



THE 411 FROM NEW HAMPSHIRE 9-1-1

NH Division of Emergency Services and Communications | Public Information Office | DESCPIO@dos.nh.gov | 603-271-6911



FROM THE DESK OF DIRECTOR DOYLE

And just like that, we're into Fall and the holidays are right around the corner....and that also includes winter! I hope everyone enjoyed the summer and were able to spend some time with family and friends to reconnect and recharge.

Our Division has been busy supporting our Public Safety stakeholders across the state, while maintaining the highest level and quality of 9-1-1 services for Public Safety, residents and visitors alike. As with any successful operation, our Team of dedicated people are the reason we do what we do and why we do it so well...they are amazing!

Many of you know that our 9-1-1 call takers in our PSAP (Public Safety Answering Point) are the calming voice on the other end of the line when you call for help. However, there are as many folks in the Division who support them including our Mapping and Database, Administration, Information Technology, Field Representatives and our Radio Communications Teams....all of whom are dedicated to our mission: "To locate, communicate and connect people in an emergency with the help they need".

We're here to help. If you ever need us, know that we are just a phone call (or text) away from getting you the help you need.

On behalf of all of us here at DESC, we pass along our warmest wishes for a happy, and safe, holiday season and a wonderful New Year.

Stay safe!

Mark E. Doyle, Director
Division of Emergency Services and Communications

Hosting an event? Invite NH 911!

Our Public Outreach team loves to attend:

- CAREER FAIRS
- SCHOOL OUTINGS
- CLASSROOM EDUCATION
- COMMUNITY EVENTS
- LOCAL PUBLIC SAFETY EVENTS

DON'T SEE YOUR EVENT LISTED?
REACH OUT TO US!

DESCPIO@DOS.NH.GOV

YOU CAN TEXT 9-1-1 IN NEW HAMPSHIRE!

HOW:

Type 911 in the 'To' field

Type short description of the emergency (no pictures, videos, emojis or group texts)

Type exact location of the emergency

Answer 9-1-1 call taker's questions

Be brief and concise - Follow Instructions



WHEN:

If you are deaf, hard of hearing or have a speech disability

If you cannot speak due to an injury or medical condition

If you are in a dangerous situation and it's not safe to call

If you cannot make a call because of poor cellular service



If your battery is low

Visit: www.nh.gov/911 for more information



NH 911 Q4 2022 Newsletter

CALL SPOTLIGHT: DAVE HUGHES

On Sept. 1, 2022, 9-1-1 Assistant Supervisor Abigail Rider answered a 9-1-1 call for a man who had collapsed in his backyard. The caller, who was the patient's wife, explained her husband was working in the yard when he suddenly collapsed, and she did not believe he was breathing. Due to Rider's speedy examination and cardiac arrest recognition, she was able to notify Windham Police and EMS within 47 seconds of the call being received.

Six weeks later, Dave Hughes took to social media to share his positive outcome and thank the first responders who came to his aid.

"My family tells me that the hospital (staff) were initially not optimistic about my chances for full recovery, but they worked diligently to apply all means to get me back," he wrote in a post to the Windham NH Neighborly Connection Facebook Group. "On September 23, I was released from rehab with virtually no lasting effects."

NH 9-1-1 recently held a lifesaving celebration ceremony for Dave Hughes at the Incident Planning and Operations Center in Concord, where he had the opportunity to meet and thank the people who helped him in his time of need.



Dave and Wendy Hughes, of Windham, reunite with 9-1-1 dispatcher Abigail Rider and members of the Windham Police and Fire Departments.

MILLIGAN, SMITH INDUCTED INTO STORK CLUB

Congratulations to NH 9-1-1 telecommunicators Bronwen Smith and Emily Milligan, who both answered 9-1-1 calls in October and were on the line to each welcome a new baby girl. We commemorate these special occasions by inducting the lucky telecommunicators into the International Academies of Emergency Dispatch (IAED) Stork Club.

DID YOU KNOW?

The industry standard is for 90% of 9-1-1 calls to be answered in 10 seconds or less.

NH 9-1-1 achieves this for 99% of calls we receive.

911 CALL TIPS

Know your location and telephone number

These are the two most importance pieces of information you will need when dialing 9-1-1. Dispatchers will confirm this information so emergency crews know where to go and how to reach you.

Stay calm and listen to the dispatcher

Take a deep breath and try to maintain your composure. Our dispatchers are typing the information into a computer and it may seem to be taking a while. However, emergency services are already being sent while you are still on the line.

Do not hang up the call

Follow all instructions and do not hang up until directed to do so by the dispatcher. Our call-takers are Emergency Medical Dispatchers and are trained to provide patient care instructions until a higher level of care arrives on scene. Note: You may hear ringing and clicking when we notify your local agencies.

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REGISTER AEDS TODAY.
THEY COULD SAVE A LIFE TOMORROW.

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Questions? Please see our FAQ or email: aed@dos.nh.gov