

# **Ambulance Service Providers in New England and the Municipalities They Service**



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# Introduction

Municipalities are responsible for providing ambulance service to its citizens either by providing the service themselves, contracting out for the service to other towns, private carriers, or volunteer carriers. There are basically four types of ambulance service:

## **Municipal ambulance service**

This is a publicly funded ambulance service operated by a town department. There are two types: one operated by the fire department and an ambulance department totally separate from the fire department.

## **Fire Department ambulance service**

For some fire departments, the ambulance service must pay for itself (expenses must match revenue) and is essentially funded through patient receipts. In other words, it is a free service to the participating towns. This is how at least one town operates and can do so because its firefighters are not full-time. So, this model likely does not work if using full-time personnel.

For the majority of the fire departments, the ambulance budget does not reflect the true costs of operating the service due to its tight integration with the fire department. The patient is expected to pay when using this service and steps are taken to insure payment from the patient. For some fire departments, though, the focus is on providing the service and while the patient is billed, no attempts are made to collect.

## **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.
- 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 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.

## **Volunteer ambulance service**

A volunteer ambulance service may be community or privately owned but are usually organized as non-profit organizations. There may be some paid personnel but it is mostly a volunteer organization. They rely on patient receipts and/or contracts with the towns to pay for the service.

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.

As one will see, there are quite a few non-profit ambulance providers. They rely on volunteers who put in hundreds of hours to get certified and retraining. When they respond to a call, they may receive a small stipend. It is clear that these volunteers do not do what they do for money but have a passion for providing this service to their community.

**Hospital-based ambulance service**

This is an ambulance service funded by a local hospital

**Private ambulance service**

A private ambulance service is usually a for-profit company with paid employees that contract with various towns to provide emergency and/or non-emergency services. They rely on patient receipts and the town contracts to pay for the service. In some cases, if the call volume is high enough, the towns do not have to pay for the ambulance service but give rights to the ambulance company to service the town.

The following table shows the number of emergency ambulance transport providers in each New England State and what percentage of that total fall in the listed categories just discussed.

State	BLS/ILS Providers	Fire Dept	Muni Dept	Non-Profit	Hosp	Priv - Comm
Connecticut	150	41%	2%	51%	1%	5%
Maine	139	45%	19%	22%	7%	6%
Massachusetts	254	77%	9%	5%	1%	8%
New Hampshire	129	66%	10%	12%	2%	10%
Rhode Island	47	77%	8%	15%	0%	0%
Vermont	75	25%	17%	53%	0%	4%

Knowing what percentage of emergency ambulance transport providers are fire department based, non-profit, hospital-based, commercial, or municipal-based, it might be interesting to see what percentage of towns is serviced by emergency ambulance transport providers in each State.

State	Fire Dept	Muni Dept	Non-Profit	Hosp	Priv - Comm
Connecticut	33%	2%	47%	1%	17%
Maine	27%	14%	24%	22%	13%
Massachusetts	60%	8%	9%	3%	20%
New Hampshire	53%	12%	12%	4%	18%
Rhode Island	74%	10%	18%	0%	0%
Vermont	21%	10%	64%	0%	5%

Due to rounding the total percentages may be slightly below or above 100%. Please note that the above table does not take into consideration the ambulance services providing paramedic intercepts. It only reflects those ambulance service providers with emergency ambulance transport contracts with the municipalities in the New England States. For example, in Connecticut, hospitals cover almost 30% of the towns for paramedic services in the State.

You can see from the tables that in Maine, 8% of emergency ambulance transport services are provided by hospitals yet they cover 26% of the towns. This would grow even more if the unincorporated areas were included. Similarly, 58% of emergency ambulance transport services are provided by non-profit ambulance companies yet they cover 71% of the towns in Vermont. For Connecticut, Maine, Massachusetts, and New Hampshire, commercial ambulance companies provide a small percentage of emergency ambulance transport services but cover many more towns.

There are five service levels of care: First responders, EMT-Basic, EMT-Intermediate, EMT-Paramedic, and EMT-Cardiac. Not all New England states recognize all five levels (i.e., EMT-c is only defined in Rhode

Island) and first responders have different definitions in each state (EFR in Massachusetts, MRT in Connecticut, ECA in Vermont). To respond to a BLS call, the responder must have at least one person at the EMT-Basic level. However, in order to provide transport, the ambulance must be staffed with a minimum of two EMTs.

Ambulance service providers may provide a BLS Ambulance and/or an ALS ambulance. There are generally two levels for ALS services: intermediate ALS care and paramedic ALS care. Hereafter, ALS-paramedic will be referred to as ALS and ALS-intermediate will be ILS. The EMT staffing for BLS or ALS ambulances varies from state to state. Some towns and hospitals provide paramedic intercepts. This is a vehicle that brings an EMT-Paramedic to a non-paramedic ambulance.

Most ambulance services bill for services provided. Given the Medicare laws, this means that paramedic intercept services are barred from billing Medicare. To get around this, an ambulance company may bill Medicare to include the cost of the paramedic service but the payment is less than if it had billed Medicare patient directly. If the ambulance service does not bill for services then the paramedic intercept can bill Medicare directly. However, for private insurance, a bill can be submitted for both the emergency ambulance transport and the paramedic intercept.

Ambulance service providers contract with municipalities in a number of ways:

1. A subscription service in which residents pay a small yearly subscription fee. If the ambulance service is needed, the insurance company is billed and the resident is not responsible for anything not paid by the insurance company. If a resident chooses not to pay the subscription fee, the resident is billed for whatever the insurance company does not cover.
2. Some simply take their operating costs and divide it by the total population served. Each town is then assessed a fee by multiplying their population by the cost per resident.
3. Some take their operating costs and divide it by the total number of calls. Each town is then assessed a fee by multiplying their prior year call volume by the cost per call.
4. Some do not charge towns anything at all and rely on patient fees collected from the insurance companies.

### **Caveat Emptor**

The information in this document came from various sources (town plans, town reports, town web sites, county emergency operations plans, ambulance provider web sites, ambulance provider officials) 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.

## Ambulance Service Providers in Connecticut

In Connecticut, EMS services are coordinated through the State's Department of Health, Office of Emergency Medical Services. The Public Health Code section "Office of Emergency Medical Services" (19a-179) defines BLS and ALS staffing and ambulance transport.

Connecticut has four levels of staffing: Medical Response Technician (MRT), EMT-B, EMT-I, and EMT-P. For ambulance service, Connecticut recognizes three levels: BLS, ALS intermediate, and ALS paramedic. The state requires two (2) licensed personnel to be in a transporting ambulance at all times. The EMT staffing for BLS or ALS ambulances varies from county to county. For example, some counties within Connecticut only recognize BLS and paramedic ambulances.

BLS -> 2 licensed providers with one being an MRT and the other an EMT

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

ALS -> 2 licensed EMTs with one at the EMT-P level and one at the EMT-B level

Each municipality in the State has a "primary service area responder" (PSAR) designated for first responder services (R1), BLS services (R2), and paramedic services (R5). To become a PSAR, an application is made to the Department of Public Health Office of Emergency Medical Services (DPH/OEMS) in cooperation with the town and the EMS provider. The chief elected official of the municipality must sign off on the PSAR assignment or the DPH/OEMS will not assign it. There are over 250 PSARs in the State at varying provider levels.

Just as volunteer fire departments have experienced significant decreases in volunteers, volunteer ambulance services have had similar experiences. 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. This staffing is provided through temporary agencies or by hiring an in-house person from a private firm.

- Champion ambulance provides staffing to Southbury.
- Danbury Hospital provides staffing to New Fairfield.
- Emergency Resource Management provides staffing to Granby, Haddam, Hebron, Monroe, Naugatuck, New Hartford, Plymouth, Seymour, and Stony Hill.
- Vintech provides staffing to Brookfield, Canton, Coventry, Derby, Georgetown, Glastonbury, Harwinton, Litchfield, Morris, Mortlake Fire Company, New Milford Community Ambulance, North Branford, North Canaan, Shelton, Thomaston, and Winsted.
  - Canton has a paid ambulance crew from Vintech during the weekdays (6AM to 6PM).
  - Coventry fire department will end its ambulance service and turn it over to the town. Due to EMS shortages, the town recently hired Vintech to provide EMS personnel to augment its volunteer staff three times a week, working 10h shifts.
  - Woodstock ambulance has a paid ambulance crew from Vintech 6AM to 6PM during the weekday. The rest of the time, the ambulance is staffed by volunteers responding from their home.

This model is gaining popularity because the agency takes care of scheduling and training, and has its own insurance which is very appealing to a volunteer ambulance service provider.

The following table summarizes the number of emergency ambulance providers by category and the number of towns covered. Connecticut has a total of 169 municipalities and the total covered shows 173. This is due to three towns covered by more than one provider. For example, Rocky Hill is covered by day by a commercial ambulance provider but by night and weekends by the Rocky Hill ambulance service. Colebrook is covered by Winsted Ambulance and by Norfolk LC Ambulance. Litchfield is covered by the Bantam Fire Department and by Litchfield ambulance.

State	# Providers	Towns Covered
Fire Department	62	57
Municipal Dept	3	3
Non-Profit	77	82
Hospital	1	1
Commercial	7	30
Total	150	173

There are no regional BLS ambulance services. Each municipality handles BLS service on their own. However, it is difficult for a small town to provide paramedic service on its own because it cannot provide enough on-the-job training for their skills to stay “fresh”. Therefore, several towns have banded together to provide regional paramedic intercepts.

- Housatonic Valley Paramedic Intercept Program has seven towns (Bridgewater, Kent, New Milford, Roxbury, Sherman, Warren, and Washington) in the New Milford area contracting with Campion to provide a paramedic intercept.
- Johnson Hospital provides a regional paramedic intercept service to the towns of Somers and Stafford. The hospital contracts this service to Ambulance Service of Manchester.
- Lawrence and Memorial Hospital provides a regional paramedic intercept service to the towns of East Lyme, Groton, Ledyard, Lyme, New London, North Stonington, Stonington, and Waterford.
- Middlesex Hospital provides a regional paramedic intercept services to the towns of Colchester, East Haddam, East Hampton, Hebron, and Marlborough out of the Marlborough Medical Center; another regional paramedic service to the towns of Chester, Clinton, Deep River, Essex, Killingworth, Old Lyme, Old Saybrook, and Westbrook out of Shoreline Medical Center; and a regional paramedic intercept service to the towns of Cromwell, Durham, Middlefield, Middletown, and Portland out of Middlesex Hospital in Middletown.
- Northeastern Connecticut Council of Government contracts with American Ambulance to provide a 24/7 paramedic intercept service to the towns it services: Ashford, Brooklyn, Canterbury, Eastford, Killingly, Plainfield, Pomfret, Putnam, Sterling, Thompson, Union, and Woodstock through Day Kimball Hospital.
- Rockville Hospital provides a regional paramedic intercept service to the towns of Ellington, Tolland, and Vernon. The hospital contracts this service to AMR.
- UCONN fire department contracts with the towns of Avon, Canton, and Farmington to provide a regional paramedic intercept program.
- Valley EMS provides paramedict intercepts to Ansonia, Derby, Oxford, Seymour, and Shelton.
- Windham Council of Government negotiated an agreement with Windham Hospital where the hospital provides a paramedic to the surrounding towns of Chaplin, Columbia, Coventry, Hampton, Lebanon, Scotland, Willington, and Windham.
- Winsted Health Center Regional Paramedic Intercept Program has six towns (Barkhamsted, Colebrook, Hartland, New Hartford, Norfolk, and Winchester) in the Winsted area contracting with Campion to provide a paramedic intercept.

