

# Dispatch Centers for the Cities and Towns in New England for Police, Fire, and EMS



Compiled by

**KR**

Bruce Kling

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## INTRODUCTION

One of the keys to limiting damage caused by fire is the response time. NFPA 1710 sets a goal for all 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 paid for by a monthly user fee on all telephones (land and wireless). The surcharge varies from State to State. In New England the surcharges are:

- \$0.47 surcharge per phone line per month in Connecticut.
- \$0.45 surcharge per phone line per month in Maine.
- \$1.00 surcharge per phone line per month in Massachusetts.
- \$0.75 surcharge per phone line per month in New Hampshire.
- \$1.00 surcharge per wired phone line and \$1.26 surcharge per wireless phone line per month in Rhode Island.
- 911 services and four other programs are funded through the Universal Service Fund in Vermont.

All calls to 911 are routed to the appropriate PSAP. Police and fire calls are immediately transferred to the appropriate local dispatch center. For medical emergencies, the appropriate EMS responder is called but the PSAP stays on the line providing appropriate emergency medical instructions while waiting for the responder to arrive.

There are almost 23,700 dispatch centers in the United States of which 6,387<sup>1</sup> are PSAP centers. Many of these dispatch centers are regional dispatch centers serving multiple agencies and this is also true in some of the New England States.

- Vermont once had 53 primary PSAPs but that has been reduced to six primary PSAPs located throughout the State: St. Albans City PD, Hartford PD, Shelburne PD, Westminster VSP, Williston VSP, and the Lamoille CSO. Many of these PSAPs also function as a local dispatch center.
- In 2008, Maine reduced the number of PSAPs from 48 to 26. In 2018, two additional PSAPs closed bringing the number of PSAPs down to 24. Many of these PSAPs also function as a local dispatch center.
- In Rhode Island, there is one PSAP but it does not function as a local dispatch center. Most towns have their own local dispatch center.
- New Hampshire has one primary PSAP located at the Department of Safety in Concord and a secondary PSAP in Laconia. New Hampshire and Rhode Island are the only states to have consolidated their PSAPs into one location. The PSAP does not function as a local dispatch center.
- Connecticut has 106 PSAPs, many of which function as a local dispatch center.
- Massachusetts has 251 PSAPs with most communities acting as their own PSAP (and local dispatch center) except in Berkshire County.

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<sup>1</sup> From FCC Master PSAP Registry

## Dispatch Centers in New England

The number of 911 calls is as follows in each New England State:

<b>New England State</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
Connecticut						
Total 911calls	2,275,494	2,454,136	2,392,165	2,276,679	2,172,374	2,357,871
Maine						
Total 911calls	661,276	709,218	696,283	669,936	646,900	584,828
Total EMS Calls	82,798	88,798	100,029	102,084	117,145	121,958
New Hampshire						
Total 911calls	447,758	511,920	413,581	523,494	499,950	
Rhode Island						
Total 911calls	681,377	683,160	533,768	522,779	511,810	514,926
Total EMS calls	119,465	126,120	142,711	133,709	134,126	143,614
Vermont						
Total 911calls	187,227	197,598	195,018	208,367	215,504	206,401
Massachusetts						
Total 911 calls	3,960,758	4,174,732	4,018,224	3,931,556	3,933,633	3,894,449

The Connecticut 911 call totals were found in the Annual Report to the General Assembly provided by the Office of Statewide Emergency Telecommunications. The Maine 911 call totals were provided by the Maine Public Utilities Commission. The Massachusetts 911 call totals were found in the 911 Call Volume data provided by the State's 911 Department. The Rhode Island 911 call totals were found in the Annual Call Volume Report Summary provided by the State's E911 Uniform Emergency Telephone System. The Vermont 911 call totals were provided by the State's Enhanced 911 Board

### CAVEAT EMPTOR

The information in this document came from various sources 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.

## Dispatch Centers in New England

### Change Summary

2008

- ME: Mount Vernon, Sidney, and China switch PSAP/dispatch to Somerset CSO.  
Cumberland switches PSAP/dispatch to Cumberland County RCC
- NH: Croydon switches dispatch to the New London Communications Center  
Durham switches dispatch to the Strafford CSO.  
Springfield EMS switches dispatch to the Upper Valley Regional Dispatch Center.
- VT: Montpelier stops serving as a PSAP with its calls now routed to the Williston VSP.

2009:

- MA: Hopedale and Millville each close their PSAP/dispatch center and join the Mendon PSAP/dispatch center.
- ME: Livermore Falls closes its dispatch center and moves to Androscoggin CSO

2010:

- NH: Alexandria switches police dispatch to Franklin Dispatch  
Weare switches dispatch to Bow PD.
- MA: Sharon dispatched by Holbrook Public Safety Dispatch Center
- ME: Yarmouth closes its dispatch center and moves to Falmouth dispatch  
Freeport closes its dispatch center and moves to Cumberland County RCC  
Windham switches dispatch services over to Cumberland County RCC  
Maine PUC proposes to consolidate PSAP centers by merging LA 911 and Androscoggin CSO, closing York and Biddeford PSAP and consolidating with Sanford, and closing Brunswick and Westbrook PSAP and consolidating with Cumberland County

2011:

- ME: South Portland closes its dispatch center and is dispatched by Portland. Cape Elizabeth is also now dispatched by Portland.  
Old Orchard Beach and Kennebunk closed their dispatch center and are now dispatched by the Sanford Regional Communications Center.  
Bridgton closes its dispatch center and is now dispatched by the Cumberland County Regional Communications Center.
- NH: Bristol and Danbury switch to Franklin Dispatch  
Madbury switches fire and police dispatch to UNH Dispatch Center  
New Boston switches police dispatch to Bow Dispatch Center
- CT: Torrington closes both dispatch centers and consolidates with Litchfield County Dispatch

2012:

- MA: Abington and Whitman switches to Holbrook Public Safety Dispatch Center  
South Shore Regional Emergency Communications Center opens and is the dispatch center for Cohasset, Hingham, Hull, and Norwell.
- VT: Ripton switches to Shelburne Communications Center for fire dispatch

2013:

- MA: Duxbury and Plympton for new Duxbury Regional Emergency Communications Center  
Essex County Regional Emergency Communications Center opens in July and is the dispatch center for Amesbury, Beverly, Essex, Middleton, Topsfield, and Wenham.  
Hopedale now dispatched by Upton  
Nashoba Valley Regional Emergency Communications Center opens and dispatches for Harvard, Devens, Lancaster, and Lunenburg.  
Plympton and Duxbury form Duxbury Regional ECC.  
Royalston now dispatched by Winchendon RECC

2014:

- CT: Ansonia, Bethany, and Derby switch to Northwest CT Public Safety RCC  
New Canaan forms joint dispatch center with Westport and dispatched by Westport FD.
- MA: Revere and Winthrop open a joint dispatch center managed by the Revere PD.

## Dispatch Centers in New England

Wachusett Regional Communications Center opens and dispatches Princeton and Holden from Holden PD.

South Worcester County Communications Center opens and dispatches Dudley and Webster from Webster PD.

ME: Alfred and Waterboro fire and EMS are now dispatched by the Biddeford PD dispatch center.

NH: Hillsborough switches to Capital Area Mutual Aid Compact Dispatch  
Mason switches fire and police dispatch to Hollis Communication Center

2015:

ME: Old Orchard Beach is now dispatched by the Scarborough dispatch center.

VT: Consolidated four VSP PSAPs into two VSP PSAPs

2016:

CT: Marlborough is now dispatched by Tolland County as Colchester ECC closed

Colchester, Salem, and Bozrah are now dispatched by Quinebaug Valley as Colchester ECC closed

Haddam Neck and East Haddam are now dispatched by Valley Shore as Colchester ECC closed

East Hampton is now dispatched by Glastonbury PD

MA: Leicester joins Worcester for regional dispatch center.

Adams joins Berkshire CSO dispatch

Bolton and Townsend join Nashoba Valley Regional Dispatch Center

Revere and Winthrop form Metro North Regional Emergency Communications Center run by Revere PD

2017:

MA: Halifax joins Regional Old Colony Communications Center.

Berlin joins Nashoba Valley Regional Dispatch Center

2018:

MA: Rochester to join Regional Old Colony Communications Center.

## Regionalization Discussions

MA:

- Easton, Foxborough, Mansfield, and Norton vote for regional dispatch center to open in 2019.
- Franklin, Norfolk, Plainville, and Wrentham forming Metacomet Regional PSAP/dispatch center with a projected opening in 2017.
- Charlton, Oxford, Southbridge, Spencer, and Sturbridge study forming Central RECC.
- Easton, Foxborough, Mansfield, and Norton agree to form Regional Comm Ctr in Mansfield
- Middlesex Sheriff's Office concluded a feasibility study in 2010 that recommended the consolidation of emergency call centers. A new grant has been granted to form a regional dispatch center to include Lynnfield, Melrose, North Reading, Reading, Stoneham, and Wakefield as well as the Middlesex CSO.
- Southeastern Regional Planning and Economic Development District publishes report recommending consolidation of PSAP/dispatch services into two PSAP/dispatch centers. The western RECC would service Berkley, Dighton, Fall River, Raynam, Swanzea, and Taunton. The eastern RECC would service Acushnet, Dartmouth, Fairhaven, Freetown, Lakeville, Marion, Middleborough, New Bedford, and Wareham.
- Northern Middlesex Council of Governments just completed a feasibility study to form the Greater Lowell Regional Emergency Communications Center for Billerica, Chelmsford, Dracut, Dunstable, Lowell, Pepperell, Tewksbury, Tyngsborough, and Westford.
- Norfolk County Control Communications has received a grant to perform a feasibility study for a regional communications center for Avon, Medway, Milton, Randolph, Stoughton, Walpole, Westwood, Weymouth, and Wrentham.
- Bridgewater, East Bridgewater, Kingston, Plymouth form study committee to explore regional PSAP/dispatch center.
- East Longmeadow, Hampden, Longmeadow, Ludlow, and Wilbraham form study committee to explore regional PSAP/dispatch center.
- Bridgewater and East Bridgewater apply for grant to explore regional PSAP/dispatch center.

## Dispatch Centers in New England

- Ashland, Framingham, Holliston, Hopkinton, Natick, Sherborn, Sudbury, and Wayland have received a grant to determine if a regional dispatch center makes sense for these towns.
- Chicopee, Holyoke, Springfield, and West Springfield are conducting a feasibility study for a regional dispatch center.
- Chelsea, Everett, Medford, Melrose, and Somerville are conducting a feasibility study for a regional dispatch center.
- Burlington, Stoneham, Winchester, and Woburn are conducting a feasibility study for a regional dispatch center.

### Connecticut

- East Lyme, New London, and Waterford conducting feasibility study for regional dispatch center through WECC.

## Connecticut PSAP Centers

PSAP Centers are funded from the 911 surcharge. The 911 surcharge pays for 911 computers, software, maintenance, connectivity, training and other 911-specific issues, but not the call takers to operate the equipment. However, the PSAP Centers also dispatch for the indicated towns so the cost for the call takers is included in the cost for dispatch services. In addition, the 911 surcharge is used to pay for subsidies to regional dispatch centers, cities, and CMEDs.

Municipality	PSAP Center
Burlington, Farmington	Farmington PD
East Hampton, Glastonbury	Glastonbury PD
East Granby, Granby	Granby PD
Groton City, Groton Long Point, Groton Town, North Stonington	Groton ECC
Ledyard, Preston	Ledyard ECC
Bantam Borough, Barkhamsted, Bridgewater, Canaan, Colebrook, Cornwall, Goshen, Hartland, Harwinton, Kent, Litchfield, Morris, New Hartford, Norfolk, North Canaan, Salisbury, Sharon, Sherman, Torrington, Warren, Washington	Litchfield County Dispatch
Middletown, Portland	Middletown CCC
Beacon Falls, Bethany, Bethlehem, Middlebury, Oxford, Prospect, Roxbury, Woodbury	Northwest PS CC
Bozrah, Brooklyn, Canterbury, Chaplin, Colchester, Danielson Borough, East Putnam Fire District, Eastford, Griswold, Hampton, Killingly, Lisbon, Plainfield, Pomfret, Salem, Scotland, Sprague, Sterling, Thompson, Voluntown, Woodstock	Quinebaug Valley ECC
Troop A, Troop B, Troop E, Troop G, Troop H, Troop I, Troop L, Troop W	State Police Dispatch
Andover, Ashford, Bolton, Columbia, Coventry, Ellington, Hebron, Mansfield, Marlborough, Somers, Stafford, Tolland, Union, Willington	Tolland County Dispatch
Danbury	Western Connecticut 911 Communications Center
Bridgeport, Clinton, East Lyme, Enfield, Fairfield, Guilford, Hamden, Middletown, Montville, New Britain, New Fairfield, New Haven, North Haven, Putnam, Redding, Southbury, Stamford, Stratford, Trumbull, Waterbury, Waterford, West Haven, Weston	Town ECC
Ansonia, Avon, Berlin, Bethel, Bloomfield, Branford, Bristol, Brookfield, Canton, Cheshire, Cromwell, Darien, Derby, East Hartford, East Haven, East Windsor, Easton, Glastonbury, Greenwich, Hartford, Madison, Manchester, Meriden, Milford, Monroe, Naugatuck, New Canaan, New London, New Milford, Newington, Newtown, North Branford, Norwalk, Norwich, Old Saybrook, Orange, Plainville, Plymouth, Ridgefield, Rocky Hill, Seymour, Shelton, Simsbury, South Windsor, Southington, Stonington, Suffield, Thomaston, UConn, Vernon, Wallingford, Watertown, West Hartford, Westport, Wethersfield, Wilton, Windsor, Windsor Locks, Winsted, Wolcott, Woodbridge	Town PD

**Dispatch Centers in New England**

<b>Municipality</b>	<b>PSAP Center</b>
Chester, Deep River, Durham, East Haddam, Essex, Haddam, Killingworth, Lyme, Middlefield, Old Lyme, Westbrook	Valley Shore ECI
Franklin, Lebanon, Windham	Willimantic Switchboard



## Connecticut Fire/EMS Dispatch Centers

Connecticut has four fire-only regional dispatch centers: Northwest Public Safety, Tolland County Mutual Aid Fire Service, Quinebaug Valley Emergency Communications, and Valley Shore Emergency Communications. Groton operates the only consolidated (police-fire-EMS) Regional Dispatch Center in Connecticut. While Willimantic Fire Switchboard is primarily a fire-only regional dispatch center, it also dispatches for the Willimantic police department. Litchfield County Dispatch had been a fire-only dispatch center but recently began dispatching the Torrington police department.

