

Fire Departments and Emergency Medical Services in Massachusetts

2015/FY15-2018/FY18



Compiled by



Bruce Kling

Last Updated: 1/29/2019

Copyright Notice:

Copyright 2011-2019 klingreport.com. All rights reserved.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise without prior written permission of the author.

Introduction

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

There are almost 29,800 fire departments in the United States of which only about 15% are full-time departments¹ but protect almost 2/3rds of the population. Not knowing how many full-time departments there were in Massachusetts, I did a little research and put the information in this document. There are about 360 local fire departments in Massachusetts of which about one hundred eighty-five (185) consider themselves to be full-time fire departments. Of that number, about ninety (90) are true full-time departments (use full-time personnel exclusively) with the other “full-time” fire departments being combination departments.

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

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

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

Municipal Fire Departments

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

- In FY09, the Rowley Fire department went from a private organization to a municipal department.
- Upton Fire and EMS became a town department in 2010.
- Newbury formed a municipal fire department in 2010 by merging the Byfield fire company (established in 1922) with the Protection fire company #2 (established in 1942).

Fire Districts

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

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

¹ U.S. Fire Department Profile Through 2015. April 2017. Hylton J.G. Haynes and Gary P. Stein.

Fire Departments and Emergency Medical Services in Massachusetts

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

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

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

Private Fire Departments

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

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

National Standards

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

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

Fire Budgets

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

The state requires all municipalities (but not fire districts) to file the Schedule A. This schedule includes General Fund Revenues and Expenditures only. It does not include Special Revenue Funds, Enterprise Funds, and Capital Outlays as they feel this provides the best way to insure fair comparisons. Even so, comparisons are still not really possible. Some municipalities include employee benefits and pension costs in the fire department

Fire Departments and Emergency Medical Services in Massachusetts

budget. Many do not. Some fire departments have their own mechanic, many rely on their DPW. Some include hydrant rental costs, many do not.

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

Ambulance Service

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

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

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

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

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

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

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

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

Estimating Ambulance Service Costs

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

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

Fire Departments and Emergency Medical Services in Massachusetts

D. Indirect Costs = 25% (A+B+C). 25% is used as a factor to address other benefits and training costs.

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

Document Organization

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

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

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

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

Staffing Levels

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

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

The third line is the shift schedule (for those departments that provide 24/7 immediate coverage). Many full-time fire departments in Massachusetts use a 1-1-1-5 shift schedule (1 day on, 1 day off, 1 day on, and 5 days off) or a 1-2-1-4 shift (1 day on, 2 days off, 1 day on, and 4 days off) where 1 day is 24 hours. There are a few departments that work a 10/14 shift which is two 10-hour days followed by two 14-hour nights followed by four days off. The cycle then repeats. There are also a couple of departments that use a modified 10/14 shift which is 2 days on, 1 day off, 2 nights on, and 3 days off.

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

Fire Departments and Emergency Medical Services in Massachusetts

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

Call Volume

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

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

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

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

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

- Belchertown EMS became a separate municipal department in 2000, breaking off from the police department. They then merged with the fire department in 2012.

Copyright © 2011-2019, klingreport.com

Given the time I have put into compiling this document, please do not copy or distribute without my written permission.

Fire Departments and Emergency Medical Services in Massachusetts

- Townsend EMS and fire merged in FY08.
- New Bedford fire and EMS will be merging into one department and Marion EMS merged with the Fire Department to become Marion Fire-EMS in 2012.
- Lancaster EMS merges with the Lancaster Fire Department in 2014.

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

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

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

Mutual Aid

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

In some communities, a fire department in an adjacent municipality can provide a quicker response than the local fire department. Typically, these fire departments enter into an Automatic Mutual Aid agreement. Automatic Aid provides for a fire department in another municipality to immediately respond to reported fires because it is closer, thus providing the quickest response of manpower and equipment to incidents, and allowing more of the municipality to remain protected at all times. In the same ISO Survey, over 60% indicated that neighboring departments responded due to Automatic Aid agreements.

