

Fire Departments and Emergency Medical Services in Massachusetts

2013/FY13-2016/FY16



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Introduction

Massachusetts towns utilize different types of fire departments: career, call, volunteer, and combination departments. Career fire departments employ their personnel on a full-time basis and receive regular compensation. Call fire departments receive nominal benefits and are paid when called out. Volunteer fire departments receive no compensation. A combination department usually has a limited number of personnel who are paid on a full-time basis that is augmented with a call force. Generally, career departments will be more expensive than combination departments, which will be more expensive than call departments, which will be more expensive than volunteer departments. Career departments are also known as full-time departments. Some fire departments are full-time by day but call by night and/or on weekends.

There are over 30,000 fire departments in the United States of which only about 12% are full-time departments¹ but protect almost 2/3rds of the population. Not knowing how many full-time departments there were in Massachusetts, I did a little research and put the information in this document. There are about 360 local fire departments in Massachusetts of which about one hundred eighty-five (185) consider themselves to be full-time fire departments. Of that number, about ninety (90) are true full-time departments (use full-time personnel exclusively) with the other “full-time” fire departments being combination departments.

Massachusetts has 351 incorporated municipalities of which 42 are cities and another eight have been granted a city form of government but still preferred to be called a town.

- Massachusetts has no unincorporated towns. Massachusetts, Rhode Island and Connecticut are the only three New England States with no unincorporated towns and one of only four States nationwide.

In Massachusetts, the local fire departments are either municipal fire departments, part of a fire district, or private corporations.

Municipal Fire Departments

Of the 351 municipalities, 335 have a municipal fire department. A municipal fire department is part of a city or town funded by the city's or town's general fund budget which is paid for primarily through property taxes. The career departments listed in the first table are municipal departments unless it is indicated they are part of a fire district. Some of these career fire departments, however, are assisted by a volunteer fire company.

- In FY09, the Rowley Fire department went from a private organization to a municipal department.
- Upton Fire and EMS became a town department in 2010.

Fire Districts

Ten towns have fire services provided by one or more fire districts. A fire district is a quasi-municipal corporation. It is an independent governmental entity that exists separately from the municipality in which it resides. They are usually created for specific purposes such as fire, water, lighting, sewer, etc. As such, they have their own taxing authority. Usually, district taxes are included in the property tax bill put out by the municipality and the municipality passes the district taxes on to the district. However, some districts have their own tax collector and those district residents receive two property tax bills, one from the town and one from the district.

Towns with a single fire district providing fire services to the entire town are Adams, Dalton, and Williamstown.

¹ U.S. Fire Department Profile Through 2011. October 2012. Michael J. Karter, Jr.

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Towns with multiple fire districts providing fire services to the town include Barnstable, Dartmouth, Newbury, Palmer, Shelburne, South Hadley, and Wareham..

- Barnstable has five fire districts: Barnstable, COMM, Cotuit, Hyannis, and West Barnstable.
- Dartmouth has three fire districts: Dartmouth #1 (southeastern part of town), Dartmouth #2 (southwestern part of town), and Dartmouth #3 (northern part of town)
- Montague has two fire districts: Montague Center and Turner Falls
- Newbury has two fire districts: Byfield and Newbury.
- Palmer has four fire districts: Bondsville, Palmer, Thorndike, and Three Rivers. Thorndike receives fire coverage from the Palmer fire district.
- Shelburne has two fire districts: Shelburne Corner and Shelburne Falls.
- South Hadley has two fire districts: South Hadley #1 and South Hadley #2.
- Wareham has two fire districts: Onset and Wareham.

Some fire districts provide more than just fire services. For example, the Dalton fire district is also provides water services.

Private Fire Departments

Six towns do not have a municipal fire department nor fire districts. Clarksburg, Egremont, New Marlborough, Peru, Sandisfield, and Tolland have a single private, non-profit corporation providing fire services to the town. Each has their own fire chief and each receives funding from their town.

There are several fire associations that provide civic/social benefits to their respective towns and those are the Belchertown, Cotuit, Goshen, Harwich, Sherborn, Southwick, Sunderland, Truro, Tyngsborough, and West Tisbury Firefighter Associations.

National Standards

The National Fire Protection Association (NFPA) developed a standard, known as NFPA 1710, to guide full-time fire departments on the minimum number of personnel needed for safe and effective firefighting. To provide EMS care (including transport), the State of Massachusetts and NFPA 1710 requires at a minimum 2 personnel. With the majority of the call volume increasingly becoming EMS related, I choose two (2) in-house EMTs and/or firefighters to be the minimum staffing level as the requirement for a fire department to be deemed capable of providing immediate coverage.

Two represents the minimum number of personnel to respond to an EMS call not to a structure fire. The Occupational Safety and Health Administration (OSHA) 29 CFR 1910.134(g)(4) defines a "2-in/2-out" rule for fighting interior structure fires. Responding to a structure fire with less than four firefighters prevents the first responding unit from complying with OSHA's "2-in/2-out" standard, and places the lives of those firefighters in jeopardy. Whether the towns listed in this document comply with this regulation is not known nor is that the purpose of this document.

Fire Budgets

The budgets for all the municipalities (but not fire districts) can be found on the Local Government link on the State's web site. From that page, select Finance then the Municipal Data and Financial Management then Data Bank Reports then Municipal Actual Revenues and Expenditures.

The state requires all municipalities (but not fire districts) to file the Schedule A. This schedule includes General Fund Revenues and Expenditures only. It does not include Special Revenue Funds, Enterprise Funds,

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and Capital Outlays as they feel this provides the best way to insure fair comparisons. Even so, comparisons are still not really possible. Some municipalities include employee benefits and pension costs in the fire department budget. Many do not. Some fire departments have their own mechanic, many rely on their DPW. Some include hydrant rental costs, many do not.

Ideally, it would be better to show the true operating costs or full-cost budget which has all costs allocated to each department so it is clear what it costs to run that department. As such, a full-cost budget for the fire department has wages, benefits, insurance, utilities, fuel, pension costs, equipment repairs, and hydrant rentals in its departmental operating budget. The fire districts do full-cost budgeting but not very many of the municipal departments do but that is due to how the municipalities like to budget.

Ambulance Service

In Massachusetts, EMS services are coordinated through the State's Office of Emergency Medical Services. BLS and ALS staffing and ambulance transport are defined by the "105 CMR 170.000: Emergency Medical Services System" regulations. Massachusetts has four levels of staffing: EMS First Responder (EFR), EMT-B, EMT-I, and EMT-P. For ambulance service, Massachusetts has three levels: BLS, ALS intermediate, and ALS paramedic. The state requires two (2) licensed personnel to be in a transporting ambulance at all times

BLS -> 2 licensed providers with one being EMT-B

ALS intermediate -> 2 licensed EMTs with at least one at EMT-I level or higher

ALS paramedic -> 2 licensed EMTs with both at EMT-P level or one EMT-P and one EMT-I

Most towns with full-time fire departments have a BLS ambulance service provided by the fire department or municipal ambulance service.

The ambulance member fees, patient receipts, and paramedic intercepts are significant revenue sources. The fees and patient receipts are revenue deposited in either the General Fund or a special reserve fund. Ultimately, both mechanisms are used to reduce taxes in some form.

When a town has a municipal ambulance service that is separate from the fire department, the fire department may still provide a first responder service. While the town collects fees for the ambulance service, the fire department is not able to collect any monies. This is fine if the fire and ambulance services are both municipal departments because the receipts go into the general fund. But in towns with fire districts, none of the fire departments in the fire districts are able to collect any fees for the first responder service they provide. But the first responder service provided is very important as treatment is started before the ambulance arrives and the firefighters assist the ambulance service personnel.

Just as volunteer fire departments have experienced significant decreases in volunteers, volunteer ambulance services have had similar experiences. The NY Times ran an article "Sounding the Siren for Volunteer Drivers" in October 2001 indicating that the lack of volunteers is due to (1) significant training time; (2) yearly recertification; (3) fewer employers being willing to let employees leave; and (4) increases in call volume requiring more time commitments. As a result, many volunteer ambulance service providers are starting to hire daytime personnel as this is considered to be the time period of greatest need.

Estimating Ambulance Service Costs

For towns that don't break out the cost of their ambulance and fire services separately due to having cross-trained personnel, how can one estimate the cost of the ambulance service? A generally accepted costing model on how to estimate the cost of EMS services for such a fire department has the following formula:

- A. Personnel Costs = average on-call time x average hourly labor rate x average number of personnel on the call x number of incidents prior year. (Hourly rate includes benefits)
- B. Vehicle = (Operating cost per mile x annual call miles) + annual cost for ambulance replacement.

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- C. Supplies = Actual Cost of Medical Supplies per year + costs of billing service.
- D. Indirect Costs = 25% (A+B+C). 25% is used as a factor to address other benefits and training costs.

Several fire departments in the state use this formula in determining the fee to charge towns contracting for ambulance service. There is some merit to taking the formula in part A and multiplying it by the number of shifts but that is not considered part of the formula at this time.

Document Organization

The coverage information is provided in three tables. The first table lists those fire departments that provide immediate coverage 24/7.

The second table lists those fire departments that provide immediate coverage for some portion of the day. All provide immediate coverage during the weekday because of the difficulty getting call firefighters to respond during the day. The coverage end time varies anywhere from 4PM to midnight. Each table lists the town, its last known population, who dispatches the fire department, the budget numbers for fire and ambulance/EMS, ambulance revenue, staffing information, and call volume.

The third table (not present yet) lists those fire departments that provide 24/7 coverage but it is not immediate coverage as there is no staff in-house when the call first comes in. In other words, it lists the call and volunteer fire departments. NFPA 1720 guides volunteer fire departments on the minimum number of personnel needed for safe and effective firefighting.

While this document will not provide staffing information for the call/volunteer departments, it should be noted that the number of people able to participate as firefighters has dropped significantly in many towns for several reasons: time demands, increased training requirements, increase in call volume requiring more time commitments, changes in sociological conditions, fire leadership problems, and increasing use of combination departments². As a result, many volunteer or on-call fire departments are starting to hire two daytime firefighters as this is considered to be the time period of greatest need.

Staffing Levels

The National Institute of Standards and Technology published a report in 2010 entitled "Report on Residential Fireground Field Experiments". This report found that a four person crew completed all tasks on the fireground 30% faster than a two person crew and 25% faster than a three person crew. Similar results were seen with laddering and ventilation. Interestingly, four person crews completed primary search and rescue operations 6% faster than three person crews but 30% faster than two person crews. Two person crews took almost a minute longer than three person crews to stretch a hose line and almost 90 seconds longer than four person crews. With this in mind, it might be interesting to see what the staffing levels are in Massachusetts fire departments.

The first line in the staffing levels column shows full-time and on-call. Full-time personnel are career firefighters, chief officers, and any full-time civilians (i.e., executive secretary and dispatchers). The initial staffing levels in FY07 are shown and if there has been any change in staffing levels, it will be followed by an arrow ('=>') and then the new levels. The second line in the staffing levels column reflects the number of groups or platoons using full-time personnel.

The third line is the shift schedule (for those departments that provide 24/7 immediate coverage). Many full-time fire departments in Massachusetts use a 1-1-1-5 shift schedule (1 day on, 1 day off, 1 day on, and 5 days off) or a 1-2-1-4 shift (1 day on, 2 days off, 1 day on, and 4 days off) where 1 day is 24 hours. There are a few departments that work a 10/14 shift which is two 10-hour days followed by two 14-hour nights followed by four

² "Retention and Recruitment in the Volunteer Fire Service: Problems and Solutions", December 1998

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days off. The cycle then repeats. There are also a couple of departments that use a modified 10/14 shift which is 2 days on, 1 day off, 2 nights on, and 3 days off.

The fourth line is the number of fire stations in the municipality or district.

Call Volume

The calls for service (CFS) were taken from town reports or provided by the fire department. There are some cases where the EMS data came from MFIRS.

- The Massachusetts State Fire Marshal's office is in charge of the Massachusetts Fire Incident Reporting System (MFIRS). The Massachusetts Fire Marshal's Office requires that every fire response be reported to the State Fire Marshal's office. Any fire department applying for federal grants is required to submit all incident data to MFIRS. If a fire department is found not to be in compliance with MFIRS after receiving such a grant, that department could be asked to refund all grant monies.
- The Massachusetts Emergency Medical Services Bureau maintains a Ambulance Run Data System. or MATRIS. Each EMS provider licensed in the state is expected to enter all patient contact information into this system in an effort to improve and insure top quality out of hospital emergency medical care to all residents of the State.

The calls for service are broken down into EMS and total calls. An EMS call is defined to be medical and rescue related since this is the definition used by NFIRS. Non-EMS (other) calls are fire, hazard, hazardous materials, and service calls. To the extent possible, I have tried to exclude service calls dealing with inspections (i.e., new homes, oil burners, chimneys, wood stoves, etc), training classes, and meetings as these are not emergency calls. Some report only emergency calls; other towns report emergency and non-emergency calls. Motor Vehicle calls may actually show up in both EMS and other calls if the town has both a rescue squad and fire department.

- A '#' symbol in any call volume column indicates that call data was not available.
- The EMS call volume numbers for those towns with a private ambulance service are responses by the fire department not the private ambulance service.
- The following fire departments provide ambulance service to other towns. The number in parenthesis is the number of towns each town services including itself. Amherst (5), Hinsdale (4), Charlemont (4), Orange (4), Byfield (3), Athol (2), Easthampton (2), Richmond (2), and Sandisfield (2). So, the EMS call volume numbers for these communities are not specific to that municipality alone.
- The following towns have a municipal ambulance service separate from the fire department: Barre, Becket, Belchertown, Berlin, Billerica, Bolton, Boston, Brookfield, Carver, Conway, Harvard, Hatfield, Lee, Leicester, Mattapoisett, Oak Bluffs, Otis, Rockport, Shirley, and Tisbury. Their statistics will be listed in green in the EMS call column. Wareham and Webster also have a municipal EMS but their statistics if available, are shown as a footnote.
- Brimfield Ambulance, Colrain Ambulance, Hardwick Rescue Squad, North Adams Ambulance, North Brookfield EMS, Palmer Ambulance, Rehoboth Ambulance, Spencer Rescue, Swansea Ambulance, and West Brookfield EMS are private organizations.
- The Mendon Fire Department began providing ambulance service in 2001. Northfield EMS started its own fee-based ambulance service in the fall of 2010. The Melrose Fire Department started its own fee-based ambulance service in 2011.
- Sheffield EMS started as a first responder service in 2009.
- The Lexington and Needham Fire Department provide begin paramedic services in 2001
- Greenfield fire department begins providing BLS service in 2014.

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There has been some consolidation of fire and EMS services over the last decade.

- Belchertown EMS became a separate municipal department in 2000, breaking off from the police department. They then merged with the fire department in 2012.
- Townsend EMS and fire merged in FY08.
- New Bedford fire and EMS will be merging into one department and Marion EMS merged with the Fire Department to become Marion Fire-EMS in 2012.
- Lancaster EMS merges with the Lancaster Fire Department in 2014.

