

Lewiston Auburn 911
Emergency Communications System
Paul M. LeClair, Director
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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 2018 Year End Report. As always, 2018 was another busy year for Lewiston/Auburn 9-1-1. I have enclosed the call statistics for the agencies we serve as well as 2018 9-1-1 call data for your review.

I continue to be 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.

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

Respectfully,

A handwritten signature in black ink that reads "Paul M. LeClair". The signature is written in a cursive, flowing style.

Paul M. LeClair, Director

Lewiston/Auburn 9-1-1 Employees of the Quarter

January-March Spencer Wigton

April-June Katie Gallant

July-September Jessica Poulin

Departures

In 2018, we said good-bye to the following staff members.

Part Time Dispatcher Artulean Thomas

Part Time Dispatcher Jessica Fox

Part Time Dispatcher Connie McCown

Supervisor Jessica Correia

Dispatcher Erin Griffin

IT Support Specialist Matt Charest

Arrivals

In 2018, we welcomed the following staff members.

Dispatcher Kellie Welch

Dispatcher Jonathan Caron

Dispatcher Melissa Bourgoin

Communications Support Specialist Todd Allen

Promotions/Appointments

In 2018, the following promotions or appointments were made.

TC4 Supervisor Brad Timberlake

TC3 Supervisor Taylor Correia

National Emergency Number Association Awards

In May 2018 several employees attended the National Emergency Number Association Conference in South Portland. This annual event includes three days of training for Emergency Dispatchers and culminates with a recognition ceremony for Dispatchers throughout the State.

Dispatcher Laura Reny was awarded the 2017 Silent Hero Award, this award is given to one individual per dispatch center for exceptional professionalism in the field of emergency communications.

Dispatcher's Claire Vermette, Debra Lessard, Anita Berube, Laura Reny, Spencer Wigton, Supervisor's Mark Cayer, and Matt Pontbriand, and Operations Manager Tim Hall were all recognized for their role in the October 2017 wind storm as the Critical Incident of the Year. This recognized an individual or team who, by deed or act, make an extremely noteworthy contribution which results in the successful handling of a major incident of a combination of incidents beyond the average or normal activity level.

CALEA Accreditation

In March of 2018 the Lewiston/Auburn 9-1-1 was successfully awarded its 4th Accreditation Award from the Commission on Accreditation for Law Enforcement Agencies. The CALEA Accreditation Program provides a Communications Center with a process to systematically review and internally assess its operations and procedures. This program requires our organization to collect and analyze important data for the purpose of making sound operational and administrative decisions, creating leadership and practitioner-accountability. In addition, we focus on quality assurance, interoperability, emerging technologies, risk analysis, asset security, resource access, contemporary training, and a range of operational functions.

Quality Assurance

Several years ago, the State of Maine mandated that we conduct a minimum of 100 Quality Assurance reviews on Emergency Medical (EMD) calls each month. In order for us to comply with this requirement, our agency has designated funds in our budget to appoint and train 3 quality assurance specialists that are able to conduct these reviews. Additionally, our Supervisors conduct additional quality assurance checks on 3 law enforcement calls per month for each employee.

With the addition of the Emergency Fire Dispatch protocols in 2017, we are now mandated to conduct an additional 100 Emergency Fire (EFD) quality assurance reviews each month.

PSAP Audit

In November of 2018, the Maine 9-1-1 Bureau audited the Lewiston/Auburn 9-1-1 Center. We are in compliance with all State Policies.

Internal Affairs

In the calendar year 2018, Lewiston/Auburn 9-1-1 investigated two external complaints and 6 internal rule violations. In all instances, the alleged violations of policy were sustained and discipline was issued to involved personnel. In three incidents a verbal warning was issued, in four incidents a written reprimand was issued, and in one incident a suspension was issued. A cumulative total of 5 hours of the investigation was completed into these incidents.

Union Grievances

In 2018, the Lewiston/Auburn 9-1-1 Center did not receive any grievances filed by the Maine Association of Police Union representing its dispatchers.

Union Agreement

In August, the Lewiston/Auburn 9-1-1 Committee and the Maine Association of Police Union representing the Telecommunicators of the Center reached a 3 year labor agreement covering the period from July of 2018 to June 2021.

Lewiston/Auburn 9-1-1 2018 Statistics

9-1-1 calls received: 42,297

Calls for Service generated in CAD: 99,211

EMD performed: 8,374

EFD performed: 3,067