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

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

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

Fire Departments and Emergency Medical Services in Massachusetts

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

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

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

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

Fire Dispatch

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

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

Massachusetts	2013	2014	2015	2016	2017	2018	5yr Avg
Muni EMS calls	443,486	472,447	510,956	525,726	561,350	564,981	513,158
Fire calls	29,828	28,989	31,302	31,889	27,895	25,504	29,235
Non-fire calls	298,686	306,611	327,928	328,719	347,026	377,512	331,080
Total Muni Calls	772,000	808,047	870,186	886,334	936,271	967,997	873,473
% Muni EMS calls	57.4%	58.5%	58.7%	59.3%	60.0%	58.4%	58.7%
% Muni Fire Calls	3.9%	3.6%	3.6%	3.6%	3.0%	2.6%	3.3%

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

Issues Facing Fire Departments in MA:

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

Roughly 66% of the existing fire stations are estimated to be over 40 years old, 16% have no backup power and 28% are not equipped for exhaust emission control per NFPA 1500 2002 9.1.6. ⁶

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

CAVEAT EMPTOR

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

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

2010:

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

2012:

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

2013:

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

2014:

MedCare Ambulance purchases Baystate Hospital EMS ambulance transport business.

2018:

North Adams Ambulance and Village Ambulance merge to become Northern Berkshire EMS.

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

Fire Departments and Emergency Medical Services in Massachusetts

Copyright © 2011-2019, klingreport.com

Given the time I have put into compiling this document, please do not copy or distribute without my written permission.

Fire Departments and Emergency Medical Services in Massachusetts

Fire Departments Providing 24/7 Immediate Coverage

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (15-18)	Total Calls (15-18)	BLS Transport	Paramedic Services
Abington	16,197 over 9.94 sq mi	Holbrook PS Comm Ctr	26/7 4 groups of 6 10/14 shift 2 stations	2135 2147 2451 2378	3520 3442 3109 3208	Abington FD	Abington FD
Acton	23,237 over 19.97 sq mi	Acton PD	41/2 4 groups of 9/10 1-1-1-5 shift 3 stations	1533 1652 2509 1840	4956 5024 4324 5591	Acton FD	Emerson Hospital Pro EMS
Agawam	28,772 over 23.24 sq mi	Agawam PD	57/13 4 groups of 13 1-1-1-5 shift 2 stations	3500 3873 3623 3990	2219 2398 6156 6504	Agawam FD	Agawam FD
Amesbury	16,794 over 12.40 sq mi	Amesbury PD	36/7 4 groups of 8 1-1-1-5 shift 3 stations	# 2037 2228 2505	# 3449 3118 3558	Amesbury FD	Amesbury FD
Amherst	39,774 over 27.72 sq mi	Amherst Comm Ctr	45/22 4 groups of 10 24/72 2 stations	4552 4999 5113 5200	6069 6427 6605 6828	Amherst FD	Amherst FD
Andover	35,085 over 31.01 sq mi	Andover PD	72/0 4 groups of 17 24/72 shift 3 stations	3302 2992 3145 3509	3813 3901 3957 4366	Andover FD	LGH Paramedics
Arlington	44,461 over 5.18 sq mi	Arlington Comm Ctr	77/0 4 groups of 19/18 24/72 shift 3 stations	3269 3177 3549 3177	5143 5205 5273 5553	Arlington FD	Armstrong Ambulance
Ashland	17,312 over 12.44 sq mi	Self Dispatch	24/4 4 groups of 5/6 1-1-1-5 shift 2 stations	1039 1240 1524 1525	1867 1996 2277 2288	Ashland FD	Ashland FD
Athol	11,621 over 32.57 sq mi	Athol PD	14/27 4 groups of 3 24/72 shift 2 stations	1609 1469 1890 1639	2524 2422 2529 2616	Athol FD	Athol FD
Attleboro	43,970 over 27.51 sq mi	Attleboro PD	91/0 => 85/0 4 groups of 20 1-1-1-5 shift 4 stations	4796 4448 5384 5767	6838 6393 7403 8037	Attleboro FD	Attleboro FD
Auburn ⁷	16,387 over 15.36 sq mi	Auburn PD	30/10 4 groups of 7/8 1-1-1-2-1-2-1-1-1 2 stations	2455 2476 2520 2610	3469 3538 3632 3768	Auburn FD	Auburn FD
Avon	4,464 over 4.38 sq mi	Avon PD	9/18 4 groups of 2 1-1-1-5 shift 1 station	938 829 797 804	1436 1470 1265 1371	Avon FD	Avon FD
Ayer	7,952 over 9.02 sq mi	Ayer PD	15/31 4 groups of 3 24/72 shift 1 station	1397 1392 1388 1547	2158 2159 2151 2269	Ayer FD	Ayer FD

