

The Town of Londonderry is situated in the Southeastern portion of New Hampshire and is bordered by the communities of Derry, Windham, Hudson, Litchfield, Auburn and Manchester.

The Town of Londonderry is forty-three square miles. Of these forty-three square miles, there are 15 miles of interstate miles, and 30 miles of state highway. We are also a host major airport in which serves over 3 million passengers and 185 million pounds of cargo annually, Public Utilities, and the Armed Forces Reserve Center which houses 800 military personnel.

Although Londonderry is primarily a suburban community, there are many significant businesses and infrastructures that have a substantial impact, not only around the airport, but around the community as a whole, on emergency services.

The Londonderry Fire Department is greatly impacted by this diverse industrial and suburban population. This population includes the protection of 2.2 billion dollars in property, a population of approximately 25,000, a student population of 5,000 along with transient population of approximately 10,000 people (business owners and employees, interstate travel, tourism, airport travel, etc.) It should also be noted that 61,800 cars per day use I-93 at exit four in Londonderry

## **Fire & Rescue Department**

### **Mission Statement**

To economically and efficiently, prevent or reduce the loss of life and property in Londonderry, resulting from fires, medical emergencies, disasters, and hazardous materials incidents.

To protect and maintain the well being of the community, and to respond to the need of its citizens in a professional and courteous manner.

The Primary Goal (mission) of the Fire/Rescue Department is to Protect Life and Property. In order to achieve this goal, there are three areas of necessary resources: Personnel, Facilities, and Emergency Vehicles and Equipment

The department operates under five divisions that utilize these resources, Administration, Operations, Fire Prevention, Communications, and Technical Services. Each division is assigned subsidiary goals and objectives to achieve our mission.

## **Divisional Summary of Responsibilities**

### **Administration**

The administration of the department is responsible for identifying and managing the resources necessary to achieve the mission of the department. This includes fiscal management, personnel administration, policy development, and planning. Currently, there are six (6) personnel assigned to the Administration division, the Fire Chief, Executive Assistant, and four (4) Captains who are also responsible for the Operations Division as well as other concurrent support service duties.

Londonderry has three fire stations that cover the community, which are geographically located for appropriate response times. Each station houses a “first-run” engine company and forestry unit. The main fire station (Central) additionally houses a heavy rescue truck, two ambulances, a command car, and an aerial platform truck. These vehicles are unique to certain tasks depending on the type of emergency, and are housed in a centralized location.

### **Operations**

The Operations Division is responsible for the response and mitigation to all emergencies. This is the service that will most likely have a direct effect on you and your family’s well-being and the quality of life in Londonderry. The Operations Division is the single most important resource to effect the mission of the department. Although Londonderry is primarily a residential community, other very significant types of businesses or infrastructure have a substantial impact on emergency services.

It is usually underestimated what impact an effective service can have on its residents, businesses, transient population, and the overall quality of life in Londonderry.

The Fire Department is a very labor-intensive service, which requires highly skilled and trained personnel. The diverse nature of our job requires Firefighters to perform life-saving techniques and various mitigation applications in many areas from medical emergencies to hazardous material incidents.

The department has forty (40) full-time Firefighters that are assigned to four (4) battalions. Currently there are ten Firefighters assigned to each battalion in order maintain a staffing level at each station. This allows Station One (North station) to have three (3) Firefighters on duty, Station

Two (South station) to have two (2) Firefighters on duty, and Central Station to have five (5) Firefighters on duty.

Every Firefighter of the department is at least EMT certified, and many members are Paramedic certified. Londonderry has one of the best Advanced Life Support EMS systems in state, with an excellent working relationship with the hospital's emergency departments. This service is the front-line of all medical treatment. The first few minutes of any EMS call can make a difference between life and death or the quality of life for many patients.