Other towns provide paramedic services by hiring in-house paramedics from hospitals or EMS agencies. The advantage is that the town simply pays the ambulance service for the paramedic and the ambulance service deals with the payroll, benefits, and liability.

- Bethel and Redding have hired an in-house paramedic for their regional paramedic service from Western Connecticut Health System with costs shared between Bethel and Redding but licensed through the police department.
- Bloomfield has hired in-house paramedics from AMR.

- Brookfield has hired an in-house paramedic from Vintech.
- Burlington has hired an in-house paramedic from Bristol EMS.
- Naugatuck, Southbury, and Wolcott have hired in-house paramedics from Campion Ambulance.
- Mansfield serves as a satellite location for the Windham Hospital regional paramedic program. This means that there is an in-house paramedic in the Mansfield central station who responds to calls in Mansfield or the participating regional towns.
- New Canaan and Westport have hired an in-house paramedic from Norwalk Hospital. Wilton and Weston have created the Wilton-Weston ALS Association by which the two towns have funded an in-house paramedic to provide ALS services. This in-house paramedic was hired from Norwalk Hospital.
- Newtown and Trumbull have hired an in-house paramedic from Danbury Ambulance Service.

Some of the volunteer, non-profit ambulance services in other states use a subscription service in which residents pay a small yearly subscription fee. If the ambulance service is needed, the insurance company is billed and the resident is not responsible for anything not paid by the insurance company. If a resident chooses not to pay the subscription fee, the resident is responsible for whatever the insurance company does not cover. However, Connecticut insurance law does not allow ambulance companies to sell subscriptions, because they are not an insurance company.

The State of Connecticut is divided into 13 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.

Most of the fire departments in Connecticut provide ambulance service at the basic life support level only as the non-profit ambulance services have a large role in providing basic life support services to the municipalities. Hospitals and commercial carriers play a big role in providing paramedic services as combined they provide paramedic intercepts to approximately 65% of the municipalities.

Ambulance Service Provided by	Service Level	Municipalities Served
<b>Municipal Ambulance Service Operated by Fire Department</b>		
Ashford VFD	BLS	Ashford, Eastford
Bethel Fire Department Stony Hill Fire Department	BLS	Bethel
Bethel-Redding Paramedic Alliance (via Danbury Hospital in-house medic)	Paramedic Intercept	Bethel, Redding
Chesterfield Fire Company Montville Fire Company Mohegan Fire Company Oakdale Fire Company	BLS & ALS	Montville
Fire Departments	BLS	Andover, Beacon Falls, Bethany, Bozrah, Bridgewater, Brookfield, Burlington, Brooklyn (Mortlake FD), Canaan (Falls Village FD), Canterbury, Canton, Clinton, Colchester, Columbia, Cornwall, Coventry, Cromwell, Franklin, Goshen, Hebron, Kent, Lebanon, Lisbon, Mansfield, Litchfield (Bantam FD), Middlebury, Milford, Morris, New Fairfield, New Haven, New London, Preston (Poquetanuck), Scotland, Salem (Gardner Lake FD), Sharon, Sherman, Somers, Tolland, Sprague (Baltic FD), Thompson (Community FD), Vernon, Warren, Willington, Woodstock
Fire Departments	BLS & ALS	Branford, Danbury, Guildford, North Branford, Ridgefield, Wallingford, Willimantic



<b>Ambulance Service Provided by</b>	<b>Service Level</b>	<b>Municipalities Served</b>
Georgetown Fire District Redding Fire District #1 West Redding Fire District	BLS	Redding
Housatonic Valley Paramedic Intercept Program (via Campion Ambulance)	Paramedic Intercept	Bridgewater, Kent, New Milford, Roxbury, Sherman, Warren, Washington
UConn Fire Department	Paramedic Intercept	Avon, Canton, Farmington
Weston-Wilton Paramedic (via Norwalk Hospital in-house medic)	Paramedic Intercept	Weston, Wilton
<b>Municipal Ambulance Service Independent of Fire Department</b>		
Ansonia Rescue	BLS	Ansonia
Putnam EMS	BLS	Putnam
Stratford EMS	BLS & ALS	Stratford
<b>Non-profit Ambulance Service</b>		
American Legion Ambulance	BLS & ALS	Plainfield, Sterling
Bethlehem Ambulance	BLS	Bethlehem
Bloomfield Ambulance	BLS & ALS	Bloomfield
Chester Hose Co Ambulance	BLS	Chester
Darien EMS	BLS	Darien
Deep River Ambulance	BLS	Deep River
Durham Ambulance Corps	BLS	Durham
East Haddam Ambulance	BLS	East Haddam
East Hampton Ambulance	BLS	East Hampton
East Lyme Ambulance	BLS	East Lyme
East Windsor Ambulance	BLS & ALS	East Windsor
Easton EMS	BLS	Easton
Echo Hose Ambulance	BLS	Shelton
Ellington Ambulance Corps	BLS	Ellington
Enfield EMS	BLS & ALS	Enfield
Essex Ambulance	BLS	Essex
Glastonbury Ambulance	BLS	Glastonbury
Granby Ambulance	BLS & ALS	East Granby, Granby, East Hartland
Greenwich EMS	BLS & ALS	Greenwich
Groton Ambulance	BLS	Groton
Haddam Ambulance	BLS	Haddam
Harwinton Ambulance	BLS	Harwinton
H-C Ambulance	BLS	Chaplin, Hampton
Heritage Village Ambulance	BLS	Southbury
K-B Ambulance	BLS	Killingly, Pomfret
KB Ambulance via NECCOG contract	Paramedic Intercept	Brooklyn, Eastford, Killingly, Plainfield, Pomfret, Putnam, Sterling, Thompson, Union, Woodstock
Killingworth Ambulance	BLS	Killingworth
Litchfield Ambulance	BLS	Litchfield, Morris
Lyme Ambulance	BLS	Lyme
Madison Ambulance	BLS & ALS	Madison
Monroe Fire EMS	BLS	Monroe
Mystic River Ambulance	BLS	Groton, Stonington
Naugatuck Ambulance Corp	BLS & ALS	Naugatuck
New Britain EMS	BLS & ALS	New Britain
New Canaan Ambulance	BLS & ALS	New Canaan
New Hartford VFD Ambulance	BLS	Barkhamstead, New Hartford
New Milford Ambulance	BLS	New Milford

<b>Ambulance Service Provided by</b>	<b>Service Level</b>	<b>Municipalities Served</b>
Newington Ambulance Corps	BLS	Newington
Newtown Ambulance Corps	BLS & ALS	Newtown
N. Canaan Ambulance Corps	BLS	North Canaan
Norfolk LC Ambulance	BLS & ALS	Colebrook (n), Norfolk
North Stonington Ambulance	BLS	North Stonington
Old Lyme SE Ambulance	BLS	Old Lyme
Old Saybrook Ambulance	BLS	Old Saybrook
Oxford Ambulance	BLS	Oxford
Pettingill Ambulance	BLS	Marlborough
Plymouth Ambulance	BLS	Plymouth
Rocky Hill EMS	BLS & ALS	Rocky Hill (night)
Roxbury Ambulance	BLS	Roxbury
Salisbury Amb/Lime Rock Park	BLS	Salisbury
Seymour Ambulance	BLS	Seymour
Simsbury Ambulance	BLS & ALS	Simsbury
Southbury Ambulance	BLS	Southbury
Stafford Ambulance	BLS & ALS	Stafford
Stamford EMS	BLS & ALS	Stamford
Stonington Ambulance	BLS	Stonington
Storm Engine Ambulance	BLS	Derby
Suffield Ambulance	BLS & ALS	Suffield
Thomaston Ambulance Corps	BLS	Thomaston
Trumbull EMS	BLS & ALS	Trumbull
Voluntown Comm Ambulance	BLS	Voluntown
Washington Ambulance	BLS	Washington
Waterford Ambulance	BLS	Waterford
Westbrook Ambulance	BLS	Westbrook
Westerly Ambulance	BLS	Stonington
Weston EMS	BLS & ALS	Weston
Westport EMS	BLS & ALS	Westport
Wethersfield Ambulance	BLS	Wethersfield
Wilton Ambulance Corps	BLS & ALS	Wilton
Winsted Ambulance	BLS	Barkhamsted, Colebrook (s), Winchester
Windsor Ambulance	BLS	Windsor
Windsor Locks LC Ambulance	BLS & ALS	Windsor Locks
Wolcott Ambulance	BLS & ALS	Wolcott
Woodbury Ambulance	BLS	Woodbury
<b>Hospital-based Ambulance Service</b>		
Johnson Hospital Medic (Ambulance Service of Manchester)	Paramedic Intercept	Somers, Stafford
Lawrence & Memorial Hospital	Paramedic Intercept	East Lyme, Groton, Ledyard (s), Lyme, New London, North Stonington (s), Stonington, Waterford
Middlesex Hospital Paramedics	Paramedic Intercept	Chester, Clinton, Cromwell, Deep River, Durham, Essex, East Haddam, East Hampton, Hebron, Killingworth, Middlefield, Middletown. Old Lyme, Old Saybrook, Portland, Westbrook
Norwalk Hospital Assoc	BLS & ALS	Norwalk
Rockville Hospital Medic (via AMR)	Paramedic Intercept	Ellington, Tolland, Vernon
Winsted Health Center	Paramedic Intercept	Barkhamsted, Colebrook, Hartland, New Hartford, Norfolk, Winchester
Windham Community Memorial Hospital	Paramedic Intercept	Andover, Ashford, Chaplin, Columbia, Coventry, Franklin, Hampton, Hebron, Lebanon, Mansfield, Scotland, Willington (s), Windham
<b>Private Ambulance Service – Commercial</b>		