⁷ Some shifts augmented by call firefighters

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (15-18)	Total Calls (15-18)	BLS Transport	Paramedic Services
Barnstable - Barnstable Fire District	3,500 over 13.8 sq mi	Barnstable CSO	18/0 4 groups of 4 1-1-1-5 shift 1 station	712 741 752 697	1242 1241 1284 1255	Barnstable FD	Barnstable FD
Barnstable – COMM Fire District	25,000 over 26.0 sq mi	COMM Dispatch	61/0 4 groups of 14 1-1-1-5 shift 3 stations	2846 2853 3095 3051	4429 4142 4519 4888	COMM FD	COMM FD
Barnstable - Cotuit Fire District	3,500 over 5.9 sq mi	COMM Dispatch	14/10 4 groups of 3 1-1-1-5 shift 1 station	466 497 487 531	827 835 825 919	Cotuit FD	Cotuit FD
Barnstable - Hyannis Fire District	15,000 over 9.5 sq mi	Self- Dispatch	58/0 4 groups of 12 1-2-1-4 shift 1 station	5643 5268 5317 5412	7002 6587 6689 6952	Hyannis FD	Hyannis FD
Bedford	14,205 over 13.74 sq mi	Bedford ECC	28/4 4 groups of 6 1-1-1-5 shift 1 station	1428 1443 1556 1526	3122 3171 3273 2640	Bedford FD	Armstrong Ambulance
Bellingham	16,770 over 18.50 sq mi	Bellingham PD	25/3 4 groups of 5 1-2-1-4 shift 3 stations	1559 1902 2366 2773	5052 4561 4570 5278	Bellingham FD	Bellingham FD
Belmont ⁸	25,496 over 4.66 sq mi	Belmont Public Safety	55/0 4 groups of 12/13 24/72 shift 3 stations	1660 1596 1650 1811	2872 2814 2804 3055	Belmont FD	Belmont FD
Beverly	40,952 over 16.60 sq mi	Beverly PD	70/0 4 groups of 15 1-1-1-5 shift 3 stations	2407 2479 2861 2986	4564 4685 5136 5259	NE Regional Amb	NE Regional Amb
Billerica	42,264 over 25.89 sq mi	Billerica PD	78/0 4 groups of 18 1-1-1-5 shift 5 stations	3255 3472 3826 3886	5275 5279 5348 5580	Billerica Muni EMS	Greater Lowell EMS
Blackstone	9,091 over 10.90 sq mi	Blackstone PD	9/15 4 groups of 2 24/72 shift 3 stations*	960 1092 1085 1099	1488 1593 1830 1757	Blackstone FD	Blackstone FD
Boston	655,884 over 48.43 sq mi	Boston PD	1481/0 4 groups of 366 10/14 shift 34 stations	122,161 125,585 149,555 126,419	80,077 84,962 85,156 84,758	Boston EMS	Boston EMS
Bourne	19,711 over 40.91 sq mi	Barnstable CSO	47/13 4 groups of 11 1-1-1-5 shift 4 stations	3495 3625 3718 3414	4595 4713 4680 4479	Bourne FD	Bourne FD
Boxborough ⁹	5,171 over 10.36 sq mi	Boxborough PD	5/25 1 group of 4d/2n 10h shift 1 station	386 510 504 660	1438 1733 1802 1643	Boxborough FD	Emerson Hospital Pro EMS