To coincide with the responsibilities of EMS, each member must also specialize in Hazardous Material Incident Response and Mitigation, Basic and Specialized Fire Suppression Techniques (Aircraft Firefighting), and other Technical Rescue Operations, which include but are not limited to: vehicle rescue, water rescue, heights rescue, and confined space rescue.

Airport travel alone is not unique to Londonderry and the Fire Department. Londonderry is the primary EMS provider for the airport, which includes single medical responses and mass casualty response. To coincide with EMS at the airport, Londonderry is responsible for the fire protection and hazard mitigation of the terminal, parking garage, fuel farms, and other special occupancies associated with the airport.

### **Fire Prevention**

The primary responsibility of the Fire Prevention Division is the prevention of fires and the minimization of hazards. Through plans review, site review, code enforcement, facility inspections, life safety inspections and enforcement, and scene investigations, the risk of potential hazards is greatly reduced.

The Fire Prevention division, inclusive of the above mentioned responsibilities, performs over 1,800 activities each year. Of these activities, there were multiple code violations that are corrected including life safety violations. (The single most important aspect of the Fire prevention Division) There is one (1) personnel assigned to the Fire Prevention division, a Fire Marshal who is responsible for the subsidiary goals and objectives as assigned.

## **Support Services**

As with any organization, support for the resources are needed to effect to mission. The Support Services Division is responsible for this. There are no additional personnel employed to this division. Rather, existing personnel are used in a concurrent capacity to fill this need. The coordinators associated with Technical Services are: EMS, Vehicle Repair/Maintenance, Station Repair/Maintenance and Supplies, Geographical Mapping/E911, Communication Repair/Maintenance, Hazardous Materials, Public Fire Education/Community Relations, Wellness/Fitness, Department Equipment, Training, and Emergency Management.

## **Communications**

The Communications Division is housed in the David A. Hicks Central station and is responsible for communications relative to normal business calls, emergency calls, alarm notifications, emergency fire and medical dispatch procedures, and other related emergency procedures.

This division is also responsible for the emergency and non-emergency statistical information, data input, report generation, fire and special permits, and emergency plan updates. This is where the emergency response process starts. Upon receiving notification of an emergency, the appropriate vehicles, equipment, and personnel are dispatched. All activities are then recorded until the emergency is concluded. Communications has four (4) full time and two (2) part time personnel assigned. All full time communications personnel are Certified Emergency Medical Dispatchers, able to provide pre-arrival instructions until emergency personnel arrive on scene. Londonderry is one of a few departments in the state where this form of advanced dispatching is available.

# Londonderry Fire Rescue

## Stations & Apparatus

### **Station 1**

20 Grenier Field Road

Engine 1

Forestry 1

Haz-Mat Team Command Support Unit

### **Station 2**

17 Young Road

Engine 2

Forestry 2

Medic 2 (mechanical reserve unit)

Engine 5 (mechanical reserve unit)

