



**Maine NENA
2020 Awards Night**

April 14, 2021

DoubleTree South Portland

Silent Hero

Brunswick Police Communications, Arthur Frizzle

Our 2020 nomination for Silent Hero is Arthur Frizzle. The Silent Hero title is fitting as he asks for no special recognition for all the tasks he performs daily – above those required as a communications officer – to ensure not only the smooth operations of the communications division but also the smooth operations and interoperability with the Brunswick and Freeport Police/Fire and Rescue Departments.

Arthur has over 30 years of dispatch/communications experience initially employed for several years as a public safety dispatcher for the Town of Topsham Maine and joined the Brunswick Communications division in April of 1995. During the time here Arthur has taken on many responsibilities well above the initial requirements in 1995. While his primary responsibility is as a communications officer his interest in technology serve the many divisions of Brunswick Police Department. In the communications division he is our TAC/LASO, an active EMD/EFD “Q”s to include performing all technical aspects of interfacing without IMC CAD system, acts as supervisor when necessary and is certified ETC instructor for the State of Maine. Arthur was instrumental in developing an experimental program with the FRA to test and monitor technology suitable to identifying trespassers on railroad property and assisted with maintaining the equipment located in the communications center. During his shifts Arthur can be found consulting with the Town IT director over phone, radio and computer issues. He assists with installations and upgrades on all in place and upcoming technology ensuring smooth operations of modern law enforcement agency. He recently certified as a UAF operator and assisted in procuring a “drone” for the department use. In addition to his full-time job as a communications officer Arthur is the Fire Chief (EMT) in Bowdoinham bringing valuable experience and knowledge on the fire / rescue side of the communications field.

Thank you to Arthur for his years of professionalism and dedication to the Town of Brunswick Police Department.

Cumberland County Regional Communications, Julia Gillespie

Julie Gillespie came to CCRCC after wearing many hats and having many previous life experiences – police officer, paramedic, fire chief, State of Maine medical examiner’s office – just to name a few.

During the day shift of December 7, 2020, CCRCC was dealing with power outages, phone outages, and intermittent internet/cable disruptions because of a snowstorm the previous weekend. These outages and disruptions caused radios to fail throughout the day. It also caused out in house CAD to keep losing connection as well. Just before 1530 hours, Julia took a 911 call from a female reporting a 54-year-old male who had a seizure, threw up all over himself and was now not conscious and not breathing. As Julia attempted to enter the call for service into CAD, she quickly realized that was not an option for this call. Since the CAD had lost connection, that also meant that Julia would not be able to utilize EMD software, PRO QA.

Julia knew time was of the essence here. She knew she didn’t have time to tell her partners what she had so that they could dispatch EMS and PD. Julia made eye contact with her coworker, signaling that she was taking her radio in order to get the call out as quickly as possible. Julia grabbed her EMD card set and seamlessly started providing CPR instructions using the card set. She remained calm, was direct with her instructions to the caller throughout the call and the responders arrived within a few minutes.

This one specific call is just one of the reasons why Julia Gillespie deserves the Silent Hero Award. During 2020, Julia stepped up to fill in as FTO/CTO and OIC whenever she was asked. Because of the manner in which she handles herself, Julia was selected to take CPR Instructor class from a long list of employees who volunteered. She was also selected to become a Q for the agency for EMD and EFD calls. Julia is a Maine State CISM Team member and is always available to her peers who need a listening ear and shoulder to lean on. Julia is an asset to CCRCC because of her experiences and willingness to selflessly help out her peers.