Firefighters are trained for firefighting and for EMT duties. Emergency response has been consolidated into many fire departments such that the majority of the call volume for a fire department today is EMS-related not fire. In fact, over the last 20 years, the number of EMS responses has more than tripled while fires have decreased by almost 50%³. It is estimated that 66% of all fire department calls in 2011 were EMS-related⁴. As we have seen with the floods in March 2010, fire departments are expected to respond to natural disasters. With the advent of 9/11, fire departments also are expected to respond to acts of terrorism. So, the role of a firefighter has changed dramatically from years ago. The fire department is also involved in fire prevention activities (such as public education and property inspections) and on-going training of its personnel.

Keep in mind that the call volume does not reflect the call response time. For example, the call volume may go down by a few calls but the call response time may actually be higher. So, call volume alone is not necessarily the only indicator of measuring the “busyness” of a fire department. Another example is the number of EMS calls. While the number of EMS calls may represent 66% of all calls, it is important to remember that an EMS call typically requires on average about 45 minutes and two or three personnel. Fire calls frequently require most, if not all, on-duty personnel and take many hours to mitigate. When looking at it from this perspective, the number of hours spent performing EMS functions versus fire functions is more like 50% each. Unfortunately, in at least one municipality, the officials looked at the call percentage and concluded that if the EMS service was privatized, it would reduce workload by 62% and hence, the fire department would not need as many personnel. Therefore, it cannot be stressed enough that call volume alone is not necessarily the only indicator of measuring the “busyness” of a fire department.

A comparison of municipal call volume across the New England States can be found in Appendix A to see if there are any trends in EMS and/or fire calls across New England.

Mutual Aid

An issue of growing concern for some fire departments is the increase in the number of simultaneous calls. This is not an area that much attention has been paid to but it puts additional stresses on a department. When an incident or multiple simultaneous incidents occur such that the available local fire department resources are overwhelmed, then additional help is summoned from other nearby fire departments. When fire departments help each other in this fashion, it is called Mutual Aid. In fact, a recent survey conducted for ISO⁵ indicates that over 50% of fire departments call on mutual aid to respond to initial alarms for a structure fire due to lack of responders.

In some communities, a fire department in an adjacent municipality can provide a quicker response than the local fire department. Typically, these fire departments enter into an Automatic Mutual Aid agreement. Automatic Aid provides for a fire department in another municipality to immediately respond to reported fires because it is closer, thus providing the quickest response of manpower and equipment to incidents, and allowing

³ Effective Fire Protection: A National Concern. A Study by the Insurance Service Office (ISO).

⁴ Fire Loss in the United States During 2011. September 2012. Michael J. Karter, Jr.

⁵ Fire Chief's Opinion 2008. ISO, September 2008

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more of the municipality to remain protected at all times. In the same ISO Survey, over 60% indicated that neighboring departments responded due to Automatic Aid agreements.

Automatic Mutual Aid is set up as agreements between participating fire departments. Mutual Aid is set up as Run cards and clearly defines which fire departments are to respond to a fire when requested at different fire alarm levels.

Fire Mutual Aid is allowed by Massachusetts General Law under Chapter 48, section 59A. Unlike New Hampshire, there are only two Massachusetts-based mutual aid associations: Tri-State and Mid-State. Instead, Massachusetts has 15 Fire Districts that were created by Executive order by the Governor back in 1950 under Chapter 639 for Civil Defense purposes. These are regional mutual aid associations within a District. In addition, municipalities can form their own mutual aid agreements with surrounding towns or join mutual aid associations such as Tri-State and Mid-State. A list of the mutual aid organizations in the State is provided in Appendix B.

Each fire district has a designated Control Center. A Control Center is not a Dispatch Center. The Control Centers control mutual aid at a specifically established point, where they take over the coverage assignments and dispatch for a specific incident according to a prearranged plan. Recently, through Homeland Security funding, the Control Points in some Districts have been connected and can serve to assist each other, which was not possible before.

Local communities currently dispatch their own police and fire and ambulance but when a major incident occurs the Control Center picks up dispatching at a predetermined point. The local community continues to handle other calls for service but the fire mutual aid is dispatched by the control center.

Fire Dispatch

One of the keys to limiting damage caused by fire is the response time. NFPA 1710 sets a goal for all career fire departments to respond to a fire within 6 minutes. Response time is defined as the time from when a 911 call is first received to the time a fire truck arrives on scene. Part of this 6-minute window is 1 minute for dispatch time. Fire and ambulance agencies are dispatched from a dispatch center. Some people believe that all 911 calls go directly to their local dispatch center rather than to a central location. Basic 911 Service is an emergency telephone system that automatically connects 911 callers to a Public Safety Answering Point (PSAP). Enhanced-911 service does the same plus shows the caller's name, street address, and telephone number to the PSAP. This allows the PSAP to identify the caller's location automatically if the caller is unable to communicate this information verbally to the PSAP call taker. Enhanced-911 services are provided by the Massachusetts Enhanced 911 Bureau and are paid for by a monthly user fee on all telephones (land and wireless).

In Massachusetts, most towns have their own PSAP. The following table shows the fire and EMS calls over the last 5 years.

Massachusetts	2010	2011	2012	2013	2014	2015	5yr Avg
Muni EMS calls	406,253	429,488	442,310	443,486	472,447	510,956	450,823
Fire calls	32,680	29,110	31,229	29,828	28,989	31,302	30,367
Non-fire calls	288,693	309,746	285,297	298,686	306,611	327,928	297,807
Total Muni Calls	727,626	768,344	758,836	772,000	808,047	870,186	784,173
% Muni EMS calls	55.8%	55.9%	58.3%	57.4%	58.5%	58.7%	57.5%
% Muni Fire Calls	4.5%	3.8%	4.1%	3.9%	3.6%	3.6%	3.9%

The Fire and EMS calls were taken from the State Fire Marshal's Annual Report.

Issues Facing Fire Departments in MA:

Aging apparatus and facilities. It is estimated that 48% of all engines in Massachusetts fire departments are at least 15 years old. This is close to the national average. The industry standard for the life span of a fire engine is 15 years followed by 5 years of reserve status. Starting in 2007, the EPA's new emission standards go into effect to which the fire apparatus industry must comply. It is estimated that this will increase the cost of a new engine by as much as 50K. These new emission standards will significantly reduce the amounts of nitrous oxide, particulate matter, and non-methane hydrocarbon (NMHC) emissions.

Roughly 66% of the existing fire stations are estimated to be over 40 years old, 16% have no backup power and 28% are not equipped for exhaust emission control per NFPA 1500 2002 9.1.6.⁶

Most fire departments are not able to meet the OSHA 2in-2out rule as most departments have the first response engine containing less than 4 firefighters.

CAVEAT EMPTOR

The personnel and number of stations initially came from the Fire Department Census Survey found on the US Fire Administration website and were cross-referenced with information from the town web sites and/or town reports. The population numbers were taken from the US Census Bureau.

The information in this document came from various sources (town officials, audit reports, budget documents, and town reports) and the information was verified to the extent it was possible. While I tried to be as accurate as possible, there is the possibility for errors. Hopefully, if there are any errors, someone will be kind enough to point them out to me.

2010:

Bridgewater loses 4 firefighter positions through attrition reduces shift staffing levels by one.
Sharon dispatched by Holbrook Public Safety Dispatch Center

2012:

South Shore Regional Emergency Communications Center opens and is the dispatch center for Cohasset, Hingham, Hull, and Norwell.
Sudbury combines fire and police dispatch into Public Safety dispatch center.
Stockbridge fire chief position becomes a full-time position.
Abington and Whitman switches to Holbrook Public Safety Dispatch Center

2013:

Essex County Regional Emergency Communications Center opens in July and is the dispatch center for Amesbury, Beverly, Essex, Middleton, Topsfield, and Wenham.
Harwich now dispatched by Barnstable County Sheriff's Office
Revere and Winthrop open a joint dispatch center managed by the Revere PD.
Wenham fire chief position becomes a full-time position.

⁶ Third Needs Assessment of the U.S. Fire Service in Massachusetts. October 2011. NFPA Fire Analysis and Research.

Fire Departments Providing 24/7 Immediate Coverage

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (13-16)	Total Calls (13-16)	BLS Transport	Paramedic Services
Abington	16,197 over 9.94 sq mi	Holbrook PS Comm Ctr	26/7 4 groups of 6 10/14 shift 2 stations	2043 2136 2135 2147	3382 3497 3520 3442	Abington FD	Abington FD
Acton	23,237 over 19.97 sq mi	Acton PD	41/2 4 groups of 9/10 1-1-1-5 shift 3 stations	1428 1548 1533 1652	4400 4662 4956 5024	Acton FD	Emerson Hospital Pro EMS
Agawam	28,772 over 23.24 sq mi	Agawam PD	57/13 4 groups of 13 1-1-1-5 shift 2 stations	No Data Avail	2115 2064 2219 2398	Agawam FD	Agawam FD
Amesbury	16,794 over 12.40 sq mi	Amesbury PD	36/7 4 groups of 8 1-1-1-5 shift 3 stations	2434 2178 1548 2037	3880 4176 # 3449	Amesbury FD	Amesbury FD
Amherst	39,774 over 27.72 sq mi	Amherst Comm Ctr	45/22 4 groups of 10 24/72 2 stations	4361 4497 4552 4999	5689 5812 6069 6427	Amherst FD	Amherst FD
Andover	35,085 over 31.01 sq mi	Andover PD	72/0 4 groups of 17 24/72 shift 3 stations	2862 2842 3302 2992	3662 3564 3992 7663	Andover FD	LGH Paramedics
Arlington	44,461 over 5.18 sq mi	Arlington Comm Ctr	77/0 4 groups of 19/18 24/72 shift 3 stations	2767 2845 3269 3177	4546 4808 5143 5205	Arlington FD	Armstrong Ambulance
Ashland	17,312 over 12.44 sq mi	Self Dispatch	24/4 4 groups of 5/6 1-1-1-5 shift 2 stations	1158 1179 1039 1240	1733 1833 1867 1996	Ashland FD	Ashland FD
Athol	11,621 over 32.57 sq mi	Athol PD	14/27 4 groups of 3 24/72 shift 2 stations	2128 1471 1609 1469	2669 2267 2524 2422	Athol FD	Athol FD
Attleboro	43,970 over 27.51 sq mi	Attleboro PD	91/0 => 85/0 4 groups of 20 1-1-1-5 shift 4 stations	4644 4646 4796 4448	6630 6585 6838 6393	Attleboro FD	Attleboro FD
Auburn ⁷	16,387 over 15.36 sq mi	Auburn PD	30/10 4 groups of 7/8 1-1-1-2-1-2-1-1-1- 2 stations	2096 2097 2455 2476	3106 3199 3469 3538	Auburn FD	Auburn FD
Avon	4,464 over 4.38 sq mi	Avon PD	9/18 4 groups of 2 1-1-1-5 shift 1 station	725 859 938 829	1302 1296 1436 1470	Avon FD	Avon FD
Ayer	7,952 over 9.02 sq mi	Ayer PD	15/31 4 groups of 3 24/72 shift 1 station	1155 1303 1397 1392	1742 1999 2158 2159	Ayer FD	Ayer FD

⁷ Some shifts augmented by call firefighters

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Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (13-16)	Total Calls (13-16)	BLS Transport	Paramedic Services
Barnstable - Barnstable Fire District	3,500 over 13.8 sq mi	Barnstable CSO	18/0 4 groups of 4 1-1-1-5 shift 1 station	654 678 712 741	1164 1066 1242 1241	Barnstable FD	Barnstable FD
Barnstable – COMM Fire District	25,000 over 26.0 sq mi	COMM Dispatch	61/0 4 groups of 14 1-1-1-5 shift 3 stations	3080 2738 2846 2853	4412 3885 4429 4142	COMM FD	COMM FD
Barnstable - Cotuit Fire District	3,500 over 5.9 sq mi	COMM Dispatch	14/10 4 groups of 3 1-1-1-5 shift 1 station	# 462 466 497	796 802 827 835	Cotuit FD	Cotuit FD
Barnstable - Hyannis Fire District	15,000 over 9.5 sq mi	Self- Dispatch	58/0 4 groups of 12 1-2-1-4 shift 1 station	5053 5363 5643 5268	6327 6617 7002 6587	Hyannis FD	Hyannis FD
Bedford	14,205 over 13.74 sq mi	Bedford ECC	28/4 4 groups of 6 1-1-1-5 shift 1 station	1364 1445 1428 1443	2948 3118 3122 3171	Bedford FD	Armstrong Ambulance
Bellingham	16,770 over 18.50 sq mi	Bellingham PD	25/3 4 groups of 5 1-2-1-4 shift 3 stations	1548 1121 1559 1902	5349 5524 5052 4561	Bellingham FD	Bellingham FD
Belmont ⁸	25,496 over 4.66 sq mi	Belmont Public Safety	55/0 4 groups of 12/13 24/72 shift 3 stations	1932 1570 1660 1596	3163 2764 2872 2814	Belmont FD	Belmont FD
Beverly	40,952 over 16.60 sq mi	Beverly PD	70/0 4 groups of 15 1-1-1-5 shift 3 stations	2130 2482 2407 2479	4172 4433 4564 4685	NE Regional Amb	NE Regional Amb
Billerica	42,264 over 25.89 sq mi	Billerica PD	78/0 4 groups of 18 1-1-1-5 shift 5 stations	2919 3107 3255 3472	5068 5090 5275 5279	Billerica Muni EMS	Greater Lowell EMS
Blackstone	9,091 over 10.90 sq mi	Blackstone PD	9/15 4 groups of 2 24/72 shift 3 stations*	1000 934 960 1092	1536 1412 1488 1593	Blackstone FD	Blackstone FD
Boston	655,884 over 48.43 sq mi	Boston PD	1481/0 4 groups of 366 10/14 shift 34 stations	116,637 120,013 122,161 125,585	73,971 73,446 80,077 84,962	Boston EMS	Boston EMS
Bourne	19,711 over 40.91 sq mi	Barnstable CSO	47/13 4 groups of 11 1-1-1-5 shift 4 stations	3184 3244 3495 3625	4365 4204 4595 4713	Bourne FD	Bourne FD
Boxborough ⁹	5,171 over 10.36 sq mi	Boxboroug h PD	5/25 1 group of 4d/2n 10h shift 1 station	429 479 386 510	1238 1394 1438 1733	Boxborough FD	Emerson Hospital Pro EMS

⁸ Belmont decrease in 2014 EMS calls may be due to having stopped providing backup EMS service to Watertown.

⁹ Boxborough staffs the station with four career personnel weekdays and two per-diem/call personnel weeknights and weekends.

