

# THE 411 FROM NEW HAMPSHIRE 911



Division of Emergency Services and Communications

Our mission is to locate, communicate, and connect people

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



## FROM THE DESK OF DIRECTOR DOYLE

As we emerge from the Winter season, we think of spring and the upcoming summer months. However, we at DESC have been busy all winter long... upgrading our equipment in the local and regional communication centers, honing our protocols for our Emergency Medical Dispatchers and working hard to bolster our staffing of 911 Telecommunicators.

Many of you either worked through and/or were affected by the storms this winter. Power outages, road closures and communications challenges affected many mission-critical operational systems, including our Public Safety Radio Communications network. Our Radio Communications maintenance personnel worked throughout the storms to monitor, maintain and keep our emergency communications systems resilient throughout those weather events. In addition, our 911 Telecommunicators, who, as essential personnel always need to be ready to answer the call which requires them to be here away from their families during emergencies when they're needed most by our citizens.

The work of our IT team to support our 911 network of connections to our Communications centers and of our Mapping and Database teams never stopped, continuing to assisting local communities in the broadband expansion project across the state as well as updating the Governor's Task Force on School Safety on projects specific to our Division. Much of this work will continue throughout the spring and into the summer months as well. As always, reach out anytime you need help...Call if you can, Text if you can't...we'll get you the help you need without delay.

On behalf of all of us here at DESC, enjoy the upcoming spring season, welcome the warm(er) weather and as always, please stay safe!

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

Visit our new website:

## 911.nh.gov

KEEP UP WITH THE LATEST NEWS, VIDEOS,  
INFORMATION, AND MORE FROM  
NEW HAMPSHIRE 911!





# NH 911 Q1 2023 Newsletter

## NH 911 IN THE COMMUNITY

The Division's Public Information Office has had the privilege of visiting local school and community events throughout New Hampshire, teaching the public about the importance of calling 911 in an emergency.

Through the first three months of 2023, we have been fortunate enough to speak to the following groups, schools and events:

- Boy Scout Troop 1776, Daniel Webster Council
- Winchester School
- New Hampshire State Home Show
- Pioneer Junior Academy
- Country Village Montessori School
- Hooksett Memorial School
- Cawley Middle School
- Chichester Fire Department
- Merrimack Valley Middle School
- Garrison Elementary School
- Chester Academy
- Webster & Salisbury Elementary Schools
- Winnisquam Regional Middle School

**Invite NH 911 to your next event!**  
**DESCPIO@dos.nh.gov**



*DESC proudly unveiled the new look for its Community Outreach vehicle, featuring messaging from Cell Phone Sally and Red E. Fox, two of 911's beloved mascots.*

## MCCARTY, HOOVER INDUCTED INTO STORK CLUB

Congratulations to NH 911 telecommunicators Kathleen McCarty and Michelle Hoover, who both answered very special 911 calls in Q1, and were on the line to each welcome a baby girl into the world. We commemorate these special occasions by inducting the lucky telecommunicators into the International Academies of Emergency Dispatch (IAED) Stork Club.

## DID YOU KNOW?

According to the National Emergency Number Association (NENA), an estimated 240 million calls are made to 911 in the U.S. each year.

In 2022, NH 911 received 468,809 calls!

**OPEN HOUSE**  
In honor of National Public Safety Telecommunicator Week  
**Saturday, April 15, 2023**  
**11 AM - 1 PM**  
**50 Communications Drive, Laconia, NH 03246**

We invite you to visit our Laconia Public Safety Answering Point!

- Meet 911 Telecommunicators
- See how 911 calls are processed
- Tour the Incident Command Vehicle

**IN CONJUNCTION WITH LAKES REGION MUTUAL FIRE AID**

Visit [911.nh.gov](http://911.nh.gov) for more information

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