

MILFORD AREA COMMUNICATION CENTER

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The Milford Area Communication Center (MACC Base), had our busiest year yet in 2015. We upgraded our dispatch consoles to the Motorola MCC5500 models used throughout the area. In addition to replacing the aging consoles, this also gives us a commonality of hardware with our neighboring dispatch centers in Amherst, Hollis, & Bedford. For 2016, we are beginning to build out from the dispatch center, improving and modernizing our infrastructure at each of our remote transmitter sites to improve coverage and safety for all the communities we serve.

The center provides centralized emergency dispatch services for the towns of Milford, Mont Vernon, and Wilton. For 2016, we are welcoming the Lyndeborough Police Department back into the MACC Base family. The services we provide 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 under seventy-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 & emergency responders, to police and 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 & Laconia are not responsible for providing emergency dispatching; the 911 operator's role is to route calls to emergency dispatchers at MACC Base and handle the medical pre-arrival instructions to callers until emergency services are on scene. 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 retained all of our full-time staff, while adding to our ranks of part-timers. This year we had our first intern from Milford High School. Cassidy Walker completed her senior project on our organization, and shortly after graduation applied and was hired here as a part time employee. This year we also brought New Boston Firefighter Chris Kelleher and Mont Vernon Police Sergeant Aaron Daigneault on as part time employees. Our dispatchers participated in a variety of training offered throughout New England during 2015. Most of our staff also has experience on the other end of the radio as well. We presently have 5 current & 2 former firefighters, 1 active, 1 retired & 2 former police officers, 1 current EMT & 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

Police * EMS * Fire * DPW * Emergency Management