<b>Ambulance Service Provided by</b>	<b>Service Level</b>	<b>Municipalities Serviced</b>
Aetna Ambulance	BLS & ALS	Hartford (s), Rocky Hill (day)
Ambulance Service of Manchester	BLS & ALS	BLS: Bolton, East Hartford, Manchester, South Windsor ALS: Bolton, Coventry, Glastonbury, South Windsor
American Ambulance	BLS & ALS	BLS: Griswold, Ledyard, Norwich ALS: Franklin, Griswold, Ledyard, Lisbon, Norwich, Plainfield, Preston, Sprague, Voluntown
AMR	BLS & ALS	BLS: Avon, Bridgeport, East Haven, Fairfield, Farmington, Hamden, Hartford (n), New Haven, Newington, North Haven, Orange, Plainville, Southington, Waterbury (s), Watertown, West Hartford, West Haven, Woodbridge ALS: Bridgeport, Ellington, Fairfield, Hartford (n), Orange, Southington, Tolland, Vernon, Waterbury (s), Watertown, Woodbridge
AMR	Paramedic Intercept	Beacon Falls, Bethany, Middlebury, Milford, Monroe, Thomaston, Woodbury
Bristol Hospital EMS	BLS & ALS	Bristol
Campion Ambulance	BLS & ALS	BLS: Cheshire, Prospect, Torrington, Waterbury (n) ALS: Cheshire, Torrington, Waterbury (n)
Campion Ambulance	Paramedic Intercept	Bethlehem, Goshen, Harwinton, Litchfield, Southbury
Hunter's Ambulance	BLS	BLS: Berlin, Meriden, Middlefield, Middletown, Portland ALS: Berlin, Meriden
Valley EMS	Paramedic Intercept	Ansonia, Derby, Oxford, Seymour, Shelton

## Ambulance Service Providers in Maine

In Maine, EMS services are coordinated through the State's Department of Public Safety, Bureau of Emergency Medical Services. The State's Revised Statutes Title 32, Chapter 2-B is the Maine Emergency Medical Services Act of 1982 and defines its emergency medical services system. The Maine Department of Public Safety has defined a set of rules "Maine Emergency Medical Services Rules" that defines BLS and ALS staffing and ambulance transport.

Maine has four levels of care: First Responder, EMT-Basic, EMT-Intermediate, and EMT-Paramedic. For ambulance service, Maine recognizes four levels: First responder, BLS, ALS intermediate, and ALS paramedic.

Maine is unique in that it allows ambulance services to license at one level but provide care at a higher level. This means that if an ambulance service is licensed at the paramedic level, then it must provide a Paramedic on every emergency call. I am told the reason Maine does this is to allow the smaller ambulance service providers or those with difficulty recruiting, to consistently provide a lower level of service and have the option, when staffing is available, to provide a higher level of care. However, the ambulance service provider can only offer care up to the level of the service they respond with, even if they hold a higher license level. However, if another ambulance service provides a higher level of care than a paramedic on the other ambulance service offering a lower level of care can work up to that higher level. Note that an ambulance service licensed at the paramedic level cannot provide care at a lower level. The level of care must be equal to the level of service it provides.

The state has no requirements as to the number of licensed personnel in a transporting ground ambulance. This appears to be something that is left up to each ambulance service provider.

Penobscot Valley Hospital requires the staff in the emergency department (RN's) to obtain their EMS license and advance to ALS level. Their maintenance staff is also required to obtain an EMT-Basic license. When a call comes in at the hospital, a nurse/EMT from the ED and maintenance EMT respond to the call. This model assures that their staff is working as they wait for a call. As a critical access hospital that bases reimbursement on cost based principles, this supports their ability to maintain the service.

It appears if one was to write on a map where each town gets its emergency ambulance service that regionalization is common in the interior and northern parts of Maine. The southern and coastal parts of Maine seem to try to do it on their own. As one goes further northern or inward, the population numbers are lower so regionalization makes sense. It is difficult for a small town to provide ambulance service on its own because it cannot provide enough on-the-job training for their skills to stay "fresh".

Hospitals play a bigger role in Maine than the other New England States as they service about 27% of the municipalities. These percentages do not change that significantly for paramedic services.

The following table summarizes the number of emergency transporting ambulance providers by category and the number of towns covered.

State	# Providers	Towns Covered
Fire Department	70	137
Municipal Dept	22	63
Non-Profit	41	155
Hospital	10	107
Commercial	5	36
Total	148	498

Brewer has a unique arrangement with Meridian Mobile Health. Meridian Mobile Health buys the ambulances and is responsible for maintaining them. The primary ambulance is staffed with one Brewer firefighter and a paramedic from Capital Ambulance. Brewer hires the firefighters to staff the ambulance but is reimbursed by Meridian Mobile Health. In return, the hospital keeps 85% of the net revenue from ambulance fees. The secondary ambulance is staffed by Brewer firefighters and Brewer pays for the supplies. The net revenue is split 50-50 between Brewer and Capital Ambulance. Capital Ambulance provides all the medical training for Brewer while Brewer cross trains the Capital medics to hook up hydrants, set up and run fire ground rehab.

Corinth has a similar arrangement to that in Brewer in that the per diem firefighters and two of the full-time firefighter's salaries are paid for by Mayo Regional Hospital to staff their ambulance. In return, Mayo Regional Hospital does the billing and keeps all revenue.

Lincoln and East Millinock have a joint ambulance service where Lincoln firefighters serve as drivers of the ambulance and East Millinock provides the EMTs. East Millinocket pays Lincoln a fixed dollar amount per call.

There are many unorganized territories (townships) in Maine. The County will usually put out an RFP for ambulance providers to reply if they are interested. If a provider is awarded the contract, the ambulance provider will get a per capita stipend plus the insurance payment, if any, on the transport.

- There are several unorganized townships that have no ambulance service. In those townships, if an ambulance is needed, a Lifeflight helicopter will likely be dispatched. The State of Maine also has two Lifeflight Helicopters that cover the entire State. These are owned by Two Hospital Systems as a joint venture. The two hospital systems are Eastern Maine Healthcare and Central Maine Healthcare located in Bangor and Lewiston respectively. Eighty percent of their call volumes are interfacility from hospital to hospital within Maine and New England. Twenty percent are scene flights backing up ground ambulances for critical care.

#### Ambulance Service changes over the last decade:

2003:

Dexter ambulance taken over by Mayo Regional Hospital

2005

Corinna ambulance taken over by Mayo Regional Hospital

2007

Hartland/St Albans Ambulance merged with Sebecicook Valley Hosp Ambulance

2009

Dresden switches from Gardiner ambulance to Northeast Mobile Health ambulance service

2011

Greenwood switches from Tri-Town ambulance to PACE Paramedics

2012

Princeton switches from Indian Township ambulance to Downeast EMS

2013

Bancroft, Danforth, Drew Plantation, Glenwood Plantation, Haynesville, Orient, Reed Plantation, Weston, and the townships of Brookton, Forest City are serviced by Northern Washington Southern Aroostok Regional Ambulance Service which subcontracts ambulance service through the Calais Fire Department.

Berwick, Eliot, and Kittery switch ambulance service to American Ambulance

Burlington, Carroll Plantation, Chester, East Millinocket, Enfield, Kenduskeag, Lakeville, Lee, Lincoln, Lowell, Macwahoc Plantation, Medway, Springfield, Webster Plantation, Woodville switch ambulance service to East Millinocket Fire Department when Penobscot Valley Hospital discontinues its ambulance service.

Camden, Hope (n), Lincolnville, and Rockport switch ambulance service to Northeast Mobile Health System.

Howland, Edinburg, Passadumkeag, Sebois and Maxfield switch ambulance service to Howland Fire Department from Penobscot Valley Hospital which discontinued its ambulance service.

Mattawamkeag and Winn switch ambulance service to Mattawamkeag Fire Department when Penobscot Valley Hospital discontinues its ambulance service.

2014

Auburn fire department now provides ambulance service

Dresden switches from Northeast Mobile Health to Gardiner FD for ambulance services.

Monmouth switches to Winthrop Ambulance after Monmouth Rescue cancels its ambulance service contract.

South Berwick switches to York Ambulance after South Berwick Rescue dissolves.

Wales switches to United Ambulance after Monmouth Rescue cancels its ambulance service contract.

2015

Richmond switches from Northeast Mobile Health to Gardiner FD for ambulance services.

2016

Alna switches from Wiscasset ambulance to Central Lincoln County for ambulance services.

2018

Dresden switches from Gardiner ambulance to Wiscasset Ambulance.

West Paris switches to PACE Ambulance after Tri-town Ambulance ceases operations.

Sumner switches to Buckfield Rescue after Tri-town Ambulance ceases operations

Surry switches to Peninsula Ambulance after County Ambulance ceases operations.

Gouldsboro and Winter Harbor start Schoodic EMS after County Ambulance ceases operations.

Eastbrook, Ellsworth, Franklin, Great Pond, Hancock, Lamoine, Mariaville, Osborn, Otis, Sorrento, Sullivan, Trenton, and Waltham switch to Northern Light Transport after County Ambulance ceases operations.

Edgecomb switches from Wiscasset Ambulance to Central Lincoln County Ambulance.

2019

Woolwich switches from Northeast Moble Health to start its own full-time ambulance service.

Crown Ambulance announces it will discontinue its ambulance service at the end of the year.

Fort Fairfield switches from Crown Ambulance to Presque Isle Fire for ambulance service.

Wade and Washburn switch from Crown Ambulance to Presque Isle FD and Caribou FD

Glenburn switches from G&H ambulance to Northern Light Transport for ambulance service.