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (13-16)	Total Calls (13-16)	BLS Transport	Paramedic Services
Braintree	37,362 over 13.90 sq mi	Braintree PD	89/0 4 groups of 21 10/14 shift (mod) 3 stations	2584 2734 2976 3346	5234 5445 5454 5684	Fallon Ambulance	Fallon Ambulance
Brewster	9,954 over 22.98 sq mi	Barnstable CSO	16/27 4 groups of 3 1-2-1-4 shift 1 station	1925 2087 2163 2257	2819 2828 2882 2940	Brewster FD	Brewster FD
Bridgewater	27,472 over 27.49 sq mi	Bridgewater r PD	51/0 4 groups of 12 1-1-1-5 shift 2 stations	2210 2166 2483 2545	3636 3566 4011 4161	Bridgewater FD	Bridgewater FD
Brockton	94,779 over 21.47 sq mi	Brockton PD	188/0 4 groups of 38 10/14 shift 6 stations	15,881 16,855 18,677 20,209	21,822 22,907 24,797 26,523	AMR	AMR
Brookline	59,334 over 6.79 sq mi	Self- Dispatch	159/0 4 groups of 36 24/72 shift 6 stations	3681 3737 4010 4334	7347 7191 7805 8013	Fallon Ambulance	Fallon Ambulance
Burlington	25,683 over 11.81 sq mi	Burlington PD	65/0 4 groups of 13 1-2-1-4 shift 2 stations	2759 2741 2991 3002	6650 6662 7616 7459	Burlington FD	Armstrong Amb
Cambridge	109,694 over 6.43 sq mi	Cambridge PD	285/0 4 groups of 64 1-2-1-4 shift 8 stations	5641 6084 6416 6384	12,820 13,644 14,262 14,494	Professional Ambulance	Cambridge FD
Canton	22,510 over 18.93 sq mi	Canton PD	53/1 4 groups of 12 1-1-1-5 shift 2 stations	2184 2089 2224 2665	4100 3900 4208 4095	Canton FD	Canton FD
Charlton	13,312 over 42.53 sq mi	Charlton PD	14/22 4 groups of 3 24/72 shift 2 stations*	1211 1219 1484 1503	1863 1799 2030 2185	Charlton FD	Charlton FD
Chatham	6,151 over 16.22 sq mi	Chatham FD	27/4 4 groups of 6 1-1-1-5 shift 2 stations*	1870 1725 1064 1045	2790 2792 2728 2713	Chatham FD	Chatham FD
Chelmsford	34,960 over 22.65 sq mi	Chelmsford PD	63/0 4 groups of 13 1-2-1-4 shift 5 stations	3049 3654 3768 3990	6785 7113 7899 7371	Trinity EMS	Greater Lowell EMS
Chelsea	38,861 over 2.19 sq mi	Chelsea ECC	91/0 4 groups of 22 1-1-1-5 shift 3 stations	6604 6704 5861 6170	9173 9571 10,125 9472	Cataldo Ambulance	Cataldo Ambulance
Chicopee	55,795 over 22.87 sq mi	Chicopee PD	145/0 4 groups of 34 1-1-1-5 shift 6 stations	6522 6507 8692 8923	12,425 12,689 11,647 11,612	Chicopee FD	Alert Ambulance
Clinton	13,749 over 5.70 sq mi	Clinton PD	25/12 4 groups of 6 1-2-1-4 shift 1 station	1135 # 1137 1405	1852 # 1895 2078	Clinton FD	Marlboro- Hudson Ambulance

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (13-16)	Total Calls (13-16)	BLS Transport	Paramedic Services
Cohasset	8,334 over 9.89 sq mi	South Shore Regional Comm Ctr	23/8 4 shifts of 5 1-2-1-4 shift 1 station	1034 # 1019 984	2154 # 2357 2080	Cohasset FD	Cohasset FD
Concord	19,935 over 24.92 sq mi	Concord PD	43/1 4 groups of 10 1-1-1-5 shift 2 stations	1729 1768 1889 1961	3067 3131 3468 3670	Concord FD	Emerson Hospital Pro EMS
Danvers	26,493 over 13.28 sq mi	Danvers PD	50/0 4 groups of 12 1-1-1-5 shift 2 stations	2907 2788 3138 3105	7151 7126 7567 7261	Lyons Ambulance	Lyons Ambulance
Dedham	27,460 over 10.45 sq mi	Dedham PD	64/0 4 groups of 15 1-1-1-5 shift 2 stations	2951 3096 2846 3164	4423 4582 4326 4873	Fallon Ambulance	Fallon Ambulance
Dennis	14,037 over 20.60 sq mi	Barnstable CSO	41/10 4 groups of 9 1-1-1-5 shift 2 stations	3172 3305 3397 3568	4620 4684 4979 5103	Dennis FD	Dennis FD
Dighton ¹⁰	7,315 over 22.38 sq mi	Dighton PD	10/41 3 groups of 3 24/48 shift 2 stations	680 747 889 831	1265 1553 1448 1039	Dighton FD	Dighton FD
Dracut	31,079 over 20.90 sq mi	Dracut PD	40/1 4 groups of 9 10/14 shift 3 stations	2324 2182 2306 2480	3605 3394 3543 3825	Patriot Ambulance	Patriot Ambulance
Duxbury	15,384 over 23.75 sq mi	Duxbury Regional ECC	27/8 4 groups of 6 1-1-1-5 shift 2 stations	1326 1291 1345 1479	2454 2158 2411 2471	Duxbury FD	Duxbury FD
East Bridgewater	14,243 over 17.24 sq mi	East Bridgewater PD	26/6 4 groups of 5 1-2-1-4 shift 1 station	1734 1775 1842 1943	2417 2309 2467 2496	East Bridgewater FD	East Bridgewater FD
Eastham	4,928 over 13.99 sq mi	Eastham PD	18/1 4 groups of 4 1-1-1-5 shift 1 station	1301 1199 1291 1216	1757 1558 1723 1722	Eastham FD	Eastham FD
Easthampton	16,036 over 13.42 sq mi	Town PD	25/0 4 groups of 5/6 10/14 shift 1 station	2082 1979 2183 2282	2614 2617 2751 2855	Easthampton FD	Easthampton FD
Easton	23,907 over 28.44 sq mi	Easton PD	38/0 4 groups of 9 1-1-1-5 shift 3 stations	1677 1741 1968 2361	3376 3755 4209 4372	Easton FD	Easton FD
Everett	44,231 over 3.38 sq mi	Everett Comm Center	103/0 4 groups of 24 24/72 shift 3 stations	3438 3524 3579 3658	5363 5510 5516 5727	Cataldo Ambulance	Cataldo Ambulance
Fairhaven	16,034 over 12.40 sq mi	Fairhaven PD	24/24 4 groups of 5 1-1-1-5 shift 2 stations*	2132 2421 2607 2786	2904 3123 3375 3535	Fairhaven FD	Fairhaven FD

¹⁰ Dighton uses per diem firefighters to provide coverage on Saturday.

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (13-16)	Total Calls (13-16)	BLS Transport	Paramedic Services
Fall River	88,712 over 31.02 sq mi	Fall River PD	175/0 4 groups of 41 6 stations	14,775 15,124 19,951 20,775	20,085 20,120 26,406 28,319	Fall River FD	Fall River FD
Falmouth	31,631 over 44.24 sq mi	Self- Dispatch	76/4 4 groups of 14/15 1-1-1-5 shift 5 stations	4934 5189 5480 5427	6366 6131 6948 6974	Falmouth FD	Falmouth FD
Fitchburg	40,445 over 27.76 sq mi	Fitchburg FD	81/0 4 groups of 19 24/72 shift 3 stations	6848 7328 7828 8137	11,022 11,789 12,675 13,179	Fitchburg FD	Fitchburg EMS
Foxborough	17,376 over 20.08 sq mi	Foxboroug h PD	31/8 4 groups of 7 1-1-1-5 shift 1 station	1569 1644 1975 2120	2479 3012 3717 3354	Foxborough FD	Foxborough FD
Framingham	70,746 over 25.12 sq mi	Self- Dispatch	155/0 4 groups of 35 1-2-1-4 shift 5 stations	6683 6640 7283 7256	9927 10,183 11,377 11,318	Framingham FD	AMR
Franklin	32,836 over 26.74 sq mi	Franklin PD	57/12 4 groups of 11/12 1-1-1-5 shift 2 stations	2369 2459 2670 2678	3405 3422 3790 3781	Franklin FD	Franklin FD
Freetown	9,093 over 36.61 sq mi	Freetown PD	9/203 4 groups of 2 1-1-1-5 shift 3 stations	907 895 1214 1231	1718 1580 1722 1705	Freetown FD	Freetown FD
Gardner	20,381 over 22.19 sq mi	Gardner PD	31/9 4 groups of 6/7 24/72 shift 2 stations	1182 1616 3443 3814	2914 3343 5586 6092	Woods Ambulance	Woods Ambulance
Gloucester	29,626 over 25.96 sq mi	Gloucester PD	88/0 4 groups of 17 1-1-1-5 shift 4 stations	3004 2986 3379 3156	4628 4450 5072 5066	Gloucester FD	Gloucester FD
Greenfield ¹¹	17,368 over 21.73 sq mi	Greenfield PD	31/21 4 groups of 7 1-1-1-5 shift 1 station	1328 1190 1178 1429	2376 2106 2001 2702	Greenfield FD	Baystate Hospital EMS
Halifax	7,767 over 16.15 sq mi	Halifax PD	8/20 4 groups of 2 Mod 10/14 shift 1 station	875 909 915 924	1381 1368 1478 1585	Halifax FD	Halifax FD
Hanover	14,360 over 15.61 sq mi	Hanover PD	24/18 4 groups of 5 1-1-1-5 shift 4 stations	1629 1543 1754 1646	3075 2609 3058 2884	Hanover FD	Hanover FD
Hanson	10,441 over 15.01 sq mi	Hanson PD	18/8 4 groups of 4 1-1-1-5 shift 2 stations*	901 1063 1398 1332	1596 1599 1996 1981	Hanson FD	Hanson FD
Harwich	12,188 over 21.04 sq mi	Barnstable CSO	35/0 4 groups of 7 1-2-1-4 shift 2 stations	2775 3092 3296 3349	3819 4014 4294 4322	Harwich FD	Harwich FD

¹¹ Greenfield starts BLS ambulance service in 2013.

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (13-16)	Total Calls (13-16)	BLS Transport	Paramedic Services
Haverhill	62,488 over 33.33 sq mi	Haverhill PD	109/16 => 95/16 4 groups of 19 1-2-1-4 shift 6 stations	No Data Avail	No Data Avail	Trinity EMS	Trinity EMS
Hingham	22,964 over 22.47 sq mi	South Shore Regional Comm Ctr	51/0 4 groups of 12 24/72 shift 3 stations	2200 1818 2341 2674	3985 3936 3958 4370	Hingham FD	Hingham FD
Holbrook	11,026 over 7.35 sq mi	Public Safety Disp Center	26/5 4 groups of 5 1-1-5 shift 2 stations*	1360 1289 1320 1475	2595 2283 2409 2506	Holbrook FD	Holbrook FD
Holden	18,476 over 34.99 sq mi	Wachusett RECC	15/18 4 groups of 3 1-2-1-4 shift 2 stations*	1255 1340 1470 1696	1860 1896 1965 2240	Holden FD	Holden FD
Holyoke	40,124 over 21.29 sq mi	Self- Dispatch	130/0 4 groups of 29 1-1-5 shift 4 stations	3248 2990 2964 1903	5352 4827 5311 4989	AMR	AMR
Hopedale	5,950 over 5.16 sq mi	Mendon PD	6/18 => 9/18 4 groups of 2 10/14 shift 1 station	817 863 868 835	1091 1134 1212 1174	Hopedale FD	AMR or Mendon FD
Hopkinton	16,311 over 26.56 sq mi	Hopkinton PD	24/4 4 groups of 5 1-1-5 shift 2 stations*	1025 1019 # 1157	1808 1709 2016 2065	Hopkinton FD	Hopkinton FD
Hudson	19,754 over 11.50 sq mi	Hudson PD	36/15 4 groups of 8 1-1-5 shift 3 stations	1557 1684 1707 1808	3356 3596 3647 3610	Patriot Ambulance	Patriot Ambulance
Hull	10,365 over 3.03 sq mi	South Shore Regional Comm Ctr	30/0 4 groups of 7/6 1-1-5 shift 3 stations	1591 1702 1914 1118	2576 2568 2849 2613	Hull FD	Hull FD
Ipswich	13,661 over 32.58 sq mi	Ipswich PD	18/19 4 groups of 4 1-1-5 shift 2 stations*	1121 1049 1207 1102	1909 2128 2063 2050	Action Ambulance	Action Ambulance
Kingston	13,154 over 18.53 sq mi	Kingston PD	22/11 4 groups of 4/5 1-2-1-4 shift 2 stations*	1625 1656 1531 1669	2420 2379 2361 2419	Kingston FD	Kingston FD
Lakeville	11,208 over 29.90 sq mi	Lakeville PD	10/22 4 groups of 2 1-2-1-4 shift 1 station	816 773 778 814	1737 1598 1691 1776	Lakeville FD	Lakeville FD
Lawrence	78,197 over 6.96 sq mi	Lawrence PD	139/0 => 113/0 4 groups of 20 1-1-5 shift 6 stations	2805 2957 3413 3381	6131 6022 6547 6385	LGH EMS	LGH EMS
Lenox	5,004 over 21.22 sq mi	Berkshire CSO	6/58 2 groups of 2 3 stations	1125 1015 1060 918	1582 1610 1633 1678	Lenox FD	County Ambulance

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (13-16)	Total Calls (13-16)	BLS Transport	Paramedic Services
Leominster	41,150 over 28.88 sq mi	Leominster PD	89/0 4 groups of 20 1-2-1-4 shift 3 stations	3783 4042 5700 5318	5658 6072 7855 7676	Leominster FD	MedStar
Lexington	33,075 over 16.40 sq mi	Lexington PD	58/0 4 groups of 13 1-1-1-5 shift 2 stations	2367 2414 2300 2331	3654 3731 3619 3606	Lexington FD	Lexington FD
Lincoln ¹²	7,289 over 14.37 sq mi	Lincoln PD	14/10 4 groups of 4 1-1-1-5 shift 1 station	425 430 563 625	1250 1306 1111 1520	Lincoln FD	Emerson Hospital Pro EMS
Longmeadow	15,882 over 9.02 sq mi	Town PD	22/3 4 groups of 5 10/14 shift 1 station	1394 1522 1504 1554	2268 2285 2339 2494	longmeadow FD	longmeadow FD
Lowell	109,945 over 13.77 sq mi	Lowell PD	201/0 4 groups of 47 24/72 shift 8 stations	8184 8984 9769 9609	14,262 15,300 15,743 15,598	Trinity EMS	Greater Lowell EMS
Ludlow	21,436 over 27.15 sq mi	Ludlow PD	32/4 4 groups of 6/7 24/72 shift 1 station	2666 2886 2942 3128	864 833 911 943	Ludlow FD	Ludlow FD
Lynn	92,137 over 10.82 sq mi	Self- Dispatch	213/0 => 183/0 4 groups of 42 10/14 shift 8 stations	6987 7655 8239 7439	11,765 12,434 13,406 11,954	Lynn FD & Atlantic Ambulance	Lynn FD & Atlantic Ambulance
Malden	60,859 over 5.07 sq mi	Malden PD	126/0 4 groups of 29 1-1-1-5 shift 4 stations	# 4856 5280 4363	# 7998 8725 8476	Cataldo Ambulance	Cataldo Ambulance
Manchester	5,336 over 9.29 sq mi	Manchester PD	13/14 4 groups of 3 1-1-1-5 shift 1 station	513 485 481 533	975 962 996 924	Manchester FD	Manchester FD
Mansfield	23,595 over 20.46 sq mi	Mansfield PD	37/0 4 groups of 8 1-1-1-5 shift 2 stations	1901 1883 2195 2018	2954 2770 3368 3016	Mansfield FD	Mansfield FD
Marblehead	20,454 over 4.53 sq mi	Marblehead PD	43/0 4 groups of 10 1-1-1-5 shift 2 stations	1230 1184 1258 1154	2522 2503 2645 2634	Atlantic Ambulance	Atlantic Ambulance
Marlborough	39,612 over 21.09 sq mi	Marlboro PD	78/0 4 groups of 19 10/14 shift 3 stations	3491 3547 3968 3764	6088 6067 6546 6342	Patriot Ambulance	Patriot Ambulance
Marshfield	25,635 over 28.45 sq mi	Marshfield PD	55/13 4 groups of 12 1-2-1-4 shift 3 stations	2842 2384 2709 2569	4526 4167 4401 4350	Marshfield FD	Marshfield FD
Mashpee	14,049 over 23.48 sq mi	Barnstable CSO	34/1 4 groups of 7/8 1-1-1-5 shift 1 station	2079 2150 2409 2385	3289 3233 3616 3595	Mashpee FD	Mashpee FD

¹² Lincoln has ten per diem firefighters and uses a per diem firefighter in order to have four firefighters per shift.

