



## **Lewiston-Auburn 9-1-1 Emergency Communications System**

**Timothy W. Hall, Director**

552 Minot Avenue, Auburn, Maine 04210

207.786.5380 ~ 207.795.0743 fax

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 2021 Year End Report. As always, 2021 was another busy year for Lewiston/Auburn 9-1-1. I have enclosed the call statistics for the agencies we serve as well as 2021 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. The staff of the Center continue to adapt to changes and updates necessitated by the ongoing Covid-19 pandemic.

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 Hall, Director



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### **Departures**

In 2021, we said good-bye to the following staff members.

Trainee Rene Turcotte

Trainee Joan Ryan

Supervisor Megan Crowell

Part Time Dispatcher Jocelyn Kelly

Dispatcher Debra Lessard

### **Arrivals**

In 2021, we welcomed the following staff members.

Dispatcher James Mercier

Dispatcher Kelly Griffin

Dispatcher Erin Griffin

### **Promotions/Appointments**

Spencer Wigton was promoted to a TC3 Supervisor positioned and assigned to night watch. Spencer began his career with the 9-1-1 Center in 2016 and has served as a dispatcher, trainer, and acting supervisor.

### **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 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.



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### **CALEA**

In April 2021 Lewiston/Auburn 9-1-1 successfully completed its third annual compliance review with the Commission on Accreditation of Law Enforcement Agencies. Additionally, we completed our virtual “on-site” review in October 2021, although we will not officially be awarded reaccreditation until March 2022 there were no indications that we would not achieve the award.

### **PSAP Audit**

In December of 2021, 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 95% of all 9-1-1 calls answered within 10 seconds.

### **Internal Affairs**

In calendar year 2021, Lewiston/Auburn 9-1-1 investigated four external complaints and one internal rule violation.

Three external complaints were cleared as not sustained with no evidence to support the alleged conduct occurred. One external complaint was sustained and disciplinary action was issued.

The one internal rule violation complaint was partially sustained and additional training was provided to the involved employee.

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

### **OSHA Workplace Injuries/Illnesses**

In 2021 we had zero workplace injuries or illness.

### **Union Grievances**

In 2021, 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**

2021 remained a challenging year adapting to updated guidance related to the Covid-19 pandemic. The employees of Lewiston/Auburn 9-1-1 continue to adapt to changing circumstances and continue to screen calls to enhance responder safety. Additionally, employees have worked tirelessly to protect themselves and



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their families as well as provide coverage when needed for quarantine impacts. Covid-19 continues to limit the external training opportunities for our employees and it is our hope to begin attending in person training in 2022.

### **Lewiston/Auburn 9-1-1 2021 Statistics**

9-1-1 calls received: 47,616

Non-emergency phone calls (includes incoming and outgoing): 138,691

Calls for Service generated in CAD: 101,996

EMD performed: 10,727

EFD performed: 2,880