



Lewiston-Auburn 9-1-1 Emergency Communications System

Timothy W. Hall, Director

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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 2024 Year End Report. As always, 2024 was another busy year for Lewiston/Auburn 9-1-1. I have included the annual call statistics 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.

We continue to focus on the recruitment and retention of employees as demonstrated by a new schedule being implemented in 2024 that affords the dispatchers and supervisors a 4-day work week and the transition to the Maine PERS 25 years, no age, retirement plan. We close 2024 with 4 vacant full-time positions. Throughout the year our staff has worked hundreds of hours of overtime to maintain the safety of our communities; I continue to be proud of their efforts.

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,

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Departures

In 2024, we said good-bye to the following staff members.

Trainee Mary O'Donal

Dispatcher Darrin Hart

Dispatcher Claire Vermette

Dispatcher Destiny Giroux

Trainee Victoria Ross

Dispatcher Meagan Jordan

Dispatcher Michayla Plant

Arrivals

In 2024, we welcomed the following staff members.

Supervisor Casey Smith

Dispatcher Elizabeth Beal

Dispatcher McKenna Muldoon

Dispatcher Kelly Griffin

Dispatcher Connor Harding

Part Time Dispatcher Erin Griffin

Promotions/Appointments

Casey Smith was hired in January as a supervisor and assigned to the overnight shift. Casey previously served with us as a part-time dispatcher and brings years of experience in Public Safety Communications with other agencies.

Henry Nowinski was promoted in February as a supervisor and assigned to the evening shift. Henry was hired in 2023 as a part time dispatcher and in December 2023 accepted a full-time position with our agency, he brings years of experience in Public Safety Communications with other agencies.

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. We ended 2024 with 4 vacant positions with a goal of hiring 3 new employees for the next dispatch academy which will begin in February 2025.



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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) calls 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. These reviews have long been completed internally by trained employees but in December 2024 we will be moving this task to an outside entity which will reduce the workload on our internal QA staff. This move was made possible through funding from the State of Maine’s Emergency Communications Bureau.

CALEA

In February 2024, CALEA Assessors conducted a web-based assessment of selected standards. The Assessment was successful, and no issues were identified requiring any policy changes.

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 92% of all 9-1-1 calls answered within 10 seconds.

Internal Affairs

In the calendar year 2024, Lewiston/Auburn 9-1-1 investigated one external complaint and five internal rule violations.

One complaint was not sustained, and no action was taken.

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

A total of twenty hours were spent investigating the complaints.

OSHA Workplace Injuries/Illnesses

In 2024 we had one workplace injury.

Union Grievances

In 2024, 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 2024 Statistics

9-1-1 calls received: 50,138

Non-emergency phone calls (includes incoming and outgoing): 104,104

Calls for Service generated in CAD: 108,014

EMD performed: 12,541

EFD performed: 3,167