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (13-16)	Total Calls (13-16)	BLS Transport	Paramedic Services
Maynard	10,474 over 5.24 sq mi	Maynard PD	21/2 4 groups of 5 1-1-2-5 shift 1 station	955 985 1005 858	1418 1469 1533 1484	Maynard FD	Emerson Hospital Pro EMS
Medfield	12,394 over 14.51 sq mi	Medfield PD	8/20 4 groups of 2 10/14 shift 1 station	492 494 639 562	949 1040 1229 1279	Medfield FD	AMR
Medford	57,437 over 8.14 sq mi	Medford PD	138/0 4 groups of 28 10/14 shift 6 stations	5330 5845 6316 6449	9004 9237 9547 9541	Armstrong Ambulance	Armstrong Ambulance
Melrose	27,969 over 4.69 sq mi	Melrose PD	58/0 4 groups of 14 1-1-1-5 shift 3 stations	1638 1681 # 1545	3693 3892 4095 4179	Melrose FD	Cataldo Ambulance
Methuen	49,112 over 22.40 sq mi	Methuen PD	96/0 4 groups of 23 1-1-1-5 shift 4 stations	4830 5031 5511 5736	6631 7064 7846 8012	Methuen FD	LGH Paramedics
Middleborough	24,103 over 69.55 sq mi	Middleboro PD	36/25 4 groups of 7 1-1-1-5 shift 3 stations	1188 1078 1828 2378	4105 4135 4456 4486	Brewster Amb	Brewster Amb
Middleton ¹³	9,578 over 13.97 sq mi	Middleton PD	10/22 4 groups of 3/4 1-1-1-5 shift 1 station	865 809 946 984	1870 1821 1995 2192	Middleton FD	Middleton FD
Milford	28,439 over 14.60 sq mi	Milford PD	40/0 4 groups of 9 24/72 shift 2 stations	2948 3031 3139 3279	4537 4605 4817 5110	Community EMS	Community EMS
Millis	8,009 over 12.16 sq mi	Millis PD	9/18 3 groups of 2/3 10/14 shift 2 stations	765 740 913 949	1371 1382 1260 1256	Millis FD	AMR
Milton	27,360 over 13.04 sq mi	Milton PD	50/0 4 groups of 12 1-2-1-4 shift 3 stations	1913 1964 1931 2172	3700 3838 3725 4062	Fallon Ambulance	Fallon Ambulance
Nahant	3,479 over 1.24 sq mi	Lynn FD	9/18 4 groups of 2 1-1-1-5 shift 1 station	292 279 342 383	577 539 661 708	Nahant FD	Atlantic Ambulance
Nantucket	10,856 over 47.81 sq mi	Nantucket PD	23/12 4 groups of 4 1-1-1-5 shift 4 stations	1276 1344 1353 1262	3910 4106 3103 2907	Nantucket FD	
Natick	35,523 over 15.08 sq mi	Natick PD	88/0 => 83/0 4 groups of 19 1-2-1-4 shift 4 stations	2860 3076 3122 3069	4726 4901 5204 5146	Natick FD	Natick FD
Needham	30,205 over 12.61 sq mi	Self- Dispatch	74/0 4 groups of 15/16 24/72 shift 2 stations	1829 2065 1993 1976	3531 3559 3911 3883	Needham FD	Needham FD

¹³Middleton has a call firefighter working during the day and 2 call firefighters during the night.

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (13-16)	Total Calls (13-16)	BLS Transport	Paramedic Services
New Bedford	94,845 over 20.12 sq mi	New Bedford PD	220/0 4 groups of 44 24/72 shift 7 stations	16,332 17,397 16,681 18,784	13,598 13,864 15,878 16,669	New Bedford EMS	New Bedford EMS
Newburyport	17,926 over 8.38 sq mi	Town PD	38/11 4 groups of 8 1-1-5 shift 3 stations	No Data Avail	No Data Avail	Cataldo Ambulance	Cataldo Ambulance
Newton	88,287 over 18.05 sq mi	Newton PD	186/0 4 groups of 42 24/72 shift 6 stations	4340 4729 4704 4075	8848 9186 9437 8021	Cataldo Ambulance	Cataldo Ambulance
Norfolk	11,800 over 14.84 sq mi	Norfolk PD	14/5 4 groups of 3 1-1-5 shift 1 station	866 961 984 1064	1500 1537 1645 1850	Norfolk FD	Norfolk FD
North Adams	13,354 over 20.44 sq mi	North Adams PSAP	26/0 4 groups of 6 10/14 shift 1 station	4453 5568 5068 5744	1187 1180 1233 759	North Adams Ambulance	North Adams Ambulance
North Andover	29,478 over 26.65 sq mi	North Andover PD	59/0 4 groups of 13 10/14 shift 2 stations	2358 2311 2610 2635	3625 3847 3885 4117	North Andover FD	LGH Paramedics
North Attleboro	28,908 over 18.64 sq mi	North Attleboro PD	62/7 4 groups of 14 1-1-5 shift 3 stations	2364 2514 2342 2696	3825 3987 3475 3949	North Attleboro FD	North Attleboro FD
North Reading	15,509 over 13.25 sq mi	North Reading PD	20/14 4 groups of 4 1-1-5 shift 1 station	1133 1162 1249 1255	2061 2099 2278 2343	North Reading FD	Action Ambulance
Northampton	28,554 over 34.46 sq mi	northampto n ECC	63/0 4 groups of 14 1-1-5 shift 2 stations	4974 4675 4876 5245	6719 6846 7214 7033	Northampton FD	Northampton FD (day) or Am-B-Care
Northborough	14,834 over 18.53 sq mi	Town PD	21/13 4 groups of 4 1-2-1-4 shift 1 station	1181 1246 1267 1150	2054 2128 2091 2044	Northboro FD	Northboro FD
Northbridge	16,407 over 17.18 sq mi	Northbridg e PD	12/32 4 groups of 3 10/14 shift 2 stations	1806 1946 1939 2114	3090 3277 2929 3444	Northbridge FD	Northbridge FD
Norton	19,396 over 28.71 sq mi	Norton Comm Center	29/10 4 groups of 7 1-1-5 shift 2 stations	1730 1722 1741 1867	3005 3029 3078 3253	Norton FD	Norton FD
Norwell	10,817 over 20.87 sq mi	South Shore Regional Comm Ctr	26/7 4 groups of 5 10/14 shift 3 stations	1302 1277 1303 1232	2409 2204 2380 2385	Norwell FD	Norwell FD
Norwood	29,056 over 10.48 sq mi	Norwood PD	67/0 4 groups of 15/16 1-1-5 shift 1 stations	3929 3844 4141 4053	5463 5349 5781 5547	Norwood FD	Norwood FD

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (13-16)	Total Calls (13-16)	BLS Transport	Paramedic Services
Orange	7,713 over 35.36 sq mi	Shelburne Falls State Police	11/35 3 groups of 3 24/48 shift 2 stations	1240 1085 1342 1348	2114 1841 2085 2177	Orange FD	Orange FD
Orleans	5,863 over 14.17 sq mi	Barnstable CSO	23/11 4 groups of 4 1-1-5 shift 1 station	1824 1819 1618 1783	2582 2529 2482 2531	Orleans FD	Orleans FD
Oxford	13,853 over 26.63 sq mi	Oxford PD	10/35 4 groups of 2 1-2-1-4 shift 2 stations	1550 1567 1695 1762	2090 2102 2366 2412	Oxford FD	Oxford FD
Peabody	52,376 over 16.40 sq mi	Peabody PD	107/0 4 groups of 24 24/72 shift 5 stations	5065 5447 5926 #	7902 8509 9107 #	Atlantic Ambulance	Atlantic Ambulance
Pembroke	18,197 over 21.84 sq mi	Pembroke PD	25/21 4 groups of 6 1-1-5 shift 4 stations	No Data Avail	2882 2611 2962 3073	Pembroke FD	Pembroke FD
Pittsfield	43,697 over 40.73 sq mi	Pittsfield PD	92/0 4 groups of 20 1-1-5 shift 5 stations	4710 3989 4514 4621	7218 6318 7191 7321	AMR & County Ambulance	AMR & County Ambulance
Plainville	8,910 over 11.06 sq mi	Plainville PD	20/16 4 groups of 4/5 1-2-1-4 shift 1 station	1089 1149 1104 1452	3075 2831 2874 3370	Plainville FD	Plainville FD
Plymouth	58,271 over 96.46 sq mi	Plymouth PD	131/0 4 groups of 24?32 10/14 shift 7 stations	3817 4075 3959 4142	7016 7135 7082 7310	AMR	AMR
Quincy	93,397 over 16.78 sq mi	Quincy PD	203/0 4 groups of 49 10/14 shift (mod) 8 stations	4879 5569 5704 4268	8579 9481 9539 10,673	Brewster Ambulance	Brewster Ambulance
Randolph	33,629 over 10.07 sq mi	Randolph PD	58/3 4 groups of 13/14 1-1-5 shift 2 stations	4115 4301 4616 4661	8626 9402 10,153 10,223	Randolph FD	Randolph FD
Raynham	13,691 over 20.50 sq mi	Raynham PD	28/5 4 groups of 6 1-2-1-4 shift 1 station	1681 1843 1761 1970	2747 2915 3029 3095	Raynham FD	Raynham FD
Reading	25,508 over 9.93 sq mi	Reading PD	49/0 4 groups of 11 1-1-5 shift 2 stations	2060 2024 2166 2026	3131 3190 3507 3459	Reading FD	Reading FD
Revere	54,154 over 5.91 sq mi	Self- Dispatch	103/0 4 groups of 24 1-1-5 shift 4 stations	6156 6593 7049 7186	9054 10,027 10,630 10,740	Cataldo Ambulance	Cataldo Ambulance
Rockland	17,761 over 10.02 sq mi	Rockland PD	24/5 4 groups of 5/6 1-1-5 shift 1 station	2305 2344 2433 2417	2871 3057 3126 3219	Rockland FD	Rockland FD

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (13-16)	Total Calls (13-16)	BLS Transport	Paramedic Services
Salem	42,824 over 8.10 sq mi	Salem PD	85/0 4 groups of 19 1-1-5 shift 5 stations	3197 3582 3923 3989	6161 6431 7151 6968	Atlantic Ambulance	Atlantic Ambulance
Salisbury ¹⁴	8,706 over 15.43 sq mi	Salisbury PD	5/12 4 groups of 3 10/14 shift 1 station	905 1387 # 1301	2020 1972 # 2037	Cataldo Ambulance	Cataldo Ambulance
Sandwich	20,536 over 43.04 sq mi	Sandwich PD	40/0 4 groups of 8 1-1-5 shift 3 stations	2610 2562 2707 2828	3868 3510 3876 4013	Sandwich FD	Sandwich FD
Saugus	27,921 over 10.99 sq mi	Saugus PD	42/0 4 groups of 9/10 1-1-5 shift 2 stations	2253 2480 2803 2803	4138 4623 4635 4635	Cataldo Ambulance	Cataldo Ambulance
Scituate	18,413 over 17.18 sq mi	Scituate PD	50/0 4 groups of 12 24/72 shift 3 stations	1981 1925 1880 1841	3256 2963 3017 3140	Scituate FD	Scituate FD
Seekonk	14,683 over 18.32 sq mi	Seekonk PD	31/10 4 groups of 7 Mod 10/14 shift 3 stations	1415 1765 2022 2033	2645 2636 2825 3136	Seekonk FD	Seekonk FD
Sharon	18,121 over 23.31 sq mi	Holbrook PS Comm Center	27/3 4 groups of 6 1-1-5 shift 1 station	1233 1087 1296 1184	2159 2271 2411 2043	Sharon FD	Sharon FD
Shrewsbury	36,580 over 20.73 sq mi	Shrewsbury PD	37/13 4 groups of 9 10/14 shift 3 stations	2592 2307 2671 2600	3665 3523 7904 3825	UMASS Memorial EMS	UMASS Memorial EMS
Somerset	18,231 over 7.1 sq mi	Somerset PD	31/0 4 groups of 7 1-2-1-4 shift 1 station	2210 2640 2765 2806	3224 3036 3180 3200	Somerset FD	Somerset FD
Somerville	78,901 over 4.11 sq mi	Somerville PD	152/0 4 groups of 33 24/72 shift 5 stations	6254 6358 6895 6573	13,697 13,729 13,688 13,681	Cataldo Ambulance	Cataldo Ambulance
South Hadley Fire District #1	17,691 over 17.71 sq mi	South Hadley PD	22/21 4 groups of 5 1-1-5 shift 1 station	1697 1814 1994 1988	2132 2295 2451 2477	South Hadley Fire District #1	South Hadley Fire District #1
Southborough	9,943 over 14.15 sq mi	Town PD	21/13 4 groups of 5 1-1-5 shift 2 stations	743 790 753 769	1260 1354 1355 1386	Southboro FD	Southboro FD
Southbridge	16,825 over 20.36 sq mi	Southbridg e PD	25/20 4 groups of 5/4 1-2-1-4 shift 1 station	1996 2711 2681 2772	2960 3582 3340 3538	Southbridge FD	Charlton FD
Springfield	153,991 over 32.10 sq mi	Springfield PD	261/0 4 groups of 45 10/14 shift 8 stations	7782 7733 6702 7351	15,726 15,992 16,043 15,035	AMR	AMR

¹⁴ Salisbury uses career personnel during weekdays and per diem firefighters nights and weekends.

