



Lewiston-Auburn 9-1-1 Emergency Communications System

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Lewiston/Auburn 9-1-1 Committee

Dear Lewiston/Auburn 9-1-1 Committee,

On behalf of the staff members of the Lewiston/Auburn 9-1-1, I am pleased to present our 2023 Year End Report. As always, 2023 was another busy year for Lewiston/Auburn 9-1-1. I have included the call statistics for the agencies we serve as well as the 2023 9-1-1 call data for your review.

I am impressed with and very proud of the job done by our staff members from the daily “routine” calls that our agency processes to the, thankfully, less frequent major incidents that our staff is instrumental in coordinating responses to. Efforts to increase staffing have paid off throughout 2023, which began with 10 vacant positions representing 50% of authorized staff; as of December 2023 just 3 of those 10 vacancies remain. Throughout the year our staff has worked hundreds of hours of overtime to maintain the safety of our communities; I continue to be proud of their efforts.

In October 2023 tragedy struck our community in the form of a mass shooting at two different locations; the on-duty dispatchers reacted quickly to calls for assistance and performed their duties extraordinarily well in impossible circumstances. Our thoughts continue to be with the victims as well as their families and friends directly impacted by this incident.

The staff members of the Lewiston/Auburn 9-1-1 Center appreciate your efforts to provide them with the tools and training needed to perform their duties on a daily basis.

Respectfully,

Timothy W. Hall

Timothy Hall, Director



Departures

In 2023, we said good-bye to the following staff members.

Trainee Denise Clougherty

Trainee Caitlyn Lyons

Trainee Victoria Cyr

Dispatcher Anita Berube

Dispatcher Johanna Cullenberg

Supervisor Jace Poulin

Part Time Dispatcher Jim Mercier

Dispatcher Erin Griffin

Supervisor Trevin Dunlop

Part Time Dispatcher Taylor Correia

IT Support Specialist Todd Allen

Arrivals

In 2023, we welcomed the following staff members.

Dispatcher Meagan Jordan

Dispatcher Sandra Thompson

Dispatcher Josh Moreau

Part Time Dispatcher Casey Smith

Dispatcher Teila Sparks

Dispatcher Destiny Giroux

Dispatcher Mary O'Donal

Dispatcher Henry Nowinski



Promotions/Appointments

Spencer Wigton was promoted to a TC4 Supervisor position. Spencer joined the Center in 2016 and has served as a dispatcher, trainer, Acting Supervisor, and TC3 Supervisor prior to his promotion. Spencer has been assigned to the evening shift.

Staffing Challenges

9-1-1 Centers across the Country have long had difficulty in recruiting and retaining emergency dispatchers; the job itself requires a unique person capable of assisting callers and responders through extremely difficult situations. The schedule is difficult and often results in a dispatcher working up to 16 hours in a row with no breaks as a result of the need to maintain a minimum number of staff 24/7. As mentioned previously, our Center began 2023 with 10 vacancies but I'm pleased to report that we've been able to fill all but 3 of those positions by year's end and are on track to fill those remaining positions in early 2024. These vacancies represent much more than a number within this document; each of those positions represents additional overtime hours that remaining staff must work, limits to their time off, and the demands placed upon them to train newly hired dispatchers. They should be commended for their dedication to the Communities they serve; while shortages in other Centers have resulted in significant call answering delays our team has performed optimally and this has not been the case within our Center.

Quality Assurance

The State of Maine mandates that we conduct a minimum of 100 Quality Assurance reviews on Emergency Medical (EMD) calls and an additional 61 Quality Assurance reviews on Emergency Fire Dispatch (EFD) call each month. Additionally, the agency is required to maintain a "focused call review policy" that dictates the circumstances when other call reviews will be conducted. These reviews are generally focused on low frequency high impact events. In order for us to comply with this requirement, our agency has appointed 4 employees within our agency as quality assurance specialists that are able to conduct these reviews. Our Supervisors conduct additional quality assurance checks on law enforcement calls each month for each employee.

CALEA

In February 2023 CALEA Assessors conducted a web-based assessment of selected standards; they identified one standard that required additional attention which dealt with a discrepancy in how the agency defined "cash accounts"; this policy has since been updated to reflect verbiage required of CALEA.

9-1-1 Call Answer Standard

APCO, NENA, as well as the Maine Emergency Communications Bureau all have a 9-1-1 call answer standard that requires 90% of all 9-1-1 calls be answered within 10 seconds. Lewiston/Auburn 9-1-1 continuously exceeds this standard with approximately 95% of all 9-1-1 calls answered within 10 seconds.



Internal Affairs

In the calendar year 2023, Lewiston/Auburn 9-1-1 investigated four external complaints and seven internal rule violations.

Three complaints were not sustained, and no action was taken. One complaint was sustained, and appropriate disciplinary action was taken with the involved employee.

The seven internal rule violations were sustained, and disciplinary action was issued.

A total of three hours and fifteen minutes were spent investigating the complaints.

OSHA Workplace Injuries/Illnesses

In 2023 we had one workplace injury.

Union Grievances

In 2023, the Lewiston/Auburn 9-1-1 Center did not receive any grievances filed by the Maine Association of Police Union representing its dispatchers.

Lewiston/Auburn 9-1-1 2023 Statistics

9-1-1 calls received: 52,404

Non-emergency phone calls (includes incoming and outgoing): 108,838

Calls for Service generated in CAD: 108,762

EMD performed: 12,080

EFD performed: 3,138