<b>Municipal Ambulance Service Operated by Fire Department</b>		
<b>Ambulance Service Provided by</b>	<b>Service Level</b>	<b>Municipalities Served</b>
Augusta Fire Department	BLS & ALS	Augusta, Chelsea (half), Hallowell
Bath Fire Department	BLS & ALS	Arrowsic, Bath, West Bath
Bucksport Fire Department	BLS & ALS	Bucksport, Orland, Verona
Calais Fire Department	BLS & ALS	Calais, Robbinston, Vanceboro
Calais Fire Department via contract to Northern Washington Southern Aroostok Regional Ambulance Service	BLS & ALS	Bancroft Twp, Brookton Twp, Danforth, Drew Plantation, Forest Twp, Forest City Twp, Glenwood Plantation, Haynesville, Orient, Topsfield, Weston
Caribou Fire Department	BLS & ALS	Caribou, Connor Twp, Madawaska Lake Twp, New Sweden, Perham, Stockholm, Wade (part), Washburn (part), Westmanland, Woodland
Clinton Fire Department		Burnham (part), Clinton
Cundy Harbor Fire Department Harpwell Neck Fire Department Orr & Bailey Island Fire Dept	BLS & ALS	Harpwell
Dennysville Fire Department	ILS	Berry Twp, Cathance Twp, Charlotte (part), Dennysville, Edmunds Twp, Marion (part), Pembroke
East Millinocket Fire Department	BLS & ALS	East Millinocket, Grindstone Twp, Macwahoc Plantation, Medway, Molunkus Twp, Reed Plantation, Woodville
Errol Rescue		Magalloway Plantation, Upton
Gardiner Fire Department	BLS & ALS	Chelsea (part), Farmingdale, Gardiner, Litchfield, Pittston, Randolph, Richmond, West Gardiner, Perkins Twp – Swan Island
Goodwin's Mills Fire Dept	BLS & ALS	Dayton, Lyman
Harmony Fire Department	BLS & ALS	Athens (part), Cambridge, Harmony (part), Wellington
Houlton Fire Department	BLS & ALS	Amity, Cary Twp, Dyer Brook, Hammond, Hodgdon, Houlton, Linneus, Littleton, Ludlow, Merrill, Monticello, New Limerick, Oakfield, Smyrna
Howland Fire Department	BLS & ALS	Enfield (part), Edinburg, Howland, Maxfield, Seboeis Plantation
Mattawamkeag Fire Department	BLS & ALS	Kingman Twp, Mattawamkeag, Prentiss T7 R3, Winn
Millinocket Fire Department	BLS & ALS	Cedar Lake Twp, Hopkins Academy Grant Twp, Long A Twp, Millinocket, Indian Purchase Twp 3 & 4, Nesourdnhunk Twp
Old Town Fire Department	BLS & ALS	Alton, Argyle Twp, Bradley (part), Glenburn (part), Greenbush, Greenfield Twp, Indian Island, Milford, Old Town
Orono Fire Department	BLS & ALS	Orono, Veazie
Presque Isle Fire Department		Fort Fairfield, Presque Isle, Wade (part), Washburn (part)
Raymond Fire Department		Frye Island, Gray (part), Raymond, Windham (part)

Rockland Fire Department	BLS & ALS	Owls Head, Rockland
Schoodic EMS		Gouldsboro, Winter Harbor
Standish Fire Department	BLS & ALS	Baldwin, Standish
Town Fire Department	BLS & ALS	Acton, Arundel, Auburn, Bangor, Bar Harbor, Biddeford, Buxton, Brunswick, Cape Elizabeth, Casco, Chebeague Island, Corinth, Cumberland, Durham, Falmouth, Freeport, Frenchboro, Georgetown, Gorham, Gray, Hampden, Hollis, Kennebunk, Lebanon, Limerick, Limington, Long Island, Lowell, New Gloucester, Naples, N. Yarmouth, Ogunquit, Old Orchard Beach, Oxbow, Phippsburg, Poland, Pownal, Portland, Saco, Sanford, Scarborough, South Portland, Topsham, Waterboro, Westbrook, Windham, Yarmouth
Winterport Fire Department		Frankfort, Winterport

<b>Municipal Ambulance Service Independent of Fire Department</b>		
<b>Ambulance Service Provided by</b>	<b>Service Level</b>	<b>Municipalities Served</b>
Ashland Ambulance	BLS & ALS	Ashland, Clayton Lake Twp, Garfield Plantation, Masardis, Nashville Plantation, Oxbow North Twp, Portage Lake, Saint Croix Twp, Scopan Twp
Belfast Ambulance	BLS & ALS	Belfast, Belmont, Morrill, Northport, Swanville, Waldo
Cherryfield Ambulance	ILS	Beddington, Cherryfield, Deblois
Machias Ambulance	BLS & ALS	Cutler, East Machias, Jonesboro, Machias, Machiasport, Marshfield, Northfield, Rogue Bluff, Whitneyville
Madawaska Ambulance		Frenchville, Madawaska, Saint Agatha
Patten Ambulance	BLS & ALS	Benedicta Twp, Crystal, Hersey, Herseytown Twp, Moro Plantation, Mount Chase, North Yarmouth Academy Grant, Patten, Sherman, Silver Ridge Twp, Soldiertown Twp, Staceyville, Upper Molunkus Twp
Pleasant River Ambulance	BLS & ALS	Addison, Centerville Twp, Columbia, Columbia Falls, Devereaux Twp, Harrington, Pleasant Point
Stockton Springs Ambulance	BLS & ALS	Prospect, Stockton Springs
Town Ambulance Department	BLS & ALS	Island Falls, Islesboro, Phippsburg, Searsport, Thomaston
Town Rescue Department	BLS & ALS	Alfred, Isle Au Haut, Matinicus, Readfield, Sebago, Shapleigh, Vinalhaven, Warren
Turner Rescue	BLS & ALS	Hartford (part), Leeds, Turner
Union Ambulance	BLS & ALS	Appleton, Union, Washington
Van Buren Ambulance	BLS & ALS	Cyr Plantation, Grand Isle, Hamlin, Van Buren
Waldoboro EMS	BLS & ALS	Friendship, Jefferson (NE), Waldoboro
Winthrop Ambulance	BLS & ALS	Fayette, Manchester, Monmouth, Mount Vernon, Wayne, Winthrop
Wiscasset Ambulance	BLS & ALS	Dresden, Westport, Wiscasset
Woolwich EMS	BLS & ALS	Woolwich
Maine Marine Patrol	BLS & ALS	Criehaven Twp
<b>Private Ambulance Service – Commercial</b>		
<b>Ambulance Service Provided by</b>	<b>Service Level</b>	<b>Municipalities Served</b>
American Ambulance	BLS & ALS	Berwick, Eliot, Kittery
Capital Ambulance (Northern Light Transport)	BLS & ALS	Aurora, Dixmont, Eastbrook, Ellsworth, Flechers Landing Twp, Franklin, Great Pond, Hancock, Kenduskeag, Lamoine, Levant, Mariaville, Newburgh, Oquilon Twp, Osborn, Otis, Sorrento, Sullivan, Trenton, Waltham
Delta Ambulance	BLS & ALS	Albion, Belgrade, Benton, China, Fairfield, Freedom, Hibberts Gore, Oakland, Palermo, Rome, Sidney, Smithfield, Somerville, Vassalboro, Waterville, Whitefield, Windsor, Winslow
Northeast Mobile Health	BLS & ALS	Bowdoinham, Camden, Hope, Lincolnville, Rockport
York Ambulance Association	BLS & ALS	Rollinsford NH, South Berwick, York

<b>Non-profit Ambulance Service</b>		
<b>Ambulance Service Provided by</b>	<b>Service Level</b>	<b>Municipalities Served</b>
Ambulance Service Inc	BLS & ALS	Allagash, Cross Lake Twp, Eagle Lake, Fort Kent, New Canada, Saint Francis, Saint John Plantation, Sinclair Twp, Wallagrass, Winterville Plantation
Anson Madison Starks Ambulance	BLS & ALS	Anson, Embden, Madison (part), Norridgewock (part), Starks
Bethel Rescue	BLS & ALS	Albany (part), Bethel (part), Gilead, Greenwood (part), Roxbury, Batchelders Grant, Twp, Grafton Twp, Mason Twp, Riley Twp
Boothbay Region Ambulance	BLS & ALS	Boothbay, Boothbay Harbor, Southport
Brooks Ambulance	BLS & ALS	Brooks, Jackson, Monroe, Knox (part)
Buckfield Rescue	BLS & ALS	Buckfield, Hartford (part), Sumner
Central Lincoln County Ambulance	BLS & ALS	Alna, Bremen, Bristol, Burlington, Carroll Plantation, Chester, Damariscotta, Edgcomb, Enfield (part), Grand Falls Twp, Jefferson, Lakeville, Lee, Lincoln, Mattamiscontis Twp, Newcastle, Nobleboro, Passadumkeag, Pukakon Twp, South Bristol, Springfield, Webster Plantation
Cushing Rescue	BLS & ALS	Cushing
Downeast EMS	BLS & ALS	Alexander, Baileyville, Big Lake Twp, Charlotte (part), Codyville Twp, Cooper, Crawford, Day Block Twp, Dyer Twp, Eastport, Fowler Twp, Greenlaw Chopping Twp, Kossuth Twp, Lambert Lake Twp, Lubec, Marion (part), Meddybemps, Perry, Trescott Twp, Wesley , Whiting (n),
Fryeburg Rescue	BLS & ALS	Brownfield, Chatham NH, Fryeburg, Lovell, Stow
G & H Ambulance	BLS & ALS	Glenburn (part), Hudson
Hermon Rescue	BLS & ALS	Etna, Hermon, Stetson
Indian Township Ambulance (Passamaquoddy Tribe)	BLS & ALS	Grand Lake Stream Plantation, Indian Township, Princeton, Sakom Twp, Talmadge, Waite:
Kennebunkport EMS	BLS & ALS	Kennebunkport
Liberty Rescue	BLS & ALS	Liberty, Montville
Lifeflight of Maine		Monhegan Island Plantation
Lisbon Emergency, Inc	BLS & ALS	Bowdoin, Lisbon
Med-Care Ambulance (aka Northern Oxford Regional Ambulance Service)	BLS & ALS	Andover, Andover North Surplus, Andover West Surplus, Byron, C Surplus, Canton (part), Carthage, Dixfield, Hanover, Mexico, Newry, Peru, Rumford, Township C, Milton Twp (part)
Memorial Ambulance Corps	BLS & ALS	Deer Isle, Stonington
Moosabec Ambulance	BLS & ALS	Beals, Jonesport
Newfield Rescue	BLS & ALS	Newfield
North Berwick Rescue	BLS & ALS	North Berwick Rescue
North Haven EMS	ILS	North Haven
Northeast Harbor Ambulance	BLS & ALS	Cranberry Isles, Mount Desert
Peninsula Ambulance Corps	BLS & ALS	Blue Hill, Brooklin, Brooksville, Castine, Penobscot, Surry, Sedgewick
Petit Manan Ambulance	ILS	Milbridge, Steuben
Sacopee Rescue	BLS & ALS	Cornish, Hiram, Parsonsfield, Porter
Searsmont Rescue	ILS	Searsmont
South Thomaston Ambulance	BLS & ALS	South Thomaston
Southwest Harbor Ambulance	BLS & ALS	Southwest Harbor, Tremont
St George Ambulance	BLS & ALS	St George
Stoneham Rescue	BLS & ALS	Albany Twp (part), Stoneham, Waterford
Swans Island Ambulance	ILS	Swans Island
Three Rivers Ambulance	BLS & ALS	Bowdoin College Grant East, Brownville, Ebeemee Twp, Katahdin Iron Works Twp, Lagrange, Lakeview Plantation, Lily Bay Twp, Medford, Milo, Moosehead Junction Twp, Orneville Twp, Sebec (part), Willamsburg Twp
Unity Ambulance	BLS & ALS	Burnham (part), Knox (part), Thorndike, Troy, Unity, Unity Twp
Wells EMS	BLS & ALS	Wells
Winterport Ambulance	BLS & ALS	Frankfort, Winterport