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (13-16)	Total Calls (13-16)	BLS Transport	Paramedic Services
Stoneham	21,886 over 6.15 sq mi	Stoneham PD	36/0 4 groups of 8 1-1-1-5 shift 1 station	1920 2006 2209 2014	2599 2814 3176 3094	Action Ambulance	Action Ambulance
Stoughton	28,396 over 16.04 sq mi	Stoughton PD	55/0 4 groups of 11/12 1-1-1-5 shift 2 stations	3190 3143 2870 3323	5291 5161 5476 5385	Stoughton FD	Stoughton FD
Sturbridge	9,463 over 37.41 sq mi	Sturbridge PD	9/20 4 groups of 4/2 9/15 shift 1 station	1075 1101 1177 1239	1649 1686 1826 1907	Sturbridge FD	Sturbridge FD
Sudbury	18,766 over 24.37 sq mi	Sudbury PS Dispatch Ctr	38/1 4 groups of 7 1-1-1-5 shift 3 stations	1090 1154 1266 1280	1947 2025 2260 2207	Sudbury FD	Sudbury FD
Swampscott	14,014 over 3.05 sq mi	Lynn FD	35/0 4 groups of 8 1-1-1-5 shift 1 station	1056 1011 1026 1162	1918 1861 1884 2112	Action Ambulance	Action Ambulance
Taunton	56,544 over 46.61 sq mi	Self Dispatch	125/0 4 groups of 28 1-1-1-5 shift 6 stations	6174 7084 6806 6326	8721 9451 9670 8888	Brewster Ambulance	Brewster Ambulance
Tewksbury	30,260 over 20.72 sq mi	Tewksbury PD	50/0 4 groups of 12 1-1-1-5 shift 3 stations	3010 3312 3288 3476	7009 7565 7896 8135	Tewksbury FD	Greater Lowell EMS
Turner Falls	6,360 over 21.67 sq mi	Montague PD	9/20 4 groups of 2 10/14 shift 1 station	560 678 654 744	1057 1156 1169 1254	Turner Falls FD	Baystate Hosp EMS
Uxbridge	13,783 over 29.54 sq mi	Uxbridge PD	13/28 4 groups of 2 1-1-1-5 shift 3 stations	1501 1495 1684 1646	2005 2111 2387 2349	Uxbridge FD	Uxbridge FD
Wakefield	26,774 over 7.47 sq mi	Wakefield PD	51/0 4 groups of 12 1-1-1-5 shift 2 stations	2140 2381 2614 2631	3323 3499 3907 3785	Action Ambulance	Action Ambulance
Walpole	24,933 over 20.54 sq mi	Walpole PD	35/10 4 groups of 8 24/72 shift? 3 stations	1965 1973 2059 2128	2890 2929 3212 3246	Walpole FD	Walpole FD
Waltham	63,014 over 12.70 sq mi	Waltham Comm Center	169/0 4 groups of 41 24/72 shift 6 stations	4440 4904 5338 5114	8047 8455 8937 8696	AMR	AMR
Ware	9,878 over 34.41 sq mi	Ware PD	18/25 4 groups of 4 10/14 shift 1 station	1475 1377 1741 1548	1780 1661 2328 1832	Ware FD	Ware FD
Wareham Fire District ¹⁵	18,232 over 35.80 sq mi	Self Dispatch	19/50 4 groups of 4 1-1-1-5 shift 4 stations*	3869 3937 4499 4631	2509 2077 2444 2112	Wareham EMS	Wareham EMS

¹⁵ Wareham EMS has 9FT working 4 groups of 2 in a 10/14 shift

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (13-16)	Total Calls (13-16)	BLS Transport	Paramedic Services
Watertown	34,127 over 4.11 sq mi	Watertown PD	89/0 4 groups of 20 24/72 shift 3 stations	2793 2911 3089 3084	4368 4544 4894 4745	Watertown FD	Armstrong Ambulance
Wayland	13,541 over 15.23 sq mi	Wayland PD	26/10 4 groups of 6 1-1-1-5 shift 2 stations	1212 1153 1143 1135	3784 4006 3810 3018	Wayland FD	Wayland FD
Wellesley	29,362 over 10.18 sq mi	Wellesley PD	58/0 4 groups of 13 1-1-1-5 shift 2 stations	2133 2124 1998 2098	3881 4168 4140 4233	AMR	AMR
Wellfleet	2,754 over 19.83 sq mi	Barnstable CSO	9/13 4 groups of 2 1-1-1-5 shift 2 stations*	733 705 752 774	1100 1074 1167 1178	Wellfleet FD	Wellfleet FD
West Bridgewater	7,060 over 15.74 sq mi	West Bridgewater PD	18/14 4 groups of 4 1-1-1-5 shift 1 station	1109 1060 1427 1429	2414 2091 2718 2484	West Bridgewater FD	West Bridgewater FD
West Springfield	28,627 over 16.75 sq mi	West Springfield PD	68/0 4 groups of 16 1-1-1-5 shift 3 stations	4826 5171 5606 5522	6059 6445 6873 6545	West Springfield FD	West Springfield FD
Westborough	17,756 over 20.52 sq mi	Westboro PD	36/8 4 groups of 8 1-2-1-4 shift 1 station	1846 2137 2223 2240	2674 2988 3399 3537	Westboro FD	Westboro FD
Westfield	41,608 over 46.58 sq mi	Westfield PD	84/0 4 groups of 20 1-1-1-5 shift 3 stations	5935 6075 6367 6809	7494 7670 8338 9692	Westfield FD	Westfield FD
Westford	23,678 over 30.61 sq mi	Westford PD	39/13 4 groups of 9 24/48/24/96 shift 3 stations	1505 1670 1889 2001	3750 3432 2994 2870	Westford FD	Greater Lowell EMS
Westminster ¹⁶	7,463 over 35.51 sq mi	Westminster PD	9/13 2 groups of 2/1 10/14 shift 1 station	610 617 807 709	1100 1128 1223 1315	Westminster FD	Westminster FD
Weston	11,992 over 17.02 sq mi	Weston PD	30/5 4 groups of 7 1-1-1-5 shift 2 stations	1187 1210 1246 1248	2183 2395 2397 2325	Weston FD	AMR
Westport	15,742 over 50.05 sq mi	Westport PD	24/13 4 groups of 5 1-2-1-4 shift 2 stations	1593 1586 1822 1982	2613 2482 2512 2742	Westport FD	Westport FD
Westwood	14,979 over 10.97 sq mi	Westwood PD	39/0 4 groups of 9 1-1-1-5 shift 2 stations	1890 1836 1872 2106	2862 2860 3065 3325	Westwood FD	Westwood FD

¹⁶ Westminster has 2 groups of 2 career firefighters working days and 2 groups of 1 career firefighter working nights. There is also a per-diem firefighter working nights to provide 2 on-duty at all times.

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (13-16)	Total Calls (13-16)	BLS Transport	Paramedic Services
Weymouth	55,643 over 17.01 sq mi	Weymouth PD	92/0 4 groups of 22 1-1-1-5 shift 4 stations	3860 3797 4438 4392	6824 6764 6950 7848	Fallon Ambulance	Fallon Ambulance
Whitman	14,790 over 6.96 sq mi	Holbrook PS Comm Center	22/14 4 groups of 5 1-1-1-5 shift 1 station	1703 1449 1743 1587	2791 2495 2714 2664	Whitman FD	Whitman FD
Wilbraham	14,509 over 22.22 sq mi	Wilbraham PD	26/6 4 groups of 5/6 1-1-1-5 shift 2 stations	1627 1670 1811 1783	2404 2455 2611 2510	Wilbraham FD	Wilbraham FD
Wilmington	23,370 over 17.13 sq mi	Wilmington PD	41/0 4 groups of 9 1-2-1-4 shift 1 station	1983 2099 2134 2253	2775 2843 3148 3379	Wilmington FD	Action Ambulance
Winchendon ¹⁷	10,615 over 43.28 sq mi	Winchendo n PD	8/36 2 groups of 4/2 24/48 shift 1 station	1016 1048 1276 1407	1721 1715 1910 2052	Winchendon FD	Winchendon FD
Winchester	22,270 over 6.04 sq mi	Winchester PD	46/0 4 groups of 11 1-1-1-5 shift 2 stations	1297 1097 1301 1439	2319 2107 2329 2381	Winchester FD	Winchester FD
Winthrop	18,352 over 1.99 sq mi	Winthrop PD	34/0 4 groups of 7/8 1-1-1-5 shift 2 stations	1812 1915 2109 2087	2851 2983 3151 3188	Action Ambulance	Action Ambulance
Woburn	39,272 over 12.67 sq mi	Woburn PD	73/0 4 groups of 15 1-1-1-5 shift 5 stations	# 4065 3774 4267	# 6195 5792 6371	Woburn FD	Action Ambulance
Worcester	183,016 over 37.56 sq mi	Worcester Comm Center	391/0 4 groups of 83 10/14 shift (mod) 10 stations	20,307 21,630 22,779 24,407	28,333 30,108 32,079 33,484	UMASS Memorial EMS	UMASS Memorial EMS
Wrentham	11,422 over 22.20 sq mi	Wrentham Central Dispatch	28/17 4 groups of 6 1-1-1-5 shift 2 stations	1225 1232 1151 1256	2836 2532 1855 1973	Wrentham FD	Wrentham FD
Yarmouth	23,592 over 24.25 sq mi	Self Dispatch	65/10 4 groups of 14 1-2-1-4 shift 3 stations	5380 4967 5546 5564	5380 4967 7096 6803	Yarmouth FD	Yarmouth FD

¹⁷ Winchendon FT personnel work a 24h on, 48h off schedule with 5d off every 3rd week. Sundays are covered by part-time firefighter.

Combination Departments Providing Immediate Coverage by Day/On-call Nights (and/or Weekends)

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	FD EMS Svcs	EMS Calls 14-16	Total Calls 14-16	BLS Transport	Paramedic Svcs
Acushnet ¹⁸	10,410 in 18.45 sq mi	Self Dispatch	9/35 4 groups of 2 2 stations	Rescue, FR, Amb	870 926 1005	1285 1419 1545	Acushnet FD	Acushnet FD
Ashburnham	6,181 in 38.67 sq mi	Ashburnham PD	4/36 1 group of 3 2 stations	Rescue, FR, Amb	437 484 500	761 851 767	Ashburnham FD	Ashburnham FD
Belchertown	14,846 in 52.73 sq mi	Town PD Amherst CC (f)	6/30 1 group of 5 1 station?	Rescue	1356 1404 1311	1672 1804 1653	Belchertown Muni EMS	Belchertown EMS
Berkley ¹⁹	6,580 in 16.54 sq mi	Berkley PD	3/48 2 groups of 1 2 stations	Rescue, FR, Amb	432 339 518	570 450 731	Berkley FD	Berkley FD
Boxford	8,213 in 23.97 sq mi	Boxford PD	3/37 1 group of 2 2 stations	Rescue, FR, Amb	381 378 448	707 766 811	Boxford FD	Lyons Ambulance
Boylston	4,475 in 16.03 sq mi	Boylston PD	3/26 1 shift of 2 1 station	Rescue, FR, Amb	435 445 465	606 603 652	Boylston FD	W. Boylston FD, UMass EMS
Carver	11,583 in 37.55 sq mi	Carver PD	3/70 1 group of 2 3 stations	Rescue	1424 1528 1534	297 276 308	Carver Muni EMS	Carver Muni EMS
Douglas	8,681 in 36.37 sq mi	Douglas PD	4/23 1 group of 2 2 stations	Rescue, FR, Amb	723 720 737	1009 1007 1032	Douglas FD	Oxford FD
Dudley	11,818 in 21.05 sq mi	So. Worcester County RECC	7/28 2 groups of 3 1 station	Rescue, FR, Amb	1145 1193 1228	1569 1665 1759	Dudley FD	Oxford FD & Webster EMS
East Brookfield ²⁰	2,186 in 9.84 sq mi	New Braintree State Police	2/32 1 station	Rescue, FR, Amb	480 502 493	588 604 584	East Brookfield FD	East Brookfield FD
East Longmeadow	16,123 in 12.97 sq mi	East Longmeadow PD	8/23 1 group of 6 1 station	Rescue	No EMS Svc	621 624 831	AMR	AMR
Groton ²¹	11,222 in 32.77 sq mi	Groton PD	5/41 2 groups of 2 3 stations	Rescue, FR, Amb	787 668 709	1247 1144 1219	Groton FD	Townsend FD
Hamilton ²²	8,188 in 14.60 sq mi	Hamilton PD	4/32 1 group of 3 1 station	Rescue	422 237 463	899 865 870	Beaumont Ambulance	Beaumont Ambulance
Hubbardston ²³	4,522 in 41.03 sq mi	Rutland PD	3/30 1 group of 2 2 stations	Rescue, FR, Amb	329 413 467	570 617 721	Hubbardston FD	Hubbardston FD

¹⁸ The fire suppression division works a 10/14 shift while the EMS division works a 24h shift.

¹⁹ Berkley staffs the station with one EMT working a 24h shift. Fires are strictly on-call.

²⁰ There are two full-time firefighters weekdays and per diem paramedics weekends on 12h shift.

²¹ Firefighters work three 12h shifts one week, three 12h shifts the second week, and four 12h shifts the third week. There is a per-diem firefighter that also works during the day.

²² The station is staffed during the day for each day of the week but on-call at night.

²³ Hubbardston staffs its main station with two career firefighters/Paramedics each day of the week. Nights are on-call.

