

Lewiston Auburn 911  
Emergency Communications System  
Paul M. LeClair, 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 2017 Year End Report. As always, 2017 was another busy year for Lewiston/Auburn 9-1-1. I have enclosed the call statistics for the agencies we serve as well as 2017 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,  
Paul M. LeClair, Director

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

In April of 2017 we implemented a new program to increase employee recognition by naming an employee of the quarter.

April-June                      Claire Vermette

July-September              Laura Reny

October-December          Freda Keyser

### **Departures**

In 2017, we said good-bye to the following staff members.

Dispatcher Emily Foster  
Part Time Dispatcher Becky Lacasse  
Dispatcher Jessica Fox – remains Part Time  
Dispatcher Artulean Thomas  
Supervisor Freda Keyser – remains Part Time

### **Arrivals**

In 2017, we welcomed the following staff members.

Director Paul LeClair  
Part Time Dispatcher Jill LeBel  
Dispatcher Taylor Lemieux  
Dispatcher Jessica Poulin  
Dispatcher Brad Timberlake  
Dispatcher Megan Crowell

### **Promotions/Appointments**

In 2017, the following promotions or appointments were made.

Timothy Hall as Operations Manager  
Laura Reny as Acting Supervisor  
Darrin Hart as Acting Supervisor  
Freda Keyser as Shift Supervisor  
Jessica Correia as Supervisor

## **National Emergency Number Association Awards**

The 20<sup>th</sup> annual Maine NENA Conference was held in May of 2017 in South Portland. Both Celeste Arsenault and Jessica Correia were honored with a 'stork award' for successfully providing pre-arrival medical instructions and assisting in the delivery of a baby prior to EMS unit arrival. Timothy Hall was nominated for Supervisor of the Year for his ability to manage daily supervision of his shift combined with administrative work for the center such as scheduling and coordinating fire department action plans. Tim was recognized by his peers as being someone that is "always there and always fair" and someone people have trust in. Celeste Arsenault, Freda Keyser, Erin Griffin, and Michelle Estabrook were nominated for Critical Incident of the year award for their efforts in managing the communications for a 3<sup>rd</sup> alarm fire simultaneous to an "Officer down" incident. Freda Keyser, Laura Reny, and Erin Griffin were nominated for Critical Incident of the year award for their efforts in managing the communications for a police pursuit involving multiple agencies attempting to apprehend suspects that had stolen a bucket loader.

## **CALEA Accreditation**

In October of 2017 the Lewiston/Auburn 9-1-1 Center underwent an onsite reaccreditation process with the Commission on Accreditation for Law Enforcement Agencies, although the final report and determination won't be determined until March of 2018 the process appears to have been successful. Lewiston/Auburn 9-1-1 remains the only Communications Center in the State of Maine to achieve and maintain its status as a CALEA Accredited Agency.

## **Emergency Fire Dispatch**

The State of Maine passed a new law that requires all of its 26 Public Safety Answering Points to implement Emergency Fire Dispatch protocols no later than May of 2018. In November of 2017 the Lewiston/Auburn 9-1-1 Center implemented these protocols after months of preparation and training. All Lewiston/Auburn 9-1-1 Dispatchers received certification in the International Academies of Emergency Dispatch Emergency Fire Dispatch protocols. The certification attests to the specific and highly specialized knowledge, skills, and attributes of emergency dispatchers and provides for structured processing of emergency calls for assistance. Through the use of these protocols our Dispatchers are capable of giving instructions to callers while responders are on their way to an incident. These instructions vary based upon the incident and range from routine instructions to potentially life-saving directions for them to follow.

## **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 we are now mandated to conduct an additional 100 Emergency Fire (EFD) quality assurance reviews each month.

We currently have two quality assurance specialists that conduct the 100 medical call reviews each month and in March of 2018 the requirement to conduct the 100 fire call reviews will be implemented in accordance with the schedule dictated by the State of Maine. It will be necessary to appoint a third quality assurance specialist at that time.

Additionally, both the Director and the Operations Manager have received training and certification in conducting both Medical and Fire call reviews.

### **Lewiston/Auburn 9-1-1 Evacuation Drill**

In May of 2017 Lewiston/Auburn 9-1-1 conducted a mock evacuation exercise with its supervisors and IT staff. The purpose of this exercise was to ensure that the supervisors were trained in procedures in the event that necessitates the evacuation of the 9-1-1 center and to identify any areas of deficiency. Our current evacuation plan calls for the relocation of staff into Auburn Police Department's mobile command unit. We have partnered with the Androscoggin County Regional Communications Center to designate their PSAP as our backup site, work is ongoing to make this transition which should be complete in early 2018.

### **METRO Audit**

In September, 2017, the Maine Access Integrity Unit conducted an audit of the Lewiston/Auburn 9-1-1 Center. We are in compliance with all State and Federal policies.

### **PSAP Audit**

In November of 2017, 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 2017, the Lewiston/Auburn 9-1-1 Center conducted 1 formal internal affairs investigation which led to discipline of 1 dispatcher. In addition the agency conducted 5 informal investigations as the result of complaints received from agencies we serve or internal rule violations which resulted in discipline.

### **Union Grievances**

In 2017, 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 2017 Statistics**

9-1-1 calls received: 42,504

Calls for Service generated in CAD: 97,049

EMD performed: 8,745

EFD performed (November/December only): 265