

**MINUTES OF THE MEETING OF THE BOARD OF GOVERNORS OF THE  
MILFORD AREA COMMUNICATIONS CENTER  
VIA ZOOM (AMIDST THE GOVERNOR COVID-19 INSTRUCTIONS)**  
April 27, 2021

**PRESENT:** Jay Wilson, BOG Chairman, Town of Mont Vernon  
Craig Frye, BOG Vice Chairman, Town of Milford  
Eric Olesen, BOG Member, Town of Wilton  
Darlene Bouffard, Recording Secretary

**EXCUSED:** Jason Johnson, MACC Director

**1. Call to Order:** Jay Wilson called the meeting to order at 9:30 a.m.

**2. Approval of Minutes:** There were no minutes reviewed at this meeting.

**3. Old Business:**

**4. New Business:** K. Kokko was recognized to present her findings since the last BOG meeting. J. Wilson made K. Kokko the host on zoom and she presented her findings. K. Kokko indicated that she did not send out this presentation to members but will send it out after this meeting today, as it includes additional information. A survey has been drafted to ask for more information on what other dispatch centers do. There are twelve districts total, she has reached out to all of them. E. Olesen asked if she has heard from the Vermont and Maine contacts? K. Kokko has heard from ME but not VT; she needs a point of contact for VT. In NH there are 68 dispatch centers and she is confirming the model they are using and if they have shared governance. A list provided by the Dispatch Association includes towns that do not have their own center. Data was looked at a couple of different ways, the other management model is a group management philosophy. UNH dispatches for communities and recently went through something that might be of interest to MACC.

C. Frye said MACC might be unique because we have Police, Fire, Ambulance and DPW where most ambulance service is covered under Fire. C. Frye wants to get the one that is closest to what MACC has. J. Wilson said it is still a mess in different areas that run Medical Response. K. Kokko said what is unique to MACC is the multi-jurisdiction and multi-agency. We are looking at 19,000-20,000 population services. MACC services about 24,000 people (with the multiple towns). No single dispatch hits all the points. MACC is both multi-agency and multi-jurisdiction. The Northern center crosses State borders and the Canadian border. There are none that is directly comparable to MACC. Colebrook has shared governance but there is not a perfect fit anywhere. The governance models in NH that are closest are in Colebrook with an IMA and then Grafton County with multi-agencies and jurisdiction. The UNH situation is different but they are dispatching for other communities and agencies, that experience could be helpful. Durham went to a County dispatch.

J. Wilson said depending on what is after Town Meeting, the Mont Vernon is going to review the IMA, so looking at Colebrook might help. Concord has a BOG that answers directly to the Communications Chief and they are based on different populations. K. Kokko continued that Carroll County is interesting and somewhat like MACC in population and services being served. Would the BOG like to digest this information before asking any questions or raising different concerns? C. Frye said he would, some of his questions have been answered, if we have the presentation to review and for the next presentation if you can send it to the BOG a few days prior to the meeting, they can formulate any questions to ask at the meeting. J. Wilson asked that the presentation also be sent to Darlene to include in today's minutes as an addendum. J. Wilson asked if K. Kokko could get the cost structures? K. Kokko said she is focused on certain centers for cost, specifically Grafton and Carroll Counties, that information is being collected for the next meeting. Colebrook has done an overhaul and she is very helpful in sharing that information with K. Kokko. Once the by-laws are in place, you need to get approval from the Fire Marshall who considers the Fire Protection of the districts. If the Fire Marshall does not support it, it would be detrimental; but after an approval, members of the Board of Directors are elected and Executive Board members are put in place and then it goes to the Attorney General for approval. This all gets done according to State statute. The organization would be in an active standing with the Secretary of State office which gives the organization standing for applying for grants through a 501c(3).

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J. Wilson asked if BOG members can collect questions by next Tuesday May 4, we can get them to K. Kokko based on today's presentation, then we will get the questions to her to talk with legal counsel. K. Kokko is looking at the 2009 MACC by-laws. C. Frye asked if a meeting should be held May 5? J. Wilson said it should be May 5 or May 6. All agreed to have a meeting Thursday May 6 at 9:30. It will be a regular meeting followed by a work session for the information review and to discuss what will be sent to counsel for questions. E. Olesen confirmed today's Powerpoint will be sent by the end of today, to which K. Kokko said that is correct.

Kim Roberge asked that the presentation also be sent to selectmen. J. Wilson said the presentation will be sent to the BOG who will then forward to the selectmen in their own towns. Chief Nourse asked if all emergency departments could also be sent the information. J. Wilson indicated the town Board of Governors representatives will be responsible to get the information to Department Heads and BOS members. C. Frye said at the last work session, did we talk about the Policy Manual and Employee Manual? J. Wilson said that was all given to Darlene who will have it ready by May 10 to put on a work session at the end of May.

**6. Public Comments:** J. Wilson asked for public comments. There were no other comments.

**7. Items not on the agenda –**

**8. Non-Public** – There was no non-public discussion today.

**9. Announcements** – The next meeting will be May 6, 9:30 via Zoom.

The meeting was adjourned at 10:23 a.m. on motion made by C. Frye, seconded by E. Olesen. C. Frye yes; E. Olesen yes; J. Wilson yes.

Respectfully Submitted,

Darlene J. Bouffard  
Recording Secretary

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Chairman, Jay Wilson

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Vice Chairman, Craig Frye

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Member, Eric Olesen

**THE MINUTES OF THE 4/27/2021 BOG WERE APPROVED \_\_\_\_\_**