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**MINUTES OF
THE BOARD OF GOVERNORS OF THE
MILFORD AREA COMMUNICATIONS CENTER (MACC)
December 17, 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 10:13 a.m. with C. Frye of Milford, J. Frechette of Wilton and A. Daigneault of Mont Vernon. The meeting was held in the BOS meeting room at Milford Town Hall.
2. **APPROVAL OF MINUTES:** The minutes up for review and approval are for November 5, November 19, and December 3, 2025. C. Frye asked if there are any changes to the minutes. There were a few minor corrections on November 19, Cash should say Case. Line 81, federal hill should be capitalized Federal Hill. In the December 3 meeting, it was very quick and we had not even taken off our jackets; C. Frye noted that the start and end times need to be stated in the minutes per the new RSA language. A. Daigneault moved to approve the minutes of November 5, November 19 and December 3 minutes as amended. J. Frechette seconded. A. Daigneault, Mont Vernon, in favor; J. Frechette, Wilton, in favor and C. Frye, Milford, in favor. Motion passed.
3. **UPDATES FROM DIRECTOR:** C. Frye asked for the bank statements/registers printouts. At the next BOG meeting, R. Anderson will provide the expense reports that are expanded out. The statements were passed around for review and signature. The phone project quote just came in this morning and will be presented at the next meeting. Tonight R. Anderson will be attending the Greenfield meeting. The MACC dispatchers have asked if the office can be painted and will paint it themselves and the MACC logo will also be added to one wall. R. Anderson said a new conference table will be delivered by the end of 2025. The old table will be removed and may need to be cut into pieces if needed. The financial review (audit) will be started January 21 2026, and will take a few months to get through.
4. **OLD BUSINESS:** There was no old business update.
5. **NEW BUSINESS:** The phone proposal is ready to go, R. Anderson indicated the proposal is for an overhaul of the MACC phone system, a list of what is needed for the project has been compiled, Bluetooth headsets will only work with the telephones not the radios. The system is built according to the needs of MACC. He would like to add a cell phone to each of the work station as a redundancy, which would be paid for out the savings from the new phone system. The E911 side will have two redundancy systems. C. Frye asked about the copper lines that were noted in the last meeting. R. Anderson responded by explaining where a phone line will go if there is a busy phone line. The 3-way calling feature was explained by R. Anderson and that it could be done with the new phone system. There will still be copper lines in existence. The funds for this project need to be encumbered in 2025.

C. Frye moved to encumber the 2025 funds into 2026 not to exceed \$16,000 unless it is brought back to the BOG. J. Frechette seconded. A. Daigneault, Mont Vernon, in favor; J. Frechette, Wilton, in favor and C. Frye, Milford, in favor. Motion passed. A. Daigneault asked if it is anticipated to find problems in the phone system in this old building? C. Frye said yes he does expect problems to be uncovered. J. Frechette said he appreciates that the proposal was increased to \$16,000, but is it anticipated to increase in 2026 for new rates? R. Anderson said that it was made clear that this would not be done by 2025 but go into next year, so he believes the prices quoted were for next year. J. Frechette thinks the motion should be changed to \$17,000, all agreed, there may be unforeseen issues. C. Frye cancelled the first motion for \$16,000. C. Frye moved to encumber the 2025 funds into 2026 for the upgraded MACC phone system not to exceed \$17,000 unless it is brought back to the BOG for explanation. A. Daigneault seconded. A. Daigneault, Mont Vernon, in favor; J. Frechette, Wilton, in favor and C. Frye, Milford, in favor. Motion passed. R. Anderson indicated that the project will begin in Quarter one of 2026 will result in further savings.

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6. TOWNS REPORTS, UPDATES & PLANNING:

Milford (member): Federal Hill is moving along, there will be monitoring systems added to that site. MACC will know if the batteries are running low and connect to Crown Castle and this will benefit all towns. C. Frye said he is hoping that everything is done in Dec/Jan and then start adding cameras, etc.

Mont Vernon (member): Nothing to report.

Wilton (member): Nothing new to report.

Lyndeborough (customer): Nothing to report, other than one customer called 911 for a non-911 issue.

Greenfield (customer): not in attendance at this meeting

There was a discussion about the use of 911 and whether or not a dispatcher is able to tell a citizen that a situation does not warrant calling 911. R. Anderson commented that there does need to be more public outreach about using E911 and what constitutes an emergency. A common experience with younger generations is the lack of over the phone conversations which creates communications barriers. ~~Younger~~ ^{Younger} generations primarily communicate via text message and other messaging services but do not talk on the phone often.

7. ITEMS NOT ON THE AGENDA: C. Gentry suggested that a video be done to introduce what MACC is and does so that the public can understand what it does and where it is; there could be an explanation of E911 uses included as well.

8. PUBLIC COMMENTS: None


9. ANNOUNCEMENTS: The regular MACC Base Board of Governors meeting is scheduled for January 21 as the next regular BOG meeting and then February 18, 2026, possibly at the new conference table in his office.

10. NON-PUBLIC SESSION: No non-public needed

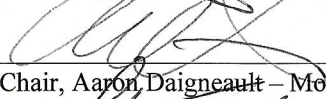
J. Frechette moved to adjourn at 10:58 am. A. Daigneault seconded. A. Daigneault, Mont Vernon, in favor; J. Frechette, Wilton, in favor and C. Frye, Milford, in favor. Motion passed.

Respectfully Submitted,

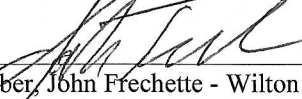
Darlene J. Bouffard
Recording Secretary


Chairman, Craig Frye - Milford

Craig Frye 1/21/26


Vice Chair, Aaron Daigneault - Mont Vernon

21 January 26


Member, John Frechette - Wilton

1/21/2026

THE MINUTES OF THE 12/17/2025 MACC BOG WERE APPROVED _____