The remaining PSAP Centers may serve one or two communities, may or may not serve multiple emergency services (police-fire-EMS) and may or may not dispatch all of the emergency services within a given municipality. For example, Ledyard provides fire and EMS dispatch for the towns of Ledyard and Preston while police dispatch for both communities is the responsibility of the Connecticut State Police. Stonington provides dispatch services for the town's police department but fire and EMS dispatch are split between three dispatch centers – Stonington PD, Groton Emergency Communications and Westerly RI Dispatch.

Municipality	Dispatch Center
Bethel Fire District, Stony Hill Fire District	Bethel PD
Bloomfield Center Fire District, Blue Hills Fire District	Bloomfield PD
Darien FD, Noroton Heights FD, Noroton FD	Darien PD
Enfield Fire District, Hazardville Fire District, N. Thompsonville Fire District, Shaker Pines Fire District, Thompsonville Fire District	Enfield ECC
Burlington, Farmington	Farmington PD
East Hampton, Glastonbury	Glastonbury PD
East Granby, Granby, East Hartland	Granby PD
Center Groton Fire District, Groton City Fire District, Groton Long Pt Fire District, Mystic Fire District, Noank Fire District, North Stonington, Old Mystic Fire District, Poquonnock Bridge Fire District	Groton ECC
Ledyard Fire Co, Gales Ferry Fire District, Preston City FD, Poquetanuck FD	Ledyard ECC
Bantam FD, Barkhamsted East, Bridgewater, Colebrook, Cornwall, Drakeville, East Hartland, East Litchfield, Falls Village, Goshen, Harwinton Amb, Harwinton, Harwinton West Side, Kent, Lakeville Hose, Litchfield, Morris, New Hartford Amb, New Hartford, Norfolk, North Canaan, Northfield, Pine Meadow, Pleasant Valley, Riverton, Salisbury Amb, Sharon, Sherman, Torrington, Torrington, Warren, Washington Amb, Washington, West Hartford, Campion Paramedics, Northern Dutchess Paramedics	Litchfield County Dispatch
Manchester Fire District, Manchester 8 <sup>th</sup> Fire District	Manchester PD
Middletown Central Fire District, Portland, South Fire District, Westfield Fire District, Middlesex Paramedics	Middletown CCC
Ansonia FD, Beacon FD, Bethany FD, Bethlehem VFD, Derby FD, Middlebury VFD, Oxford FD, Prospect VFD, Roxbury VFD, Seymour FD, Woodbury VFD, Ansonia REMS, Bethlehem Amb, Storm Engine Amb, Naugatuck Amb, Oxford Amb, Roxbury Amb, Seymour Amb, Woodbury Amb	Northwest PS CC
Putnam Fire District	Putnam EDC
Attawaugan Fire District, Atwood Hose, Bozrah, Bungay FD, Canterbury, Central Village FD, Chaplin, Colchester, Community FD, Danielson Fire District, Dayville Fire District, East Brooklyn FD, East Killingly Fire District, East Putnam Fire District, East Thompson FD, Eastford, Gardner Lake, Griswold, Hampton, Killingly Fire District, Jewett City FD, Lisbon, Moosup FD, Mortlake FD, Muddy Brook FD, Oneco FD, Plainfield, Pomfret, Quinebaug FD, Salem, Scotland, South Killingly Fire District, Sprague (Baltic FD), Sterling FD, Thompson Hill FD, Voluntown, West Thompson FD, Williamsville Fire District, Woodstock, American Amb	Quinebaug Valley ECC
Georgetown Fire District, Redding Fire District, West Redding Fire District	Redding ECC

**Dispatch Centers in New England**

<b>Municipality</b>	<b>Dispatch Center</b>
Stamford FD , Belltown Fire District, Glenbrook Fire District, Long Ridge Fire District, Springdale Fire District, Turn of River Fire District	Stamford ECC
Quiambaug Fire District, Stonington Fire District, Wequetequoock Fire District	Stonington PD
Andover, Ashford, Bolton, Broad Brook, Columbia, Crystal Lake FD, East Windsor Amb, Ellington Amb, Ellington, Hebron, Mansfield, Marlborough, North Coventry, Somers, So. Coventry, Stafford, Tolland, Union, Vernon, Warehouse Point, West Stafford, Willington, Willington Hill	Tolland County Dispatch
Milford FD, New Haven FD	Town FD
Bridgeport, Clinton, East Lyme, Fairfield, Guilford, Hamden FD, Montville, New Britain, New Fairfield, North Haven FD, Southbury, Stratford, Waterbury, Waterford, Weston	Town ECC
Ansonia, Avon, Berlin, Branford, Bristol, Brookfield, Canton, Cheshire, Cromwell Fire District, East Hartford, East Haven, Easton, Greenwich, Hartford, Madison, Meriden, Monroe, Naugatuck FD, New London, New Milford, Newington, Newtown, North Branford, Norwalk, Norwich, Old Saybrook, Orange FD, Plainville, Ridgefield, Rocky Hill, Seymour, Shelton FD, Simsbury, South Meriden, South Windsor, Southington, Suffield, Terryville FD, Thomaston, Wallingford, Watertown, West Hartford, Wethersfield, Wilton, Winsted, Windsor, Windsor Locks, Wolcott, Woodbridge FD	Town PD
Long Hill Fire District, Nichols Fire District, Trumbull Center Fire District	Trumbull ECC
Chester, Deep River, Durham, East Haddam, Essex, Haddam, Killingworth, Lyme, Middlefield, Old Lyme, Westbrook	Valley Shore ECI
Allingtown Fire District, West Haven Fire District, West Shore Fire District	West Haven ERS
New Canaan, Westport	Westport FD
Pawcatuck Fire District	Westerly Dispatch Center
Danbury	Western Connecticut 911 Communications Center
Franklin, Lebanon, Willimantic Fire District, Windham	Willimantic Switchboard

## Connecticut CMED Centers

The State of Connecticut is divided into five (5) EMS Regions containing a total of eleven (11) Coordinated Medical Emergency Dispatch (CMED) centers, which establishes radio contact between the ambulance and the hospital. This allows the EMT to talk with emergency personnel at the hospital to coordinate care (somewhat similar to what we saw with the TV show “Emergency” back in the early 1970s). The various CMEDs are connected together using MEDNET (similar to a ham radio?) and this is used to coordinate emergency medical resources for Mass Casualty Incidents. The CMED Centers also operate a satellite network MEDSAT, which is coordinated through the Connecticut Department of Public Health. This system links all of the hospitals, ambulance transport, the State Office of Emergency Management, all the CMED centers, and the Department of Public Health together.

Municipality	Dispatch Center
Groton, Ledyard, North Stonington, Stonington	Groton ECC
Barkhamsted, Bridgewater, Canaan, Colebrook, Cornwall, East Hartland, Goshen, Harwinton, Kent, Litchfield, Morris, New Hartford, Norfolk, North Canaan, Northfield, Salisbury, Sharon, Sherman, Torrington, Warren, Washington, Northern Dutchess Paramedics	Litchfield County Dispatch
Avon, Berlin, Bloomfield, Bristol, Burlington, Canton, Cromwell, East Granby, East Hartford, East Windsor, Farmington, Glastonbury, Granby, Hartford, Manchester, New Britain, Newington, Plainville, Plymouth, Rocky Hill, Simsbury, South Windsor, Suffield, West Hartford, Wethersfield, Windsor, Windsor Locks	North Central CMED
Ansonia, Beacon Falls, Bethel, Bethany, Bethlehem, Brookfield, Cheshire, Danbury, Derby, Meriden, Middlebury, Naugatuck, New Fairfield, New Milford, Newtown, Oxford, Prospect, Redding, Ridgefield, Roxbury, Seymour, Southbury, Thomaston, Wallingford, Waterbury, Watertown, Wolcott, Woodbury	Northwest PS CC
Montville, Norwich, Preston	Norwich CMED
Bozrah, Brooklyn, Canterbury, Chaplin, Colchester, Danielson Borough, East Putnam Fire District, Eastford, Griswold, Hampton, Killingly, Lisbon, Plainfield, Pomfret, Salem, Scotland, Sprague, Sterling, Thompson, Voluntown, Woodstock	Quinebaug Valley ECC
Bridgeport, Darien, Easton, Fairfield, Greenwich, Hamden, Milford, Monroe, New Canaan, Norwalk, Orange, Shelton, Stamford, Stratford, Trumbull, Weston, Westport, Wilton, Woodbridge	Southwest Regional Communications Center
Andover, Ashford, Bolton, Brooklyn, Columbia, Coventry, Ellington, Hebron, Mansfield, Marlborough, Somers, Stafford, Tolland, Union, Vernon, Willington	Tolland County Dispatch
Branford, Chester, Deep River, Durham, East Haddam, Essex, Guilford, Haddam, Killingsworth, Lyme, Madison, Middlefield, North Branford, Old Lyme, Westbrook	Valley Shore ECI
East Lyme, Waterford	Waterford CMED
Franklin, Lebanon, Windham	Willimantic Switchboard

**Dispatch Centers in New England**

## Connecticut Police Dispatch Centers

The following table shows those municipalities with a police department. The other municipalities rely on the Connecticut State Police and the County Sheriff's Office for police protection.

<b>Municipality</b>	<b>Dispatch Center</b>
Colchester, East Haddam, East Hampton, Hebron, Lebanon	Colchester ECC
Burlington, Farmington	Farmington PD
East Granby, Granby	Granby PD
Groton City, Groton Town, Groton Long Point, North Stonington	Groton ECC
Middletown, Portland	Middletown CCC
Bethany	Northwest PS CC
Torrington	Litchfield Cty Dispatch
Bridgeport, Clinton, East Lyme, Enfield, Fairfield, Guildford, Hampden, Ledyard, Montville, New Britain, New Fairfield, North Haven, Putnam, Redding, Southbury, Stamford, Stratford, Trumbull, Waterbury, Waterford, West Haven, Weston	Town ECC
Ansonia, Avon, Berlin, Bethel, Bloomfield, Branford, Bristol, Brookfield, Canton, Cheshire, Cromwell, Danbury, Darien, Derby, East Hartford, East Windsor, East Haven, Easton, Glastonbury, Greenwich, Hartford, Madison, Manchester, Meriden, Middlebury, Milford, Monroe, Naugatuck, New Canaan, New Haven, New London, New Milford, Newington, Newtown, North Branford, Norwalk, Norwich, Old Saybrook, Orange, Plainfield, Plainville, Plymouth, Ridgefield, Rocky Hill, Seymour, Shelton, Simsbury, South Windsor, Southington, Stonington, Suffield, Thomaston, Vernon, Wallingford, Watertown, West Hartford, Westport, Wethersfield, Wilton, Windsor, Windsor Locks, Winsted, Wolcott, Woodbridge	Town PD
Andover, Barkhamsted, Bethlehem, Bolton, Bridgewater, Brooklyn, Canterbury, Chaplin, Chester, Columbia, Coventry, Deep River, Durham, Eastford, Ellington, Essex, Griswold, Haddam, Kent, Killingly, Lisbon, Lyme, Mansfield, New Hartford, Old Lyme, Oxford, Prospect, Roxbury, Sherman, Somers, Stafford, Sterling, Tolland, Washington, Westbrook, Willington	State Police Dispatch for Resident State Trooper Program
Willimantic	Willimantic Switchboard

**Dispatch Centers in New England**

## Maine PSAP Centers

PSAP Centers are partially funded from the 911 surcharge. The 911 surcharge pays for 911 computers, software, maintenance, connectivity, training and other 911-specific issues, but not the call takers to operate the equipment. Therefore, an additional fee may or may not be assessed by the individual PSAP centers to cover the costs of the call taker. If there is a fee, it will be shown in the dispatch center table showing the formula used to assess dispatch fees.