DPS Bangor RCC, Jessica Lavoie

ECS Lavoie has been a member of the Bangor RCC since July 2017. Prior to coming to DPS Bangor, she was a dispatcher for the Presque Isle Police Department and a member of the clerical staff for the Penobscot County DA's office in Bangor. Jess comes to work every day with a positive attitude and smile on her face. She is always kind and courteous to her co-workers and is always willing to assist, whether it be covering a shift or lending an ear. Jess goes above and beyond assisting every call with compassion and empathy, even with the most frequent and irritating of callers, but she's always willing to "give 'em the pickle". She has the customer service skills that Managers/Supervisors wished all their employees had. Jess has an outstanding rapport with our units and the many agencies we partner with. Jessica has also received several recognitions from her supervisors and co-workers alike for her superior teamwork abilities and for always going above and beyond. She is always taking great initiative in assisting other Centers/RCC's whether it be logging traffic for a major incident or relaying traffic to units for them. Jessica sets her bar high so that it is nearly out of her reach always ensuring that she reaches it and betters herself and those that she works with. Jessica is someone that leads the way in the RCC, but she refuses to do it by herself and will always pickup those working with her and carry them across the finish line with her. As we know 2020 has thrown many challenges at us all, the Bangor RCC has had some challenging times with shift openings to close out 2020 and Jessica has been there to assist with the man shift openings. Jessica is a very valued member of the Bangor RCC and we're more than appreciative she's on our team.

DPS Houlton, Rachael Quint

ECS Quint has been a dispatcher for the past 9 years, the last 4 years at Houlton Regional Communications Center. Rachel always comes into work with a positive, cheerful attitude and brightens the room with her presence. She excels at customer service with both the responders that we dispatch for and the general public.

In late 2019, ECS Quint was trained to review medical calls for Quality Assurance. In January of 2020 the QA program changed, and Rachel was now responsible for listening, reviewing, scoring and dispersing the reports for over 200 medical calls a month. She has continuously maintained these numbers on time for their EMS state database.

On top of these added calls, she was also participating in training new employees which required her to attend an online class for trainer certification. Then proceeded to train and assist training three new employees at once. She has recently been assigned yet another new employee to train, which is the fifth new employee she has trained in a years' time.

When Lead ECS's need an additional hand, we can count on her for additional tasks placed on her. She always does them timely and correctly without hesitation on top of everything else.

She is always a team player and works hard, volunteering for several hours of overtime almost every week. She often is the first to offer help when someone is in a bind with shift coverage. She wears her heart on her sleeve which is not always easy in a job like hers. She is always thinking outside of the box, which is a huge asset in the dispatch world. She is always making sure that callers and responders are equally safe, and their needs are being met.

Lastly, ECS Rachael Quint is a top-notch dispatcher that puts her heart and soul into the job and am very proud to have her as part of the Houlton RCC team.

Hancock County Regional Communications Center, Abraham Chevalier

Abe is being nominated for our agency's Silent Hero Award for his efforts behind the scenes to learn the duties and responsibilities to take over as Terminal Agency Coordinator (TAC). Abe has truly been a silent hero in his day-to-day work as a public safety dispatcher as a no nonsense, low key and efficient member of our department. His patience with difficult callers and attention to detail ensures the numerous agencies we dispatch for have the best information and diligence in documentation are greatly appreciated by all. Abe's technical abilities and personal drive and commitment to making a difference for those in need have made him a valued member of our dispatch team. Thank you, Abe.

Penobscot Regional Communications Center, Elizabeth Ryan

Supervisor Ryan has been an employee of Penobscot RCC for 24 years. Each and Every day that she comes to work, she strives for excellence. Supervisor Ryan goes above and beyond to take care of her staff while at work and outside of work. If someone is in need of anything, she is the first one to lend a hand. She is the true definition of a Silent Hero.

Portland Regional Communications Center, Nicole Tremblay

I would like to nominate Telecommunicator Nicole Tremblay for the Portland Regional Communications Center's choice for the Silent Hero Award. Nicole has been a member of the PRCC since January of 2018.

I have been Nicole's supervisor since October. She is an integral part of the team and strives for excellence in everything she does. She is very reliable and knowledgeable. Her compassion and commitment to understanding with callers is evident with every call she takes. Within the last year, she has acted as a trainer for new hires in the call taking aspect of the job. Her commitment to making sure each person she trains gets the information that they need to succeed is apparent. Every center would be lucky to have an employee(s) like Nicole.