Upper Kennebec Valley Ambulance	BLS & ALS	Bald Mountain, Bingham, Burnham (part), Carratunk, Chase Stream Twp, Concord Twp, East Moxie Twp, Indian Stream Twp, Lower Enchanted Twp, Mayfield Twp, Moscow, Moxie Gore, Pleasant Ridge Plantation, Squaretown Twp, The Forks, West Forks
Hospital-based Ambulance Service		
Ambulance Service Provided by	Service Level	Municipalities Served
CA Dean Ambulance (Charles A Dean Memorial Hospital)	BLS & ALS	Beaver Cove, Big Moose Twp, Big W Twp, Bowdoin College Grant West, Brassua Twp, Chesuncook Twp, Cove Point Twp, Days Academy Grant Twp, East Middlesex Canal Grant, Frenchtown Twp, Greenville, Harfords Point Twp, Kineo Twp, Lobster Twp, Misery Gore Twp, Misery Twp, Northeast Carry Twp, Pittson Academy Grant, Plymouth Twp, Rockwood Strip I & II, Sandbar Twp, Sandwich Academy Grant, Sapling Twp, Shirley, Soldiertown Twp, Spencer Bay Twp, Taunton & Raynam Grant, Tomhegan Twp, West Middlesex Canal Grant
Crown Ambulance (Aroostook Medical Center)	BLS & ALS	Blaine, Bridgewater, Castle Hill, Caswell, Chapman, Dudley Twp, E Twp, Easton, Limestone, Mapleton, Mars Hill, Webbertown Twp, Westfield
Brewer/Capital Ambulance <sup>1</sup>	BLS & ALS	Bradley (part), Brewer, Clifton, Dedham, Eddington, Holden, Orrington
Jackman Health Center (Maine General Medical Center)	BLS & ALS	, Alder Brook Twp, Appleton Twp, Attean Twp, Bald Mountain Twp, Blake Gore, Bradstreet Twp, Dennistown Plantation, Dole Brook, Forsyth Twp, Hammond Twp, Hobbstown Twp, Holeb Twp, Jackman, Johnson Mountain Twp, Long Pond Twp, Moose River, Parlin Pond Twp, Prentiss Twp, Sandy Bay Twp, Thorndike Twp, Upper Enchanted Twp
Mayo EMS (Mayo Regional Hospital)	BLS & ALS	Abbott, Atkinson Twp, Barnard Twp, Blanchard Twp, Bowerbank, Bradford, Charleston, Corinna, Corinth, Dexter, Dover-Foxcroft, Elliottsville Twp, Exeter, Garland, Guildford, Kingsbury Plantation, Monson, Parkman, Ripley, Sangerville, Sebec, Willimantic
Northern Light Medical - SVH	BLS & ALS	Burnham (part), Detroit, Harmony (part), Hartland, Levant, Newport, Palmyra (part), Pittsfield, Plymouth, St. Albans
Northstar EMS (Stephens Memorial Hospital)	BLS & ALS	Adamstown Twp, Alder Stream Twp, Avon, Bigelow Twp, Bowmantown Twp, Canton (part), Carrabassett Valley, Carrying Place Twp (part), Chain of Ponds Twp, Chesterville, Coburn Gore, Coplin Plantation, Dallas Plantation, Davis Twp, Dead River Twp, Eustis, Farmington, Flagstaff Twp, Freeman Twp, Gorham Gore, Highland Plantation, Industry, Jay, Jim Pond Twp, Kibby Twp, King and Bartlett Twp, Kingfield, Lang Twp, Lexington Twp, Lincoln Plantation, Livermore, Livermore Falls, Lowelltown Twp, Lower Cupsuptic Twp, Lynchtown Twp, Madrid Twp, Massachusetts Gore, Merrill Strip Twp, Mount Abram Twp, New Portland, New Sharon, New Vineyard, North of Weld Twp, Oxbow Twp, Parkertown Twp, Parmachenee Twp, Perkins Twp, Phillips, Pierce Pond Twp, Rangeley, Rangeley Plantation, Redington Twp, Richardsontown Twp, Salem Twp, Sandy River Plantation, Seven Ponds Twp, Skinner Twp, Stetsontown Twp, Strong, Temple, Tim Pond Twp, Township D, Township E, Upper Cupsuptic Twp, Vienna, Washington Twp, Weld, Wilton, Wyman Twp
PACE Paramedics (Stevens Memorial Hospital)	BLS & ALS	Bethel (part), Greenwood (part), Harrison, Hebron, Norway, Otisfield, Paris, West Paris, Woodstock, Milton Twp (part)
Redington-Fairview EMS (Redington-Fairview General Hospital)	BLS & ALS	Athens (part), Brighton Plantation, Canaan, Cornville, Madison (part), Mercer, Norridgewock (part), Skowhegan, Solon
United Ambulance (Central Maine Medical Center & St. Mary's Regional Medical Center)	BLS & ALS	Bridgton, Burnham (part), Denmark, Greene, Harrison (part), Lewiston, Mechanic Falls, Minot, Sabattus, Sweden, Wales

<sup>1</sup> Capital pays Brewer to house its ambulance in the Brewer fire station and in return, Capital gets to keep all the patient revenue from the emergency ambulance transports. Capital provides a paramedic while the Brewer fire department provides the EMTs. Through this arrangement, the Brewer fire department is able to staff its own ambulance for non-emergency transports.

## Ambulance Service Providers in Massachusetts

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

The following table summarizes the number of emergency ambulance providers by category and the number of towns covered.

State	# Providers	Towns Covered
Fire Department	198	211
Municipal Dept	21	29
Non-Profit	16	41
Hospital	3	8
Commercial	20	62
Total	258	351

Central Medical Emergency Direction (CMED) centers are regional communication centers that establish 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). Massachusetts is divided into 5 EMS regions and each region is responsible for operating their own CMEDs. The various CMEDs are connected together through radio towers. It is not clear if all these systems can link all of the hospitals, ambulance transport, the State Office of Emergency Management, all the CMED centers, and the Department of Public Health together.

EMS events over last five years:

2010

- Upton fire department and Upton EMS merge as Upton Fire-EMS.

2011

- Belchertown fire department and Belchertown EMS merge as Belchertown Fire-Rescue.
- Melrose starts BLS ambulance service
- Middleborough switches ambulance service from AMR to Brewster Ambulance
- Milford switches ambulance service from AMR to Community EMS

2012

- Marion fire department and Marion EMS merge as Merion Fire-EMS.
- Oak Bluffs fire department and Oak Bluffs Ambulance merge as Oak Bluffs Fire-EMS.

2013

- Melrose starts ALS ambulance service
- Newburyport, Salisbury, Waltham, and West Newbury switch ambulance service from AMR to Cataldo Amb
- Plymouth switches ambulance service from AMR to Brewster Ambulance

2014

- Braintree switches ambulance service from Fallon Ambulance to Brewster Ambulance
- Grafton, Millbury, and Sutton switch ambulance service from Alert Ambulance to MedStar.

- Greenfield fire department now provides BLS service
- Lancaster EMS merges with the Lancaster Fire Department
- Lawrence switches ambulance service from Patriot Ambulance to Lawrence General EMS
- Saugus switches from Cataldo Ambulance to American ambulance
- Deerfield, Sunderland, and Whately create South County Emergency Medical Service, a regional ambulance service out of Deerfield

2015

- Brockton switches ambulance service from AMR to Brewster ambulance.
- Quincy switches ambulance service from Fallon ambulance to Brewster ambulance.

2016

- Taunton switches ambulance service from AMR to Brewster ambulance.

2017

- Holyoke switches ambulance service from AMR to Action ambulance.

2019

- Framingham switches ambulance service from AMR to Brewster ambulance.

Ambulance Provided by	Service Level	Municipalities Served
<b>Municipal Ambulance Service Operated by Fire Department</b>		
Amherst Fire Department	BLS & ALS	Amherst, Hadley, Leverett, Pelham, Shutesbury
Athol Fire Department	BLS & ALS	Athol, Petersham
Barnstable Fire Department, Cotuit Fire Department, COMM Fire Department Hyannis Fire Department West Barnstable Fire Department	BLS & ALS	Barnstable
Brimfield Ambulance	BLS & ALS	Brimfield, Holland, Wales
Byfield Fire Protection Company #1	BLS & ALS	Byfield (Newbury), Georgetown, Newbury
Easthampton Fire Department	BLS & ALS	Easthampton, Westhampton
Hinsdale Fire Department	BLS	Hinsdale, Middlefield, Peru, Washington
Orange Fire Department	BLS & ALS	New Salem, Orange, Warwick, Wendell
Richmond Fire Department	BLS	Richmond, West Stockbridge
Sandisfield Fire Department	BLS	Sandisfield, Tolland
Town Fire Department	BLS	Acton, Andover, Arlington, Ashby, Boxborough, Boylston, Buckland, Burlington, Carlisle, Chicopee, Clinton, Concord, Conway, Douglas, Dover, Dudley, Essex, Fitchburg, Granby, Granville, Greenfield, Groton, Holliston, Holyoke, Lancaster, Lanesborough, Lenox, Leominster, Lincoln, Littleton, Lunenburg, Maynard, Medfield, Medway, Melrose, Merrimac, Methuen, Millis, Millville, Nahant, Nantucket, New Marlborough, North Andover, North Reading, Northfield, Oakham, Pepperell, Phillipston, Plympton, Shelburne Falls, Sherborn, South Hadley, Southbridge, Southwick, Stow, Templeton, Tewksbury, Upton, Uxbridge, Watertown, Wellesley, Weston, Wilmington, Windsor, Woburn
Town Fire Department	BLS & ALS	Abington, Acushnet, Agawam, Amesbury, Ashburnham, Ashland, Attleboro, Auburn, Avon, Ayer, Barre, Bedford, Belchertown, Belmont, Bellingham, Berkley, Blackstone, Bourne, Brewster, Bridgewater, Canton, Charlton, Chatham, Cohasset, Dennis, Dighton, Duxbury, Easton, East Bridgewater, East Brookfield, Eastham, Edgartown, Fairhaven, Fall River, Falmouth, Foxborough, Franklin, Freetown, Gloucester, Halifax, Hanover, Hanson, Harwich, Hingham, Holbrook, Hopedale, Hopkinton, Hubbardston, Hull, Kingston, Lakeville, Lexington, Longmeadow, Ludlow, Lynnfield, Manchester, Mansfield, Marion, Marshfield, Mashpee, Mendon, Middleton, Monson, Natick, Needham, Norfolk, North Attleboro, Northampton, Northborough, Northbridge, Norton, Norwell, Norwood, Oak Bluffs, Orleans, Oxford, Pembroke, Plainville, Princeton, Provincetown, Randolph, Raynam, Reading, Rochester, Rockland,

