

HIGHLIGHTS

- APCO Certified Project-33 Comm. Center.
- APCO Registered Public Safety Leader (Director)
- Highly trained personnel
- Full-time Director of Communications; available 24x7
- 2 Dispatchers on duty at peak hours
- Professional development program for Dispatchers
- Ongoing CQI program
- Mobile Incident Command Post
- Incident Dispatchers available to assist with fire ground communications support
- Motorola Radio & Minitor/Unication 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 (water supply/target

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, 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. We are also the primary Dispatch center for the Border Area Mutual Aid Group within the NH Statewide Fire Mobilization Plan.

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@derrynh.org

DERRY FIRE DEPARTMENT

EMERGENCY COMMUNICATIONS CENTER



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

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.

Our vision, under the guidance of the Fire Chief and Director of Communications, is to expand our services, while continuing to provide quality service to the towns we serve and their citizens utilizing the latest technologies in radio communications interoperability, computer-aided dispatch, and GIS information systems.



INFRASTRUCTURE

The Communications Center is equipped with a Zetron touch screen radio 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.

The Communications Center has multiple redundant backup systems for CAD, radio, and IT systems, along with a comprehensive COOP plan. The Dispatchers 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 Dispatchers.

Some Dispatchers have been trained to operate at emergency scenes as Incident Dispatchers .

Dispatchers have obtained a variety of certifications including but not limited to:

- APCO Registered Public Safety Leader
- APCO: Public Safety Telecommunicator. (instructor)
- APCO Communications Training Officer (instructor)
- IMSA: Public Safety Dispatcher (1,2)
- FEMA: NIMS ICS Compliant
- NHFA: Firefighter 1 & 2, Haz-Mat Ops, Fire Inspector
- National Registry: EMT-I
- NFA: Incident Safety Officer