Sagadahoc County Communications, Laura Downing

This year's Sagadahoc County Communications Silent Hero award is being presented to Laura Downing. Laura remains one of the veteran leaders of our center and her willingness to go above and beyond every day is more evident now than ever. In 2020 she lost her permanent EMD-Q shift she had for many years due to the creation of a QAU, she unselfishly saw the vision and agreed because it ultimately benefited the whole center. Laura continues to lead the QAU as the EMD director keeping on top of EMD Q and attending regular meetings to keep the center updated, all while working the hectic schedule of a dispatcher and she has remained positive about all of it along the way. Laura is always willing to help out with training new hires and helps prepare them for real live EMD with her signature gauntlet of scenarios. Laura is always one of the first ones to speak up or notify the supervisors and directors of equipment issues, supply shortages and also searches for reason to praise her co-workers. Laura has truly been a bright spot within our center even through the year that was 2020. Thank you Laura!

Somerset Regional Communications Center, William Crawford

William has been employed with Somerset RCC since 1999. William has worked multiple roles within the department. William is the most senior Dispatcher we currently have and in our ever so fluid profession, William has been a constant. He always shows up to work with a smile and leaves with one. Doing anything over 20 years and still having the ability to be positive says something about their character. William's positive attitude has most definitely had a positive influence on new hires. He is a wonderful go to person when training or getting a difference of opinion. He is always willing to help where needed. William works far more than his fair share making sure the Center is covered, so others get to enjoy their vacations, and short notice sick callouts are taken care of – we should all be proud to have such a dedicated team player amongst us.

Waterville Police Department, Paige Herman

Paige Ames has been a dispatcher with Waterville Regional Communications Center since October 2018 and is also an EMT/Firefighter for Winslow and Clinton Fire Departments. She is an extremely knowledgeable dispatcher and a “go-to” person when dispatcher or officers have questions. She comes to work with a positive attitude and is a pleasure to work with. Paige has trained new dispatchers and does EFD QA. She is well respected and trusted within the center. Paige is a dedicated employee, she goes above and beyond in terms of getting the job done, and her customer service is outstanding.

Westbrook Public Safety, Sally Leger

It is with great pleasure that I nominate Sally Leger as Westbrook’s Silent Hero for 2020. Dispatcher Leger has been with the department since April of 2017. During her time with the department Dispatcher Leger has consistently displayed a positive “can-do” attitude. Sally’s ability to perform her duties with both speed and accuracy have earned her the respect of her peers. Dispatcher Leger has been not only willing but, eager to take on extra responsibility. She has recently begun training new dispatchers and often she is first to volunteer for extra shifts so that others can enjoy some much-deserved time off.

Dispatcher Leger’s calm demeanor and approachable attitude make her a pleasure to work with and a reliable partner during a crisis. Her calming influence on callers as well as service providers during critical times is one all 911 professionals should aspire to. Sally’s ability to approach all her duties and calls for service with the same degree of compassion and professionalism is truly inspiring to all in our profession.

It is with pride that we at Westbrook Public Safety call Dispatcher Leger one of our own. We would be equally as proud to recognize her as our Silent Hero for 2020!

**THANK YOU
DISPATCHERS!**

THE UNSEEN HEROES OF PUBLIC SAFETY

THE GOLD LINE LIES BETWEEN THE BLUE AND RED.

They are always heard but rarely seen.

They are the heroes behind the scenes.

The calm voice in the dark.

National Public Safety Telecommunications Week

Stork Award

Androscoggin Regional Communications Center, Christopher Duval

On June 27, 2020 at approximately 0150 hrs in the morning, Dispatcher Chris Duval took a call from a frantic father to be in Lisbon, Maine. Chris remained calm and steady with his interrogation while following IAED protocol 24. From very soon in the call, Chris provided Calming words to the father and reassured him that additional help was already on the way to assist them. Dad stated that his was not the mother's first delivery and he anticipated the birth would be imminent as with her previous two. Mom was not considered a "high risk" pregnancy. Chris used encouraging words while mom went into full labor and the baby was delivered.

A healthy baby boy was delivered within 8:02 minutes from the start of the call.

Penobscot Regional Communications Center, JaShelle Colson

06:34:07 on May 7, 2020 male caller reporting that his 32-year-old girlfriend was having a baby right now on the bed. He could see hair on the baby's head.

06:35:48 Just as JaShelle started asking the first Key Question, the baby came out. Mom was screaming and the caller was escalating. JaShelle remained calm, reassured the caller she was going to help and immediately started giving the PAI's starting with the instruction "keep the baby between the mother's legs and level with her bottom. She continued giving instructions while also reassuring them that they were doing a great job.

