

HIGHLIGHTS

- Highly trained personnel
- Full-time Director of Communications; available 24x7
- 2 Communications Specialists on-duty 12 hours per day
- Professional development program for Communications Specialists
- Ongoing CQI program
- Mobile Command Post (Available upon request)
- Incident Dispatchers available to assist with fireground communications support
- Motorola Radio & Minitor Programming
- Dispatch & Incident Reporting capabilities
- Ability to design and create communications classes for continuing education
- Run card abilities (i.e. hazards, water supply, auto aid, special calls)
- GIS mapping integration with CAD
- Zetron fire station alerting
- State of the art CAD system

MISSION STATEMENT

The primary goal of the Derry Fire Department Communications Center is to efficiently and effectively dispatch emergency apparatus for the fire and emergency medical service departments of Derry, Auburn, Chester, Hampstead, and Windham. Additionally, it is the responsibility of the Derry Fire Department Communications Center to provide primary dispatching and support for the Southeastern New Hampshire Hazardous Materials Mutual Aid District.

DERRY FIRE DEPARTMENT

EMERGENCY COMMUNICATIONS CENTER

131 EAST BROADWAY
DERRY, NH 03038

www.derry-nh.org

Emergency: DIAL 911
Phone: 603-432-6121
Fax: 603-432-6752
E-mail: firealarm@ci.derry.nh.us

DERRY FIRE DEPARTMENT

EMERGENCY COMMUNICATIONS CENTER



*Proudly Serving Derry, Auburn,
Chester, Hampstead, Windham, &
Southeastern NH Hazardous
Materials Mutual Aid District*

INTRODUCTION

The Derry Fire Department Communications Center, also referred to as “Fire Alarm”, provides uninterrupted emergency dispatch communications for fire and emergency medical service departments. The center provides these services 24 hours a day, 7 days per week, and has proudly done so since its inception in 1982.

As we move into the 21st century with a new, state of the art communications center, our vision, under direction of the Fire Chief and Director of Communications, is to expand our scope of service, while continuing to provide quality service to the ever-growing population in Southern New Hampshire, utilizing the latest technologies in radio communications and interoperability, computer-aided dispatching, and GIS information systems.



INFRASTRUCTURE

The Communications Center is equipped with a Zetron touch screen dispatching console, that monitors 7 transmit and receive radio sites, and two receive-only sites. The center is complemented with the Zetron Model 26 fire station alerting system, which is used by Derry and Windham Fire Departments. The center also monitors two radio box receiver sites and a municipal 100 mil system, currently used by Derry and the contracted towns.

The Communications Center has multiple redundant backup systems for CAD, radio, and IT systems. The Communications Specialists are trained to operate in the Derry EOC, located offsite from the Communications Center, and can operate anywhere from the Town of Derry Mobile Command Post.

The Communications Center currently operates Red NMX dispatching CAD software, which houses dispatching information, incident reporting, preplans/site plans, water supply sources, run cards, inventory information, and other fire and EMS modules.

COMMUNICATIONS CENTER PERSONNEL

The Communications Center is maintained by motivated, highly trained, and skilled Communications Specialists.

Some Communications Specialists have been trained to operate at emergency scenes as Incident Dispatchers and are trained as DHS OEC Communications Unit Leaders.

Communications Specialists have obtained a variety of certifications including:

- APCO: Public Safety Telecommunicator; Training Officer
- IMSA: Public Safety Dispatcher
- FEMA: NIMS ICS-100, 200, 300
- DHS OEC: Communications Unit Leader
- NHFA: Firefighter 1 & 2, Haz-Mat Ops, Fire Inspector
- National Registry: EMT-B
- NFA: Incident Safety Officer