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

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

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (15-18)	Total Calls (15-18)	BLS Transport	Paramedic Services
Braintree	37,362 over 13.90 sq mi	Braintree PD	89/0 4 groups of 21 10/14 shift (mod) 3 stations	2976 3346 3781 4051	5454 5684 6135656 9	Fallon Ambulance	Fallon Ambulance
Brewster	9,954 over 22.98 sq mi	Barnstable CSO	16/27 4 groups of 3 1-2-1-4 shift 1 station	2163 2257 2316 2512	2882 2940 2946 3426	Brewster FD	Brewster FD
Bridgewater	27,472 over 27.49 sq mi	Bridgewater PD	51/0 4 groups of 12 1-1-1-5 shift 2 stations	2483 2545 2838 2901	4011 4161 4227 4578	Bridgewater FD	Bridgewater FD
Brockton	94,779 over 21.47 sq mi	Brockton PD	188/0 4 groups of 38 10/14 shift 6 stations	18,677 20,209 18,098 19,601	24,797 26,523 26,246 26,318	AMR	AMR
Brookline	59,334 over 6.79 sq mi	Self- Dispatch	159/0 4 groups of 36 24/72 shift 6 stations	4010 4334 4659 3076	7805 8013 8201 8348	Fallon Ambulance	Fallon Ambulance
Burlington	25,683 over 11.81 sq mi	Burlington PD	65/0 4 groups of 13 1-2-1-4 shift 2 stations	2991 3002 3150 3042	7616 7459 7556 7548	Burlington FD	Armstrong Amb
Cambridge	109,694 over 6.43 sq mi	Cambridge PD	285/0 4 groups of 64 1-2-1-4 shift 8 stations	6416 6384 6961 6911	14,262 14,494 15,411 15,381	Professional Ambulance	Cambridge FD
Canton	22,510 over 18.93 sq mi	Canton PD	53/1 4 groups of 12 1-1-1-5 shift 2 stations	2224 2665 2274 2371	4208 4095 4291 4300	Canton FD	Canton FD
Charlton	13,312 over 42,53 sq mi	Charlton PD	14/22 4 groups of 3 24/72 shift 2 stations*	1484 1503 1834 1957	2030 2185 2449 2595	Charlton FD	Charlton FD
Chatham	6,151 over 16.22 sq mi	Chatham FD	27/4 4 groups of 6 1-1-1-5 shift 2 stations*	1064 1045 1055 1466	2728 2713 2787 3160	Chatham FD	Chatham FD
Chelmsford	34,960 over 22.65 sq mi	Chelmsford PD	63/0 4 groups of 13 1-2-1-4 shift 5 stations	3768 3990 4303	7899 7371 7571	Trinity EMS	Greater Lowell EMS
Chelsea	38,861 over 2.19 sq mi	Chelsea ECC	91/0 4 groups of 22 1-1-1-5 shift 3 stations	5861 6170 6170 5724	10,125 9472 8796 8480	Cataldo Ambulance	Cataldo Ambulance
Chicopee	55,795 over 22.87 sq mi	Chicopee PD	145/0 4 groups of 34 1-1-1-5 shift 6 stations	8692 8923 6810	11,647 11,612 11,867	Chicopee FD	Alert Ambulance
Clinton	13,749 over 5.70 sq mi	Clinton PD	25/12 4 groups of 6 1-2-1-4 shift 1 station	1137 1405 1214 1270	1895 2078 1748 1865	Clinton FD	Marlboro- Hudson Ambulance