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	FD EMS Svcs	EMS Calls 14-16	Total Calls 14-16	BLS Transport	Paramedic Svcs
Littleton	9,396 in 16.62 sq mi	Littleton PD	7/29 1 shift of 6 1 station	Rescue, FR, Amb	978 1117 1133	1537 1723 1842	Littleton FD	Emerson Hospital Pro EMS
Lunenburg	11,107 in 26.42 sq mi	Nashoba Valley RDC	8/32 => 5/32 2 groups of 2 1 station	Rescue, FR, Amb	914 967 965	1957 1492 1478	Lunenburg FD	Townsend FD (n) & MedStar (s)
Lynnfield	12,668 in 10.14 sq mi	Lynnfield PD	7/32 1 group of 6 2 stations	Rescue, FR, Amb	1016 911 1237	1957 1433 1866	Lynnfield FD	Lynnfield FD
Medway	13,184 in 11.45 sq mi	Medway PD	8/42 2 stations	Rescue, FR, Amb	978 1112 959	1516 1638 1911	Medway FD	Events Ambulance
Mendon ²⁴	5,960 in 18.10 sq mi	Mendon PD	5/12 2 groups of 2 1 station	Rescue, FR, Amb	536 594 533	771 833 734	Mendon FD	Mendon FD
Monson ²⁵	8,754 in 44.28 sq mi	Monson PD	4/50 2 groups of 2 1 station	Rescue, FR, Amb	806 934 929	1046 1165 1136	Monson FD	Monson FD
Palmer - Palmer Fire District		Palmer PD	3/22 1 group of 2 1 station	Rescue	2841 1921	405 349 398	Palmer Ambulance	
Pepperell	11,975 in 22.56 sq mi	Pepperell Comm Center	4/50 3 groups of 2 2 stations	Rescue, FR, Amb	869 922 942	1309 1406 1379	Pepperell FD	Townsend FD (w) & MedStar (e)
Rowley	6,202 in 18.72 sq mi	Rowley PD	3/25 1 group of 2 1 station	Rescue, FR	329 350 378	645 694 732	Action Ambulance	Action Ambulance
Rutland ²⁶	8,349 in 35.26 sq mi	Rutland PD	7/36 3 groups of 2 1 station	Rescue, FR, Amb	618 794 819	904 1096 1193	Rutland FD	Rutland FD
Shirley	7,372 in 15.82 sq mi	Shirley Comm Center	4/14 1 group of 3 1 station	Rescue	430 528 534	1223 1362 1380	Shirley Muni Amb	
Southwick	9,689 in 30.96 sq mi	Southwick PD	4/42 1 group of 2 1 station	Rescue, FR, Amb	907 965 907	1204 1214 1136	Southwick FD	Agawam FD & Westfield FD
Sterling	7,938 in 30.52 sq mi	Sterling Comm Center	5/30 1 group of 3 1 station	Rescue, FR, Amb	670 727 773	1186 1220 1286	Sterling FD	Sterling FD
Stow	7,033 in 17.62 sq mi	Stow PD	6/50 1 group of 5 1 station	Rescue, FR, Amb	522 505 516	959 936 987	Stow FD	M-H amb
Sutton	9,202 in 32.38 sq mi	Sutton PD	4/52 1 group of 2 3 stations	Rescue, FR	277 207 196	505 438 414	Alert Ambulance	Alert Ambulance
Topsfield ²⁷	6,505 in 12.74 sq mi	Topsfield PD	4/26 2 groups of 2 1 station	Rescue, FR	512 614 563	2191 2344 2392	NE Regional Amb	NE Regional Amb
Townsend ²⁸	9,404 in 32.87 sq mi	Townsend PD	4/20 1 group of 4 5 stations	Rescue, FR, Amb	922 863 925	1717 1707 1464	Townsend FD	Townsend FD

²⁴ Mendon career firefighters work three 16h days per week with nights covered by per diems

²⁵ Monson career firefighters work 12h shifts with two during weekdays and two during weeknights. Weekends are on-call.

²⁶ Rutland staffs its station 18h per day with two career firefighters

²⁷ Topsfield career personnel work four 12h days then have four days off.

²⁸ Townsend career personnel work weekdays. Nights and weekends covered using 2 per-diem paramedics

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	FD EMS Svcs	EMS Calls 14-16	Total Calls 14-16	BLS Transport	Paramedic Svcs
Tyngsborough ²⁹	12,149 in 16.86 sq mi	Town PD	4/33 1 group of 3 3 stations	Rescue, FR	671 804 936	1313 1490 1193	Trinity EMS	Greater Lowell EMS
Upton	7,699 in 21.52 sq mi	Upton PD	4/25 1 station	Rescue, FR, Amb	577 658 596	854 981 839	Upton FD	Alert Ambulance
Wareham - Onset Fire District	3,700 in 4.5 sq mi	Self-dispatch	5/57 2 stations	Rescue, FR	796 1027 1021	1502 1605 1593	Wareham Muni EMS	Wareham Muni EMS
Warren	5,178 in 27.53 sq mi	Warren PD	3/27 2 stations	Rescue, FR, Amb	429 348 411	621 533 590	Warren FD	Palmer, Sturbridge, Ware FD
Webster ³⁰	16,844 in 12.49 sq mi	So. Worcester County RECC	0/34 2 groups of 2/3 1 station	Rescue	No EMS data	606 682 838	Webster Muni EMS	Webster Muni EMS
West Barnstable Fire District	3,500 in 13.5 sq mi	Barnstable CSO	7/32 4 groups of 1 1 station	Rescue, FR, Amb	333 501 397	630 758 620	West Barnstable FD	West Barnstable FD
West Boylston ³¹	7,060 in 12.90 sq mi	West Boylston PD	7/28 1 group of 5 1 station	Rescue, FR, Amb	866 831 826	1172 1097 1093	West Boylston FD	West Boylston FD

²⁹ Tyngsborough career personnel work weekdays, weeknights are on-call, weekends covered using per diems.

³⁰ Webster staffs its station with two firefighters during the weekday and three firefighters during the evening hours using per-diem firefighters.

³¹ Full-time personnel work weekdays with one full-time member working Saturday. Sundays are scheduled with an on-call member.

Fire Departments and Emergency Medical Services in Massachusetts

Call/Volunteer Departments

Department	Pop/ Cover Area	Dispatch	FD Ems Svcs	EMS Calls 13-15	Total Calls 13-15	BLS Provider	Paramedic Services
Adams Fire District	8,271 in 22.94 sq mi	Adams PD	Rescue	1684 1875 2033	293 221 272	Adams Ambulance	Adams Ambulance
Alford	490 in 11.56 sq mi	Berkshire CSO	Rescue	No EMS Svc	No Data Avail	Southern Berkshire Ambulance	
Aquinnah (Gay Head)	323 in 5.36 sq mi	Dukes CSO	Rescue	No EMS Svc	No Data Avail	Tri-Town Ambulance	Tri-Town Ambulance
Ashby	3,208 in 23.80 sq mi	Ashby PD	Rescue, FR, Amb	313 302 302	505 491 512	Ashby FD	Ashby FD
Ashfield	1,731 in 40.30 sq mi	Shelburne Falls State Police	Rescue	107 115 101	194 174 184	Highland EMS	Highland EMS
Barre	5,463 in 44.33 sq mi	Barre PD	Rescue, FR	481 444 #	274 313 388	Barre Muni EMS	Barre Muni EMS
Becket	1,777 in 46.26 sq mi	Berkshire CSO	Rescue	258 280 254	121 123 134	Becket Muni Ambulance	Becket Muni Ambulance
Berlin	2,978 in 12.93 sq mi	Berlin PD	Rescue	266 272 281	232 268 270	Berlin Muni RS	Marlboro Hudsdon Ambulance
Bernardston	2,113 in 23.41 sq mi	Shelburne Falls State Police	Rescue	177 # 177	293 301 289	Baystate Hospital EMS	Baystate Hospital EMS
Blanford	1,255 in 51.74 sq mi	Berkshire CSO	Rescue	No EMS Svc	98 106 98	Hilltown EMS	Westfield FD
Bolton	5,132 in 19.93 sq mi	Bolton PD	Rescue	380 376 403	184 202 282	Bolton Muni Amb Squad	Marlboro Hudsdon Ambulance
Brimfield	3,723 in 34.71 sq mi	New Braintree State Police	Rescue	177 178 #	315 335 393	Brimfield Ambulance	Brimfield Ambulance
Brookfield	3,399 in 15.52 sq mi	New Braintree State Police	Rescue	467 557 556	79 111 84	Brookfield Muni EMS	Brookfield Muni EMS
Buckland	1,874 in 19.56 sq mi	Shelburne Falls State Police	Rescue	No EMS Svc	37 63 41	South Hadley FD	Baystate Hospital EMS
Carlisle	5,071 in 15.36 sq mi	Carlisle PD	Rescue, FR, Amb	193 226 241	376 408 438	Carlisle FD	Emerson Hospital Pro EMS
Charlemont	1,246 in 26.10 sq mi	Shelburne Falls State Police	Rescue, FR	165 185 158	80 67 88	Charlemont Ambulance	Baystate Hospital EMS
Cheshire	3,181 in 26.94 sq mi	Berkshire CSO	Rescue	252 247 257	350 371 371	Adams Ambulance	Adams Ambulance
Chester	1,365 in 36.73 sq mi	Northampton State Police	Rescue	No EMS Svc	96 57 35	Hilltown EMS	northampton FD (day) or Am-B-Care

Fire Departments and Emergency Medical Services in Massachusetts

Department	Pop/ Cover Area	Dispatch	FD Ems Svcs	EMS Calls 13-15	Total Calls 13-15	BLS Provider	Paramedic Services
Chesterfield	1,248 in 31.10 sq mi	Northampton State Police	Rescue, FR	48 64 79	103 121 139	Highland EMS	Highland EMS
Chilmark	921 in 19.14 sq mi	Dukes CSO	Rescue	No EMS Svc	No Data Avail	Tri-Town Ambulance	Tri-Town Ambulance
Clarksburg	1,672 in 12.76 sq mi	North Adams PSAP	Rescue	No EMS Svc	No Data Avail	North Adams Ambulance	North Adams Ambulance
Colrain	1,656 in 43.38 sq mi	Shelburne Falls State Police	Rescue	166 205 311	229 200 212	Colrain Ambulance	Baystate Hospital EMS
Conway	1,887 in 37.71 sq mi	Shelburne Falls State Police	Rescue, FR	92 # #	60 63 67	Conway Muni Amb	Baystate Hospital EMS
Cummington	872 in 23.05 sq mi	Northampton State Police	Rescue, FR	50 38 63	89 90 115	Highland EMS	Highland EMS
Dalton Fire District	6,693 in 21.81 sq mi	Dalton Comm Ctr	Rescue, FR, Amb	630 702 614	916 1000 957	Dalton FD	County Ambulance
Dartmouth Fire District #1 ³²	15,000 in 18.0 sq mi	Dartmouth PD	Rescue	No EMS Svc	382 35836 2	Stat Ambulance	Stat Ambulance
Dartmouth Fire District #2	2,000 in 47.5 sq mi	Dartmouth PD	Rescue	No EMS Svc	No Data Avail	Stat Ambulance	Stat Ambulance
Dartmouth Fire District #3	17,500 in 32.0 sq mi	Dartmouth PD	Rescue	No EMS Svc	784 904 888	Stat Ambulance	Stat Ambulance
Deerfield Area Fire District	5,054 in 32.29 sq mi	Shelburne Falls State Police	Rescue	No EMS Svc	No Data Avail	South County EMS	South County EMS
Dover	5,879 in 15.33 sq mi	Dover PD	Rescue, FR, Amb	216 295 260	498 629 607	Dover FD	AMR
Dunstable	3,389 in 16.55 sq mi	Groton Comm Ctr	Rescue, FR	122 118 126	237 270 267	Trinity EMS	Greater Lowell EMS
Edgartown	4,308 in 26.99 sq mi	Dukes CSO	Rescue, FR, Amb	No Data Avail	No Data Avail	Edgartown FD	Edgartown FD
Egremont	1,217 in 18.84 sq mi	Berkshire CSO	Rescue	No EMS Svc	No Data Avail	Southern Berkshire Ambulance	
Erving	1,788 in 13.87 sq mi	Shelburne Falls State Police	Rescue, FR	91 125 137	158 202 193	Orange FD	Baystate Hospital EMS
Essex	3,637 in 14.16 sq mi	Essex PD	Rescue, FR, Amb	234 241 253	442 345 449	Essex FD	Lyons Ambulance
Florida	738 in 24.36 sq mi	Berkshire CSO	Rescue	32 32 67	53 51 102	North Adams Ambulance	North Adams Ambulance

³² Dartmouth has one career firefighter on-duty during the day.

Fire Departments and Emergency Medical Services in Massachusetts

Department	Pop/ Cover Area	Dispatch	FD Ems Svcs	EMS Calls 13-15	Total Calls 13-15	BLS Provider	Paramedic Services
Georgetown	8,530 in 12.94 sq mi	Georgetown PD	Rescue, FR	579 639 659	1645 1811 1902	Byfield FD	Byfield FD
Gill	1,496 in 13.98 sq mi	Shelburne Falls State Police	Rescue	No EMS Svc	114 114 122	Baystate Hospital EMS	Baystate Hospital EMS
Goshen	1,069 in 17.37 sq mi	Northampton State Police	Rescue, FR	66 63 83	99 107 109	Highland EMS	Highland EMS
Gosnold (Cuttyhunk)	77 in 13.34 sq mi	Dukes CSO	Rescue	No EMS Svc	No Data Avail		
Grafton	18,381 in 22.74 sq mi	Grafton PD	Rescue	No EMS Svc	470 542 547	Alert Ambulance	Alert Ambulance
Granby	6,333 in 27.86 sq mi	Granby PD	Rescue, FR, Amb	677 723 674	892 945 878	Granby FD	Granby FD
Granville	1,620 in 42.24 sq mi	Northampton State Police	Rescue, FR, Amb	107 120 111	168 186 174	Granville FD	Westfield FD
Great Barrington	6,945 in 45.18 sq mi	Great Barrington PD	Rescue	220 160 193	614 561 541	Southern Berkshire Ambulance	
Groveland	7,059 in 8.94 sq mi	Groveland PD	Rescue, FR	305 311 361	527 529 593	Trinity EMS	Trinity EMS
Hadley	5,301 in 23.31 sq mi	Hadley PD Amherst CC (a)	Rescue	# 425 373	814 1009 1163	Amherst FD	Amherst FD
Hampden	5,195 in 19.64 sq mi	Hampden PD	Rescue	No EMS Svc	114 116 110	AMR	AMR
Hancock	713 in 35.73 sq mi	Berkshire CSO	Rescue	No EMS Svc	No Data Avail	Village Ambulance	Village Ambulance
Harvard	6,566 in 26.36 sq mi	Nashoba Valley RDC	Rescue	363 317 364	258 273 279	Harvard Muni Amb	Ayer FD, MedStar
Hardwick	3,010 in 38.59 sq mi	New Braintree State Police	Rescue	No EMS Svc	103 96 56	Hardwick RS	Ware FD
Hatfield	3,290 in 16.02 sq mi	Northampton State Police	Rescue, FR	201 312 312	155 438 442	Hatfield Muni Amb	northampton FD (day) or Am-B-Care
Hawley	331 in 30.86 sq mi	Shelburne Falls State Police	Rescue	13 26 22	31 40 41	Charlemont FD	Baystate Hospital EMS
Heath	700 in 24.90 sq mi	Shelburne Falls State Police	Rescue	32 39 32	60 73 68	Colrain Ambulance	Baystate Hospital EMS
Hinsdale	1,980 in 20.84 sq mi	Dalton Comm Center	Rescue, FR, Amb	196 196 117	295 295 211	Hinsdale Ambulance	County Ambulance
Holland	2,502 in 12.39 sq mi	New Braintree State Police	Rescue, FR	104 153 163	151 216 235	Brimfield Ambulance	Brimfield Ambulance

