<b>7</b>	<b>9</b>	<b>6</b>
<b>Cumberland</b>	<b>101</b>	<b>81</b>	<b>87</b>
<b>Frye Island</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Gorham</b>	<b>316</b>	<b>231</b>	<b>289</b>
<b>Gray</b>	<b>139</b>	<b>91</b>	<b>102</b>
<b>Harpswell</b>	<b>61</b>	<b>44</b>	<b>70</b>
<b>Harrison</b>	<b>33</b>	<b>25</b>	<b>27</b>
<b>Long Island</b>	<b>1</b>	<b>0</b>	<b>4</b>
<b>Naples</b>	<b>62</b>	<b>58</b>	<b>65</b>
<b>New Gloucester</b>	<b>69</b>	<b>53</b>	<b>58</b>
<b>North Yarmouth</b>	<b>38</b>	<b>37</b>	<b>36</b>
<b>Pownal</b>	<b>15</b>	<b>10</b>	<b>11</b>
<b>Raymond</b>	<b>91</b>	<b>62</b>	<b>68</b>
<b>Sebago</b>	<b>30</b>	<b>16</b>	<b>25</b>
<b>Standish</b>	<b>186</b>	<b>164</b>	<b>179</b>
<b>Windham</b>	<b>355</b>	<b>265</b>	<b>298</b>
<b>Total</b>	<b>1,642</b>	<b>1,267</b>	<b>1,437</b>



<b>Total Animal Complaints by Town</b>	<b>January</b>	<b>February</b>	<b>March</b>
<b>Baldwin</b>	<b>2</b>	<b>4</b>	<b>6</b>
<b>Bridgton</b>	<b>11</b>	<b>13</b>	<b>8</b>
<b>Casco</b>	<b>4</b>	<b>5</b>	<b>14</b>
<b>Chebeague Island</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Cumberland</b>	<b>11</b>	<b>12</b>	<b>19</b>
<b>Frye Island</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Gorham</b>	<b>18</b>	<b>20</b>	<b>30</b>
<b>Gray</b>	<b>16</b>	<b>5</b>	<b>11</b>
<b>Harpswell</b>	<b>11</b>	<b>8</b>	<b>9</b>
<b>Harrison</b>	<b>2</b>	<b>6</b>	<b>4</b>
<b>Long Island</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Naples</b>	<b>8</b>	<b>4</b>	<b>7</b>
<b>New Gloucester</b>	<b>11</b>	<b>10</b>	<b>17</b>
<b>North Yarmouth</b>	<b>8</b>	<b>5</b>	<b>10</b>
<b>Pownal</b>	<b>3</b>	<b>2</b>	<b>0</b>
<b>Raymond</b>	<b>13</b>	<b>11</b>	<b>11</b>
<b>Sebago</b>	<b>5</b>	<b>5</b>	<b>4</b>
<b>Standish</b>	<b>25</b>	<b>15</b>	<b>28</b>
<b>Windham</b>	<b>34</b>	<b>24</b>	<b>37</b>
<b>Total</b>	<b>182</b>	<b>149</b>	<b>215</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>January</b>	<b>February</b>	<b>March</b>
<b>Law Case Reviews</b>	<b>11</b>	<b>36</b>	<b>25</b>
<b>Self QA</b>	<b>50</b>	<b>41</b>	<b>53</b>
<b>IN house Focused EFD Case Reviews</b>	<b>46</b>	<b>41</b>	<b>31</b>
<b>QPR EFD Case Reviews</b>	<b>67</b>	<b>67</b>	<b>67</b>
<b>IN house Focused EMD Case Reviews</b>	<b>70</b>	<b>84</b>	<b>81</b>
<b>QPR EMD Case Reviews</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Missing Person Reviews</b>	<b>11</b>	<b>9</b>	<b>11</b>
<b>Total Reviews</b>	<b>355</b>	<b>378</b>	<b>368</b>
<b>911 Ring Time Average</b>	<b>8 seconds</b>	<b>8 seconds</b>	<b>7 seconds</b>