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (15-18)	Total Calls (15-18)	BLS Transport	Paramedic Services
Cohasset	8,334 over 9.89 sq mi	South Shore Regional Comm Ctr	23/8 4 shifts of 5 1-2-1-4 shift 1 station	1001 959 946 890	2303 1766 1789 1808	Cohasset FD	Cohasset FD
Concord	19,935 over 24.92 sq mi	Concord PD	43/1 4 groups of 10 1-1-1-5 shift 2 stations	1889 1961 1895 1827	3468 3670 3589 3541	Concord FD	Emerson Hospital Pro EMS
Danvers	26,493 over 13.28 sq mi	Danvers PD	50/0 4 groups of 12 1-1-1-5 shift 2 stations	3138 3105 3060 3450	7567 7261 7668 8043	Lyons Ambulance	Lyons Ambulance
Dedham	27,460 over 10.45 sq mi	Dedham PD	64/0 4 groups of 15 1-1-1-5 shift 2 stations	2846 3164 3312 3188	4326 4873 4808 5106	Fallon Ambulance	Fallon Ambulance
Dennis	14,037 over 20.60 sq mi	Barnstable CSO	41/10 4 groups of 9 1-1-1-5 shift 2 stations	3397 3568 3400 3508	4979 5103 4963 5404	Dennis FD	Dennis FD
Dighton ¹⁰	7,315 over 22.38 sq mi	Dighton PD	10/41 3 groups of 3 24/48 shift 2 stations	889 831 719 766	1448 1039 966 1027	Dighton FD	Dighton FD
Dracut	31,079 over 20.90 sq mi	Dracut PD	40/1 4 groups of 9 10/14 shift 3 stations	2306 2480 2528 2359	3543 3825 4028 3937	Patriot Ambulance	Patriot Ambulance
Duxbury	15,384 over 23.75 sq mi	Duxbury Regional ECC	27/8 4 groups of 6 1-1-1-5 shift 2 stations	1345 1479 1441 1603	2411 2471 2414 3041	Duxbury FD	Duxbury FD
East Bridgewater	14,243 over 17.24 sq mi	East Bridgewater PD	26/6 4 groups of 5 1-2-1-4 shift 1 station	1842 1943 1858 1792	2467 2496 2382 2515	East Bridgewater FD	East Bridgewater FD
Eastham	4,928 over 13.99 sq mi	Eastham PD	18/1 4 groups of 4 1-1-1-5 shift 1 station	1291 1216 1225 1443	1723 1722 1829 2205	Eastham FD	Eastham FD
Easthampton	16,036 over 13.42 sq mi	Town PD	25/0 4 groups of 5/6 10/14 shift 1 station	2183 2282 2313 2429	2751 2855 2856 3010	Easthampton FD	Easthampton FD
Easton	23,907 over 28.44 sq mi	Easton PD	38/0 4 groups of 9 1-1-1-5 shift 3 stations	1968 2361 2143 2248	4209 4372 3927 3933	Easton FD	Easton FD
Everett	44,231 over 3.38 sq mi	Everett Comm Center	103/0 4 groups of 24 24/72 shift 3 stations	3579 3658 3417 3453	5516 5727 5427 5552	Cataldo Ambulance	Cataldo Ambulance
Fairhaven	16,034 over 12.40 sq mi	Fairhaven PD	24/24 4 groups of 5 1-1-1-5 shift 2 stations*	2607 2786 2645 2828	3375 3535 3384 3738	Fairhaven FD	Fairhaven FD

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

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (15-18)	Total Calls (15-18)	BLS Transport	Paramedic Services
Fall River	88,712 over 31.02 sq mi	Fall River PD	175/0 4 groups of 41 6 stations	19,951 20,775 16,294 17,242	26,406 28,319 23,741 25,139	Fall River FD	Fall River FD
Falmouth	31,631 over 44.24 sq mi	Self- Dispatch	76/4 4 groups of 14/15 1-1-1-5 shift 5 stations	5480 5427 5973 6122	6948 6974 7499 8085	Falmouth FD	Falmouth FD
Fitchburg	40,445 over 27.76 sq mi	Fitchburg FD	81/0 4 groups of 19 24/72 shift 3 stations	7828 8137 11,084 10,676	12,675 13,179 16,047 15,580	Fitchburg FD	Fitchburg EMS
Foxborough	17,376 over 20.08 sq mi	Foxborough PD	31/8 4 groups of 7 1-1-1-5 shift 1 station	1975 2120 2319 2231	3717 3354 3131 3496	Foxborough FD	Foxborough FD
Framingham	70,746 over 25.12 sq mi	Self- Dispatch	155/0 4 groups of 35 1-2-1-4 shift 5 stations	6640 7283 7256 7586	10,183 11,377 11,318 11,944	Framingham FD	AMR
Franklin	32,836 over 26.74 sq mi	Franklin PD	57/12 4 groups of 11/12 1-1-1-5 shift 2 stations	2670 2678 3151 3108	3790 3781 4150 4408	Franklin FD	Franklin FD
Freetown	9,093 over 36.61 sq mi	Freetown PD	9/203 4 groups of 2 1-1-1-5 shift 3 stations	1214 1231 1376 1309	1722 1705 1887 2164	Freetown FD	Freetown FD
Gardner	20,381 over 22.19 sq mi	Gardner PD	31/9 4 groups of 6/7 24/72 shift 2 stations	3443 3814 3710 4060	5586 6092 5417 6308	Woods Ambulance	Woods Ambulance
Gloucester	29,626 over 25.96 sq mi	Gloucester PD	88/0 4 groups of 17 1-1-1-5 shift 4 stations	3379 3156 3426 3480	5072 5066 5319 5464	Gloucester FD	Gloucester FD
Greenfield ¹¹	17,368 over 21.73 sq mi	Greenfield PD	31/21 4 groups of 7 1-1-1-5 shift 1 station	1178 1429 1558 1654	2001 2702 2627 2791	Greenfield FD	MedCare Ambulance
Halifax	7,767 over 16.15 sq mi	Halifax PD	8/20 4 groups of 2 Mod 10/14 shift 1 station	915 924 946 1052	1478 1585 1569 1801	Halifax FD	Halifax FD
Hanover	14,360 over 15.61 sq mi	Hanover PD	24/18 4 groups of 5 1-1-1-5 shift 4 stations	1754 1646 1708 1699	3058 2884 2682 3099	Hanover FD	Hanover FD
Hanson	10,441 over 15.01 sq mi	Hanson PD	18/8 4 groups of 4 1-1-1-5 shift 2 stations*	1398 1332 1330 1310	1996 1981 1955 2157	Hanson FD	Hanson FD
Harwich	12,188 over 21.04 sq mi	Barnstable CSO	35/0 4 groups of 7 1-2-1-4 shift 2 stations	3296 3349 3183 2886	4294 4322 4205 5029	Harwich FD	Harwich FD