06:40:24 Dad advised it's a girl, 07:03:17 Mom started bleeding heavily and Jashelle moved to the instructions to put the baby to the breast to nurse. The baby wouldn't nurse so JaShelle moved to the instructions to stimulate the nipples to mimic breastfeeding.

07:13:44 The Placenta was delivered and JaShelle gave the instructions to wrap it in a towel so that the doctor could examine it, 07:17:08 EMS arrived on scene and 07:17:42 Call ended

Penobscot Regional Communications Center, Sara Rogers

On September 10 at 07:55am, the time Sara received the call, it was time for the baby to be born. Sara quickly moved through Case Entry and Key Questions and just as she started giving the instructions to get the mother ready for birth, mom felt the urge to push. Sara never missed a beat and smoothly transitioned into the Start Delivery Instructions. They had just reached the point of Sara giving the instructions to dry the baby girl off when Bangor Rescue arrived on scene the caller disconnected.

Sagadahoc County Communications, Amanda Fowler

On the morning of August 16th Mandy took a call from a gentleman advising his wife was "giving birth right now" and requesting an ambulance to go to the hospital. Mandy jumped into the EMD Process, gathering information and giving preliminary delivery instructions. Dad stated that no part of the baby was visible yet, though this was Mom's third delivery and contractions were less than 2 minutes apart. With birth imminent, Mandy told Dad "I'm going to tell you how to deliver the baby" causing Mom in the background to begin laughing nervously. Mom, on speakerphone, again confirmed that the baby had not been born yet and geared herself up for delivery. As Mandy prepped Dad for the arrival, Mom started having a contraction. Mandy, staying on the top of the situation, again questioned Dad, who was still adamant he could not see the baby. A few exclamations from Mom later, Dad stated, "We're done!" and crying could be heard. Mandy confirmed the crying was the new arrival and that the baby boy was breathing. She was providing post-delivery instructions as the ambulance crew arrived. With man congratulations, and even a few laughs, Mandy left the family in the hands of EMS.

York Police Department, Shivon McAfee

On February 8, 2020 at 0148 hours Communications Specialist McAfee received a 911 call from a husband advising his wife was in labor and that delivery was imminent. McAfee quickly began giving instructions utilizing the childbirth protocol. McAfee was able to calmly instruct the husband on the steps to take for the safe delivery of the baby. The baby girl was delivered by the husband and a police officer before EMS arrived on scene. The childbirth went smoothly because Communications Specialist McAfee was able to provide clear, calm, and concise instructions to a father and the officer who was on scene.

Shift Supervisor of the Year

Cumberland County Regional Communications Center, Rachel Beal

Rachel Beal is nominated as the 2020 Maine NENA Supervisor of the Year. Rachel was nominated by several of her co-workers which should be a sense of pride on its own. To quote a few of the nominations; "Rachel has been a key component in the expansion of my skills as a dispatcher." Echoed by more than one staff member, "Rachel is someone that is very approachable". "She is the one I want sitting next to me on my worst day." "Supervisor Beal goes above and beyond and works her tail off every week."

As the Director I would like to add that Rachel has been instrumental in our Quality Assurance program, she sends out a weekly "Rachel's Tips" to the staff highlighting a protocol and giving tips to help make the protocol make sense.

Rachel is always willing to take on a new project or attend a leadership related training, it is important to her to not only be part of the working team at the CCRCC but to continue to grow as a Supervisor. Rachel is what I consider a Lifer, always striving to be a contributing member of public safety and an outstanding supervisor wearing the gold stripe with pride.

Rachel is a credit to the Cumberland County RCC, she strives every day to be the best she can be for the entire team as well as those who utilize our services. Rachel treats everyone with the same level of compassion and professionalism, from the repeat caller to the fire chief and anyone in between.

Rachel is a credit to the success of the Cumberland County Regional Communications Center, and is a valuable part of Maines 911 Leadership team.

