

# Milford Area Communications Center

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

## ~ 2012 REPORT ~

The Milford Area Communication Center (MACC Base) had a very productive 2012. 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, and Hollis.

This year, MACC Base dispatchers handled over fifty-six thousand calls for service for the various emergency agencies that it serves. Calls ranged from structure fires and multi-vehicle accidents, affecting many people, to police or medical calls involving a single victim. It is the emergency dispatcher's responsibility to properly assess a crisis, to ensure 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 dispatch; 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.

This year, our dispatchers participated in a variety of training offered throughout the state. Captain Matt Bradley was certified as our newest APCO Communications Training Officer. Some of the training attended this year by our Dispatchers includes: Crisis Negotiations for Telecommunicators, Disaster Operations, Active Shooter scenarios, and Advanced NCIC Training for Dispatchers. Most of our staff also have skills on the other end of the radio. We presently have 5 current & 2 former firefighters, 1 retired & 2 former police officers, 2 current paramedics & 1 current EMT-I. Our experiences in public safety, on both ends of the radio, provide our communities with a staff with over 100 years of emergency services experience.

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 the people of the Souhegan Valley.

Respectfully submitted,

Jason R. Johnson, Director