

Lewiston Auburn 911
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 2020 Year End Report. As always, 2020 was another busy year for Lewiston/Auburn 9-1-1. I have enclosed the call statistics for the agencies we serve as well as 2020 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. This year was especially difficult with our dispatchers serving a vital role in managing the Covid-19 pandemic.

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,
Timothy Hall, Operations Manager

Departures

In 2020, we said good-bye to the following staff members.

Dispatcher Jeff Burt

Dispatcher Meghan Avery

Dispatcher Josie Ritzman

Arrivals

In 2020, we welcomed the following staff members.

Dispatcher Jennifer Beal

Dispatcher Taylor Hopkins

Promotions/Appointments

There were no promotions or appointments in 2020.

National Emergency Number Association Awards

In the Spring of each year the Maine National Emergency Number Association typically holds its annual conference and awards event to bring dispatchers from across Maine together for various training and for well-deserved recognition of their efforts over the previous year. Like so many other events the Covid-19 Pandemic forced the cancellation for this conference. Although the awards were not ultimately delivered due to the cancellation of the conference, I would like to share with you the nominations made for our dispatchers. Dispatcher Spencer Wigton was nominated as Lewiston/Auburn 9-1-1's "Silent Hero", this award is presented to one individual per agency for exceptional professionalism in the field of emergency communications and acknowledges the special contributions of a person whose daily performance of their duties is an inspiration and example to others. In his nomination it was noted that Spencer always presents a positive attitude and enthusiasm to learn. Spencer also serves as one of our Trainers and as an Acting Supervisor, both positions he excels in. Also nominated for an award were Supervisor Celeste Arsenault and Dispatcher Darrin Hart for the role each played in an armed standoff between a subject and the Auburn Police Department, their actions on this day aided in the conclusion of this incident without harm to the first responders on the scene. Dispatcher Laura Reny was nominated for three separate "Stork Awards" which recognize a Dispatcher for successfully managing the "delivery" of a baby utilizing Emergency Medical Dispatch protocols via the telephone prior to EMS responder arrival. Many Dispatchers will go their entire career without this distinct honor, so to be involved with three in one year is certainly extraordinary.

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 100 Quality Assurance reviews on Emergency Fire Dispatch (EFD) call each month. In late 2020 the Emergency Services Communications Bureau made a rules change related to the review of Emergency Fire Dispatch calls, the new rules require that our agency conduct a minimum of 65 'random' reviews of fire calls and also require the agency to develop an internal policy that requires additional focused call reviews each month. Our agency continues to conduct 100 random EFD call reviews and has also developed a policy that requires 'focused' call reviews of 100% of certain high priority call types, such as structure fires. In order for us to comply with this requirement, our agency has appointed 5 employees within our agency as quality assurance specialists that are able to conduct these reviews. Additionally, our Supervisors conduct additional quality assurance checks on law enforcement calls each month for each employee.

CALEA

In April 2020 Lewiston/Auburn 9-1-1 successfully completed its second annual compliance review with the Commission on Accreditation of Law Enforcement Agencies.

PSAP Audit

In December of 2020, the Maine 9-1-1 Bureau audited the Lewiston/Auburn 9-1-1 Center. We are in compliance with all State Policies.

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 98% of all 9-1-1 calls answered within 10 seconds.

Internal Affairs

In calendar year 2020, Lewiston/Auburn 9-1-1 investigated two external complaints and two internal rule violations.

One external complaint was sustained, and a documented verbal warning was issued to the involved dispatcher for discourtesy to the public. The second external complaint was investigated and there was no wrongdoing on the part of the dispatcher, this complaint was closed as unfounded.

One internal complaint was sustained and resulted in additional training for the involved dispatcher. The second internal complaint was investigated and closed as unfounded as it was properly handled by the involved dispatcher.

A total of 1.5 hours were spent investigating the complaints.

Union Grievances

In 2020, the Lewiston/Auburn 9-1-1 Center did not receive any grievances filed by the Maine Association of Police Union representing its dispatchers.

Covid-19 Pandemic

In March of 2020 Maine EMS and the International Academy of Emergency Dispatch began issuing updated guidance to us for additional caller screening for any person requesting the response of Fire Department or EMS personnel. This additional questioning was aimed at reducing the risk of exposure to our responders by providing them with as much information as possible prior to the arrival at an emergency incident. Within the same week Lewiston/Auburn 9-1-1 worked with each Police Department to identify additional screening questions for all callers to similarly prepare police responders prior to their arrival at an incident. As understanding of the Coronavirus developed, so too, did this guidance requiring our dispatchers to rapidly adjust to ever-changing guidance from a variety of sources. We would also like to recognize all of our dispatchers for their commitment to service, while many businesses closed or moved to remote work environments our dispatchers remained on location ensuring 9-1-1 calls were answered and proper resources were deployed to those needing assistance. The Administration team was likewise faced with unprecedented demands throughout the year, managing staffing levels, ever-changing guidance, and ensuring continuity of operations for the 9-1-1 center itself. Lewiston/Auburn 9-1-1 worked with the Androscoggin Regional Communications Center to develop emergency action plans should either Center be forced to reduce services due to the impacts of the Virus.

Lewiston/Auburn 9-1-1 2020 Statistics

9-1-1 calls received: 44,388

Calls for Service generated in CAD: 107,018

EMD performed: 8,977

EFD performed: 2,969