Municipality	Dispatch Center
Durham, Greene, Leeds, Lisbon, Livermore, Livermore Falls, Mechanic Falls, Minot, Sabbatus, Turner, Wales	Androscoggin CSO
Alfred, Arundel, Biddeford, Dayton, Lyman, Saco, Waterboro	Biddeford PD
Brunswick, Freeport	Brunswick PD
Baldwin, Bridgton, Casco, Chebeague Island, Cumberland, Frye Island, Gorham, Gray, Harpswell, Harrison, Long Island, Naples, New Gloucester, North Yarmouth, Pownal, Raymond, Sebago, Standish, Windham	Cumberland County RCC
Eagle Lake, Masardis, Oakfield, Portage Lake, Reed Plantation, Washburn	DPS Houlton RCC
Augusta, Chelsea, Cornish, Gardiner, Hallowell, Limington, Litchfield, Parsonsfield, Unity Twp, Vassalboro, Vienna, Windsor	DPS CMRCC
Avon, Carrabassett Valley, Carthage, Chesterville, Coplin Plantation, Dallas Plantation, Eustis, Farmington, Industry, Jay, Kingfield, New Sharon, New Vineyard, Phillips, Rangeley, Rangeley Plantation, Sandy River Plantation, Strong, Temple, Weld, Wilton Twp: Alder Stream, Beattie, Chain of Ponds, Coburn Gore, Davis, Freeman, Gorham Gore, Jim Pond, Kibby, Lang, Madrid, Massachusetts Gore, Merrill Strip, Mount Abram, North of Weld, Perkins, Redington, Salem, Seven Ponds, Skinner, Stetsontown, Tim Pond, Township D, Township E, Washington, Wyman	Franklin CSO
Amherst, Aurora, Bar Harbor, Blue Hill, Brooklin, Brooksville, Bucksport, Castine, Cranberry Isles, Dedham, Deer Isle, Eastbrook, Ellsworth, Franklin, Frenchboro, Gouldsboro, Great Pond, Hancock, Lamoine, Mariaville, Mt. Desert, Orland, Osborn, Otis, Penobscot, Sedgewick, Sorrento, Southwest Harbor, Stonington, Sullivan, Surry, Swans Island, Tremont, Trenton, Verona Island, Waltham, Winter Harbor Twp: Fletchers Landing, Oquion	Hancock County RCC
Appleton, Camden, Cushing, Friendship, Hope, Isle au Haut, Matinicus Isle Plantation, North Haven, Owls Head, Rockland, Rockport, St. George, South Thomaston, Thomaston, Union, Vinalhaven, Warren, Washington Twp: Criehaven, Muscle Ridge	Knox RCC
Auburn, Lewiston, Poland	Lewiston-Auburn 911
Alna, Boothbay, Boothbay Harbor, Bremen, Bristol, Damariscotta, Dresden, Edgcomb, Farmingdale, Jefferson, Monhegan Island Plantation, Newcastle, Nobleboro, Pittston, Randolph, Somerville, South Bristol, Southport, Waldoboro, Westport Island, West Gardiner, Whitefield, Wiscasset Twp: Hibberts Gore	Lincoln County RCC
Andover, Bethel, Brownfield, Buckfield, Byron, Canton, Denmark, Dixfield, Fryeburg, Gilead, Greenwood, Hanover, Hartford, Hebron, Hiram, Lincoln Plantation, Lovell, Magalloway Plantation, Mexico, Newry, Norway, Otisfield, Oxford, Paris, Peru, Porter, Roxbury, Rumford, Stoneham, Stow, Sumner, Sweden, Upton, Waterford, West Paris, Woodstock Twp: Adamstown, Albany, Andover North Surplus, Andover West Surplus, Batchelders Grant, Bowmantown, C Surplus, Grafton, Lower Cupsuptic, Lynchtown, Mason, Milton, Oxbow, Parmachenee, Richardsontown, Riley, Township C, Upper Cupsuptic	Oxford County RCC
Cape Elizabeth, Portland, South Portland	Portland PD

**Dispatch Centers in New England**

Municipality	Dispatch Center
<p>Allagash, Alton, Amity, Ashland, Bangor, Blaine, Bradford, Bradley, Brewer, Bridgewater, Burlington, Caribou, Carmel, Carroll Plantation, Castle Hill, Caswell, Chapman, Charleston, Chester, Clifton, Corinna, Corinth, Corinth, Crystal, Cyr Plantation, Dexter, Dixmont, Drew Plantation, Dyer Brook, Eagle Lake, East Millinockett, Easton, Eddington, Edinburg, Enfield, Etna, Exeter, Fort Fairfield, Fort Kent, Frenchville, Garfield Plantation, Garland, Glenburn, Glenwood Plantation, Grand Isle, Greenbush, Hamlin, Hammond, Hampden, Haynesville, Hermon, Hersey, Hodgdon, Houlton, Holden, Howland, Hudson, Indian Island, Island Falls, Kenduskeag, Lagrange, Lakeville, Lee, Levant, Limestone, Lincoln, Linneus, Littleton, Lowell, Ludlow, Macwahoc Plantation, Madawaska, Mapleton, Mars Hill, Masardis, Mattawamkeag, Maxfield, Medway, Merrill, Milford, Millinocket, Monticello, Moro Plantation, Mt. Chase, Nashville Plantation, New Canada, New Limerick, New Sweden, Newburgh, Newport, Oakfield, Orono, Old Town, Orient, Orrington, Passadumkeag, Patten, Perham, Plymouth, Portage Lake, Presque Isle, Reed Plantation, Saint Agatha, Saint Francis, Saint John Plantation, Seboeis Plantation, Sherman, Smyrna, Springfield, Staceyville, Stetson, Stockholm, Van Buren, Veazie, Wade, Wallagrass, Washburn, Webster Plantation, Westfield, Westmanland, Weston, Winn, Winterville Plantation, Woodland, Woodville</p> <p>Twp: Argyle, Bancroft, Benedicta, Cary Plantation, Cedar Lake, Clayton Lake, Conner, Cross Lake, Dudley, E, Forkstown, Grand Falls, Greenfield, Grindstone, Herseytown, Hopkins Academy Grant, Indian Purchase T3 and T4, Kingman, Lang A, Madawaska Lake, Mattamiscontis, Molunkus, Oxbow North, Prentiss, Pukakon, Saint Croix, Scapan, Silver Ridge, Sinclair, Soldiertown, Summit, Veazie Gore, Webbertown</p>	<p align="center">Penobscot RCC</p>
<p>Abbot, Beaver Cove, Brownville, Dover-Foxcroft, Greenville, Guilford, Kingsbury Plantation, Lakeview Plantation, Medford, Milo, Monson, Moosehead Lake, Parkman, Sangerville, Sebec, Shirley, Wellington, Willimantic</p> <p>Twp: Atkinson, Barnard, Big Moose, Blanchard, Bowdoin College Grant East, Bowerbank, Chesuncook, Cove Point, Days Academy Grant, Eagle Lake, East Middlesex Canal Grant, Ebeemee, Elliottsville, Frenchtown, Harfords Point, Katahdin Iron Works, Kineo, Lily Bay, Lobster, Moosehead Junction, Mount Katahdin, Nesourdnahunk, Orneville, Rainbox, Shawtown, Soper Mountain, Spencer Bay, Trout Brook, Williamsburg</p>	<p align="center">Piscataquis CSO</p>
<p>Arrowsic, Bath, Bowdoin, Bowdoinham, Georgetown, Phippsburg, Richmond, Topsham, West Bath, Woolwich, Perkins Twp – Swan Island</p>	<p align="center">Sagadahoc County RCC</p>
<p>Acton, Berwick, Hollis, Kennebunk, Lebanon, Limerick, Newfield, North Berwick, Sanford, Shapleigh, South Berwick</p>	<p align="center">Sanford RCC</p>
<p>Buxton, Old Orchard Beach, Scarborough</p>	<p align="center">Scarborough PD</p>
<p>Albion, Anson, Athens, Belgrade, Benton, Bingham, Brighton Plantation, Cambridge, Canaan, Caratunk, China, Clinton, Cornville, Dennistown Plantation, Detriot, Embden, Fairfield, Fayette, Harmony, Hartland, Highland Plantation, Jackman, Madison, Manchester, Mercer, Monmouth, Moose River, Moscow, Mt. Vernon, New Portland, Norridgewock, Oakland, Palmyra, Pittsfield, Pleasant Ridge Plantation, Readfield, Ripley, Rockwood, Rome, St. Albans, Sidney, Skowhegan, Smithfield, Solon, Starks, The Forks Plantation, Waterville, Wayne, West Forks, Winslow, Winthrop</p> <p>Twp: Alder Brook, Appleton, Attean, Bald Mountain, Big W, Bigelow, Blake Gore, Bradstreet, Brassua, Carrying Place, Chase Stream, Comstock, Concord, Carrying Place Town, Dead River, Dole Brook, East Moxie, Flagstaff, Forsyth, Hammond, Hobbstown, Holeb, Indian Stream, Johnson Mountain, King &amp; Bartlett, Lexington, Little W, Long Pond, Lower Enchanted, Mayfield, Misery, Misery Gore, Moxie Gore, Parlin Pond, Pierce Pond, Pittston Academy Grant, Plymouth, Prentiss T4, Russell Pond, Saint John, Sandy Bay, Sandbar Tract, Sandwich Academy Grant, Sapling, Seboomook, Soldiertown, Squaretown, Taunton Raynham Academy, Thorndike, Tomhegan, Upper Enchanted, West Middlesex Canal Grant</p>	<p align="center">Somerset County RCC</p>

**Dispatch Centers in New England**

<b>Municipality</b>	<b>Dispatch Center</b>
Belfast, Belmont, Brooks, Burnham, Frankfort, Freedom, Islesboro, Jackson, Knox, Liberty, Lincolnville, Monroe, Montville, Morrill, Northport, Palermo, Prospect, Searsmont, Searsport, Stockton Springs, Swanville, Thorndike, Troy, Unity, Waldo, Winterport	Waldo CSO
Addison, Alexander, Baileyville, Baring Plantation, Beals, Beddington, Calais, Charlotte, Cherryfield, Columbia, Columbia Falls, Cooper, Crawford, Cutler, Danforth, Deblois, Dennysville, East Machais, Eastport, Grand Lake Stream, Harrington, Indian Township, Jonesboro, Jonesport, Lubec, Machias, Machiasport, Marshfield, Meddybemps, Milbridge, Northfield, Pembroke, Perry, Pleasant Point, Princeton, Robbinston, Roque Bluffs, Steuben, Talmadge, Topsfield, Vanceboro, Waite, Westley, Whiting, Whitneyville Twp: Berry, Big Lake, Brookton, Cathance, Centerville, Codyville Plantation, Day Block, Devereaux, Dyer, Edmunds, Forest, Forest City, Fowler, Greenlaw Chopping, Kossuth, Lambert Lake, Marion, Sakom, Trescott	Washington CSO
Falmouth, Westbrook, Yarmouth	Westbrook PD
Eliot, Kittery, Ogunquit, Wells, York	York PD

**Dispatch Centers in New England**

**Maine Fire/EMS Dispatch Centers**

Agency	Dispatch Center
Durham FD, Greene FD, Livermore FD, Livermore Falls FD, Mechanic Falls FD, Minot FD, Sabattus FD, Turner FD, Turner Rescue, Wales FD, Wales Rescue	Androscoggin CSO
Allagash FD, Bridgewater FD, Easton FD, Frenchville FD, Grand Isle FD, Haynesville FD, Hodgdon FD, Linneus FD, Littleton FD, Madawaska FD, Madawaska Amb, Mars Hill FD, Monticello FD, North Lakes FD, St. Agatha FD, Van BurenFD, Van Buren Amb	Aroostook CSO
Crown Ambulance	Aroostook Medical Ctr
Augusta FD, Hallowell FD	Augusta PD
Bangor FD	Bangor PD
Bar Harbor FD	Bar Harbor PD
Alfred FD, Arundel FD, Biddeford FD, Goodwins Mills FD, Waterboro FD	Biddeford PD
Brunswick FD, Freeport FD	Brunswick PD
Bucksport FD	Bucksport PSC
Buxton FD	Buxton PD
Caribou FD, Limestone FD, Stockholm FD	Caribou PD
Carrabassett Valley FD, Northstart EMS	Carrabassett Comm
Cornish VFD, Gardiner FD, Hiram FD, Kezar Falls FD, Limington FD, Litchfield FD, South Hiram FD, Vassalboro FD, Windsor FD, Sacopee Rescue, Maine Marine Patrol	CMRCC
Baldwin FD, Bridgton FD, Casco FD, Chebeague Island FD, Cumberland FD, Cundys Harbor FD, Frye Island FD, Gorham FD, Gray FD, Harpswell Neck FD, Harrison FD, Long Island FD, Naples FD, New Gloucester FD, Pownal FD, Orrs Bailey Island FD, Raymond FD, Standish FD, Windham FD	Cumberland County RCC
Delta Ambulance	Delta Ambulance
Ashland Ambulance, Ashland FD, Eagle Lake FD, Fort Fairfield FD, Masardis FD, Oakfield FD, Portage Lake FD, Reed Plantation FD, Washburn FD	DPS Houlton RCC
Ellsworth FD	Ellsworth PD
Falmouth FD	Falmouth PD
Fort Kent FD, St. Francis FD, Ambulance Service, Inc.	Fort Kent PD
Carrabassett Valley FD, Carthage FD, Chesterville FD, East Dixfield FD, Farmington FD, Eustis FD, Franklin FD, Industry FD, Jay FD, Kingfield FD, New Sharon FD, New Vineyard FD, Phillips FD, Rangeley FD, Salem FD, Strong FD, Temple FD, Weld FD, Wilton FD Medicare Ambulance, NorthStar EMS	Franklin CSO
Aurora FD, Blue Hill FD, Brooklin FD, Brooksville FD, Castine FD, Deer Isle FD, Eastbrook FD, Franklin FD, Frenchboro FD, Gouldsboro FD, Great Cranberry Isles FD, Hancock VFD, Islesford FD, Lamoine FD, Mariaville FD, Osborn FD, Penobscot FD, Sedgewick FD, Sorrento FD, Stonington FD, Sullivan FD, Surry FD, Swans Island FD, Trenton FD, Waltham VFD, Winter Harbor FD, Memorial Ambulance, Peninsula Ambulance, Schoodic EMS	Hancock County RCC
Houlton FD	Houlton PD
Codyville Plantation, Indian Township, Talmadge, Waite	Indian Township PD
Eliot, Kittery, American Ambulance	Kittery PD
Kennebunkport FD	Kennebunkport PD
Appleton FD, CamdenFD, CushingFD, Cushing Rescue, Friendship FD, Hope FD, Isle au Haut FD, Isle au Haut Rescue, Matinicus Isle FD, Matinicus Isle Rescue, Lincolnville FD, North Haven FD, Owls Head FD, Rockland FD, Rockport FD, St. George FD, South Thomaston FD, Thomaston FD, Union FD, Vinalhaven FD, Vinalhaven Rescue, Warren FD, Washington FD, Saint George Amb, South Thomaston Amb, Thomaston Amb, Union Amb	Knox RCC



