

Milford Area Communications Center

1 Union Square, Town Hall, 4th Floor, Milford, NH 03055

~ 2011 REPORT ~

The Milford Area Communications Center (MACC Base) had a very successful 2011. The Center provides centralized emergency dispatch services for the towns of Milford, Mont Vernon and Wilton. These services include emergency radio and telephone communications for ambulance, fire, police, public works and emergency management agencies within those towns. MACC also provides emergency ambulance dispatching services for the Wilton Ambulance Service to their additional service towns of Lyndeborough & Temple. Further, MACC serves as a backup communications center for the towns of Amherst, Brookline & Hollis.

This year, MACC Base dispatchers handled nearly thirty-two thousand calls for service for the various emergency agencies that it serves. Calls ranged from structure fires and multivehicle accidents, affecting many people, to police calls involving a single victim. It is the emergency dispatcher's responsibility to properly assess a crisis, to insure the proper personnel and equipment are sent to handle the problem, and to monitor the situation until the emergency has passed. Contrary to a common misconception, 911 operators in Concord & Laconia are not responsible for providing emergency dispatching, the 911 operator's role is to route calls to emergency dispatchers at MACC Base. It is MACC Base personnel who ultimately dispatch the calls for service and who interact directly with both the public and the responding emergency personnel.

In June, long time Senior Dispatcher Nelson Taylor left full-time employment with MACC to pursue a career in the private sector. Nel has been a valuable asset through the years and continues on with us on a part-time basis.

On October 31st, MACC Base said goodbye to its Director of five years, former Mont Vernon Police Chief, Mark Schultz. Mark left to retire from public service, thirty-seven years to the day after he first began as a part-time Police Officer in Milford. The Board of Governors found a suitable replacement for the Director's position and promoted Captain Jason Johnson. Director Johnson has served with MACC Base in a variety of roles, full-time Dispatcher, Training Officer, and Supervisor since 1998. Matthew Bradley, a five year veteran of MACC, has been promoted to the rank of Captain.

Emergency dispatchers routinely deal with callers when situations are at their worst, and at times when those citizens need competent professionals to solve their personal crisis. It takes a very special person to provide and maintain these professional standards, and MACC Base is privileged to have a dedicated group of professionals standing vigil over the communities it serves. We look forward to another year of dedicated service to the emergency services and to the people of the Souhegan Valley.

Respectfully submitted, Jason R. Johnson, Director