### **David A. Hicks Central Station**

Engine 3

Truck 1

Rescue 1

Medic 1

Medic 3

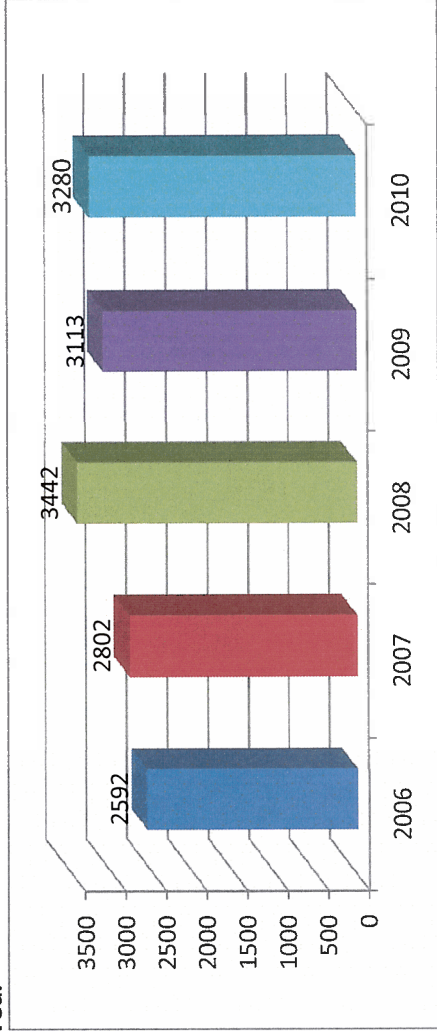
Forestry 3

Car 2

John Deere Gator

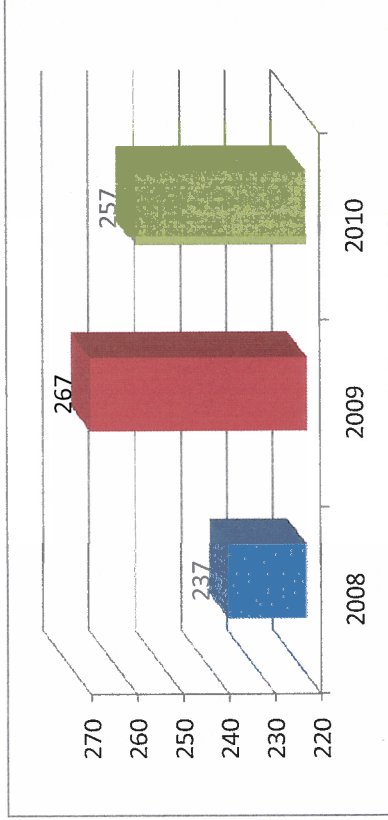
**Londonderry Fire Total Calls Per Year**

2006	2592
2007	2802
2008	3442
2009	3113
2010	3280



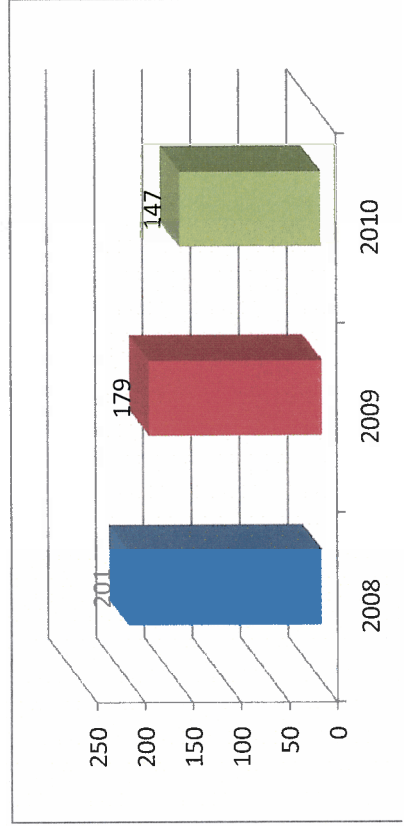
**MVA Calls Per Year**

2008	237
2009	267
2010	257



**Calls to 1 Airport Rd.**

2008	201
2009	179
2010	147



# FIRE

## Division: Communications

### Mission Statement:

The provision of efficient and professional communications by receiving and disseminating business calls, receiving alarms via telephone, radio signal, and other means, dispatching appropriate vehicles and equipment to emergencies, issuing permits, scheduling of inspections, providing data entry, calculating weather for the Division of Forests and Lands, and the provision of statistical information.