**Dispatch Centers in New England**

<b>Agency</b>	<b>Dispatch Center</b>
Auburn, Lewiston, Poland, United Ambulance	Lewiston-Auburn 911
Lifeflight of Maine	Lifeflight of Maine
Alna FD, Boothbay FD, Boothbay Harbor FD, Bremen FD, Bremen FR, Bristol FD, Damariscotta FD, Dresden FD, Edgcomb FD, Farmingdale FD, Jefferson FD, Monhegan Island FD, Newcastle FD, Nobleboro FD, Pittston FD, Randolph FD, Somerville FD, South Bristol VFD, Southport FD, Waldoboro FD, West Gardiner FD, Westport FP, Whitefield FD, Whitefield EMS, Wiscasset FD, Boothbay Regional Ambulance, Central LC Ambulance, Waldoboro Amb, Wiscasset Ambulance	Lincoln County RCC
Lisbon FD, Lisbon Falls FD, Lisbon Emergency	Lisbon PD
Maine Forest Service	Maine Forest Service
Capital Ambulance	MedComm Dispatch
Mount Desert FD, Northeast Harbor Ambulance	Mount Desert Dispatch
Northeast Ambulance	Northeast Ambulance
Andover FD, Bethel FD, Bethel Rescue, Brownfield FD, Buckfield FD, Buckfield Rescue, Canton FD, Denmark FD, Dixfield FD, Fryeburg FD, Fryeburg Rescue, Gilead FD, Greenwood FD, Lincoln Plantation FD, Lovell FD, Magalloway Plantation FD, Mexico FD, Newry FD, Norway FD, Otisfield FD, Oxford FD, Paris FD, Peru FD, Rumford FD, Saco Valley FD, Sumner FD, Stoneham FD, Stoneham Rescue, Sweden FD, Waterford FD, West Paris FD, Woodstock FD, Error NH FD, MedCare Ambulance, PACE Ambulance, United Ambulance	Oxford County RCC
Brownville FD, Dover-Foxcroft FD, Greenville FD, Guilford FD, Milo FD, Millinocket FD, Milo FD, Monson FD, Sangerville FD, Sebec FD, Wellington FD, CA Dean Ambulance, Mayo Regional EMS, Three Rivers Ambulance	Piscataquis CSO
Alton FD, Bradford FD, Bradley FD, Brewer FD, Burlington FD, Carmel FD, Charleston FD, Corinna FD, Corinth FD, Dedham FD, Dexter FD, Dixmont FD, East Millinocket FD, Eddington FD, Etna FD, Garland FD, Glenburn FD, Greenbush FD, Hampden FD, Hermon FD, Holden FD, Howland FD, Hudson FD, Island Falls FD, Kenduskeag FD, Kingman FD, Lagrange FD, Lee FD, Levant FD, Lincoln FD, Lowell FD, Medway FD, Mattawamkeag FD, Mattawamkeag Rescue, Milford FD, Millinocket FD, Mt. Chase FD, Newburgh FD, Newburgh Rescue, Newport FD, Orono FD, Old Town FD, Orrington FD, Passadumkeag FD, Patten FD, Plymouth FD, Seboeis Plantation FD, Sherman FD, Springfield FD, Staceyville FD, Stetson FD, Veazie FD G&H Ambulance, Hermon Rescue, Mayo Regional EMS, Patten Amb, Three Rivers Ambulance	Penobscot RCC
Cape Elizabeth FD, Portland FD, South Portland FD, MEDU	Portland PD
Mapleton FD, Presque Isle FD	Presque Isle PD
Saco FD	Saco PD
Arrowsic FD, Bath FD, Bowdoin FD, Bowdoin FR, Bowdoinham FD, Georgetown FD, Phippsburg FD, Richmond FD, Topsham FD, West Bath FD, Woolwich FD, Woolwich EMS	Sagadahoc County RCC
Acton FD, Berwick FD, Hollis FD, Hollis FR, Kennebunk FD, Lebanon FD, Limerick FD, Newfield FD, Newfield Rescue, North Berwick FD, North Berwick Rescue, Sanford FD, Shapleigh FD, Shapleigh Rescue, South Berwick FD, American Ambulance, York Ambulance	Sanford RCC
Old Orchard Beach FD, Scarborough FD	Scarborough PD
Anson FD, Athens FD, Bingham FD, Cambridge FD, Canaan FD, Cornville FD, Detroit FD, Fairfield FD, Harmony FD, Hartland FD, Highland Plantation FD, Jackman FD, Madison FD, New Portland FD, Norridgewock FD, Pittsfield FD, Pleasant Ridge FD, Rockwood FD, Skowhegan FD, Smithfield VFD, Solon FD, St. Albans FD, Starks FD, West Forks FD AMS Ambulance, CA Dean Amb, Harmony EMS, Jackman Health Center, Redington-Fairview EMS, Northern Light -SVH Amb, Upper Kennebec Valley Ambulance	Somerset County RCC

**Dispatch Centers in New England**

<b>Agency</b>	<b>Dispatch Center</b>
Berwick, South Berwick	South Berwick PD
Southwest Harbor FD, Tremont FD, Southwest Harbor Ambulance	Southwest Harbor
Togus VA FD	Togus VA
United Ambulance	United Ambulance
Belfast FD, Belmont FD, Brooks FD, Brooks Ambulance, Burnham FD, Frankfort FD, Freedom FD, Islesboro FD, Islesboro Ambulance, Jackson FD, Liberty FD, Liberty Ambulance, Monroe FD, Montville FD, Morrill FD, Northport FD, Northport FR, Palermo FD, Palermo FR, Prospect FD, Searsmont FD, Searsmont Rescue, Searsport FD, Searsport Ambulance, Stockton Springs FD, Stockton Springs Ambulance, Thorndike FD, Troy VFD, Unity FD, Unity Ambulance, Waldo FD, Winterport FD, Winterport Ambulance	Waldo CSO
Addison FD, Alexander VFD, Baileyville FD, Beddington FD, Calais FD, Charlotte FD, Cherryfield FD, Cherryfield Ambulance, Cutler FD, Danforth FD, Deblois FD, Dennysville FD, East Machais FD, Machias Amb, Eastport FD, Epping FD, Grand Lake Stream FD, Harrington FD, Indian Township FD, Jonesboro FD, Jonesport FD, Lubec FD, Machias FD, Machiasport FD, Marshfield FD, Meddybemps FD, Milbridge FD, Pembroke FD, Perry FD, Pleasant Point FD, Princeton FD, Robbinston FD, Steuben FD, Vanceboro FD, Westley FD, Whiting FD Downeast EMS, Moosebec Amb, Petit Manan Amb, Pleasant River Ambulance	Washington CSO
Albion FD, Belgrade FD, China FD, China Rescue, Clinton FD, Oakland FD, Rome FD, Sidney FD, South China FD, Waterville FD, Week Mills FD, Winslow FD	Waterville CC
Ogunquit FD, Wells FD, Wells EMS	Wells Pd
Westbrook FD, Yarmouth FD	Westbrook PD
Fayette FD, Leeds FD, Manchester FD, Monmouth FD, Mt. Vernon FD, Mount Vernon Rescue, Readfield FD, Readfield Rescue, Vienna FD, Wayne FD, Winthrop FD, Winthrop Ambulance	Winthrop CC
York Beach FD, York Village FD, York Ambulance	York PD

**Dispatch Centers in New England**

## Maine Police Dispatch Centers

The following table shows those municipalities with a police department. Those without a police department contract with the Maine State Police and/or the County Sheriff's Office for protection.

<b>Municipality</b>	<b>Dispatch Center</b>
Livermore Falls, Mechanic Falls, Sabattus, Androscoggin CSO	Androscoggin CSO
Limestone, Madawaska, Van Buren, Aroostook CSO	Aroostook CSO
Augusta, Hallowell	Augusta PD
Brunswick, Freeport	Brunswick PD
China, Gardiner, Randolph, Rome, Vassalboro	CMRCC
Bridgton, Cumberland, Frye Island, Gorham, Windham, Cumberland CSO	Cumberland County RCC
Ashland, Fort Fairfield, Washburn	DPS Houlton RCC
Falmouth, Yarmouth	Falmouth PD
Farmington, Jay, Rangeley, Wilton, Franklin CSO	Franklin CSO
Gouldsboro, Swans Island, Winter Harbor, Hancock CSO	Hancock County RCC
Eliot, Kittery	Kittery PD
Camden, Rockland, Rockport, Thomaston, Vinalhaven, Knox CSO	Knox RCC
Auburn, Lewiston	Lewiston-Auburn 911
Boothbay Harbor, Damariscotta, Lincoln CSO, Waldoboro, Wiscasset	Lincoln County RCC
Dixfield, Fryeburg, Mexico, Norway, Oxford, Paris, Rumford (nights/weekends) Oxford CSO	Oxford County RCC
Cape Elizabeth, Portland, South Portland	Portland PD
Ashland, Presque Isle	Presque Isle PD
Brewer, Dexter, East Millinocket, Hampden, Holden, Lincoln, Millinocket, Newport, Old Town, Orono, Penobscot CSO, Veazie	Penobscot RCC
Brownville, Dover-Foxcroft, Greenville, Milo, Piscataquis CSO	Piscataquis CSO
Bath, Richmond, Sagadahoc CSO, Topsham	Sagadahoc County CC
Berwick, Kennebunk, North Berwick, Sanford, South Berwick, York CSO	Sanford RCC
Old Orchard Beach, Scarborough	Scarborough PD
Fairfield, Madison, Pittsfield, Skowhegan, Somerset CSO	Somerset Cty CC
Bangor, Bar Harbor, Biddeford, Bucksport, Buxton, Carrabassett Valley, Ellsworth, Fort Kent, Houlton, Kennebunkport, Lisbon, Madawaska, Mt. Desert, Rumford (weekdays), Saco, Southwest Harbor, Westbrook, York	Town PD
Belfast, Islesboro, Searsport, Waldo CSO	Waldo CSO
Baileyville, Calais, Eastport, Machias, Milbridge, Pleasant Point, Washington CSO	Washington CSO
Clinton, Oakland, Waterville, Winslow	Waterville CC
Ogunquit, Wells	Wells PD
Monmouth, Winthrop	Winthrop CC

**Dispatch Centers in New England**

## Maine Dispatch Center Fee Formula

This table shows the formula used by the different dispatch centers to assess dispatch fees charged to participating towns.

<b>Dispatch Center</b>	<b>Dispatch Services</b>	<b>Formula</b>
Androscoggin CSO	Police, Fire, EMS	Per call for fire/EMS; No fee for police; funded by county taxes
Aroostook CSO	Police, Fire, EMS	Tiered per capita fee for dispatch
Augusta PD	Police, Fire, EMS	Flat fee
Biddeford PD	Police	Per capita fee for PSAP
Brunswick PD	Police, Fire, EMS	Flat fee
Bucksport PSC	Police, Fire, EMS	Activity-based fee
CMRCC	Police, Fire, EMS	Per capita fee for PSAP plus an activity-based fee for dispatch
Cumberland County RCC	Police, Fire, EMS	Per capita fee
DPS Gray RCC	Fire, EMS	Per capita fee for PSAP plus an activity-based fee for dispatch
DPS Houlton RCC	Police, Fire, EMS	Per capita fee for PSAP plus an activity-based fee for dispatch
Ellsworth PD	Police, Fire, EMS	Flat fee
Falmouth PD	Police, Fire, EMS	Flat fee
Fort Kent PD	Police, Fire, EMS	Per capita fee
Franklin CSO	Police, Fire, EMS	No Fee; Funded through county taxes
Hancock County RCC	Police, Fire, EMS	Tiered per capita fee for dispatch
Indian Township PD	Fire, EMS	
Kittery PD	Police, Fire, EMS	Per capita fee
Knox RCC	Police, Fire, EMS	Per capita fee for PSAP plus a tiered per capita fee for dispatch
Lewiston-Auburn 911	Police, Fire, EMS	Flat fee increasing 3% yearly
Lincoln County RCC	Police, Fire, EMS	Per capita fee PSAP only Per capita fee PSAP/dispatch No fee if within county
Oxford County RCC	Police, Fire, EMS	No Fee; Funded through county taxes
Portland PD	Police, Fire, EMS	Per capita fee
Presque Isle PD	Police, Fire, EMS	Flat fee based on prior year call volume
Penobscot RCC	Police, Fire, EMS	No Fee; Funded through county taxes
Piscataquis CSO	Police, Fire, EMS	No Fee; Funded through county taxes
Sagadahoc County RCC	Police, Fire, EMS	No Fee; Funded through county taxes
Sanford RCC	Police, Fire, EMS	Per capita fee PSAP only Tiered per capita fee for dispatch
Somerset County RCC	Police, Fire, EMS	Per capita fee PSAP only; Per capita for PSAP/dispatch
South Berwick PD	Police, Fire, EMS	% of dispatch budget
Southwest Harbor	Police, Fire, EMS	% of dispatch budget
Standish PSDC	Fire, EMS	Per capita fee
Waldo CSO	Police, Fire, EMS	No Fee; Funded through county taxes
Washington CSO	Police, Fire, EMS	No Fee; Funded through county taxes
Waterville CC	Police, Fire, EMS	Per capita for fire or EMS Flat fee for police, fire, and EMS
Winthrop CC	Police, Fire, EMS	Tiered per capita fee for dispatch
York PD	Police, Fire, EMS	Per capita fee for PSAP only Variable flat fee for dispatch

