



**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 2022 Year End Report. As always, 2022 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 2022 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 Center continues to face difficulties with recruitment and retention which has restricted our dispatchers ability to request time off and increased overtime hours required of them; I’m proud of the dedication they have shown through this period.

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



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### **Departures**

In 2022, we said good-bye to the following staff members.

Director Paul LeClair

Dispatcher Erin Griffin

Dispatcher Kelly Griffin

Supervisor Brad Timberlake

### **Arrivals**

In 2022, we welcomed the following staff members.

Dispatcher Shakoria Anderson

Part Time Dispatcher Taylor Correia

### **Promotions/Appointments**

Timothy Hall was appointed by the 9-1-1 Committee as the Director of the Center in January of 2022. Tim joined the Center in 2009 and has served as a dispatcher, trainer, Acting Supervisor, Supervisor, Operations Manager, and Accreditation Manager prior to his appointment.

Mark Cayer was promoted to the Operations Manager position. Mark joined the Center in 2011 and has served as a dispatcher, trainer, Acting Supervisor, Supervisor, and Training Supervisor prior to his promotion.

Melissa Bourgoin was promoted to a TC3 Supervisor position. Melissa joined the Center in 2018 and has served as a dispatcher, trainer, and Acting Supervisor prior to her promotion. Melissa has been assigned to the overnight shift.



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## **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. The recent “great resignation” and record low unemployment has only exacerbated this problem locally and as of December 2022 the Center has 7 full time vacancies. Our current vacancies have resulted in dispatchers working long hours and having limited access to time off. 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 5 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 October 2021 CALEA Assessors conducted a virtual “on-site” review of our operations and at the March 2022 Conference we were successfully awarded reaccreditation.

## **PSAP Audit**

In December of 2022, 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.



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### **Internal Affairs**

In calendar year 2022, Lewiston/Auburn 9-1-1 investigated four external complaints and three internal rule violations.

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

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

A total of one hour and fifty-five minutes were spent investigating the complaints.

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

In 2022 we had zero workplace injuries or illness.

### **Union Grievances**

In 2022, 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 2022 Statistics**

9-1-1 calls received: 48,017

Non-emergency phone calls (includes incoming and outgoing): 134,455

Calls for Service generated in CAD: 106,152

EMD performed: 12,503

EFD performed: 3,104