

MILFORD AREA COMMUNICATION CENTER

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The Milford Area Communication Center (MACC Base) had a very busy 2014. We upgraded our Police records software to integrate the ongoing records for the 3 towns into a centralized system to improve efficiency & reduce redundant recordkeeping. We are completing a project with Milford Fire to streamline information sharing between MACC & MFD units on scene at incidents. Our budget committee has approved the purchase of new radio consoles in 2015 to replace our present units owned by the town of Milford.

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 and Temple. Further, MACC serves as a backup communications center for the towns of Amherst, Brookline and Hollis.

This year, MACC Base dispatchers handled over sixty-two thousand calls for service for the various emergency agencies that we serve. Calls ranged from structure fires and multi-vehicle accidents, affecting many people and emergency responders, to police or medical emergencies 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 and 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.

This year we had some staffing changes: Training Officer Jared Hyde was promoted to Captain following Matt Bradley's leaving full-time employment at the center to pursue a career at PSNH. Matt has remained as a valued part-time employee. Dispatchers Nick Webster and Jeremy Chartier joined the center as full-time employees. Retired USCG CWO3 Jim Hammond has been brought in as a part-time employee and is proving to be a valuable addition to our staff. Our dispatchers participated in a variety of training offered throughout New England during 2014. Most of our staff also has experience on the other end of the radio as well. We presently have 4 current and 2 former firefighters, 1 retired and 2 former police officers, 1 current EMT and 1 current paramedic. Our experiences in public safety, on both ends of the radio provide our communities a dispatch center with a collective 200+ 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