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**MINUTES OF  
THE BOARD OF GOVERNORS OF THE  
MILFORD AREA COMMUNICATIONS CENTER (MACC)  
November 19, 2025**

**PRESENT:** Craig Frye, BOG Chairman, Town of Milford  
Aaron Daigneault, BOG Vice Chair, Town of Mont Vernon  
John Frechette, BOG Member, Town of Wilton  
Ray Anderson, MACC Director

1. **CALL TO ORDER:** C. Frye called the MACC Board of Governors meeting to order at 6:00 p.m. with C. Frye of Milford, J. Frechette of Wilton and A. Daigneault of Mont Vernon. The meeting was held in the MACC Director's office at Milford Town Hall. R. Anderson indicated that he would review the budget line by line and if there are questions, they can be asked as he moves through the budget.
2. **CY 2026 Budget Presentation:** Director Anderson went through the budget line item by line item and explained a general overview of the line and its use, the anticipated increase or decrease for the CY2026 budget as prepared. Director Anderson gave an in depth presentation on the staffing needs of the center and the inclusion of an additional full-time dispatcher in the proposed CY2026 budget. The added staff member will be inserted into the dispatcher schedule allowing existing staff to be moved to create more 2 dispatcher coverage periods that support increased call volume on weekdays between the hours of 0700 and 1100. It was shown through data that between the hours of 0600 and 1100, a period that represents 20% of the day accounts for 28% or more of the daily call volume. The added staff will help increase 2-person dispatcher coverage to accommodate this call volume activity. Additionally, the proposed CY2026 budget includes an employee incentive program for shift differential that will compensate staff working the 1700 to 0300 shift an extra 50 cents per hour worked of that shift and an extra \$1.00 per hour work of the 2100-0700 hour shift. The additional full time staff member is only funded beginning April 1, 2026, and will be funded for an entire year beginning in 2027. The overall budget increase from 2025 to 2026 as proposed is 4.06%
3. **Updates from the Director:** R. Anderson updated the board on the previously proposed conference table & chair replacement project. After inquiring with the vendor if the chairs had expandable and adjustable arm rest to accommodate person wearing duty belts, it was noted that there would be an increase in price for chairs that had these features. After a brief discussion Director Anderson noted to the board the original motion authorizing the expenditure of funds for this projects was for the exact amount of the project quote, Director Anderson requested a motion to increase the authorized expenditure on this project by \$250 citing the added cost of chairs that were discussed. C. Frye moved to adjust the authorized expenditure amount for the new cost of chairs, to increase the amount by \$250. J. Frechette seconded. All were in favor. C. Frye Milford, in favor; A. Daigneault Mont Vernon in favor, J. Frechette Wilton in favor.
4. **ADJOURNMENT:** C. Frye moved to adjourn the meeting at 7:01 p.m. J. Frechette seconded. A. Daigneault Mont Vernon in favor; J. Frechette Wilton in favor; C. Frye Milford in favor. Motion passed.

Respectfully Submitted,

Darlene J. Bouffard  
Recording Secretary

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~~Chairman, Craig Faye - Milford~~ *Craig Faye 12/17/25*

~~Vice Chair, Aaron Daigneault - Mont Vernon~~ *17 Dec 25*

~~Member, John Frechette - Wilton~~ *12/17/2025 WILSON*

THE MINUTES OF THE 11/19/2025 MACC BOG WERE APPROVED *20251217*