### Major Services/Responsibilities:

Maintain department radio communication equipment  
Provide dispatching and related clerical services.  
Data entry and documentation (NFIRS, SARA Title III reports)  
24-hour customer service for permits and general information  
Scheduling of code inspections

### Key Fiscal Year Objectives:

Maintain professional telephone and radio communications  
Reconfigure Communications room for efficiency  
Provide updated training to new EMD standards  
Update Standard operating guidelines

### Performance Measures:

Description	Actual	Actual	Actual	Projected	Projected
	FY-09	FY- 10	FY- 11	FY- 12	FY- 13
Communications Activity	30,548	33,450	38,066	40,106	40,200
% Personnel EMD Certified	80	80%	71%	85%	90%
North Station Responses	1251.00	1106	1093	1100	1100
South Station Responses	1467.00	1444	1407	1482	1480
Central Station Responses	724.00	724	631	628	630
Mutual Given	109.00	127	113	140	140
Mutual Received	157.00	144	115	92	92
Average Response Time	5.35	5.27	5.24	5.19	5.18
Avg. Resp Time Engine One	6.02	6.03	6.24	6.24	6.20
Avg. Resp Time Engine Two	5.03	5.03	5.01	5.00	5.00
Avg. Resp. Time Engine Three	5.15	5.00	4.46	4.40	4.40

## Fire Communications Division Budget

Division: 24 Fire Communications		FY10	FY11	FY12
100-23-24 4110	Regular Salaries	\$182,908.00	\$191,328.00	\$191,776.00
100-23-24 4120	Part-time Salaries	\$13,000.00	\$20,000.00	\$20,000.00
100-23-24 4135	Additional Personnel Salaries	\$0.00	\$0.00	\$0.00
100-23-24 4140	Overtime Salaries	\$25,882.00	\$26,658.00	\$27,458.00
100-23-24 4193	Holiday Salaries	\$7,400.00	\$7,400.00	\$8,851.00
100-23-24 4210	Health Ins Benefits	\$39,966.00	\$44,798.00	\$50,069.00
100-23-24 4215	Life Ins Benefits	\$4,083.00	\$3,473.00	\$3,473.00
100-23-24 4219	Dental Ins Benefits	\$4,194.00	\$4,370.00	\$4,567.00
100-23-24 4220	FICA Benefits	\$14,123.00	\$14,321.00	\$14,398.00
100-23-24 4225	Medicare Benefits	\$3,303.00	\$3,349.00	\$3,367.00
100-23-24 4230	Retirement Benefits	\$19,525.00	\$19,967.00	\$24,313.00
100-23-24 4241	Training Benefits	\$2,500.00	\$2,500.00	\$1,000.00
100-23-24 4260	Workers' Comp Benefits	\$659.00	\$718.00	\$783.00
100-23-24 4490	Clothing Allowance Services	\$3,750.00	\$3,750.00	\$2,500.00
100-23-24 4630	Maint & Repairs Supplies	\$20,000.00	\$20,000.00	\$15,000.00
100-23-24 4740	Mach & Equip Property	\$22,000.00	\$22,000.00	\$11,000.00
<b>Division: 24 Fire Communications Total:</b>		<b>\$363,293.00</b>	<b>\$384,632.00</b>	<b>\$378,555.00</b>



<b>EMPLOYEE JOB DESCRIPTION</b>		<b>Londonderry Fire Department</b>	
<b>Telecommunications Clerk</b>		<i>Operational Guideline</i>	
<b>EFFECTIVE DATE</b>	<b>REVISION DATE</b>	<b>NUMBER</b>	Page 1 of 2
February 15, 2000		901.00	

**JOB SUMMARY:**

Performs responsible communications work in receiving and dispatching emergency and non-emergency calls and messages to the appropriate personnel and authorities. Maintains and retrieves information through reports, records, and file information for dissemination to appropriate personnel. Also performs responsible clerical work.

**SUPERVISION RECEIVED:**

Works under the general supervision of the Deputy Fire Chief or when necessary, under other administrative personnel. Work is performed in accordance with established departmental policies and procedures whether implied or written.

**SUPERVISION EXERCISED:**

None

**EXAMPLES OF DUTIES:**

These are examples and are not to be construed with the overall responsibilities of the Telecommunications Clerk.