**Dispatch Centers in New England**

**Massachusetts PSAP Centers**

<b>Municipality</b>	<b>Dispatch Center</b>
Brewster, Chatham, Falmouth, Harwich, Mashpee, Orleans, Wellfleet	Barnstable CSO
Adams, Alford, Becket, Blanford, Cheshire, Egremont, Florida, Hancock, Lanesborough, Lenox, Middlefield, Monterey, Mt. Washington, New Ashford, New Marlborough, Otis, Peru, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tolland, Washington, West Stockbridge	Berkshire CSO
Dalton, Hinsdale, Windsor	Dalton RECC
Aquinnah, Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury	Dukes CSO
Amesbury, Essex, Middleton, Topsfield, Wenham	Essex County RECC
Dunstable, Groton	Groton Comm. Center
Lee, Tyringham	Lee Comm. Center
	Lynn
Mendon, Millville	Mendon PD
Revere, Winthrop	Metro North RECC
Berlin, Bolton, Devens, Harvard, Lancaster, Lunenburg, Townsend	Nashoba Valley RECC
Brimfield, Brookfield, East Brookfield, Hardwick, Holland, New Braintree, North Brookfield, Petersham, Wales, West Brookfield	New Braintree State Police
Holbrook, Whitman	Norfolk Cty Comm Center
Clarksburg, North Adams, Stamford VT	North Adams Dispatch
Chester, Chesterfield, Cummington, Goshen, Granville, Hatfield, Huntington, Pelham, Plainfield, Russell, Westhampton, Williamsburg, Worthington	Northampton State Police
Duxbury, Halifax, Plympton	Regional Old Colony CC
Barre, Hubbardston, Oakham, Rutland	Rutland RCC
Ashfield, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Hawley, Heath, Leverett, Leyden, Monroe, New Salem, Northfield, Orange, Rowe, Shelburne, Shutesbury, Sunderland, Warwick, Wendell, Whateley	Shelburne Falls State Police
Cohasset, Hingham, Hull, Norwell	South Shore RECC
Dudley, Webster	South Worcester Cty RECC
Phillipston, Templeton	Templeton RECC
Hopedale, Upton	Upton Regional Dispatch
Holden, Princeton	Wachusett RECC
Royalston, Winchendon	Winchendon RECC
Leicester, Worcester	Worcester RECC
Amherst, Arlington, Belmont, Chelsea, Everett, Norton, Paxton, Pepperell, Rochester, Shirley, Sterling, Waltham, Wrentham	Town ECC
Middleton, Taunton	Town FD
Abington, Acton, Acushnet, Agawam, Amesbury, Andover, Ashburnham, Ashby, Ashland, Athol, Attleboro, Auburn, Avon, Ayer, Barnstable, Bedford, Belchertown, Bellingham, Berkley, Beverly, Billerica, Blackstone, Boston, Bourne, Boxborough, Boxford, Boylston, Braintree, Bridgewater, Brockton, Brookline, Burlington, Cambridge, Canton, Carlisle, Carver, Charlton, Chelmsford, Chicopee, Clinton, Concord, Danvers, Dartmouth, Dedham, Dennis, Dighton, Douglas, Dover, Dracut, East Bridgewater, East Longmeadow, Eastham, Easthampton, Easton, Fairhaven, Fall River, Fitchburg, Foxborough, Framingham, Franklin, Freetown, Gardiner, Georgetown, Gloucester, Grafton, Granby, Granville, Great Barrington, Groveland, Greenfield, Hadley, Hamilton, Hampden, Hanover, Hanson, Haverhill, Holliston, Holyoke, Hopkinton, Hudson, Ipswich, Kingston, Lakeville, Lawrence, Leominster, Lexington, Lincoln, Littleton, Longmeadow, Lowell, Ludlow, Lynn, Lynnfield, Malden, Manchester, Mansfield, Marblehead, Marion, Marlboro, Marshfield, Mattapoisett, Maynard, Medfield, Medford, Medway, Melrose, Merrimac, Methuen, Middleboro, Middleton, Milford, Millbury, Millis, Milton, Monson, Montague, Montgomery, Nahant, Nantucket, Natick, Needham, New Bedford, Newbury, Newburyport, Newton, Norfolk, North Andover, North Attleboro, North Reading, Northborough, Northbridge, Northampton, Norwood, Oxford, Palmer, Peabody, Pembroke, Pittsfield, Plainville, Plymouth, Provincetown,	Town PD

**Dispatch Centers in New England**

<b>Municipality</b>	<b>Dispatch Center</b>
Quincy, Randolph, Raynam, Reading, Rehoboth, Rockland, Rockport, Rowley, Russell, Salem, Salisbury, Sandwich, Saugus, Scituate, Seekonk, Sharon, Sherborn, Shrewsbury, Somerset, Somerville, South Hadley, Southborough, Southbridge, Southampton, Southwick, Spencer, Springfield, Stoneham, Stoughton, Stow, Sturbridge, Sudbury, Sutton, Swampscott, Swansea, Tewksbury, Topsfield, Truro, Tyngsborough, Uxbridge, Wakefield, Walpole, Ware, Wareham, Warren, Watertown, Wayland, Wellesley, West Boylston, West Bridgewater, West Newbury, West Springfield, Westborough, Westfield, Westford, Westhampton, Westminster, Weston, Westport, Westwood, Weymouth, Wilbraham, Williamstown, Wilmington, Winchester, Woburn, Yarmouth	

**Dispatch Centers in New England**

**Massachusetts Police Dispatch Centers**

<b>Municipality</b>	<b>Dispatch Center</b>
Brewster, Chatham, Falmouth, Harwich, Mashpee, Orleans, Wellfleet	Barnstable CSO
Adams, Alford, Becket, Blanford, Cheshire, Egremont, Florida, Hancock, Lanesborough, Lenox, Middlefield, Monterey, New Ashford, New Marlborough, Otis, Peru, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tolland, West Stockbridge	Berkshire CSO
Dalton, Hinsdale, Windsor	Dalton Comm. Center
Aquinnah, Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury	Dukes CSO
Amesbury, Beverly, Middleton, Topsfield, Wenham	Essex County RECC
Dunstable, Groton	Groton Comm. Center
Holbrook, Sharon	Holbrook ECC
Lee, Tyringham	Lee Comm. Center
Lynn, Swampscott	Lynn PD
Mendon, Millville	Mendon PD
Revere, Winthrop	Metro North RECC
Berlin, Bolton, Devens, Harvard, Lancaster, Lunenburg, Townsend	Nashoba Valley RDC
Brimfield, Brookfield, East Brookfield, Holland, New Braintree, North Brookfield, Petersham, Wales, West Brookfield	New Braintree State Police
Clarksburg, North Adams	North Adams PD
Chester, Chesterfield, Cummington, Goshen, Granville, Hatfield, Huntington, Pelham, Plainfield, Russell, Westhampton, Williamsburg, Worthington	Northampton State Police
Dunstable, Pepperell	Pepperell Comm Center
Duxbury, Halifax, Plympton	Regional Old Colony CC
Barre, Hubbardston, Oakham, Rutland	Rutland RCC
Ashfield, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Hawley, Heath, Leverett, Leyden, Monroe, New Salem, Northfield, Orange, Rowe, Shelburne, Shutesbury, Sunderland, Warwick, Wendell, Whateley	Shelburne Falls State Police
Cohasset, Hingham, Hull, Norwell	South Shore RECC
Dudley, Webster	South Worcester Cty CC
Phillipston, Templeton	Templeton RECC
Hopedale, Upton	Upton Regional Dispatch
Leicester, Worcester	Worcester RECC
Arlington, Bedford, Belmont, Chelsea, Everett, Groton, Milford, Norton, Paxton, Pepperell, Rochester, Shirley, Sterling, Waltham, Wrentham	Town ECC
Abington, Acton, Acushnet, Agawam, Andover, Ashburnham, Ashby, Ashland, Athol, Attleboro, Auburn, Avon, Ayer, Barnstable, Belchertown, Bellingham, Berkley, Beverly, Billerica, Blackstone, Boston, Bourne, Boxborough, Boxford, Boylston, Braintree, Bridgewater, Brockton, Brookline, Burlington, Cambridge, Canton, Carlisle, Carver, Charlton, Chelmsford, Chicopee, Clinton, Concord, Danvers, Dartmouth, Dedham, Dennis, Dighton, Douglas, Dover, Dracut, East Bridgewater, East Longmeadow, Eastham, Easthampton, Easton, Essex, Fairhaven, Fall River, Fitchburg, Foxborough, Framingham, Franklin, Freetown, Gardiner, Georgetown, Gloucester, Grafton, Granby, Groveland, Greenfield, Hadley, Hamilton, Hampden, Hanover, Hanson, Hardwick, Haverhill, Holden, Holliston, Holyoke, Hopkinton, Hudson, Ipswich, Kingston, Lakeville, Lawrence, Leominster, Lexington, Lincoln, Littleton, Longmeadow, Lowell, Ludlow, Lynnfield, Malden, Manchester, Mansfield, Marblehead, Marion, Marlboro, Marshfield, Mattapoisett, Maynard, Medfield, Medford, Medway, Melrose, Merrimac, Methuen, Middleboro, Millbury, Millis, Milton, Monson, Montague, Montgomery, Nahant, Nantucket, Natick, Needham, New Bedford, Newbury, Newburyport, Newton, Norfolk, North Andover, North Attleboro, North Reading, Northborough, Northbridge, Norwood, Orange, Oxford, Palmer, Peabody, Pembroke, Pittsfield, Plainville, Plymouth, Princeton, Provincetown, Quincy, Randolph, Raynam, Reading, Rehoboth, Rockland, Rockport, Rowley, Salem, Salisbury, Sandwich, Saugus, Scituate, Seekonk, Sherborn, Shrewsbury, Somerset, Somerville, South Hadley, Southborough, Southbridge, Southwick,	Town PD

**Dispatch Centers in New England**

<b>Municipality</b>	<b>Dispatch Center</b>
Spencer, Springfield, Southampton, Stoneham, Stoughton, Stow, Sturbridge, Sudbury, Sutton, Swansea, Taunton, Tewksbury, Truro, Tyngsborough, Uxbridge, Wakefield, Walpole, Ware, Wareham, Warren, Watertown, Wayland, Wellesley, West Boylston, West Bridgewater, West Newbury, West Springfield, Westborough, Westfield, Westford, Westminster, Weston, Westport, Westwood, Weymouth, Whitman, Wilbraham, Williamstown, Wilmington, Winchester, Woburn, Yarmouth	



**Dispatch Centers in New England**

**Massachusetts Fire/EMS Dispatch Centers**

<b>Municipality</b>	<b>Dispatch Center</b>
Belchertown (f), Hadley (EMS), Leverett (EMS), Pelham (EMS), Shutesbury (EMS)	Amherst CC
Barnstable Fire District, Bourne, Brewster, Chatham, Dennis, Falmouth, Harwich, Mashpee, Orleans, West Barnstable Fire District, Wellfleet	Barnstable CSO
Adams Fire District, Alford, Becket, Blanford, Cheshire, Egremont, Florida, Hancock, Lanesborough, Lenox, Middlefield, Monterey, New Ashford, New Marlborough, Otis, Peru, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tolland, West Stockbridge	Berkshire CSO
COMM Fire District, Cotuit Fire District	COMM Dispatch
Dalton Fire District, Hinsdale, Windsor	Dalton Comm. Center
Aquinnah, Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury	Dukes CSO
Duxbury, Halifax, Plympton	Regional Old Colony CC
Duxbury, Plympton	Duxbury RECC
Amesbury, Beverly, Essex, Middleton, Topsfield, Wenham	Essex County RECC
Groton, Groton EMS, Trinity EMS	Groton Comm. Center
Holden, Princeton	Holden Regional Dispatch
Abington, Canton, Holbrook, Sharon, Whitman	Holbrook RECC
Lee, Tyringham	Lee Comm. Center
Lynn, Nahant, Swampscott	Lynn FD
Mendon, Millville	Mendon PD
Revere, Winthrop	Metro North RECC
Berlin, Bolton, Devens, Harvard, Lancaster, Lunenburg, Townsend	Nashoba Valley RECC
Brimfield, Brookfield, East Brookfield, Hardwick, Holland, New Braintree, North Brookfield, Petersham, Wales, West Brookfield	New Braintree State Police
Clarksburg, North Adams, Stamford VT	North Adams PD
Chester, Chesterfield, Cummington, Goshen, Granville, Hatfield, Huntington, Montgomery, Pelham (fire), Plainfield, Russell, Westhampton, Williamsburg, Worthington	Northampton State Police
Bondsville Fire District, Palmer Fire District, Thorndike Fire District, Three Rivers Fire District	Palmer PD
Dunstable, Pepperell	Pepperell Comm Center
Duxbury, Halifax, Plympton	Regional Old Colony CC
Barre, Hubbardston, Oakham, Rutland	Rutland RCC
Ashfield, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Hawley, Heath, Leverett, Leyden, Monroe, New Salem, Northfield, Orange, Rowe, Shelburne Center Fire District, Shelburne Falls Fire District, Shutesbury, Sunderland, Warwick, Wendell, Whateley	Shelburne Falls State Police
Cohasset, Hingham, Hull, Norwell	South Shore RECC
Dudley, Webster	South Worcester Cty CC
Phillipston, Templeton	Templeton RECC
Arlington, Bedford, Belmont, Chelsea, Everett, Milford, Norton, Northampton, Paxton, Pepperell, Rochester, Shirley, Sterling, Waltham, Wrentham	Town ECC
Attleboro, Hyannis Fire District, Billerica, Chatham, Dracut, Falmouth, Framingham, Needham, Onset Fire District, Plymouth, Revere, Sandwich, Taunton, Wareham Fire District, Westford, Yarmouth	Town FD
Hopedale, Upton	Upton Regional Dispatch
Williamstown Fire District, Village Ambulance	Williamstown PD
Leicester, Worcester	Worcester RECC