¹¹ Greenfield starts BLS ambulance service in 2013.

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (15-18)	Total Calls (15-18)	BLS Transport	Paramedic Services
Haverhill	62,488 over 33.33 sq mi	Haverhill PD	109/16 => 95/16 4 groups of 19 1-2-1-4 shift 6 stations	4133 4161 3838 4207	6924 7360 6991 7613	Trinity EMS	Trinity EMS
Hingham	22,964 over 22.47 sq mi	South Shore Regional Comm Ctr	51/0 4 groups of 12 24/72 shift 3 stations	2341 2674 2674 2761	3958 4370 4384 4495	Hingham FD	Hingham FD
Holbrook	11,026 over 7.35 sq mi	Public Safety Disp Center	26/5 4 groups of 5 1-1-1-5 shift 2 stations*	1320 1475 1409 1410	2409 2506 2613 2704	Holbrook FD	Holbrook FD
Holden	18,476 over 34.99 sq mi	Wachusett RECC	27/20 4 groups of 5 1-2-1-4 shift 2 stations*	1470 1696 1607 1629	1965 2240 2108 2126	Holden FD	Holden FD
Holyoke	40,124 over 21.29 sq mi	Self- Dispatch	130/0 4 groups of 29 1-1-1-5 shift 4 stations	2964 1903 2418 1635	5311 4989 5175 4150	AMR	AMR
Hopedale	5,950 over 5.16 sq mi	Mendon PD	6/18 => 9/18 4 groups of 2 10/14 shift 1 station	868 835 1052 1078	1212 1174 1428 1527	Hopedale FD	AMR or Mendon FD
Hopkinton	16,311 over 26.56 sq mi	Hopkinton PD	24/4 4 groups of 5 1-1-1-5 shift 2 stations*	# 1157 1373 1359	2016 2065 2274 2505	Hopkinton FD	Hopkinton FD
Hudson	19,754 over 11.50 sq mi	Hudson PD	36/15 4 groups of 8 1-1-1-5 shift 3 stations	1707 1808 1803 1858	3647 3610 3477 3482	Patriot Ambulance	Patriot Ambulance
Hull	10,365 over 3.03 sq mi	South Shore Regional Comm Ctr	30/0 4 groups of 7/6 1-1-1-5 shift 3 stations	1914 1118 1785 1696	2849 2613 2633 2814	Hull FD	Hull FD
Ipswich	13,661 over 32.58 sq mi	Ipswich PD	18/19 4 groups of 4 1-1-1-5 shift 2 stations*	1207 1102 1151 1040	2063 2050 2119 2110	Action Ambulance	Action Ambulance
Kingston	13,154 over 18.53 sq mi	Kingston PD	22/11 4 groups of 4/5 1-2-1-4 shift 2 stations*	1531 1669 1741 2012	2361 2419 2408 2873	Kingston FD	Kingston FD
Lakeville	11,208 over 29.90 sq mi	Lakeville PD	10/22 4 groups of 2 1-2-1-4 shift 1 station	778 814 # 1049	1691 1776 1884 2071	Lakeville FD	Lakeville FD
Lawrence	78,197 over 6.96 sq mi	Lawrence PD	139/0 => 113/0 4 groups of 20 1-1-1-5 shift 6 stations	3413 3381 3651 3164	6547 6385 6679 6683	LGH EMS	LGH EMS
Lenox	5,004 over 21.22 sq mi	Berkshire CSO	6/58 2 groups of 2 3 stations	1060 918 1135 1147	1633 1678 1644 1780	Lenox FD	County Ambulance