Department of Public Safety; Houlton RCC, Jennifer Michaud

Department of Public Safety, Houlton RCC nominates ECS Lead Jennifer Michaud for the 2020 Shift Supervisor of the Year. Jenni started her career at DPS Houlton in February of 2008 but came to the RCC with many years of Public Safety experience. Over the past year, our RCC has encountered many changes and has overcome many hurdles. In a state of Total unknown for over 3 months, Jenni made sure to uplift our spirits and keep us laughing, even when she didn't feel like laughing herself. She is always the first one to volunteer for overtime or last minute shifts when we are in a pinch. She is someone you can call at all hours of the night when something goes wrong and you need guidance. Her phone is always on and if she doesn't know the answer, she knows who will. Jenni pushes everyone she works with to be the best they can be. She strives to promote others to succeed and never takes credit for her own success. She is very creative with her resources, & if she does not have an idea, she will ask if you do. ECS Lead Michaud shows a pride in not only her work but also the work of others. She pushes us to be the best dispatchers we can be and is willing to learn right beside us new things to make us better. ECS Lead Michaud has shown time and time again her selflessness and her want and need to above and beyond for callers.

Penobscot Regional Communications Center, Tracey Erickson

Supervisor Tracey Erickson has worked for PRCC for 20 years. In 2020, she was diagnosed with Stage 3 Breast Cancer and still has continued to work to ensure that our Quality Assurance and Training Programs remain top notch. She has taken the QA Program from just receiving a piece of paper, to meeting with every individual employee to discuss their QA to make sure that they understand every call. The fact that she continues to work hard to better the agency every day even under her difficult treatment program is true testament to her outstanding performance.

Sagadahoc County Communications, Candice Johnson

The Sagadahoc County Communications Center is proud to Nominate Candice Johnson for Shift Supervisor of the Year. Candice has worked in the center since 2004 and has always gone above and beyond to keep the center running, 2020 was no exception. During the epic Fecal spectacular that was 2020, Candice was crucial in assisting admin with rolling out policies and procedures that literally were changing daily, all while keeping up with her rolls as a supervisor, training coordinator, EMD/EFD-Q and TAC. She also spent most of 2020 as the only supervisor due to the two other spots being vacant, which lead to her being the sole dumping ground of everyone's understandable frustrations and stressors of the pandemic and the mandatory overtime from being short staffed. Candice was able quickly jump on the same page with her new Director and Deputy Director and join in on pointing the center into the desired direction of the new admin. She was quick to be a part of the QAU and policy review committee as she has always been very helpful with policy creation and changes. Candice has always done the extra, often thankless, tasks that go under the radar but are crucial to keep the center running, she is always a shoulder to cry on and ear that will listen. She also provided a huge moral boost at Christmas time when she got all the members of the center Engraved Yeti Mugs that was much appreciated. We didn't say it enough Candice, but Thank you!

Waldo County Regional Communications Center, Michael Larrivee

As Director of Waldo County RCC, I am proud to present Supervisor Michael Larrivee's nomination as NENA's 2021 Supervisor of the Year. Michael has served the agencies and citizens of Waldo County for 21 years beginning as a part time dispatcher for Waldo SO in 1999. Mike was one of the original 12 dispatchers to transfer from WSO and Belfast PD into Waldo County RCC in 2001.

He was promoted to Supervisor in 2004 and has served in that capacity since. Mike is our tech go to guy on many areas including computers, radios and transmitters. On his days off Mike "builds cruisers" for Waldo SO, Stockton PD and Belfast PD. That hands on knowledge of radios and transmitters serves us well nitty gritty radio problems. Mike has served as TAC and LASO for our agency for several years. In 2018, he completed the Accreditation Managers Course for NCMEC. In the year 2019, he not only completed the NENA CMCP certification but become one of two of our Supervisors to Complete the Spillman SAA certification. Mike also serves on the Operation Game Thief Board of Directors.

Just last year he became our second and I believe the state's newest NENA ENP. A position he is especially proud to achieve.

Mike uses his easy-going personality to be effective as one of our supervisors. He is actively engaged in the planning and building out of Waldo RCC's new tower project which he vows to see the end of it. Mike is a great asset to our wonderful career and practices that dedication on a daily basis. He also spends time helping to distribute donated food boxes to our Friendly Callers and other needy citizens of Waldo County.