# NCIC Entries & Validations

Case Reviews	January	February	March
NCIC Warrant Validations	22	25	23
Extreme Risk Protection Order Validations	2	4	1
Stolen License Plate Validations	6	7	5
Stolen Vehicle Validations	6	3	1
Stolen Gun Validations	54	26	29
Total Validations	90	65	59

*The CCRCC has a team of professionals that put in countless hours to ensure the complete and thorough entry, quality reviews and follow-up on all things NCIC/METRO/Teletype related.*

*The work done by this team is hard to capture in numbers but is appreciated and is directly linked to safety as*

# Cate Clark - Jan 2026

Hi, I'm Cate! I'm currently enrolled in the Criminal Justice program at Southern Maine Community College. I plan on graduating with my associates next year while also working here at CCRCC. I have held a few customer service positions and figured it was time to put all of my people skills to the best use, and that's why I'm here! I am super excited to get into the nitty gritty of the job and learn all kinds of new skills! Some things that I enjoy doing outside of work are taking care of my house plants, reading, baking, skiing and going to the gym. I am a huge animal person, I currently have two tuxedo cats and I am looking forward to getting a dog in the future!



# Hailey Fournier - Jan 2026

**Hi! My name is Hailey, and I'm currently attending the University of Southern Maine, where I'm studying Social Behavioral Science. I recently began my journey in dispatching to expand my knowledge and help pave the way toward a future career in law enforcement. I'm always happy to listen, talk, or go do something—I'm not shy about 90% of the time.**

**You'll most likely see me with an Aroma Joe's in hand, and if there's time, I'm probably bringing my dog along for a pup cup. I also have a horse who I consider my rescue case. I've had her for about six years, and she has made a huge impact on my life and who I am today. She's the sweetest horse you'll ever meet, and I could talk about her forever. I love camping and fishing, but I also enjoy going to the movies or making little sweet treats. I'm excited to see where this path in my life leads and what the future has in store.**



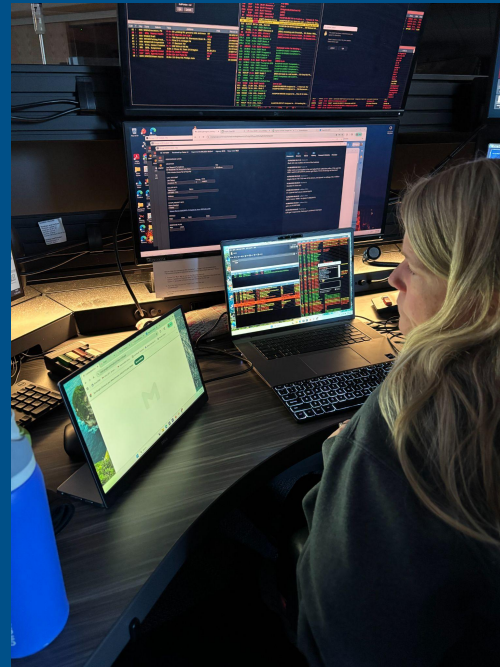
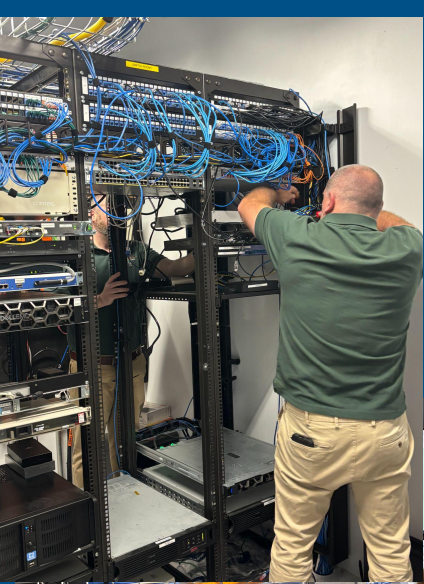
# Addie Starcher

## January 2026

**Hi! I'm Addie from Raymond, and I graduated from Windham High School in 2024. I'm excited to be joining this field and meeting new people! I'm a little shy at first, but once you get to know me, I won't stop talking. I love traveling, listening to music, and going to Oxford Speedway to watch my stepdad race. I'm super friendly and always up for a conversation—even if I embarrass myself doing it. Can't wait to get on the floor!**



On March 10, 2026, our IT Team took the internet down. Our staff fired up their laptops with air cards and continued connecting to critical dispatching aspects without missing a beat.