<b>Ambulance Provided by</b>	<b>Service Level</b>	<b>Municipalities Served</b>
		Rutland, Sandwich, Scituate, Seekonk, Sharon, Somerset, Southborough, Southampton, Sterling, Stoughton, Sturbridge, Sudbury, Townsend, Truro, Walpole, Ware, Warren, Wayland, Wellfleet, West Boylston, West Bridgewater, West Springfield, Westborough, Westfield, Westford, Westminster, Westport, Westwood, Whitman, Wilbraham, Winchendon, Winchester, Wrentham, Yarmouth
<b>Municipal Ambulance Service Independent of Fire Department</b>		
Becket Ambulance	BLS & ILS	Becket
Berlin Rescue Squad	BLS	Berlin
Billerica Police Ambulance	BLS & ALS	Billerica
Bolton Ambulance Squad	BLS	Bolton
Boston EMS	BLS & ALS	Boston
Brookfield ES	BLS & ALS	Brookfield
Carver EMS	BLS & ALS	Carver
Charlemont Ambulance	BLS	Charlemont, Hawley, Rowe
Harvard Ambulance	BLS & ALS	Harvard
Hatfield Ambulance	BLS	Hatfield
Lee Ambulance	BLS & ALS	Lee, Stockbridge, Tyringham
Leicester EMS	BLS & ALS	Leicester
Mattapoisett Police EMS	BLS & ALS	Mattapoisett
New Bedford EMS	BLS & ALS	New Bedford
Rehoboth Ambulance	BLS & ALS	Rehoboth
Rockport Town Ambulance	BLS	Rockport
Shirley Ambulance	ILS	Shirley
South County EMS	BLS & ALS	Deerfield, Sunderland, Whately
Tisbury Police Ambulance	BLS & ALS	Tisbury
Tri-Town Ambulance	BLS & ALS	Aquinnah, Chilmark, West Tisbury
Wareham EMS	BLS & ALS	Wareham
<b>Hospital-based Ambulance Service</b>		
Baystate Hospital EMS	BLS & ALS	Bernardston, Erving, Gill, Leyden, Montague, Turner Falls
Baystate Hospital EMS	Paramedic Intercept	Buckland, Charlemont, Colrain, Conway, Deerfield, Greenfield, Hawley, Heath, Northfield, Rowe, Shelburne
Emerson Hospital Pro EMS	Paramedic Intercept	Acton, Boxborough, Carlisle, Concord, Lincoln, Littleton, Maynard, Weston
Lawrence General Hospital EMS	BLS & ALS	Lawrence
Lawrence General Hospital EMS	Paramedic Intercept	Andover, Methuen, North Andover
Greater Lowell EMS	Paramedic Intercept	Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsborough
UMass Memorial EMS	BLS & ALS	Shrewsbury, Worcester
<b>Non-profit Ambulance Service</b>		
Adams Ambulance	BLS & ALS	Adams, Cheshire, Savoy
Colrain Ambulance	ILS	Colrain, Heath
Dalton Ambulance	BLS	Dalton
Hardwick Rescue Squad	BLS	Hardwick
Highland EMS	BLS & ALS	Ashfield, Chesterfield, Cummington, Goshen, Plainfield, Williamsburg
Hilltown EMS	BLS & ALS	Blanford, Chester, Huntington, Montgomery, Russell, Worthington
North Adams Ambulance	BLS & ALS	Clarksburg, Florida, Monroe, North Adams
North Brookfield EMS	BLS	New Braintree, North Brookfield
Otis Rescue Squad	BLS	Otis
Palmer Ambulance	ILS	Palmer
Southern Berkshire Ambulance Squad	ILS	Alford, Egremont, Great Barrington, Monterey, Mount Washington, Sheffield

<b>Ambulance Provided by</b>	<b>Service Level</b>	<b>Municipalities Served</b>
Spencer EMS	BLS & ALS	Paxton, Spencer
Swansea Ambulance Corps	BLS & ALS	Swansea
Village Ambulance	BLS & ALS	Hancock, New Ashford, Williamstown
Webster EMS	BLS & ALS	Webster
West Brookfield Rescue Squad	BLS	West Brookfield
<b>Private Ambulance Service – Commercial</b>		
AMR	BLS & ALS	East Longmeadow, Hampden, Holden, Springfield ALS only: Chicopee, Dover, Medfield, Millis, Plympton, Sherborn, Wellesley, Weston
Action Ambulance	BLS & ALS	Ipswich, Rowley, Stoneham, Swampscott, Wakefield, Winthrop ALS only: Holyoke, North Reading, Wilmington, Woburn
American Ambulance	BLS & ALS	Saugus
Armstrong Ambulance	BLS & ALS	Medford ALS only: Arlington, Bedford (e), Belmont, Burlington, Watertown
Atlantic Ambulance	BLS & ALS	Lynn, Marblehead, Nahant (ALS only), Peabody, Salem
Brewster Ambulance	BLS & ALS	Braintree, Brockton, Framingham, Middleborough, Plymouth, Quincy, Taunton
Campion Ambulance	ALS	Sandisfield, Tolland
Cataldo Ambulance	BLS & ALS	Chelsea, Everett, Malden, Newburyport, Newton, Revere, Salisbury, Somerville, Waltham, West Newbury
Community EMS	BLS & ALS	Milford
County Ambulance	BLS & ALS	Pittsfield
Events EMS	ALS	Holliston, Medway
Fallon Ambulance	BLS & ALS	Brookline, Dedham, Milton, Weymouth
Lyons Ambulance	BLS & ALS	Boxford (e), Danvers, Wenham ALS only: Essex, Gloucester, Rockport
MedStar	BLS & ALS	Grafton, Millbury, Sutton
Northeast Regional Ambulance	BLS & ALS	Beverly, Topsfield
Patriot Ambulance	BLS & ALS	Dracut, Hudson, Marlborough
Professional Ambulance	BLS & ALS	Belmont (ALS only), Cambridge
Stat Ambulance	BLS & ALS	Dartmouth
Trinity Ambulance	BLS & ALS	Boxford (w), Groveland, Haverhill BLS only: Chelmsford, Dunstable, Lowell, Tyngsborough
Woods Ambulance	BLS & ALS	Gardner, Royalston

## Ambulance Service Providers in New Hampshire

In New Hampshire, EMS services are coordinated through the State's Bureau of Emergency Medical Services. More information can be found at [www.nh.gov/safety/divisions/fstems/ems](http://www.nh.gov/safety/divisions/fstems/ems).

New Hampshire has four levels of staffing: First Responder, EMT-B, EMT-I, EMT-P. For ambulance service, New Hampshire has two levels: BLS and ALS with each community deciding what EMT level is needed for ambulance staffing. However, the state requires two (2) licensed personnel to be in a transporting ambulance at all times.

- For BLS service, one of the licensed personnel has to be at least an EMT-B.
- For intermediate service, one of the licenses personnel has to be at least an EMT-I or higher.
- For ALS service, one of the licensed personnel has to be at the EMT-P level.

Like Rhode Island, fire departments provide the majority of emergency ambulance services to municipalities. Hospitals do not have a large role in providing emergency ambulance service as they service only 7% of the towns. However, hospitals play a bigger role in providing paramedic services as they provide paramedic intercepts to about 14% of the municipalities.

The following table summarizes the number of emergency ambulance providers by category and the number of towns covered. New Hampshire has a total of 234 municipalities and the total covered shows 237. This is due to several towns covered by different providers.

State	# Providers	Towns Covered
Fire Department	86	129
Municipal Dept	13	28
Non-Profit	12	25
Hospital	3	22
Commercial	13	46
Total	127	250

The fire departments in Auburn, Candia, Claremont, Durham, Freedom, Holderness, Manchester, Milford, Nashua, Newton, Swanzey, and Warner provide a paramedic-level non-transport first responder service to its residents.

The fire departments in Allentown, Chester, Danbury, Dublin, Frankestown, Fremont, Gilsum, Greenfield, Greenville, Harrisville, Jaffrey, Litchfield, Littleton, Mason, Moultonborough, New Castle, New Ipswich, New London, Newbury, Rindge, Sandwich, Somersworth, Springfield, Sunapee, Surry, Tuftonboro, Westmoreland, and Wolfeboro provide an intermediate-level non-transport first responder service to its residents

Several towns (Deerfield, Enfield, Fremont, Grantham, Lempster, Lisbon, Lyme, Mason, Monroe, Piermont, Rumney, Sandown, Shelburne, Springfield, Sutton, Tamworth, Temple, and Wilmot) have a rescue/first responder squad that may or may not be independent from the fire department. Some rescue squad numbers will cover other towns as well (i.e., Franconia which includes Sugar Hill and Easton).

EMS events over the last five years:

- 2004: Antrim and Greenland start charging for ambulance service
- 2005: Bridgewater starts charging for ambulance service
- 2006: Alstead and Deering start charging for ambulance service  
Franconia starts its own fee-based ambulance service.
- 2007: Plymouth and Seabrook start charging for its ambulance service  
South Hampton starts its own fee-based ambulance service.

- 2008: Campton-Thornton starts its own fee-based ambulance service.  
Washington Rescue starts charging for its ambulance service.  
45<sup>th</sup> Parallel EMS replaces Upper Connecticut Valley Hospital EMS which went out of business.
- 2009: East Kingston and Hampton Falls start their own fee-based ambulance service.  
Bradford Rescue converts from a free service to a fee-based ambulance service.  
Fitzwilliam converts from a free service to a fee-based ambulance service.  
Atkinson, Danville, Hampstead, Newton, Plaistow, and Sandown switched ambulance service from AMR to Trinity EMS.
- 2010: Andover Rescue becomes a town department and starts charging for ambulance service.  
Acworth switches to Golden Cross Ambulance when Lefevre Ambulance closes its doors.  
Kensington starts charging for ambulance service.  
Tuftonboro and Freedom switch to North Conway Ambulance
- 2011: Eaton, Madison, and Tamworth switch to North Conway Ambulance  
Bethlehem and New Boston start charging for ambulance service.  
Lisbon starts its own fee-based ambulance service.
- 2012: Marlow starts charging for ambulance service.
- 2013: Easton, Littleton, Sugar Hill switch to Callex Ambulance Service
- 2014: Rollinsford switches to York Ambulance after South Berwick Rescue dissolves .
- 2015: Harrisville and Marlborough switch to DiLuzio Ambulance after Marl-Harris Ambulance shuts down.
- 2016: Salisbury starts charging for ambulance service.
- 2019: Greenfield switches ambulance service from Peterborough FD to Wilton Ambulance.