For all this, I proudly nominate Mike as NENA's Supervisor of the Year for 2020.

Director/Operations Manager of the Year

Cumberland County Regional Communications Center, Melinda Fairbrother-Dyer, Deputy Director

In February/March of last year, Melinda's job title was QA Specialist but she was also serving as "acting" Deputy Director at the time. When the Pandemic hit, Melinda spent countless hours learning about the virus, best practices for the workplace, facilitating ways that employees could practice social distancing, creating a space in our facility that could be used as a backup center for any other center in the area whom needed to evacuate for deep cleaning, participating in weekly conference calls with Maine EMS and Maine CDC, and most importantly reassuring and reminding our staff to take care of their own mental health during this crazy time. After the return of the Deputy Director Melinda resumed her role as QA specialist but remained "in charge of all things COVID". The weekly conference calls still continued. The reassurance to the staff continued. Procedures on how call takers were to interrogate callers seemed to change at least daily, and in some cases hourly, while we all settled in and tried to navigate this new normal. Melinda continued to be the rock that some of us needed in order continue to return to work day after day.

In June, when the CCRCC Director was out on leave, Melinda again was thrown into the role of "acting" Deputy Director. August brought the retirement of Bill Holmes at which time Melinda was appointed to the position of "interim Deputy Director" by the County Manager though at through at least the end of the year.

During this time, Melinda continued to immerse herself with all things COVID. She continued to provide positivity and reassurance to our staff that CCRCC was doing everything we could keep our staff safe while at work. Melinda continued to share information from the CDC with staff. She continued to emphasize that each person's mental health was important and provided avenues for outlet. But Melinda also jumped into a role of supporting and encouraging the supervisory team. She facilitated weekly conference calls and encouraged communication amongst the supervisors. Melinda is the type of leader who will drop everything she's doing in order to help you work through an issue and come up with a fair solution. She is a person who can be counted on in any situation to provide her honest opinion (whether you really want it or not). She can also be counted on to follow through with an idea or situation in a timely manner. For these reasons, CCRCC would like to nominate Melinda Fairbrother-Dyer for Maine NENA Director/Operations Manager of the year for 2020.

Oxford County Regional Communications Center, Donnie Durrah, Director

As we all know, this past year has been one of the hardest and craziest for all. When Covid 19 hit, it caused multiple changes, not just for people outside of work, but for those who still had the privilege of keeping our jobs. One of the challenges that we were hit with was that our Director and Dep Director have agreed that working from home was the best course of action. Even though they were not physically here in the office, every day at the time they would normally be here you would find them online ready to assist the staff anyway needed.

During the pandemic, there have been several occasions that an employee has had to be out. Whether it be to an exposure of symptoms, there was one thing you could guarantee; Donnie would be calling to check in on you. Donnie is always telling us "let me know if you need anything". He has made sure that we are updated daily on changes due to Covid. He makes sure that we know where the testing sights are, and made sure that we are well stocked with the appropriate cleaning supplies, gloves, facemasks and anything else that were needed. Also, we can always count on receiving frequent email from Donnie, and Geff praising the staff for their hard work, as well as adapting to the changes and adjusting as well as we could.

I nominate Donnie, our Director for Director of Year; he made work go so smoothly and had words of encouragement every day. He may not have been in the facility but he made sure communications was always open and available. I found that greatly appreciated.

Critical Incident of the Year

Brunswick Police Department Communications

Brian Gregoire – Communications Officer, Natasha Russell – Communications Officer, Arthur Frizzle – Communications Officer & Rebecca Blier-Carter – Communications Officer

January 27th, 2020 @ 0018hrs

I would like to recognize CO Brian Gregoire and CO Natasha Russell (no longer employed) for the quick thinking, rapid information gathering and dispatch for a firearms related incident. Their calmness and quick thinking set the pace for an incident that had the ability to take a turn for the worse at any given moment. Also CO Arthur Frizzle and CO Rebecca Blier Carter as the call continued thru shift change with new demands on attention and time of communications personnel.

The incident which began just after midnight 1/27/20 safely ended with a male who had barricaded himself in a room with loaded weapons taken into custody. This is another example of the efforts of a communications (dispatch center) to work efficiently and as part of a team effort to ensure we all go home safely at the end of the day!

