

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 2019 Year End Report. As always, 2019 was another busy year for Lewiston/Auburn 9-1-1. I have enclosed the call statistics for the agencies we serve as well as 2019 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

### **Departures**

In 2019, we said good-bye to the following staff members.

Dispatcher Kellie Welch

Dispatcher Jill LeBel

Dispatcher Jon Caron

Dispatcher Michelle Yorks

Supervisor Timothy Lare

Supervisor Taylor Correia

Dispatcher Laura Reny

### **Arrivals**

In 2019, we welcomed the following staff members.

Dispatcher Jeff Burt

Dispatcher Johanna Cullenberg

Dispatcher Josie Ritzman

### **Promotions/Appointments**

In 2018, the following promotions or appointments were made.

TC4 Supervisor Jace Poulin

TC3 Supervisor Megan Crowell

### **National Emergency Number Association Awards**

In May 2019 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.

Supervisor Mark Cayer and Dispatchers Spencer Wigton, Jace Poulin, Megan Crowell, and Erin Griffin were all recognized for being nominated for the critical incident of the year award for their handling of a water rescue incident.

Supervisor Tim Lare was given the “Stork” award for successfully providing instruction to a caller to assist in the delivery of a baby prior to EMS arrival.

### **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 order for us to comply with this requirement, our agency has appointed 4 employees within our agency as 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.

### **PSAP Audit**

In November of 2019, 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 calendar year 2019, Lewiston/Auburn 9-1-1 investigated two external complaints and 4 internal rule violations.

One external complaint was sustained, discipline was issued and training conducted with the involved dispatcher. The second external complaint was exonerated with no wrongdoing on the part of the dispatcher.

Of the 4 internal rule violations, two were exonerated with no wrongdoing by the dispatcher. The remaining two were minor infractions and in both incidents the dispatchers were reminded of procedures.

A total of 3 hours were spent investigating the complaints.

### **Union Grievances**

In 2019, 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 2019 Statistics**

9-1-1 calls received: 44,305

Calls for Service generated in CAD: 102,973

EMD performed: 8,869

EFD performed: 2,829