**Dispatch Centers in New England**

<b>Municipality</b>	<b>Dispatch Center</b>
Acton, Acushnet, Agawam, Andover, Ashburnham, Ashby, Ashland, Athol, Auburn, Avon, Ayer, Bellingham, Berkley, Blackstone, Boston, Boxborough, Boxford, Boylston, Braintree, Bridgewater, Brockton, Brookline, Burlington, Cambridge, Carlisle, Carver, Charlton, Chelmsford, Chester, Chicopee, Clinton, Concord, Danvers, Dartmouth (all 3 fire districts), Dedham, Dighton, Douglas, Dover, East Bridgewater, East Longmeadow, Eastham, Easthampton, Easton, Fairhaven, Fall River, Fitchburg, Foxborough, Franklin, Freetown, Gardiner, Georgetown, Gloucester, Grafton, Granby, Groveland, Greenfield, Hadley, Hamilton, Hampden, Hanover, Hanson, Harwich, Haverhill, Holliston, Holyoke, Hopkinton, Hudson, Ipswich, Kingston, Lakeville, Lawrence, Leominster, Lexington, Lincoln, Littleton, Longmeadow, Lowell, Ludlow, Lynnfield, Malden, Manchester, Mansfield, Marblehead, Marion, Marlboro, Marshfield, Mattapoisett, Maynard, Medfield, Medford, Medway, Melrose, Merrimac, Methuen, Middleboro, Millbury, Millis, Milton, Monson, Montague, Nantucket, Natick, New Bedford, Newbury (both fire districts), Newburyport, Newton, Norfolk, North Andover, North Attleboro, North Reading, Northborough, Northbridge, Norwood, Oxford, Peabody, Pembroke, Pittsfield, Plainville, Provincetown, Quincy, Randolph, Raynam, Reading, Rehoboth, Rockland, Rockport, Rowley, Salem, Salisbury, Saugus, Scituate, Seekonk, Sherborn, Shrewsbury, Somerset, Somerville, South Hadley (both fire districts), Southborough, Southampton, Southbridge, Southwick, Spencer, Springfield, Stoneham, Stoughton, Stow, Sturbridge, Sudbury, Sutton, Swansea, Tewksbury, Truro, Tyngsborough, Uxbridge, Wakefield, Walpole, Ware, Warren, Watertown, Wayland, Wellesley, Wallfleet, West Boylston, West Bridgewater, West Newbury, West Springfield, Westborough, Westfield, Westminster, Weston, Westport, Westwood, Weymouth, Wilbraham, Wilmington, Winchendon, Winchester, Winthrop, Woburn	Town PD

## Massachusetts CMED Centers

The State of Massachusetts is divided into five (5) EMS Regions containing a total of seven (7) Central Medical Emergency Direction (CMED) centers, which establishes radio contact between the ambulance and the hospital. This allows the EMT to talk with emergency personnel at the hospital to coordinate care (somewhat similar to what we saw with the TV show “Emergency” back in the early 1970s). The various CMEDs are connected together using radio towers throughout the State and this is used to coordinate emergency medical resources for Mass Casualty Incidents. The CMED Centers are coordinated through the Connecticut Department of Public Health. This system links all of the hospitals, ambulance transport, the State Office of Emergency Management, all the CMED centers, and the Department of Public Health together.

Municipality	CMED Center
Agawam, Alford, Amherst, Ashfield, Becket, Belchertown, Bernardston, Blanford, Buckland, Charlemont, Cheshire, Chester, Chesterfield, Chicopee, Clarksburg, Colrain, Conway, Cummington, Dalton, Deerfield, East Longmeadow, Egremont, Erving, Florida, Gill, Goshen, Granby, Granville, Hadley, Hampden, Hancock, Hatfield, Hawley, Heath, Hinsdale, Holyoke, Huntington, Lanesborough, Lee, Lenox, Leverett, Leyden, Longmeadow, Ludlow, Middlefield, Monroe, Monson, Monterey, Montgomery, Mt. Washington, New Ashford, New Marlborough, New Salem, North Adams, Northfield, Northampton, Orange, Otis, Palmer, Pelham, Plainfield, Peru, Richmond, Rowe, Russell, Sandisfield, Savoy, Sheffield, Shelburne, Shutesbury, South Hadley, Southampton, Southwick, Springfield, Stockbridge, Sunderland, Tolland, Tyringham, Ware, Warwick, Washington, Wendell, West Springfield, West Stockbridge, Westfield, Westhampton, Whately, Wilbraham, Williamsburg, Windsor, Worthington	EMS Region I (Springfield CMED)
Ashburnham, Ashby, Athol, Auburn, Ayer, Barre, Bellingham, Berlin, Blackstone, Bolton, Boylston, Brookfield, Charlton, Clinton, Douglas, Dudley, Dunstable, Fitchburg, Franklin, Gardner, Grafton, Groton, Hardwick, Harvard, Holden, Hopedale, Hubbardston, Lancaster, Leicester, Leominster, Lunenburg, Medway, Mendon, Milford, Millbury, New Braintree, North Brookfield, Northborough, Northbridge, Oakham, Oxford, Paxton, Pepperell, Petersham, Phillipston, Princeton, Royalston, Rutland, Shirley, Shrewsbury, Southborough, Southbridge, Spencer, Sterling, Sturbridge, Sutton, Townsend, Upton, Uxbridge, Warren, Webster, West Boylston, West Brookfield, Westborough, Westminster, Winchendon, Worcester	EMS Region II (Worcester CMED)
Amesbury, Andover, Beverly, Billerica, Boxford, Chelmsford, Danvers, Dracut, Essex, Everett, Georgetown, Gloucester, Groveland, Hamilton, Haverhill, Ipswich, Lawrence, Lowell, Lynn, Lynnfield, Malden, Manchester, Marblehead, Medford, Melrose, Merrimac, Methuen, Middleton, Nahant, Newbury, Newburyport, North Andover, North Reading, Peabody, Reading, Rockport, Rowley, Salisbury, Saugus, Salem, Stoneham, Swampscott, Tewksbury, Topsfield, Tyngsborough, Wakefield, Wenham, Westford, West Newbury	EMS Region III (Lawrence General Hospital CMED)
Acton, Arlington, Ashland, Bedford, Belmont, Boston, Boxborough, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Carlisle, Charlestown, Chelsea, Cohasset, Concord, Dedham, Dover, Everett, Framingham, Hanover, Hingham, Holliston, Hopkinton, Hudson, Hull, Lexington, Lincoln, Littleton, Malden, Marlborough, Maynard, Medford, Medfield, Melrose, Millis, Milton, Natick, Needham, Newton, Norfolk, North Reading, Norwell, Norwich, Norwood, Quincy, Reading, Revere, Scituate, Sharon, Sherborn, Somerville, Stoneham, Stow, Sudbury, Wakefield, Walpole, Waltham, Watertown, Wayland, Wellesley, Weston, Weymouth, Wilmington, Winchester, Winthrop, Woburn,	EMS Region IV (Boston EMS CMED)

**Dispatch Centers in New England**

<b>Municipality</b>	<b>CMED Center</b>
Wrentham	
Barnstable, Bourne, Brewster, Chatham, Chilmark, Dennis, Eastham, Edgartown, Falmouth, Gosnold, Harwich, Masphee, Nantucket, Orleans, Provincetown, Sandwich, Tisbury, Truro, Wellfleet, West Tisbury, Yarmouth	EMS Region V (Barnstable CSO CMED)
Achushnet, Attleborough, Berkley, Dartmouth, Dighton, Easton, Fairhaven, Fall River, Foxborough, Freetown, Mansfield, New Bedford, North Attleboro, Norton, Plainville, Raynham, Rehoboth, Seekonk, Somerset, Stoughton, Swansea, Taunton, Westport	EMS Region V (Bristol CSO CMED)
Abington, Avon, Bridgewater, Brockton, Carver, Duxbury, East Bridgewater, Halifax, Hanson, Holbrook, Kingston, Lakeville, Marion, Marshfield, Mattapoisett, Middleborough, Pembroke, Plymouth, Plympton, Randolph, Rochester, Rockland, Wareham, West Bridgewater	EMS Region V (Plymouth CSO CMED)

**Dispatch Centers in New England**

## New Hampshire Fire/EMS Dispatch Centers

There is only one PSAP in New Hampshire and it is paid for from the 911 surcharge. The 911 surcharge pays for 911 computers, software, maintenance, connectivity, training as well as the call takers,

Of the 86 local dispatch centers, three are fire-only dispatch centers: Capital Area Compact, Lakes Region Fire Mutual Aid, and Southwestern New Hampshire District Fire Mutual Aid providing dispatch services to 23, 37, and 78 fire and EMS departments, respectively.

Municipality	Dispatch Center
Amherst	Amherst PS Comm Center
Berlin, Dummer, Milan	Berlin PD
Allenstown, Boscawen, Bow, Bradford, Canterbury, Chichester, Concord, Deering, Dunbarton, Epsom, Henniker, Hooksett, Hopkinton, Loudon, Northwood, Pembroke, Pittsfield, Salisbury, Warner, Webster, Penacook Rescue, Tri-Town Ambulance	Capital Area Mutual Fire Aid Compact ( <a href="http://www.kvf642.com">www.kvf642.com</a> )
Bartlett (fire), Brookfield (serviced by Wakefield), Center Ossipee, Effingham, Freedom, Glen (fire), Jackson (fire), Madison, Ossipee Corner, Tamworth, Wakefield, Milton, West Ossipee, Lords Amb, LifeStar	Carroll CSO
Claremont, Goshen	Claremont PD
Clarksville (40%), Colebrook, Columbia (serviced by Colebrook), Dixville, Errol (EMS), Pittsburg (northern part), Stewartstown (35%)	Colebrook RDC
Albany (serviced by Conway Village FD), Eaton (serviced by Center Conway FD), Conway (all 5 fire districts), Hales Location (serviced by North Conway FD)	Conway PD
Clarksville (60%), Stewartstown (serviced by Beecher Falls), Pittsburg (southern part)	Beecher Falls, VT
Weare	Bow PD
Dover, Rollinsford	Dover PD
Auburn, Chester, Derry, Hampstead, Windham	Derry Fire Department
Goffstown, New Boston	Goffstown Communications Center.
Gorham, Randolph, Shelburne	Gorham PD
Bath, Benton (serviced by Haverhill), Bethlehem, Carroll, Easton, Franconia, Haverhill, Landaff, Lisbon, Littleton, Lyman (serviced by Lisbon), Monroe, Sugar Hill, Woodstock, Woodsville Ambulance	Grafton CSO
Hampton, Hampton Falls	Hampton Fire Department
Greenville, Mason, Souhegan Ambulance	Hillsborough CSO
Hillsborough, Washington, Windsor (serviced by Hillsborough and Washington)	Hillsborough PD
Brookline, Hollis	Hollis Communication Ctr
Hudson, Litchfield	Hudson Fire Department
Alton, Alexandria, Andover, Ashland, Barnstead, Belmont, Bridgewater, Bristol, Campton, Center Harbor, Danbury, Dorchester (portion serviced by Rumney), Franklin, Ellsworth (serviced by Campton), Gilford, Gilmanton, Groton (serviced by Hebron and Rumney), Hebron, Hill, Holderness, Laconia, Meredith, Moultonborough, New Hampton, Northfield, Plymouth, Rumney, Sanbornton, Sandwich, Strafford, Thornton, Tilton, Warren, Waterville Valley, Wentworth, Stewarts Ambulance, Warren-Wentworth Amb	LRMFA Communications Center ( <a href="http://www.lrmfa.org">www.lrmfa.org</a> )
Milford, Mont Vernon, Wilton	Milford Communications Center
Croydon, Grantham (EMS), New London, Newbury, Sunapee, Sutton, Wilmot	New London PD
Newfields, Newmarket, Nottingham, Stratham	Newmarket PD
Atkinson, Plaistow	Plaistow PD