**Fire Working Group - the CCRCC hosts a Fire Working Group Quarterly. CCRCC Staff and members of the 19 Fire Departments meet to collaborate on topics in an effort to provide consistency and to offer an opportunity for collaboration with our partners in the Fire Service.**

## Sample Agenda Items

Language Clarification

All Hands vs Working Fire

Apparatus Identifying

Seat Assignments / Radio Call signs

Emergency Beacon Activations

Pre-Alerts on 2nd/3rd Alarms

Resource Coordinator

72ICE / ICE - Possible new response plan

Advising house number when possible/Flags on addresses



***2026 Meeting Dates***  
***Wednesday June 10th 1100-1300***  
***Wednesday September 9th 1100-1300***  
***Wednesday December 9th 1100-1300***

**Law Working Group - the CCRCC hosts a Law Working Group Quarterly. CCRCC Staff and members of the 6 Law Enforcement Agencies meet to collaborate on topics in an effort to provide consistency and to offer an opportunity for collaboration with our partners in Law Enforcement.**

**Sample Agenda Items**

<b>Struggle Well Flyers</b>	<b>Active Shooter scripts</b>	<b>Bomb threats / spoofing calls</b>
<b>Child/Adolescent CIT Training Flyer</b>	<b>Call comments vs radio log notes</b>	<b>Radio identifiers</b>
<b>CCRCC Panic Alarm Policy</b>	<b>File 6 vs File 25</b>	<b>High Risk calls and notification to Dispatch</b>
<b>EL-MO (Electronic Monitoring) Overview</b>	<b>Bail Commissioners</b>	<b>OPS 1 – P25 Radio Loss procedure</b>
<b>VARDA/SCOUT/ELMO</b>	<b>Ride alongs &amp; Sit alongs</b>	<b>Sandy Hook Promise</b>
<b>NCIC Violent Persons Files</b>	<b>Requesting an ambulance and what info we need</b>	<b>AAA Wreckers</b>
<b>Ill Signatures</b>	<b>Weapons restriction orders New hire sit alongs</b>	<b>Demographic Tracking</b>
<b>Silent calls</b>	<b>Interoperability</b>	<b>Involvements</b>
		<b>Community Resource Liaisons</b>
		<b>CAD Cautions</b>



**This is a  
NEW  
program  
powered by  
Smart911!**

**Sign Up for  
Emergency Alerts!**

Cumberland County recently transitioned from the CodeRed alerting system to Rave Alert, powered by Smart911.

The Rave Alert system, powered by Smart911, allows residents or visitors to register their addresses with the County.

When a disaster impacts that address, they can receive a call, text or email to alert them and provide important instructions.

This system replaces the CodeRed system that had previously been used. Anyone wishing to continue to receive alerts must subscribe to the new Rave Alert system.

The system allows you to enter multiple addresses. You can put your home, work, a camp, your children's bus stop, any location that matters.

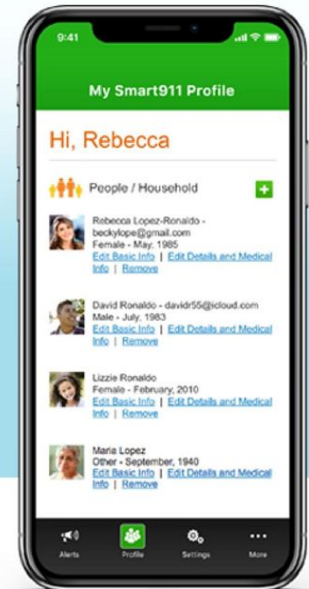
# Rave Alert™

Fast, Reliable Mass Notification System



Smart911®

## DOWNLOAD THE SMART911® APP TODAY



# What are students saying about our in house Nationally Certified Instructors?

Supervisor Minott taught a 24 hour CTO course that was phenomenal! As an instructor, she was very passionate and knowledgeable about the material and took the time to practice the concepts in class and have meaningful conversations. She created a great learning environment in the group where we felt very open to share opinions, ideas, and ask a lot of great questions. It was clear we had a diverse group of PSAPs and individuals with different settings and limitations but she did her best to adapt the material and content to make it meaningful to each person that attended that class. I never really felt a lull with the material, everything reviewed and taught felt very relevant to situations you will encounter as you step into a CTO role and I thoroughly enjoyed the class! (and wished we had had more time!) I encourage everyone to take it!