Cumberland County RCC

Erin Pelletier – Communications Officer & Nicole Sewell – Communications Officer

On July 27 2020, just prior to 1530 hours, CCRCC received multiple 9-1-1 calls regarding what was initially reported as a “water rescue” situation with two subjects in distress in the ocean off the coast of Harpswell. Communications Officer Nicole Sewell received one of these calls from a female who was on scene and able to provide live updates and first-hand information. Just a few short minutes into the call, Nicole’s caller was able to observe and relay that one female in the water appeared to have significant trauma; the caller further indicated that she believed the injury may be the result of a shark attack. Throughout the 9-1-1 call, Nicole listened intently to the caller’s statements and updates. She added the updates to the CAD immediately. Nicole took control of the conversation by explaining her actions, providing instructions and reassuring the caller who was witnessing a very chaotic incident with many onlookers. Nicole addressed all safety concerns that she was able to, as it was clear that the swimmers and citizen rescuers were in danger of the potential ocean predator. When responders arrived, Nicole was thorough in gathering the calling party’s information as this was a very active scene and her witness statement may be necessary.

Erin Pelletier was the “Officer in Charge” this day because the supervisor assigned to this shift had taken a holiday. Erin was operating a PD desk for this shift. As soon as she realized the need, Erin transitioned her PD assignment to another dispatcher in order to be able to tone out this call for Harpswell. She effectively had complete control of this call from the very beginning. Erin provided updates to responders when pertinent and made sure everyone was aware as the information changed. Her calm and professional demeanor was perfect for keeping this high-stress, unusual call running smoothly.

During this very rare and traumatizing incident, Nicole and Erin both exemplified what it means to be the “calm and competent voice”. They both used their experience, training and empathy to navigate not only the 9-1-1 call, but also the dispatch center through the eyes of the witness. For these reasons, Nicole Sewell and Erin Pelletier should be considered as the recipient of the 2020 Critical Incident Award as representation of this agency and the state of Maine.

DPS Houlton RCC

Alicia Royal – Emergency Communications Specialist

On 12/10/2020, ECS Alicia Royal took a 911 call from an elderly male stating he is having a heart attack. The caller was having a hard time hearing Alicia when she was trying to get his address and the only thing she heard him say was 991 and then the caller hung up. Alicia could not call the number back because the male called from a deactivated cell phone. The elderly male called back again and Alicia was not able to get an address from him when the call was lost again but the male did say that he was going to die if she did not get help to him. Alicia did a search in the CAD system using the little information she had for an address and the town where the cell phone tower was that the caller hit off of. Alicia also did an exigent circumstance form but getting location information from a deactivated phone usually doesn't happen. Alicia contacted the Aroostook County Sheriff's Dept. to see if they had any possible calls similar to this to try to obtain any information she could about the caller. Alicia found an address for an elderly male for a rescue call and called ARSO back asking if they can send an ambulance to the address that she found, not knowing if it was the actual address or not. This ended up being the correct address and the patient was transported to the hospital and lived. Had Alicia not searched and looked for information as hard as she did, this call could have turned out a lot differently.

I was proud to be Alicia's partner that day, as I am every day. Alicia is a true silent hero, she helps me to be a better person every day and she truly cares about the public. This is just one of the many things that Alicia does daily and doesn't expect anything in return or a pat on the back.

Penobscot RCC

Josh Lilley – Deputy Director, Brad Fitzgerald – Supervisor, Betty Stone - Supervisor, Elizabeth Ryan – Supervisor, Brittany Russell – Senior Operator, Blake Miller – Senior Operator, Mike Surdick – Dispatcher, Toni Davis – Dispatcher, Jonathan Chiasson – Dispatcher, Tim Hall – Dispatcher, JaShelle Colson – Dispatcher, Jacob Hammond – Dispatcher, Rebecca Ireland – Dispatcher, Ryan Auffant – Dispatcher, Michaelle Day – Dispatcher, William Lovejoy – Dispatcher, McKenzie Madden – Call-Taker, & Sara Rogers – Call-Taker

On the morning of April 10, 2020, a severe winter storm came through the State of Maine with heavy snow and high winds. By 0130, most of our radio towers were down and approximately 30 calls were backlogged with no way to be dispatched. The backup center was activated and calls started flowing smoothly again. Staff was called in early to help with the increased work. Everyone pitched in to ensure that calls were handled as quickly as possible and staff members worked extremely long hours that day. In just 16 hours they handled 1933 calls for service. Each and every person went above and beyond on this day.