**Dispatch Centers in New England**

<b>Municipality</b>	<b>Dispatch Center</b>
Fremont, Raymond	Raymond PD
Errol (fire)	Red Phone Network
Brentwood, Candia, Danville, Deerfield, East Kingston, Epping, Greenland, Kensington, Kingston, New Castle, Newington, Newton, Rye, Sandown, South Hampton	Rockingham CSO
Chatham	Saco Valley Fire Assoc. (Fryeburg, ME)
Dalton, Jefferson, Lancaster, Northumberland, Stark, Stratford, Whitefield	State Highway Dispatch
Alstead, Acworth, Antrim, Bennington, Charlestown, Chesterfield, Dublin, Fitzwilliam, Francestown, Gilsum, Greenfield, Hancock, Harrisville, Hinsdale, Jaffrey, Keene, Langdon, Lempster, Lyndeborough, Marlborough, Marlow, Nelson, New Ipswich, Peterborough, Richmond, Rindge, Roxbury (serviced by Keene), Sharon (serviced by Peterborough), Stoddard, Sullivan, Surry, Swanzey, Temple, Troy, Unity, Walpole, Westmoreland, Winchester	Southwestern NH District Fire Mutual Aid System ( <a href="http://www.firemutualaid.com">www.firemutualaid.com</a> )
Durham, Farmington, Middleton, New Durham	Strafford CSO
Londonderry, Manchester, Nashua, North Hampton, Salem, Seabrook	Town Fire Department.
Bedford, Exeter, Franklin, Lebanon, Lincoln, Merrimack, Newport, Pelham, Portsmouth, Rochester, Somersworth, Wolfeboro	Town Police Department
Barrington, Lee, Madbury, MacGregor EMS	UNH Dispatch Center
Canaan, Cornish, Dorchester (serviced by Canaan and Rumney), Enfield, Grafton, Grantham (fire), Hanover, Lyme, Orange (serviced by Canaan), Orford, Plainfield, Piermont, Springfield (fire)	Upper Valley Regional Dispatch Center

## New Hampshire Police Dispatch Centers

There are several police departments that do not provide 24/7 coverage. Some dispatch themselves by day and the County Sheriff's office by night. Some are dispatched by the County Sheriff's Office at all times. Towns without 24/7 coverage, handle emergency calls differently when there is no officer on-duty. Some have the County Sheriff's office as the primary responder, some have the State Police; some have the off-duty and on-call officers summoned, and some have the neighboring community respond. In any event, for these police departments, they are shown as dispatched by the County Sheriff's office. The exception to this is in Sullivan County. The Sullivan County Sheriff's Department does not provide dispatch services for its county towns because it does not provide 24-hour service. The Newport police department dispatches the Sheriff's Department after hours at no charge. During the day, the Sullivan County Sheriff's department dispatches itself.

Municipality	Dispatch Center
Amherst	Amherst PS Comm Center
Alton, Barnstead, Belmont, Center Harbor, Gilmanton, Meredith, New Hampton, Northfield, Sanbornton, Tilton	Belknap CSO
Berlin, Milan	Berlin PD
Bow, Dunbarton, New Boston, Weare	Bow PD
Bartlett, Effingham, Freedom, Jackson, Madison, Moultonborough, Ossipee, Sandwich, Tamworth, Tuftonboro, Wakefield	Carroll CSO
Charlestown, Langdon	Charlestown PD
Alstead, Chesterfield, Dublin, Fitzwilliam, Gilsum, Harrisville, Hinsdale, Jaffrey, Marlborough, Marlow, Nelson, Richmond, Rindge, Roxbury, Stoddard, Sullivan, Surry, Swanzey, Troy, Walpole, Westmoreland, Winchester	Cheshire CSO
Clarksville, Colebrook, Pittsburg	Colebrook RDC
Claremont, Cornish	Claremont PD
Alexandria, Andover, Boscawen, Bristol, Danbury, Franklin, Hill	Franklin PD
Gorham, Randolph, Shelburne	Gorham PD
Bath, Bethlehem, Franconia, Grafton, Haverhill, Lisbon, Littleton, Orange, Sugar Hill, Warren, Waterville Valley, Wentworth, Woodstock	Grafton CSO
Francestown, Greenfield, Greenville, Litchfield, Lyndeborough, Mason, New Ipswich, Peterborough, Sharon (via Peterborough), Temple	Hillsborough CSO
Antrim, Bennington, Deering, Hancock, Hillsborough, Washington	Hillsborough PD
Brookline, Hollis	Hollis Communication Ctr
Allenstown, Bradford, Canterbury, Chichester, Epsom, Henniker, Hopkinton, Loudon, Pembroke, Pittsfield, Salisbury, Warner, Webster	Merrimack CSO
Milford, Mont Vernon, Wilton	Milford Communications Center
Croydon, Goshen, New London, Newbury, Sunapee, Sutton, Wilmot	New London PD
Lempster, Newport, Springfield	Newport PD
Newfields, Newmarket, Stratham	Newmarket PD
Chatham	Oxford CSO
Atkinson, Plaistow	Plaistow PD
Ashland, Bridgewater, Campton, Groton, Hebron, Holderness, Plymouth, Rumney, Thornton	Plymouth PD
Auburn, Brentwood, Candia, Chester, Danville, Deerfield, East Kingston, Epping, Fremont, Greenland, Hampstead, Hampton Falls, Kensington, Kingston, New Castle, Newington, Newton, North Hampton, Northwood, Nottingham, Rye, Sandown, South Hampton	Rockingham County Sheriff's Department
Dalton, Lancaster, Northumberland, Stratford, Stark, Whitefield	State Highway Dispatch
Benton, Dorchester, Dummer, Ellsworth, Errol, Jefferson, Lyman, Monroe,	State Police Dispatch

**Dispatch Centers in New England**

<b>Municipality</b>	<b>Dispatch Center</b>
Windsor	
Barrington, Durham, Farmington, Middleton, Milton, New Durham, Rollinsford, Strafford	Strafford County Sheriff's Department
Bedford, Carroll, Concord, Conway, Derry, Dover, Exeter, Gilford, Goffstown, Hampton, Hooksett, Hudson, Keene, Laconia, Lebanon, Lincoln, Londonderry, Manchester, Merrimack, Nashua, Pelham, Portsmouth, Raymond, Rochester, Salem, Seabrook, Somersworth, Windham, Wolfeboro	Town Police Department
Lee, Madbury	UNH Dispatch Center
Canaan, Enfield, Grantham, Hanover, Lyme, Orford, Plainfield, Piermont	Upper Valley Regional Dispatch Center



**Dispatch Centers in New England**

## New Hampshire Dispatch Center Fee Formula

<b>Dispatch Center</b>	<b>Dispatch Services</b>	<b>Formula</b>
Beecher Falls Fire Dispatch	Fire, Ambulance	Per capita fee
Capital Area Fire Dispatch	Fire, Ambulance	80% property valuation + 20% population
Derry Fire Dispatch	Fire, Ambulance	50% population + 50% call volume
LRMFA Fire Dispatch **	Fire, Ambulance	50% prop valuation + 40% population + 10% Base fee
SWNH Fire Dispatch ***	Fire, Ambulance	50% population + 40% prop valuation + 10% Base fee
Berlin PD	Police, Fire, Ambulance	Fixed fee per call + Per capita fee + % Property valuation + % Utility costs based on call vol.
Charlestown PD	Police, Ambulance	Flat Fee
Dover PD	Police, Fire, Ambulance	Flat Fee
Hillsborough PD	Police, Fire, Ambulance	Flat Fee
Plaistow PD	Police, Fire, Amb, DPW	Flat Fee
State Highway	Police, Fire, Ambulance	Flat Fee
Gorham PD	Police, Fire, Ambulance	3-year average call volume
New London PD	Police, Fire, Ambulance	Base Fee + 3-year average call volume
Newmarket PD	Police, Fire, Amb, DPW	Initially set based on call volume and level of service then indexed annually by CPI
Franklin PD	Police	100% population
Raymond PD	Police, Fire, Amb, DPW	100% population
Milford Communications Center	Police, Fire, Ambulance	100% population
Hollis Communications Center	Police, Fire, Amb, DPW	Call volume + % population
Colebrook Regional Comm Center	Police, Fire, Ambulance	Activity-based fee
Bow PD	Police	Activity-based fee + 10% Base fee
Goffstown PD	Police, Fire, Ambulance	Activity-based Fee
Plymouth PD	Police	Activity-based Fee + 8% admin fee
Upper Valley Regional Dispatch Center	Police, Fire, Amb, DPW	Activity-based Fee
Grafton County Sheriff's Department	Police, Fire, Ambulance	Activity-based Fee + County taxes
Hillsborough County Sheriff's Dept	Police, Fire, Amb, DPW	Activity-based Fee + County taxes
Merrimack County Sheriff's Department	Police, Fire, Ambulance	Activity-based Fee + County taxes
Belknap County Sheriff's Department	Police	No Fee; Funded through county taxes Flat fee if outside the county
Carroll County Sheriff's Department	Police, Fire, Ambulance	No Fee; Funded through county taxes Flat fee if outside the county
Cheshire County Sheriff's Department	Police	No Fee; Funded through county taxes
Rockingham County Sheriff's Dept	Police, Fire, Ambulance	No Fee; Funded through county taxes
Strafford County Sheriff's Department	Police, Fire, Ambulance	Fixed Fee + \$1.25 Per capita fee for police and \$0.50 per capita fee for fire/ems
Newport PD	Police, Fire, Ambulance	2% operating budget + 1% each additional svc + Per capita fee + Fixed fee per FT/PT officer + Fixed fee/every 1000 calls

\*\* Towns within Belknap County pay for the LRMFA assessments out of their County taxes.

\*\*\* Towns within Cheshire County pay for the SWNH assessments out of their County taxes.

**Dispatch Centers in New England**

**Rhode Island Fire/EMS Dispatch Centers**

There is only one PSAP in Rhode Island and it is paid for from the 911 surcharge.

<b>Agency</b>	<b>Dispatch Center</b>
Barrington FD, Bristol FD, Charlestown FD, East Greenwich FD, East Providence FD, Little Compton FD, Narragansett FD, New Shoreham FD, Newport FD, North Kingstown FD, Tiverton FD, Warren FD	Town PD
Central Falls FD, Cranston FD, Jamestown FD, Johnston FD, Middletown FD, North Providence FD, North Smithfield FD, Pawtucket FD, Portsmouth FD, Providence FD, Smithfield FD, Warwick FD, West Warwick FD, Woonsocket	Self Dispatch
Central Coventry FD, Coventry FD, Hopkins Hill FD, Western Coventry FD	Coventry PD
Cumberland FD, Cumberland Hill FD, Cumberland Rescue, North Cumberland FD, Valley Falls FD	Cumberland PD
Albion FD, Lime Rock FD, Lonsdale FD, Manville FD, Quinnville FD, Saylesville FD, Lincoln Rescue	Lincoln PD
Harrisville FD, Pascoag FD, Nasonville FD, Oakland-Mapleville FD	Burrillville PD
Exeter VFD #1, Exeter VFD #2, Exeter Rescue Corps	Exeter EDC
Foster Center FD, Moosup Valley FD, South Foster FD, Foster Amb. Corps	Foster PD
Chepachet FD, Harmony FD, West Gloucester FD	Gloucester PD
Chopmist Hill FD, Hope-Jackson FD, No. Scituate FD, Potterville FD, Scituate Amb Corps	Scituate PD
Kingston FD, Union FD, South Kingstown EMS	South Kingstown PD
Hianloland FD, Lake Mishnock FD, West Greenwich FD	West Greenwich PD
Ashaway FD, Bradford FD, Caroline FD, Dunn's Corner FD, Hope Valley FD, Misquamicut FD, Watch Hill FD, Westerly FD, Westerly Amb. Corps	Westerly Dispatch Center

The police department in each municipality in Rhode Island provides its own dispatch service.

**Dispatch Centers in New England**

**Vermont PSAP Centers**

Originally, the intention was to have 911 calls geographically dispersed, meaning that 911 calls received in Rutland and surrounding areas, would be routed to Rutland. Vermont’s E9-1-1 Operating System has transitioned over the past seven years to have an IP based 9-1-1 operating system.

Today, a 911 call in Vermont is answered by an employee at one of the 6 PSAP’s in Vermont. There is no longer a complete reliance on the geographic location of the call. This proved beneficial for the State when tropical storm Irene hit as one of the PSAP centers had to be evacuated. The calls that would normally have been answered at the evacuated PSAP were routed to another PSAP.

The PSAP centers are funded from the Universal Service Fund. The 911 surcharge pays for 911 computers, software, maintenance, connectivity, training and other 911-specific issues, The surcharge is also used to provide a per position reimbursement of \$45,000.