Brookline provides ambulance service free of charge to its residents.

Ambulance Service Provided by	Service Level	Municipalities Served
<b>Municipal Ambulance Service Operated by Fire Department</b>		
Antrim Fire Department	ILS	Antrim, Bennington
Bristol Fire Department	BLS & ALS	Alexandria, Bristol, Danbury, Hill
Campton-Thornton Fire Department	BLS & ALS	Campton, Ellsworth, Thornton
Conway Village Fire Department	BLS & ALS	Albany, Conway
Derry Fire Department	BLS & ALS	Auburn, Chester, Derry
Hanover Fire Department	BLS & ALS	Hanover, Lyme
Hebron Fire Department	ILS	Groton, Hebron
Hopkinton Fire Department	BLS & ALS	Hopkinton, Warner, Webster
Hillsborough Fire Department	BLS & ALS	Hillsborough, Windsor
Hudson Fire Department	BLS & ALS	Hudson, Litchfield
Keene Fire Department	BLS & ALS	Chesterfield (e), Keene, Nelson, Roxbury, Sullivan, Surry, Westmoreland
Lancaster EMS	BLS & ALS	Jefferson, Lancaster,
Lebanon Fire Department	BLS & ALS	Enfield (day), Lebanon, Plainfield
Loudon Fire Department	BLS & ALS	Chichester, Loudon
Newmarket Fire Department	ILS	Newmarket, Newfields
Newport Fire Department	BLS & ALS	Croydon, Goshen, Newport, Sunapee
Peterborough Fire Department	BLS & ALS	Dublin, Francestown, Hancock, Sharon, Peterborough
Plymouth Fire Department	BLS & ALS	Ashland, Holderness, Plymouth, Rumney
Portsmouth Fire Department	BLS & ALS	New Castle, Portsmouth

Ambulance Service Provided by	Service Level	Municipalities Served
Twin Mountain Fire Department	ILS	Carroll UTG: Bean's Grant, Crawford's Purchase, Cutt's Grant, Hadley's Purchase, Low & Burbank Grant, Sargent's Purchase, Thompson & Meserve Purchase
Wakefield Fire Department	BLS & ALS	Brookfield, Wakefield
Whitefield Fire Department	BLS & ALS	Dalton, Whitefield
Windsor (VT) Fire Department	BLS & ALS	Cornish, Plainfield
Town Fire Department	BLS	Troy
Town Fire Department	ILS	Alstead, Barrington, Bethlehem, Bow, Bradford, Bridgewater, Deering, East Kingston, Effingham, Fitzwilliam, Gilmanton, Greenland, Middleton, Milton, Nottingham, New Durham, North Hampton, Salisbury, South Hampton, Strafford, Stratham, Walpole (s), Washington Rescue, Winchester
Town Fire Department	BLS & ALS	Alton, Barnstead, Bedford, Belmont, Brentwood, Concord, Dover, Dunbarton, Epping, Epsom, Exeter, Farmington, Franconia, Franklin, Gilford, Goffstown, Hampton, Henniker, Hollis, Hooksett, Kensington, Kingston, Laconia, Londonderry, Merrimack, New Boston, New Hampton, Newington, Northwood, Pelham, Pittsfield, Rye, Salem, Sanbornton, Seabrook, Tilton-Northfield, Waterville Valley, Weare, Windham
<b>Municipal Ambulance Service Independent of Fire Department</b>		
Amherst Ambulance	BLS & ALS	Amherst, Mont Vernon
Andover Rescue	BLS & ALS	Andover
Brookline Ambulance	BLS & ALS	Brookline, Mason
Charlestown Ambulance	BLS & ALS	Charlestown
Enfield FAST, Inc	BLS & ALS	Enfield (night)
Fryeburg Rescue (ME)	BLS & ALS	Chatham
Gorham EMS	BLS & ALS	Gorham, Randolph, Shelburne UTG: Green's Grant, Martin's Location, and Pinkham's Grant.
Groveton Ambulance	ILS	Northumberland, Stark, Stratford
Lisbon Life Squad	BLS & ALS	Landaff, Lisbon, Lyman
Marlow Ambulance	BLS	Gilsum, Lempster, Marlow
Milford Ambulance Service	BLS & ALS	Milford
Wilton-Lyndeborough Ambulance	BLS & ALS	Greenfield, Lyndeborough, Temple, Wilton
Woodsville Ambulance	BLS & ALS	Bath, Benton, Haverhill, Monroe
<b>Non-profit Ambulance Service</b>		
Bartlett-Jackson Ambulance	ILS	Bartlett, Jackson
Durham Ambulance Corps	BLS & ALS	Durham, Lee, Madbury
Grafton Volunteer Ambulance	ILS	Grafton
Jaffrey VFW Memorial Amb	BLS & ALS	Jaffrey, Rindge
Milan and Dummer Ambulance	ILS	Dummer, Milan
Penacook Rescue	BLS & ALS	Boscawen, Canterbury
Raymond Ambulance, Inc.	BLS & ALS	Deerfield, Fremont, Raymond
Rescue, Inc (VT)	BLS & ALS	Chesterfield (w), Hinsdale
Souhegan Valley Ambulance	ILS	Greenville, New Ipswich
Tri-Town Ambulance Service	BLS & ALS	Allenstown, Pembroke
Upper Valley Ambulance (VT)	BLS & ALS	Orford, Piermont
Warren-Wentworth Amb Service	BLS & ALS	Warren, Wentworth
<b>Hospital-based Ambulance Service</b>		
Exeter Hospital Paramedics	Paramedic Intercept	East Kingston, Greenland, Hampton Falls, North Hampton, Newfields, Newmarket, Nottingham, Stratham, South Hampton
Frisbie Memorial Hospital EMS	BLS & ALS	Rochester
LinWood Ambulance Service	BLS & ALS	Lincoln, Woodstock
New London Hospital Ambulance	BLS & ALS	Grantham, New London, Newbury, Springfield, Sunapee, Sutton, Wilmot
Weeks Hospital Paramedics	Paramedic Intercept	Northumberland, Stark, Stratford



Ambulance Service Provided by	Service Level	Municipalities Served
<b>Private Ambulance Service – Commercial</b>		
45 <sup>th</sup> Parallel EMS	BLS & ALS	Clarksville, Colebrook, Columbia, Pittsburg, Stewartstown UTG: Dixville
AMR	BLS & ALS	Candia, Manchester, Nashua
American Ambulance	BLS & ALS	Somersworth
Berlin Ambulance	BLS & ALS	Berlin
Calex Ambulance Service	BLS & ALS	Easton, Littleton, Sugar Hill
Canaan FAST Squad	ILS	Canaan, Dorchester, Orange
DiLuzio Ambulance Service	BLS & ALS	Harrisville, Marlborough, Richmond, Stoddard, Swanzey
Errol Rescue Squad	ILS	Errol UTG: Atkinson & Gilmanton Academy Grant, Cambridge, Dix's Grant, Dixville, Millsfield, Second College Grant, and Wentworth Location
Golden Cross Ambulance, Inc	BLS & ALS	Acworth, Claremont, Cornish, Langdon, Walpole (n), Unity
North Conway Ambulance	BLS & ALS	Conway, Eaton, Freedom, Madison, Ossipee, Tamworth, Tuftonboro
Stewarts Ambulance	BLS & ALS	Center Harbor, Meredith, Moultonborough, Sandwich, Wolfeboro
Trinity Ambulance	BLS & ALS	Atkinson, Danville, Hampstead, Newton, Plaistow, Sandown
York Ambulance (ME)	BLS & ALS	Rollinsford

Laconia has a unique arrangement with the local hospital. Laconia hires the firefighters to staff the ambulance but is reimbursed by the local hospital. The hospital buys the ambulances and is responsible for maintaining them. In return, the hospital does all the billing and keeps all the revenue from ambulance fees.

## Ambulance Service Providers in Rhode Island

In Rhode Island, EMS services are coordinated through the State's Department of Health.

BLS and ALS staffing and ambulance transport are defined by the "Rules and Regulations Relating to Emergency Medical Services (R23-4.1-EMS)" regulations. Rhode Island has four levels of staffing: EMT-B, EMT-I, EMT-C, and EMT-P. For ambulance service, Rhode Island 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-C level or higher

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

The following table summarizes the number of emergency ambulance providers by category and the number of towns covered.

State	# Providers	Towns Covered
Fire Department	37	29
Municipal Dept	4	4
Non-Profit	6	6
Hospital	0	0
Commercial	0	0
Total	47	39

As mentioned in the table in the Introduction section, fire departments provide the majority of the emergency ambulance services in Rhode Island. The percentages do not change for paramedic services as all provide both BLS and paramedic service to their municipalities.

Rhode Island has a lot of fire districts (43) of which 35 provide fire protection. Charlestown, East Greenwich, Exeter, Portsmouth, and Richmond each have one fire district though it is not shown in this table.

Ambulance Service Provided by	Service Level	Municipalities Served
<b>Municipal Ambulance Service Operated by Fire Department</b>		
Ashaway Ambulance	BLS & ALS	Hopkinton (Ashaway Fire District)
Harrisville Fire District, Nasonville Fire District, Oakland-Mapleville Fire District, Pascoag Fire District	BLS & ALS	Burrillville
Central Coventry Fire District, Coventry Fire District, Hopkins Hill Fire District, Western Coventry Fire District	BLS & ALS	Coventry
Chepachet Fire District, Harmony Fire District, West Glocester Fire District	BLS & ALS	Glocester
Hope Valley Ambulance	BLS & ALS	Hopkinton (Hope Valley Fire District), Richmond
Municipal Fire Departments	BLS & ALS	Barrington, Bristol, Central Falls, Cranston, East Greenwich, East Providence, Johnson, Little Compton, Middletown, Narragansett, Newport, New Shoreham, North Kingstown, North Providence, North Smithfield, Pawtucket, Portsmouth, Providence, Smithfield, Tiverton, Warren, Warwick, West Warwick, Woonsocket
<b>Municipal Ambulance Service Independent of Fire Department</b>		
Municipal Rescue Departments	BLS & ALS	Cumberland, Lincoln, South Kingston, West Greenwich
<b>Non-profit Ambulance Service</b>		
Jamestown EMS	BLS & ALS	Jamestown
Charlestown Rescue	BLS & ALS	Charlestown
Exeter Rescue	BLS & ALS	Exeter

Foster Ambulance Corps	BLS & ALS	Foster
Scituate Ambulance Corps	BLS & ALS	Scituate
Westerly Ambulance	BLS & ALS	Westerly

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## Ambulance Service Providers in Vermont

In Vermont, EMS services are coordinated through the State's Department of Health, specifically the Office of EMS and Injury Prevention. Over a third of Vermont's ambulance services respond to less than one call a day, which makes maintaining skills difficult and requires a financial subsidy from covered communities (Vermont State Health Plan 2005 Part 4: Focus Areas).