Fire Departments and Emergency Medical Services in Massachusetts

Department	Pop/ Cover Area	Dispatch	FD Ems Svcs	EMS Calls 13-15	Total Calls 13-15	BLS Provider	Paramedic Services
Holliston	14,388 in 18.71 sq mi	Self-Dispatch	Rescue, FR, Amb	845 851 930	1334 1368 1439	Holliston FD	Events Ambulance
Huntington	2,179 in 26.64 sq mi	Northampton State Police	Rescue, FR	138 192 181	244 290 319	Hilltown EMS	northampton FD (day) or Am-B-Care
Lancaster	8,111 in 27.68 sq mi	Nashoba Valley RDC	Rescue, FR, Amb	538 661 675	898 975 908	Lancaster Muni Amb	MedStar(n) Shirley FD (s)
Lanesborough	3,015 in 29.04 sq mi	Berkshire CSO	Rescue, FR, Amb	# 223 259	380 337 360	Lanesboro FD	County Ambulance
Lee	5,861 in 26.40 sq mi	Lee Comm Ctr	Rescue	851 858 882	216 259 190	Lee Muni Ambulance	County Ambulance
Leicester	11,270 in 23.36 sq mi	Leicester PD	Rescue	1091 1098 1122	278 234 243	Leicester Muni EMS	Leicester EMS
Leverett	1,856 in 22.85 sq mi	Shelburne Falls SP (f) Amherst (a)	Rescue, FR	83 84 95	138 140 155	Amherst FD	Amherst FD
Leyden	718 in 17.99 sq mi	Shelburne Falls State Police	Rescue	No EMS Svc	22 18 13	Baystate Hospital EMS	Baystate Hospital EMS
Marion	5,048 in 14.63 sq mi	Marion PD	Rescue	676 797 849	1007 1344 1274	Marion Muni EMS	Marion EMS
Mattapoissett	6,221 in 16.48 sq mi	Mattapoissett PD	Rescue	501 585 629	462 573 549	Police EMS	Police EMS
Merrimac ³³	6,724 in 8.53 sq mi	Merrimac PD	Rescue, FR, Amb	606 573 504	813 888 816	Merrimac FD	Amesbury FD
Middlefield	528 in 24.16 sq mi	Berkshire CSO	Rescue	No EMS Svc	31 26 49	Hinsdale FD	County Ambulance
Millbury	13,460 in 15.73 sq mi	Millbury PD	Rescue	No EMS Svc	300 315 298	Alert Ambulance	Alert Ambulance
Millville	3,223 in 4.93 sq mi	Mendon PD	Rescue, FR, Amb	259 247 227	389 383 358	Millville FD	Mendon FD
Monroe	120 in 10.71 sq mi	Shelburne Falls State Police	Rescue	No EMS Svc	No Data Avail	North Adams Ambulance	North Adams Ambulance
Montague	2078 in 9.8 sq mi	Montague PD	Rescue, FR	41 # 97	182 167 191	Baystate Hospital EMS	Baystate Hospital EMS
Monterey	961 in 26.50 sq mi	Berkshire CSO	Rescue	No EMS Svc	103 # 129	Southern Berkshire Ambulance	
Montgomery	860 in 15.05 sq mi	Northampton State Police	Rescue	No EMS Svc	No Data Avail	Hilltown EMS	Westfield FD

³³ Merrimac - The full-time line officers work a staggered 4 days on and 2 days off so the station is staffed with at least one person.

Fire Departments and Emergency Medical Services in Massachusetts

Department	Pop/ Cover Area	Dispatch	FD Ems Svcs	EMS Calls 13-15	Total Calls 13-15	BLS Provider	Paramedic Services
New Ashford	224 in 13.54 sq mi	Berkshire CSO	Rescue	No EMS Svc	No Data Avail	Village Ambulance	Village Ambulance
New Braintree	1022 in 20.70 sq mi	New Braintree State Police	Rescue	No EMS Svc	33 47 25	North Brookfield EMS	E Brookfield FD or Spencer RS
New Marlborough	1,492 in 47.20 sq mi	Berkshire CSO	Rescue	110 98 87	203 174 158	New Marlboro RS	
New Salem	1000 in 44.98 sq mi	Shelburne Falls State Police	Rescue, FR	65 46 54	160 82 106	Orange FD	Orange FD
Newbury – Newbury Fire District		Newbury PD	Rescue, FR	481 288 300	1198 773 777	Newbury FD	Atlantic EMS
North Brookfield	4,748 in 21.06 sq mi	New Braintree State Police	Rescue	403 439 416	175 153 179	North Brookfield EMS	E Brookfield FD or Spencer RS
Northfield	3,012 in 34.41 sq mi	Shelburne Falls State Police	Rescue	312 288 316	520 453 406	Northfield EMS	Baystate Hospital EMS
Oak Bluffs	4,698 in 7.37 sq mi	Dukes CSO	Rescue, FR, Amb	No Data Avail	No Data Avail	Oak Bluffs Muni Amb	Oak Bluffs Muni Amb
Oakham	1,921 in 21.12 sq mi	Rutland PD	Rescue, FR, Amb	132 138 131	166 223 202	Oakum FD	
Otis	1,585 in 35.84 sq mi	Berkshire CSO	Rescue	129 127 132	74 84 #	Otis Muni RS	County Ambulance
Palmer - Bondsville Fire District	12,174 in 31.53 sq mi	Palmer PD	Rescue	No EMS Svc	84 80 72	Palmer Ambulance	
Palmer - Three Rivers Fire District		Palmer PD	Rescue	No EMS Svc	133 118 154	Palmer Ambulance	
Paxton	4,854 in 14.73 sq mi	Paxton Comm Ctr	Rescue, FR, Amb	250 442 480	535 587 627	Paxton FD	Spencer RS
Pelham	1,327 in 25.07 sq mi	Northampton State Police (f) Amherst (a)	Rescue	91 97 81	136 165 139	Amherst FD	Amherst FD
Peru	846 in 25.98 sq mi	Berkshire CSO	Rescue	No EMS Svc	60 # #	Hinsdale FD	County Ambulance
Petersham	1,247 in 54.24 sq mi	New Braintree State Police	Rescue	No EMS Svc	92 100 86	Athol FD	Athol FD
Phillipston	1,715 in 24.26 sq mi	Phillipston PD	Rescue, FR, Amb	170 167 127	248 251 192	Phillipston FD	Woods Amb (e), Athol FD (w)
Plainfield	650 in 21.05 sq mi	Northampton State Police	Rescue, FR	# 67 79	# 112 117	Highland EMS	Highland EMS
Plympton	2,873 in 14.79 sq mi	Duxbury Regional ECC	Rescue, FR, Amb	300 328 319	452 494 520	Plympton FD	Plympton FD

Fire Departments and Emergency Medical Services in Massachusetts

Department	Pop/ Cover Area	Dispatch	FD Ems Svcs	EMS Calls 13-15	Total Calls 13-15	BLS Provider	Paramedic Services
Princeton	3,443 in 35.44 sq mi	Wachusett RECC	Rescue, FR, Amb	172 187 204	301 316 250	Princeton FD	Princeton FD
Provincetown	2,980 in 9.66 sq mi	Provincetown PD	Rescue, FR, Amb	1021 1035 1070	1165 1204 1246	Provincetwn FD	Lower Cape Amb Assoc
Rehoboth	11,926 in 46.50 sq mi	Rehoboth PD	Rescue	882 873 939	469 507 554	Rehoboth Ambulance	Rehoboth Ambulance
Richmond	1,440 in 18.96 sq mi	Berkshire CSO	Rescue, FR, Amb	158 176 199	290 304 324	Richmond FD	County Ambulance
Rochester	5,443 in 33.93 sq mi	Rochester Comm Ctr	Rescue, FR, Amb	No Data Avail	No Data Avail	Rochester FD	
Rockport	7,175 in 7.07 sq mi	Rockport PD	Rescue	666 611 573	223 263 209	Rockport Muni Amb	Lyons Ambulance
Rowe	387 in 23.55 sq mi	Shelburne Falls State Police	Rescue	No EMS Svc	43 35 45	Charlemont FD	Baystate Hospital EMS
Royalston	1,269 in 41.89 sq mi	Shelburne Falls SP (f) SWNH (a)	Rescue	114 135 106	158 187 174	Woods Ambulance	Woods Ambulance
Russell	1,787 in 17.56 sq mi	Northampton State Police	Rescue	89 48 43	149 76 76	Hilltown EMS	Westfield FD
Sandisfield	919 in 52.32 sq mi	Berkshire CSO	Rescue, FR, Amb	86 102 99	153 155 164	Sandisfield FD	Campion Ambulance
Savoy	681 in 35.86 sq mi	Berkshire CSO	Rescue	No EMS Svc	No Data Avail	Adams Ambulance	Adams Ambulance
Sheffield	3,208 in 48.15 sq mi	Berkshire CSO	Rescue, FR	204 201 201	337 343 343	Southern Berkshire Ambulance	
Shelburne Center Fire District	1,883 in 23.25 sq mi	Shelburne Falls State Police	Rescue	No EMS Svc	No Data Avail	Shelburne Falls FD	Baystate Hospital EMS
Shelburne Falls Fire District	1,731 in 19.75 sq mi	Shelburne Falls State Police	Rescue	261 354 281	337 441 387	Shelburne Falls FD	Baystate Hospital EMS
Sherborn	4,279 in 15.96 sq mi	Sherborn PD	Rescue, FR, Amb	47 261 286	487 525 519	Sherborn FD	AMR
Shutesbury	1,770 in 26.61 sq mi	Shelburne Falls SP (f) Amherst (a)	Rescue, FR	No Data Avail	No Data Avail	Amherst FD	Amherst FD
South Deerfield Fire District	5,054 in 32.29 sq mi	Shelburne Falls State Police	Rescue	No EMS Svc	189 211 226	South County EMS	South County EMS
South Hadley Fire District #2	17,691 in 17.71 sq mi	South Hadley PD	Rescue, FR, Amb	400 385 405	716 742 816	So. Hadley Fire District #2	So. Hadley Fire District #1
Southampton	6,078 in 28.15 sq mi	Southampton FD	Rescue, FR, Amb	361 375 466	525 529 675	southampton FD	

Fire Departments and Emergency Medical Services in Massachusetts

Department	Pop/ Cover Area	Dispatch	FD Ems Svcs	EMS Calls 13-15	Total Calls 13-15	BLS Provider	Paramedic Services
Spencer	11,805 in 32.85 sq mi	Spencer PD	Rescue	1563 1502 1549	383 456 406	Spencer RS	Spencer RS
Stockbridge	1,950 in 22.94 sq mi	Berkshire CSO	Rescue	254 192 192	426 427 382	Lee Muni Ambulance	County Ambulance
Sunderland	3,679 in 14.39 sq mi	Shelburne Falls State Police	Rescue, FR	No EMS Svc	218 110 169	South County EMS	South County EMS
Swansea	16,150 in 23.06 sq mi	Swansea PD	Rescue	2355 2083 2455	415 466 482	Swansea Ambulance	Swansea Ambulance
Templeton	8,155 in 32.04 sq mi	Templeton PD	Rescue, FR, Amb	744 790 812	1000 1000 1047	Templeton FD	Woods Ambulance
Tisbury	4,128 in 6.56 sq mi	Dukes CSO	Rescue	No EMS Svc	333 386 360	Police Ambulance	Police Ambulance
Tolland	492 in 31.64 sq mi	Berkshire CSO	Rescue	No EMS Svc	55 # #	Sandisfield FD	Campion Ambulance
Truro	2,011 in 21.05 sq mi	Truro PD	Rescue	457 493 526	719 730 835	Truro RS	Truro RS
Tyringham	324 in 18.70 sq mi	Lee Comm Center	Rescue	No EMS Svc	No Data Avail	Lee Muni Ambulance	County Ambulance
Wales	1,878 in 15.75 sq mi	New Braintree State Police	Rescue, FR	145 111 #	198 204 #	Brimfield Ambulance	Brimfield Ambulance
Warwick	769 in 37.27 sq mi	Shelburne Falls State Police	Rescue	No EMS Svc	No Data Avail	Orange FD	Orange FD
Wendell	871 in 31.99 sq mi	Shelburne Falls State Police	Rescue	No EMS Svc	80 67 67	Orange FD	Orange FD
Wenham	5,165 in 7.72 sq mi	Hamilton PD	Rescue	382 410 391	796 744 815	Lyons Ambulance	Lyons Ambulance
W. Brookfield	3,763 in 20.47 sq mi	New Braintree State Police	Rescue	496 489 498	134 135 112	West Brookfield EMS	West Brookfield EMS
West Newbury	4,495 in 13.52 sq mi	West Newbury PD	Rescue	222 249 237	480 532 489	Cataldo Ambulance	Cataldo Ambulance
West Stockbridge	1,282 in 18.48 sq mi	Berkshire CSO	Rescue	64 80 72	126 126 127	Richmond FD	County Ambulance
West Tisbury	2,901 in 25.01 sq mi	Dukes CSO	Rescue	192 242 226	168 248 240	Tri-Town Ambulance	Tri-Town Ambulance
Westhampton	1,634 in 27.14 sq mi	Northampton State Police	Rescue	88 111 101	173 214 179	easthampton FD	easthampton FD
Whately	1,515 in 20.18 sq mi	Shelburne Falls State Police	Rescue, FR	No EMS Svc	84 30 75	South County EMS	South County EMS

Fire Departments and Emergency Medical Services in Massachusetts

Department	Pop/ Cover Area	Dispatch	FD Ems Svcs	EMS Calls 13-15	Total Calls 13-15	BLS Provider	Paramedic Services
Williamsburg	2,472 in 25.63 sq mi	Northampton State Police	Rescue, FR	168 190 176	286 307 298	Highland EMS	Highland EMS
Williamstown Fire District	7,605 in 46.89 sq mi	Williamstown PD	Rescue	No EMS Svc	244 259 212	Village Ambulance	Village Ambulance
Windsor	897 in 34.99 sq mi	Dalton Comm Ctr	Rescue	# 61 45	# 88 72		County Ambulance
Worthington	1,179 in 32.06 sq mi	Northampton State Police	Rescue	No EMS Svc	No Data Avail	Hilltown EMS	northampton FD (day) or Am-B-Care

South Hadley has 4 FT deployed in 4 groups of 1

Towns with No Fire Department

Fire Department	Pop/ Cover Area	Dispatch	Fire Coverage Provider	BLS Transport Provider	Paramedic Services
Mt Washington	164 in 22.22 sq mi	Berkshire CSO	Egremont FD	Hinsdale FD	
Washington	536 in 37.76 sq mi	Berkshire CSO	Becket & Hinsdale FD	Southern Berkshire Ambulance	

Appendix A - EMS and Fire Emergency Calls across New England

Using information from the State Fire Marshal Office Annual Reports for Vermont, Maine, and Massachusetts; and NFIRS for Connecticut and New Hampshire, we can look at the number of municipal fire and EMS calls to determine if any trends can be observed. Since all the data (including that in the FMO Annual Report) is taken from NFIRS, it is dependent on the number of fire departments entering their data into the system and there is not 100% compliance.