Agency	Dispatch Center
Albany, Barnet, Barre City, Barton, Berlin, Bolton, Bradford, Brighton, Burke, Burlington, Cabot, Calais, Canaan, Charleston, Colchester, Concord, Corinth, Craftsbury, Danville, Derby, East Haven, East Montpelier, Essex, Fairlee, Fayston, Glover, Greensboro, Groton, Hardwick, Irasburg, Jay, Jericho, Lowell, Lunenburg, Lyndon, Marshfield, Middlesex, Milton, Montpelier, Moretown, Newark, Newbury, Newport City, Newport Town, Northfield, Orange, Peacham, Plainfield, Roxbury, Ryegate, St Johnsbury, Sheffield, So. Burlington, Strafford, Sutton, Thetford, Topsham, Troy, Underhill, Vershire, Waitsfield, Walden, Warren, Washington, Waterbury, Waterford, West Fairlee, Westford, Westmore, Wheelock, Williamstown, Williston, Winooski, Woodbury, Worcester, Caledonia CSO, Chittenden CSO, Essex CSO, Orleans CSO, Washington CSO	Williston VSP
Hartford, Hartland, Norwich, Pomfret, Reading, Sharon, Royalton, Weathersfield, West Windsor, Windsor, Woodstock	Hartford PD
Barre Town, Belvidere, Cambridge, Eden, Elmore, Greensboro, Hardwick, Hyde Park, Johnson, Morristown, Stowe, Waterville, Wolcott	Lamoille CSO
Addison, Alburgh, Bristol, Buel’s Gore, Charlotte, Ferrisburgh, Grand Isle, Hinesburg, Huntington, Isle La Motte, Lincoln, Monkton, New Haven, Panton, North Hero, Richmond, St. George, Shelburne, South Hero, Starksboro, Vergennes, Waltham, Weybridge	Shelburne PD
Bakersfield, Berkshire, , Enosburgh, Fairfax, Fairfield, Fletcher, Franklin, Georgia, Highgate, Montgomery, Richford, St. Albans City, St. Albans Town, Sheldon, Swanton, Franklin CSO, Grand Isle CSO	St. Albans PD
Arlington, Barnard, Bellows Falls, Benson, Bennington, Bethel, Brandon, Brattleboro, Bridgewater, Bridport, Brookfield, Castleton, Cavendish, Chelsea, Chester, Chittenden, Clarendon, Cornwall, Danby, Dorset, Dover, Dummerston, Fair Haven, Glastenbury, Goshen, Grafton, Granville, Guilford, Halifax, Hancock, Jamaica, Hubbardton, Ira, Killington, Leicester, Londonderry, Ludlow, Manchester, Marlboro, Mendon, Middlebury, Middletown Springs, Mt. Holly, Mt Tabor, Newfane, Orwell, Pawlet, Peru, Pittsfield, Pittsford, Plymouth, Poultney, Pownal, Proctor, Putney, Randolph, Readsboro, Ripton, Rochester, Rockingham, Ripton, Rupert, Rutland City, Rutland Town, Salisbury, Sandgate, Saxtons River, Searsburg, Shaftsbury, Shoreham, Shrewsbury, Springfield, Stamford, Stockbridge, Stratton, Sudbury, Sunderland, Tinmouth, Townshend, Tunbridge, Vernon, Wallingford, Wardsboro, Wells, West Haven, West Rutland, Westminster, Weston, Whiting, Whitingham, Wilmington, Windham, Winhall, Woodford, Addison CSO, Bennington CSO, Rutland CSO, Windham CSO, Windsor CSO	Westminster VSP

**Dispatch Centers in New England**

**Vermont Fire/EMS Dispatch Centers**

<b>Agency</b>	<b>Dispatch Center</b>
Barre City FD, Washington FD, Williamstown FD Williamstown Ambulance	Barre City PD
Bennington FD, North Bennington FD, Bennington Rural FD, Pownal FD Bennington Rescue, Pownal Rescue	Bennington PD
Brattleboro, Rescue Inc	Brattleboro Dispatch
Berlin FD, Cabot FD, Calais FD, East Montpelier FD, Marshfield FD, Middlesex, Montpelier FD, Moretown FD, Northfield FD, Plainfield FD, Roxbury FD, Waitsfield-Fayston FD, Walden FD, Waterbury FD, Woodbury FD, Worcester FD Northfield Ambulance, Waterbury Ambulance, Middlesex FAST Squad, Plainfield First Response, Washington FAST Squad, Worcester FAST Squad	Capital West Dispatch
45 <sup>th</sup> Parallel EMS	Colebrook NH Dispatch
Colchester FD, Mallets Bay FD, Milton FD Colchester Rescue, Milton Rescue	Colchester PD
Essex FD, Essex Junction FD, Essex Rescue, Westford FD, Williston FD	Essex PD
Golden Cross Ambulance	Golden Cross Dispatch
Ascutney FD, Hartford FD, Hartland FD, Reading FD, Sharon FD, South Royalton FD, West Weathersfield FD, West Windsor FD, Windsor FD So. Royalton Rescue, Hartland RS, West Windsor FAST Squad	Hartford PD
Belvidere FD, Cambridge FD, Elmore FD, Greensboro FD, Hardwick FD, Hyde Park FD, Johnson FD, Morrisville FD, North Hyde Park FD, Stowe FD, Wolcott Barre EMS, Cambridge Rescue, Hardwick Rescue, Stowe Rescue, Morrystown Rescue	Lamoille CSO
Cavendish FD, Ludlow FD, Plymouth FD, Proctorsville FD, Ludlow Ambulance	Ludlow PD
Manchester FD, Manchester Rescue	Manchester PD
Mad River Valley Ambulance	MRVAS Dispatch
Irasburg FD, Newport City FD, Orleans FD Newport Ambulance, Orleans Emergency Unit	Newport City PD
Lunenburg FD, Lancaster EMS, Groveton Ambulance	NH State Hwy Dispatch
Stamford FD, North Adams Ambulance	North Adams
Middlebury Ambulance, Salisbury FD	MREMS
Brookfield FD, East Randolph FD, Randolph Village FD, Randolph Center FD	Orange CSO
Burke, Concord, Danville, East Haven, Lyndonville, Newark, Peacham, St. Johnsbury, Sheffield-Wheelock, Sutton, Waterford, West Burke Fire District Calex Ambulance, Lyndon Rescue	St. Johnsbury PD
Bakersfield FD, Berkshire FD, Enosburgh FD, Fairfax FD, Fairfield FD, Franklin FD, Georgia FD, Highgate FD, Isle LaMotte FD, Montgomery FD, Richford FD, Sheldon FD, St. Albans City FD, St. Albans Town FD, Swanton FD AmCare Ambulance, Bakersfield FR, Berkshire FR, Enosburg Ambulance, Fairfax Rescue, Franklin Rescue, Georgia FR, Missisquoi Valley Rescue, Montgomery Rescue, Richford RS, Sheldon FR	St. Albans PD
St. Michaels Ambulance	St. Michaels
Addison FD, Alburgh FD, Bolton FD, Bristol FD, Bridport FD, Charlotte FD, Cornwall FD, Ferrisburgh FD, Grand Isle FD, Hinesburg FD, Huntington FD, Lincoln FD, Monkton FD, New Haven FD, North Hero FD, Richmond FD, Ripton FD, Shelburne FD, Shoreham FD, South Hero FD, Starksboro FD, Vergennes FD, Weybridge FD, Whiting FD, Willston FD Alburgh Rescue, Bristol Rescue, Charlotte Rescue, Ferrisburg FR, Grand Isle Rescue, Hinesburg FR, Huntington FR, Isle LaMotte FR, Richmond Rescue, Shelburne Rescue, South Hero Rescue, Starksboro FR, Townline First Response, Vergennes Rescue, Williston Rescue	Shelburne PD
Chester FD, Springfield FD, Chester Ambulance	Springfield PD

**Dispatch Centers in New England**

<b>Agency</b>	<b>Dispatch Center</b>
Bellows Falls FD, Dover FD, Grafton FD, Guilford FD, Halifax FD, Jamaica FD, Londonderry FD, Marlboro FD, Peru FD, Putney FD, Readsboro FD, Rockingham FD, Saxtons River FD, So. Newfane FD,, Stratton Mtn FD, Townshend FD, Vernon FD, Wardsboro FD, West Dummerston FD, Westminster FD, Weston FD, Whitingham FD, Wilmington FD, Windham FD, Winhall FD Deerfield Valley Rescue, Londonderry Rescue	SWNH
Burlington FD, Middlebury FD, Newport City FD, South Burlington FD, Winooski FD	Town PD
Barnet FD, Groton FD, Newbury FD, Ryegate FD, Wells River FD, West Newbury FD, Woodsville Ambulance, Barnet RS, Newbury EMS, Bradford FAST	Twin State
UVM Rescue	UVM PD
Canaan – Beecher Falls FD	US Customs
Bradford FD & RS, Corinth FD & RS, Fairlee FD & RS, Norwich FD, Strafford FD & RS, Topsham FD & RS, Thetford FD, Vershire FD & RS, West Fairlee FD, Upper Valley Ambulance	Upper Valley Regional Dispatch Center
Arlington FD, Barnard FD/FR, Benson FD, Bethel FD, Brandon FD, Broadbrook FD, Castleton FD, Chelsea FD, Chittenden FD, Clarendon FD, Danby-Mt Tabor FD, Granville FD/FR, Hancock FD, Hubbardton FD, Ira FD, Killington FD, Mt. Holly FD, Pittsfield FD, Pittsford FD, Proctor FD, Rochester FD, Rutland Town FD, Shaftsbury FD, Shrewsbury FD, Stockbridge FD/FR, Tinmouth FD, Tunbridge FD, Wallingford FD, West Haven FD, West Rutland FD Arlington Rescue, Benson FR, Brandon Rescue, Castleton FR, Chittenden FR, Fair Haven Rescue, First Branch Amb, Mt. Holly Rescue, Pittsfield FR, Pittsford FR, Regional Ambulance, Valley RS, Wallingford Rescue, White River Valley Amb	Westminster VSP
Albany FD, Brighton FD, Charleston FD, Craftsbury FD, Derby FD, Glover FD, Jay FD, Lowell FD, Newport Town FD, North Troy FD, Troy FD, Underhill-Jericho FD, Warren FD, Westmore FD Derby Line Ambulance, Glover Ambulance, Lyndon Rescue, Missiquoi Valley Amb, Northern EMS	Williston VSP
Dorset FD, East Dorset FD, Fair Haven FD, Middletown Springs FD, Pawlet FD, Poultney FD, Rupert FD, Wells FD, West Pawlet VFD Poultney Rescue, Granville NY Rescue	WCSO (NY)
Village Ambulance	Williamstown PD
Bridgewater FD, Pomfret FD, Woodstock FD, Woodstock Ambulance Bridgewater FAST, Pomfret FAST	Woodstock PD

**Dispatch Centers in New England**

**Vermont Police Dispatch Centers**

The following table shows those municipalities with a police department. The other municipalities rely on the Vermont State Police and the County Sheriff's Office for police protection. State law mandates the State Police to provide police services to towns without a police department.

- The Vermont State Police provides dispatch services for Newport City on weekends and dispatch services for Middlebury on Sundays and weeknights.

<b>Municipality</b>	<b>Dispatch Center</b>
Barre City, Washington CSO (nights/weekends)	Barre City PD
Colchester, Milton	Colchester PD
Bradford, Brighton, Canaan, Lyndonville, Newport (nights/weekends), Thetford, Wells River, Orleans CSO (nights/weekends), Caledonia CSO (nites/weekends), Essex CSO	Derby VSP
Hartford, Norwich, Windsor	Hartford PD
Barre Town, Hardwick, Morristown, Stowe, Franklin CSO	Lamoille CSO
Ludlow, Windsor CSO	Ludlow PD
Fairlee, Orange CSO	Orange CSO
Chester, Dover, Randolph, Royalton, Vernon, Weathersfield, Wilmington Constables: Bethel, Hancock, Londonderry, Rochester	Rockingham VSP
Brandon, Bristol, Castleton, Fair Haven, Pittsford, Rutland Town, Vergennes, Winhall Constables: Benson, Chittendon, Clarendon, Dorset, Goshen, Hubbardton, Killington, Mendon, Mt. Holly, Mt. Tabor, Pawlet, Poultney, Tinmouth, Wells, Wallingford	Rutland VSP
Hinesburg, Shelburne, Charlotte Constable	Shelburne PD
St. Albans City, St. Albans Town	St. Albans PD
Bellows Falls, Bennington, Brattleboro, Burlington, Essex, Manchester, Middlebury, Montpelier, Newport City, Rutland City, South Burlington, Springfield, St. Johnsbury, Wilmington, Winooski, Woodstock	Town PD
Berlin, Northfield, Richmond, Swanton, Waterbury, Williston, Grand Isle CSO Constable: Cabot, Richford, Warren, Worcester	Williston VSP

State statutes require all towns to have an elected constable. The duties of the constable vary from town to town. Many Vermont towns have one or more constables as their chief law enforcement officers but this means the constable only has the power to serve civil process, destroy animals, kill injured deer, assist the health officer in the discharge of his or her duties, remove disorderly people from town meeting, and collect taxes if no tax collector is elected. For serious crimes and pursuing criminals, it appears that the towns contract with either the County Sheriff or the Vermont State Police or both.

**Dispatch Centers in New England**

**Vermont Dispatch Center Formula**

<b>Dispatch Center</b>	<b>Formula</b>
Barre City PD	Flat fee for < 500 calls Price per call > 500 calls
Bennington PD	Flat fee
Brattleboro Dispatch	Flat fee
Capital West Dispatch	
Colebrook NH Dispatch	Activity-based fee
Colchester PD	Activity-based fee
Hartford PD	50% per capita + 50% activity-based
Lamoille CSO	50% per capita + 50% prop value
Ludlow PD	Tiered flat fee adjusted by CPI
State Hwy – Lancaster NH	Flat fee
Montpelier PD	Flat fee increasing 4.7% annually
North Adams	
Shelburne PD	Per call fee
Springfield PD	Flat fee
St. Johnsbury PD	Activity-based fee
St. Albans PD	Budget * 40%/Pop = per capita fee
SWNH	50% per capita + 40% prop value + 10% base fee
Twin State	Activity-based fee
US Customs	
Upper Valley RDC	Activity-based fee
Westminster VSP	No fee
Williston VSP	No fee
WCSO (NY)	Flat fee with annual 3% increase
Williamstown MA PD	No fee
Woodstock PD	No fee