Vermont has four levels of staffing: Emergency Care Attendant (ECA), EMT-B, EMT-I, EMT-P. For ambulance service, Vermont 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 with the only requirement that one of the licensed providers be at least an EMT-B.

There are two types of emergency medical services in the EMS realm – a first responder service and an ambulance service.

- A first responder service provides emergency medical care at the scene but cannot provide emergency transport to a hospital. Given the time it may take for an ambulance to arrive on scene, first responder services are very prevalent (approximately 90) in Vermont. However, since they are not involved in emergency transport, they cannot bill patients for their services. Therefore, their town funds first responder services.
- An ambulance service provides emergency transport to a hospital. Over a third of Vermont's ambulance services respond to less than one call a day which makes maintaining skills difficult and requires a financial subsidy from covered communities (Vermont State Health Plan 2005 Part 4: Focus Areas). Emergency ambulance transport is a billable service. Most towns contract out for emergency ambulance service although there are some towns that provide their own municipal emergency transport service.

Vermont is different from the rest of the New England States in that most towns use a volunteer, non-profit ambulance service. While some fire departments provide ambulance service, the number of such departments is small in number. The volunteer, non-profit ambulance services use a subscription service in which residents pay a small yearly subscription fee. If the ambulance service is needed, the insurance company is billed and the resident is not responsible for anything not paid by the insurance company. If a resident chooses not to pay the subscription fee, the resident is responsible for whatever the insurance company does not cover.

It was mentioned in the introduction about the difficulties in getting staffing. Last year, the Brighton Rescue Squad disbanded and the Montgomery Rescue Squad could no longer provide adequate response so Montgomery is now contracting with Enosburg Ambulance to provide emergency ambulance transport to its residents.

The following table summarizes the number of emergency ambulance providers by category and the number of towns covered. Vermont has a total of 246 municipalities and the total covered shows 254. This is due to several towns covered by different providers.

State	# Providers	Towns Covered
Fire Department	19	43
Municipal Dept	11	21
Non-Profit	42	176
Hospital	1	3
Commercial	3	11
Total	77	254

Paramedic services are not currently available in Franklin Counties. While there are services in the county which have Paramedics on-board, they are only licensed to the intermediate level of care.

Ambulance service is also provided through mutual aid to other ambulance services. In fact, many of the paramedic services are handled through mutual aid. There are no specific mutual aid agreements but the services are coordinated through the State's EMS regions.

<b>Ambulance Service Provided by</b>	<b>Service Level</b>	<b>Municipalities Served</b>
<b>Municipal Fire Department Ambulance Service</b>		
Alburg Rescue	ILS	Alburg, Isle La Motte
Barre Town EMS	BLS & ALS	Barre Town, Berlin, Orange, Topsham, Washington
Barre Town EMS	Paramedic Intercepts	Cabot, Fayson, Hardwick, Moretown (s), Northfield, Roxbury, Waitsfield, Walden, Warren, Woodbury
East Montpelier FD	ILS	Calais, East Montpelier, Marshfield, Plainfield
Hanover Fire Department	BLS & ALS	Norwich
Lancaster EMS	BLS & ALS	Gilman, Granby, Guildhall, Lunenburg
Ludlow Ambulance	BLS & ALS	Cavendish, Ludlow, Plymouth (s)
Montpelier FD	ILS	Middlesex, Montpelier, Moretown (n), Worcester
Richford Rescue Squad	ILS	Richford
South Royalton Fire/Rescue	ILS	Royalton, Sharon, Tunbridge (s)
Springfield Fire Department	BLS & ALS	Baltimore, Springfield
Town Fire Departments	BLS & ALS	Barre City, Charlotte, Hartford, So. Burlington
Town Fire Departments	ILS	Burlington, Williamstown
Windsor Fire Department	BLS & ALS	West Windsor, Windsor
Woodstock Ambulance	ILS	Barnard (e), Bridgewater, Hartland, Pomfret, Plymouth (n), Reading, Woodstock
<b>Municipal Ambulance Service Independent of Fire Department</b>		
Chester Ambulance	ILS	Andover, Chester
Enosburg Ambulance	ILS	Bakersfield, Berkshire, Enosburg, Franklin, Montgomery
Groveton Ambulance	BLS & ALS	Bloomfield, Brunswick, Guildhall (n), Maidstone
Missisquoi Valley Ambulance Service	ILS	Jay, Lowell, Troy, Westfield
Morristown Rescue	BLS & ALS	Elmore, Morristown
Northfield Ambulance	ILS	Berlin (w), Northfield, Roxbury
Stowe Rescue Squad	BLS & ALS	Stowe
Town Rescue Departments	ILS	Colchester, Milton, Mount Holly, Shelburne, South Hero
Woodsville Ambulance	BLS & ALS	Groton, Newbury, Ryegate
<b>Non-profit Ambulance Service</b>		
Arlington Rescue Squad	ILS	Arlington, Sandgate, Sunderland
Bennington Rescue Squad	BLS & ALS	Bennington, Shaftsbury, Woodford
Brandon Area Rescue Squad	BLS & ALS	Brandon, Goshen, Leicester, Sudbury
Bristol Rescue Squad	ILS	Bristol, Lincoln, Monkton, New Haven (most), Starksboro
Cabot Ambulance	ILS	Cabot
Calex Ambulance	BLS & ALS	Barnet, Concord, Danville, Kirby, Peacham, St. Johnsbury, Victory (s), Walden (e), Waterford
Cambridge Rescue Squad	ILS	Cambridge, Fletcher (some)
Deerfield Valley Rescue	BLS & ALS	Dover, Halifax, Marlboro, Searsburg, Somerset, Stratton, Wardsboro (w), Whitingham, Wilmington
Essex Rescue	BLS & ALS	Essex, Jericho (n), Underhill, Westford (s)
Fairfax Rescue	ILS	Fairfax, Fletcher (most), Westford (n)
FairHaven Rescue Squad	BLS & ALS	Benson, FairHaven, Hubbardton, West Haven
First Branch Ambulance	BLS & ALS	Chelsea, Tunbridge (n)
Glover Ambulance	ILS	Albany (some), Glover, Sheffield (some)
Grand Isle Rescue	ILS	Grand Isle, North Hero
Granville NY Rescue Squad	ILS	Danby (some), Pawlet, Rupert, Tinmouth (some) Wells
Hardwick Rescue Squad	ILS	Craftsbury, Greensboro, Hardwick, Stannard, Wolcott, Woodbury Walden (w), Wheelock (w)

<b>Ambulance Service Provided by</b>	<b>Service Level</b>	<b>Municipalities Served</b>
Londonderry Rescue	BLS & ALS	Landgrove, Londonderry, Peru, Weston, Windham, Winhall
Lyndon Rescue	ILS	Burke, East Haven, Kirby, Lyndon, Newark, Sheffield, Sutton, Victory (n), Westmore, Wheelock (e)
Mad River Valley Ambulance	ILS	Fayston, Moretown (s), Waitsfield, Warren
Northshire Rescue Squad	BLS & ALS	Danby (some), Dorset, Manchester, Mt. Tabor, Tinmouth (some)
Middlebury Ambulance Association	BLS & ALS	Bridport, Cornwall, Middlebury, New Haven (s), Orwell, Ripton, Salisbury, Shoreham, Waybridge, Whiting
Missisquoi Valley Rescue	ILS	Swanton
Newport Ambulance	BLS & ALS	Brighton, Charleston, Coventry, Derby, Holland, Morgan, Newport City, Newport Town
Northern EMS	BLS & ALS	Belvidere, Eden, Hyde Park, Johnson, Waterville
North Adams Ambulance	BLS & ALS	Readsboro, Stamford
Orleans Ambulance	ILS	Albany, Barton, Brownington, Coventry, Irasburg, Lowell, Westmore
Poultney Rescue Squad	ILS	Middletown Springs, Poultney, W. Tinmouth,
Regional Ambulance	BLS & ALS	Castleton, Chittendon, Clarendon, Ira, Killington, Mendon, Pittsford, Proctor, Rutland City, Rutland Town, Shrewsbury, West Rutland
Rescue, Inc	BLS & ALS	Brattleboro, Brookline, Dummerston, Guilford, Jamaica, Newfane, Putney, Stratton, Townshend, Vernon, Wardsboro (e)
Richmond Rescue Squad	ILS	Bolton, Huntington, Jericho (s), Richmond
St. Michael's Rescue	ILS	Hinesburg, St. George, Williston, Winooski
Upper Valley Ambulance	BLS & ALS	Bradford, Corinth, Fairlee, Strafford, Thetford, Vershire, West Fairlee
Vergennes Rescue Squad	ILS	Addison, Ferrisburgh, Panton, New Haven, Vergennes, Waltham
Village Ambulance	BLS & ALS	Pownal
Wallingford Rescue	ILS	Danby (some), Tinmouth (e), Wallingford
Waterbury Ambulance Service	ILS	Duxbury, Waterbury, Waterbury Center
Weeks Memorial Hospital	BLS & ALS	
White River Valley Ambulance	BLS & ALS	Barnard (w), Bethel, Braintree, Brookfield, Granville (e), Hancock, Pittsfield, Randolph, Rochester, Stockbridge
<b>Private Ambulance Service</b>		
45 <sup>th</sup> Parallel EMS	BLS & ALS	Averill, Avery's Gore, Canaan, Ferdinand, Lemington, Lewis, Norton, Warner's Grant, Warner's Gore
AmCare	BLS & ALS	Fairfield, Georgia, Highgate, St. Albans City, St. Albans Town, Sheldon
Golden Cross Ambulance	BLS & ALS	Athens, Grafton, Rockingham, Weathersfield, Westminster
Southwestern VT Regional Amb	BLS & ALS	Bennington