Rhode Island fire departments report incident activity to the fire marshal's office but the data is not entered into NFIRS so there is no municipal call data available.

New England State	2009	2010	2011	2012	2013	2014	5yr Avg
Connecticut							
Muni EMS calls	183,757	193,191	173,638	185,832	205,487	185,890	187,966
Fire calls	13,460	15,596	12,450	11,997	13,069	11,956	13,088
Non-fire calls	111,921	122,145	135,781	108,047	113,139	106,845	116,313
Total Muni Calls	309,138	330,932	321,869	305,876	331,695	304,691	317,367
% Muni EMS calls	59.4%	58.4%	53.9%	60.8%	62.0%	61.0%	59.2%
% Muni Fire Calls	4.4%	4.7%	3.9%	3.9%	3.9%	3.9%	4.1%
Maine							
Muni EMS calls	54,086	49,693	54,001	60,490	55,573	70,076	57,320
Fire calls	5,217	4,609	4,420	4,983	4,595	5,112	4,823
Non-fire calls	25,530	22,814	24,800	26,589	26,017	32,289	26,340
Total Muni Calls	84,833	77,116	83,221	92,062	86,185	107,477	88,482
% Muni EMS calls	63.8%	64.4%	64.9%	65.7%	64.5%	65.2%	64.8%
% Muni Fire Calls	6.1%	6.0%	5.3%	5.4%	5.3%	4.8%	5.5%
New Hampshire							
Muni EMS calls	69,660	75,540	81,403	82,456	87,534	99,124	82,620
Fire Calls	5,173	6,614	5,755	6,397	6,071	5,844	5,976
Non-fire calls	41,254	50,318	54,254	49,302	52,407	58,378	50,986
Total Muni Calls	116,087	132,472	141,412	138,155	146,012	163,346	139,581
% Muni EMS calls	60.0%	57.0%	57.6%	59.7%	59.9%	60.7%	59.2%
% Muni Fire Calls	4.5%	5.0%	4.1%	4.6%	4.2%	3.6%	4.3%
Vermont							
Muni EMS calls	20,009	19,577	22,819	21,396	22,225	22,513	21,423
Fire Calls	3,268	3,089	3,235	3,031	4,076	5,431	3,688
Non-fire calls	17,586	16,657	21,071	18,702	19,388	16,332	18,289
Total Muni Calls	40,863	39,323	47,125	43,129	45,689	45,296	43,571
% Muni EMS calls	49.0%	49.8%	48.4%	49.6%	48.6%	49.7%	49.2%
% Muni Fire Calls	8.0%	7.9%	6.9%	7.0%	8.9%	12.0%	8.5%
Massachusetts							
Muni EMS calls	392,989	406,253	429,488	443,811	444,875		423,483
Fire calls	30,070	32,680	29,110	31,229	29,828		30,583
Non-fire calls	261,985	288,693	309,746	285,928	301,359		289,542
Total Muni Calls	685,044	727,626	768,344	760,968	776,062		743,609
% Muni EMS calls	57.4%	55.8%	55.9%	58.3%	57.3%		56.9%
% Muni Fire Calls	4.4%	4.5%	3.8%	4.1%	3.8%		4.1%

Fire Departments and Emergency Medical Services in Massachusetts

In looking at Connecticut, Massachusetts, and New Hampshire, the percentage of fire and EMS calls relative to the total calls are similar. Of the non-fire calls, false alarms and service calls account for between 25% and 30% of the total emergency calls for the five States in the table above.

- Maine's percentage of fire and EMS calls relative to the total calls are higher than these three States. This may be partly due to the fact that slightly less than half the fire departments report incident data.
- Vermont's percentage of fire calls is higher and the percentage of EMS calls is lower relative to the total calls. The lower EMS percentage may be due to Vermont's reliance on non-profits for ambulance service (although many towns have a first responder squad) and its higher fire call percentage may be due to its small population and smaller density (population per square mile).

DO NOT COPY

Appendix B – Mutual Aid Associations

Mutual Aid System	State	Member Towns		
TriState Fire Mutual Aid Association	NH	Hinsdale	Keene	Swanzy
	VT	Brattleboro	Guilford	Halifax
		Vernon		
	MA	Amherst	Ashfield	Athol
		Bernardston	Buckland	Charlemont
		Colrain	Conway	Deerfield
		Erving	Gill	Greenfield
		Hadley	Hawley	Heath
		Leverett	Leyden	Monroe
		Montague	New Salem	Northfield
		Orange	Pelham	Petersham
		Rowe	Royalston	Shelburne Ctr
		Shelburne Falls	South Deerfield	Sunderland
		Turner Falls	Warwick	Wendell
Whately	Williamsburg			
Mid-State Fire Mutual Aid Association (1957)	MA	Acton	Ashburnham	Athol
		Ashby	Ayer	Barre
		Berlin	Bolton	Boylston
		Clinton	Fitchburg	Gardner
		Hardwick	Harvard	Holden
		Hubbardston	Lancaster	Leominster
		Lunenburg	New Braintree	Oakham
		Orange	Paxton	Petersham
		Petersham	Princeton	Royalston
		Rutland	Shirley	Sterling
		Templeton	Townsend	West Boylston
Westminster	Winchendon	Worcester		
Barnstable County Fire District (Mutual Aid District 1) Control – Barnstable County Sheriff's Department	MA	Barnstable	Bourne	Brewster
		Chatham	Cotuit	Dennis
		Eastham	Falmouth	Hyannis
		Mashpee	Orleans	Provincetown
		Sandwich	Truro	Wellfleet
		West Barnstable	West Tisbury	Yarmouth
		Aqinnah	Chilmark	Edgartown
Nantucket	Oak Bluffs	Tisbury		
Bristol County Fire District (Mutual Aid District 3) Control – Norton Fire	MA	Acushnet	Attleboro	Berkley
		Dartmouth	Dighton	Fairhaven
		Fall River	Freetown	New Bedford
		Norton	Raynham	Rehoboth
		Seekonk	Somerset	Swansea
		Taunton	Westport	

Fire Departments and Emergency Medical Services in Massachusetts

Plymouth County Fire District (Mutual Aid District 2) Control - Plymouth County Sheriff's Department	MA	Abington	Bridgewater	Brockton
		Carver	Cohasset	Duxbury
		E. Bridgewater	Halifax	Hanover
		Hanson	Hingham	Hull
		Kingston	Lakeville	Marion
		Marshfield	Mattapoissett	Middleborough
		Norwell	Pembroke	Plymouth
		Plympton	Rochester	Rockland
		Scituate	Wareham	W. Bridgewater
		Whitman		
Norfolk County Fire District (Mutual Aid District 4) Control – Holbrook Fire	MA	Avon	Bellingham	Canton
		Dover	Easton	Foxboro
		Franklin	Holbrook	Mansfield
		Medfield	Medway	Millis
		Norfolk	Norwood	Randolph
		Sharon	Stoughton	Walpole
		Westwood	Wrentham	
Southern Essex County Fire District (Mutual Aid District 5) Control – Beverly Fire	MA	Beverly	Danvers	Essex
		Gloucester	Hamilton	Ipswich
		Lynnfield	Manchester	Marblehead
		Middleton	Nahant	Peabody
		Rockport	Salem	Saugus
		Swampscott	Topsfield	Wenham
North Middlesex County Fire District (Mutual Aid District 6) (1999) Control – Westford Fire	MA	Andover	Ayer	Bedford
		Billerica	Burlington	Chelmsford
		Dracut	Dunstable	Groton
		Littleton	Lowell	North Reading
		Pepperell	Shirley	Tewksbury
		Tyngsboro	Westford	Wilmington
Southern Worcester County Fire District (Mutual Aid District 7) www.massfiredistrict7.com Control – Southbridge Fire	MA	Auburn	Blackstone	Brookfield
		Charlton	Douglas	Dudley
		East Brookfield	Grafton	Leicester
		Mendon	Millbury	Millville
		No. Brookfield	Northbridge	Oxford
		Southbridge	Spencer	Sturbridge
		Sutton	Upton	Uxbridge
		Warren	Webster	West Brookfield
		Worcester		

Fire Departments and Emergency Medical Services in Massachusetts

Northern Worcester County Fire District (Mutual Aid District 8)	MA	Ashburnham	Ashby	Barre
		Berlin	Bolton	Boylston
		Clinton	Fitchburg	Gardner
		Hardwick	Harvard	Holden
		Hubbardston	Lancaster	Leominster
		Lunenburg	New Braintree	Oakham
		Paxton	Petersham	Phillipston
		Princeton	Royalston	Rutland
		Sterling	Templeton	Townsend
		West Boylston	Westminster	Winchendon
Franklin County Fire District (Mutual Aid District 9) Control – Shelburne State Police	MA	Ashfield	Athol	Bernardston
		Buckland	Charlemont	Colrain
		Conway	Deerfield	Erving
		Gill	Greenfield	Hawley
		Heath	Leverett	Leyden
		Monroe	Montague	New Salem
		Northfield	Orange	Rowe
		Shelburne	Shutesbury	Sunderland
Warwick	Wendell	Whately		
Hampshire County Fire District (Mutual Aid District 10) Control – Northampton State Police	MA	Amherst	Belchertown	Chesterfield
		Cummington	Easthampton	Goshen
		Granby	Hadley	Hatfield
		Huntington	Northampton	Pelham
		Plainfield	South Hadley	Southampton
		Ware	Westhampton	Williamsburg
		Worthington		
Hampden County Fire Mutual Aid Association (Mutual Aid District 11)	MA	Agawam	Blanford	Brimfield
		Chester	Chicopee	E. Longmeadow
		Granville	Hampden	Holland
		Holyoke	Longmeadow	Ludlow
		Monson	Montgomery	Palmer
		Russell	Southwick	Springfield
		Tolland	Wales	W. Springfield
Westfield	Wilbraham			
Berkshire County Fire District (Mutual Aid District 12) (2000)	MA	Adams	Alford	Becket
		Cheshire	Clarksburg	Dalton
		Egremont	Florida	Great Barrington
		Hancock	Hinsdale	Lanesborough
		Lee	Lenox	Monterey
		New Ashford	New Marlborough	North Adams
		Otis	Peru	Pittsfield
		Richmond	Sandisfield	Savoy
		Sheffield	Stockbridge	Tyringham
		W. Stockbridge	Williamstown	Windsor

Fire Departments and Emergency Medical Services in Massachusetts

Metro Fire (Mutual Aid District 13) www.massmetrofire.org (1976) Control – Boston Fire	MA	Arlington	Belmont	Boston
		Braintree	Brookline	Burlington
		Cambridge	Chelsea	Dedham
		Everett	Lexington	Lynn
		Malden	Medford	Melrose
		Milton	Needham	Newton
		Quincy	Reading	Revere
		Saugus	Somerville	Stoneham
		Wakefield	Waltham	Watertown
		Wellesley	Weston	Weymouth
		Winchester	Winthrop	Woburn
South Middlesex County Fire District (Mutual Aid District 14) Control – Ashland Fire	MA	Acton	Ashland	Boxborough
		Carlisle	Concord	Framingham
		Holliston	Hopedale	Hopkinton
		Hudson	Lincoln	Marlborough
		Maynard	Milford	Natick
		Northborough	Sherborn	Shrewsbury
		Southborough	Stow	Sudbury
Wayland	Westborough			
Northern Essex County Fire District (Mutual Aid District 15) Control – Lawrence Fire	MA	Amesbury	Boxford	Byfield
		Georgetown	Groveland	Haverhill
		Lawrence	Merrimack	Methuen
		Newbury	Newburyport	North Andover
		Rowley	Salisbury	West Newbury

Fire Departments and Emergency Medical Services in Massachusetts

Out of State Mutual Aid to which some MA Towns have Joined

Border Area Mutual Aid Association	NH	Atkinson	Auburn	Bedford
		Candia	Chester	Derry
		Goffstown	Hampstead	Hooksett
		Hudson	Litchfield	Londonderry
		Manchester	Nashua	Pelham
		Salem	Windham	
	MA	Chelmsford	Dracut	Groton
		Lawrence	Lowell	Methuen
		Tyngsboro	Westford	
Seacoast Chiefs Fire Net	NH	Barrington	Brentwood	Dover
		Durham	East Kingston	Epping
		Exeter	Fremont	Greenland
		Hampton	Hampton Falls	Kensington
		Kingston	Lee	Madbury
		New Castle	Newfields	Newington
		Newmarket	Newton	North Hampton
		Nottingham	Portsmouth	Raymond
		Rochester	Rye	Rollinsford
		Seabrook	Somersworth	South Hampton
		Stratham		
	MA	Amesbury	Merrimac	Newburyport
		Salisbury	West Newbury	
	ME	Eliot	Kittery	
Souhegan Mutual Aid Association	NH	Amherst	Bedford	Brookline
		Goffstown	Greenfield	Greenville
		Hollis	Hudson	Litchfield
		Lyndeborough	Mason	Merrimack
		Milford	Mont Vernon	Nashua
		New Boston	New Ipswich	Temple
		Weare	Wilton	
	MA	Dunstable	Pepperell	

Fire Departments and Emergency Medical Services in Massachusetts

Southwest New Hampshire Mutual Aid Association	NH	Acworth	Alstead	Amherst
		Antrim	Bennington	Charlestown
		Chesterfield	Claremont	Dublin
		Fitzwilliam	Francestown	Gilsum
		Goshen	Greenfield	Hancock
		Harrisville	Hinsdale	Jaffrey
		Keene	Langdon	Lempster
		Lyndeborough	Marlborough	Marlow
		Nelson	New Ipswich	Peterborough
		Richmond	Rindge	Roxbury
		Sharon	Spofford	Stoddard
		Sullivan	Surry	Swanzy
		Temple	Troy	Unity
		Walpole	Washington	Westmoreland
	Winchester			
	MA	Royalston	Winchendon	
	VT	Brattleboro	Bellows Falls	Chester
		Dummerston	Dover	Grafton
		Guilford	Halifax	Jamaica
		Londonderry	Marlboro	Newfane
		Peru	Putney	Readsboro
		Rockingham	Springfield	Stratton
		Townshend	Vernon	Wardsboro
Westminster		Weston	Whitingham	
Wilmington		Windham	Winhall	

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