**APCO CTO 6th Edition Class**  
**March 3rd- March 5th 2026**

We are thrilled to announce an APCO CTO 6th Edition class offering at Cumberland County Regional Communications Center!

**Class Information:** APCO Institute's new Communications Training Officer (CTO) 6th Ed. course provides comprehensive training on the roles and responsibilities of CTOs in running an agency's training program. The course focuses on performance-based training and management and the need for standardized training with documentation.

- Topics include: The Communications Training Officer: Roles and Responsibilities in Performance Management and Training
- CTO Program Building Blocks
- Preparing, Motivating, and Communicating with Trainees
- Training and the Adult Learner
- Documentation in the CTO Program
- Tracking and Evaluating Trainee Performance
- Liability
- The CTO and the Future of the Workplace

**Class Cost:**

Students within Cumberland County- \$410 per student  
Students outside of Cumberland County- \$560 per student  
Cost includes the necessary textbook

**Class times:** Lunch is not provided but there are options close by.  
Tuesday March 3rd - 0800-1800 (30min lunch)  
Wednesday March 4th - 0800-1800 (30min lunch)  
Thursday March 5th - 0800-1200

Contact Us-  
207-893-2810 Opt 2

Stephanie Minott- Instructor  
minott@cumberlandcounty.org

Melinda Fairbrother-Dyer- Director  
mjdyeer@cumberlandcounty.org

Erin Pelletier- Deputy Director  
epelletier@cumberlandcounty.org

NATIONAL  
**PUBLIC SAFETY**  
TELECOMMUNICATORS WEEK

**Thank you to Telecommunicators EVERYWHERE,  
but a very special Thank you to our very own  
Ryelle, Rachel, Cate, Jordyn, Ben, Nicole, Kim, Ember,  
Hailey, Scottie, Jaimee, Kayden, Jaycee, Maria, Cody,  
Kendra, Pam, Melissa, Stephanie, Faith, Jake, Brynn,  
Morgan, Holly, Michael, Kaleigh, Gabrielle, Addison,  
Sullivan, Shelby, Kelsey, Callie, and Dan  
WE see and appreciate you**

2026 NATIONAL PUBLIC SAFETY  
**TELECOMMUNICATORS WEEK**

APRIL 12<sup>TH</sup> -- 18<sup>TH</sup>

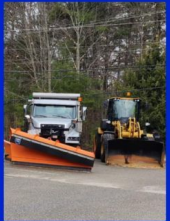


★★★ **CELEBRATING** ★★★

CUMBERLAND COUNTY REGIONAL COMMUNICATIONS

Celebrating the professionals who manage 911 calls,  
coordinate first responders, and act as a critical link  
between the public and emergency services.





4<sup>th</sup>  
★ ★ ★

# CCRCC'S ANNUAL



## TOUCH - A - TRUCK

April 18, 2026  
10:00 - 2:00

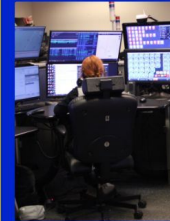
ALL ARE WELCOME TO THIS



COMMUNITY EVENT!

22 HIGH STREET, WINDHAM

- FIRE TRUCKS | EMS | POLICE VEHICLES | UTVS
- FIRE BOATS | K-9 DEMOS | DRONE DEMOS
- PUBLIC WORKS VEHICLES | BOUNCE HOUSE
- ME FOREST SERVICE | FOOD TRUCKS
- FACE PAINT | BOUNCE HOUSE
- 911 SIMULATOR FOR KIDS | DISPATCH TOURS
- & MUCH MORE!



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