1. Receives requests for Fire Department assistance. Ascertain nature of request and dispatches appropriate service unit in accordance with established policies and procedures. Determines urgency of call and elicits necessary information from the caller. Exercises sound judgement and tact when dealing with emergency situations. Relays and receives further instructions from fire department personnel at an emergency scene.
2. Maintains records of all incoming calls and dispatches through logs and reports. Maintains status and current information of all units in and out of service.
3. Types a variety of correspondence, memoranda, forms and reports. Types material in final form assuring spelling, grammar, and punctuation are in proper format and correct.
4. Serves as receptionist for the department.
5. Issues various permits and receives associated fees.
6. Works a schedule consistent with the department's organization, goals, objectives, or as deemed appropriate by the Fire Chief or his/her designee.

7. Responsible for the record keeping and tracking of several areas including but not limited to incident reports, fire inspection logs, fuel logs, mail, and request for release of information.
8. Performs any and all other related duties as required.

**KNOWLEDGE, SKILLS, and ABILITIES REQUIRED:**

Working knowledge of the principles associated with proper radio, telephone, and communications equipment. Knowledge of street locations and system relative to manual and computer aided dispatching. Ability to speak clearly and concisely. Ability to think and act quickly, calmly, and accurately in emergency situations. Ability to provide proper data entry with accuracy and within a reasonable time frame. Ability to follow complex oral and written instructions. Knowledge of operation of the department. Must have appropriate written and communication skills relative to business applications, ie. english, math, and vocabulary. Ability to maintain accurate records and reports. Ability to establish and maintain effective working relationships with other personnel, departments, agencies, and the general public. Ability to use computers and associated software.

**MINIMUM QUALIFICATIONS REQUIRED:**

High school diploma or equivalent, supplemented by completion of secretarial or business related courses. Any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills, and abilities. Experience with computers and office equipment is necessary.

Issued on the order of:



Alan J. Sypek, Chief

on

2/15/00

Date

**Telecommunications operators receive the following training:**

- Terminology
- EMT/EMD
- National Incident Command Training
- E911 Training
- Hazardous Materials
- Mass Casualty training
- Multiple frequency/mutual aid coordination
- Mayday procedures
- Hospital polling
- Interoperability with other fire agencies ( terminology )

**Other duties:**

- 911 Back-up for the Town of Litchfield Fire Rescue
- Radio network
  - Multiple transmit/receive frequencies (mutual aid)
  - Reserve and back-up equipment
  - State wide interoperability
- Monitor security camera system
- Monitor fire alarm/radio box receivers
  - 197 alarms monitored

**Service delivery**

- 24 hour service
- Greets public
- Receives and dispatches emergency calls
- Major component MHT MCI plan
- Emergency Contacts
- Receptionist
  - Schedules appointments for the Fire Prevention Division
  - Answers multiple incoming phone calls
  - Places multiple outgoing calls
- Collection of fee's for permits
- Clerical/filing
- Permits
  - Blasting
  - Oil tank/equipment
  - Tank removal
  - Oil furnace
  - Fire Alarm installation
  - Fire Alarm connection

- Fire suppression system
- Sprinkler plans / review
- Fire alarm plans review
- Sprinkler installation
- Standpipe system
- Air supported structure
- Special amusement
- Incident reporting
- Environmental assessment
- Investigation
- Site assessment
- Photos
- Brush permits
- Seasonal burning
- Re-inspection fees
- Assembly permits
- Life safety compliance reports
  - Family daycare
  - Group daycare
  - Child care center
  - Foster care
  - Residential placement
- Fireworks
  - Consumer display sales
  - Flame effects
  - Pyrotechnics
- Fire Watch/Security
  - Monitors facility conditions
  - Monitors fuel delivery/pumps
- Ring Down phone lines (emergency phones form other stations)
- Elevator phones
- Maintaining/updating Red Alert
- Updating mutual aid communities equipment status
- Activation of trauma teams
- NFIRS data entry

### **Other issues**

- Hold / releases keys for town properties
- Hospital status
- Transmission of care reports