Maine NENA Conference

October 19-21, 2021

DoubleTree South Portland

Portland Regional Communications Center

Supv. Brian Cole, Supv. Cheryl Webster, Supv. Jennifer Lee, Dispatcher Jessie Lemieux, Dispatcher Patrick Hastings, Dispatcher Peter Googins, Dispatcher Nicole Tremblay, Dispatcher Melissa Napalitano, Dispatcher Genette Cardullo-Branco & Dispatcher Allyson Hildreth

On June 1, 2020, the Portland Regional Communications Center staff were involved in one of the biggest responses to a call that the center had seen. The previous afternoon, there had been a largely peaceful protest in Portland, that did end with some graffiti to the outside of the station. On the evening on June 1st, the Portland PD had planned and were prepared to respond to a second planned protest at the police station. Multiple agencies/hundreds of mutual aid officers responded to assist with the situation as it unfolded. From 1847hrs until 0154hrs, the dispatchers on duty worked to ensure the safety of not only the officers that they worked with daily, but also the officers that had responded to assist.

Early in the protest, the protesters became mobile with Portland Police officers, State Police, South Portland, and Cumberland County Sheriffs providing traffic control and assistance. As the march began to return to the police station, multiple cruisers were surrounded by angry protesters. Officers were radioing in that they were surrounded on multiple channels and were in need of assistance. Dispatchers ensured that their calls for help were heard and that officers on foot patrols and in other cruisers were sent to assist.

Once the group returned to the station, the protest was occurring just on the other side of a single brick wall from where the dispatchers sat providing support and assistance. The dispatchers could hear the chants, and even smell the bodily fluid that had been thrown at the officers on the line at one point, which was just feet from the center.

As the night progressed, the dispatchers monitored not only the radio traffic on their primary channel, but also on statewide. They also monitored the cameras surrounding the police station, providing vital information to officers on the street when needed. It was a team effort that led to a successful conclusion to the night within the center.

Somerset Regional Communications Center

Supervisor Garrett Buzzell, Dispatcher Kelly Putnam and Dispatcher Chris Ross

On October 22, 2020 at 1314 hours, Supervisor Garrett Buzzell took a 9-1-1 call from the New Balance Factory in Skowhegan reporting they had two employees complaining of shortness of breath with potentially more affected and that they were evacuating the building. Some of the employees were also reporting that their skin and eyes were burning. As Supervisor Buzzell continued the call, Dispatchers Kelly Putnam and Chris Ross started EMS, Fire, and Police to the location. While responders were enroute, the caller indicated that there were at least five more patients bringing the total to at least seven. Immediately Supervisor Buzzell relayed to his co-workers to start Waterville and SAPPU Hazmat teams to the scene. Multiple EMS from inside the County were dispatched as well as Delta from Kennebec County. 11 minutes into the original call the caller indicated that they were up to at least 16 total patients and there was still potentially more that they had not been in contact with. Skowhegan Fire immediately requested the DST from Augusta Fire. At this point, they had dispatched three individual hazmat teams and were starting Augusta EMS, Harmony Ambulance, Anson-Madison Ambulance, and ambulance services to cover the areas left open by the large response. In addition, Fairfield, Madison, Norridgewock, and Waterville Fire Departments had been dispatched directly to the scene and other units moved up to cover the lack of coverage caused by the wide scale response. The dispatchers had also advised the emergency rooms at Redington-Fairview for evaluation. At 1427 hours, Redington-Fairview called to advise that the first patient was stable and to please relay that to IC. In the meantime, Dispatchers were fielding media requests and advising of the designated staging area for the media. In total, over 15 departments with multiple apparatus per department were dispatched to the scene. The Dispatchers continued to provide support for the incident, track the units being released, and monitoring on-scene requests until the last unit was released at 2131 hours.