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (15-18)	Total Calls (15-18)	BLS Transport	Paramedic Services
Leominster	41,150 over 28.88 sq mi	Leominster PD	89/0 4 groups of 20 1-2-1-4 shift 3 stations	5700 5318 5471 5536	7855 7676 7866 8178	Leominster FD	MedStar
Lexington	33,075 over 16.40 sq mi	Lexington PD	58/0 4 groups of 13 1-1-1-5 shift 2 stations	2300 2331 2510 2533	3619 3606 3760 3923	Lexington FD	Lexington FD
Lincoln ¹²	7,289 over 14.37 sq mi	Lincoln PD	14/10 4 groups of 4 1-1-1-5 shift 1 station	563 625 689 903	1111 1520 1412 1498	Lincoln FD	Emerson Hospital Pro EMS
Longmeadow	15,882 over 9.02 sq mi	Town PD	27/3 4 groups of 5 10/14 shift 1 station	1504 1554 1577 1842	2339 2494 2364 2757	longmeadow FD	longmeadow FD
Lowell	109,945 over 13.77 sq mi	Lowell PD	201/0 4 groups of 47 24/72 shift 8 stations	9769 9609 10,312 10,376	15,743 15,598 16,287 16,729	Trinity EMS	Greater Lowell EMS
Ludlow	21,436 over 27.15 sq mi	Ludlow PD	32/4 4 groups of 6/7 24/72 shift 1 station	2942 3128 3183 3213	3851 4071 4061 4178	Ludlow FD	Ludlow FD
Lynn	92,137 over 10.82 sq mi	Self- Dispatch	213/0 => 183/0 4 groups of 42 10/14 shift 8 stations	8239 7439 8459 7755	13,406 11,954 13,732 12,987	Lynn FD & Atlantic Ambulance	Lynn FD & Atlantic Ambulance
Malden	60,859 over 5.07 sq mi	Malden PD	126/0 4 groups of 29 1-1-1-5 shift 4 stations	5280 4365 6226 6304	8725 8476 8923 9189	Cataldo Ambulance	Cataldo Ambulance
Manchester	5,336 over 9.29 sq mi	Manchester PD	13/14 4 groups of 3 1-1-1-5 shift 1 station	481 533 560 490	996 924 1086 1112	Manchester FD	Manchester FD
Mansfield	23,595 over 20.46 sq mi	Mansfield PD	37/0 4 groups of 8 1-1-1-5 shift 2 stations	2195 2018 1887 2618	3368 3016 3500 3642	Mansfield FD	Mansfield FD
Marblehead	20,454 over 4.53 sq mi	Marblehead PD	43/0 4 groups of 10 1-1-1-5 shift 2 stations	1258 1154 1283 1249	2645 2634 2548 2865	Atlantic Ambulance	Atlantic Ambulance
Marlborough	39,612 over 21.09 sq mi	Marlboro PD	78/0 4 groups of 19 10/14 shift 3 stations	3968 3764 4299 4971	6546 6342 7053 7793	Patriot Ambulance	Patriot Ambulance
Marshfield	25,635 over 28.45 sq mi	Marshfield PD	51/13 4 groups of 12 1-2-1-4 shift 3 stations	2709 2569 2889 2562	4401 4350 4709 4734	Marshfield FD	Marshfield FD
Mashpee	14,049 over 23.48 sq mi	Barnstable CSO	36/1 4 groups of 7/8 1-1-1-5 shift 1 station	2409 2385 2172 2538	3616 3595 3417 4050	Mashpee FD	Mashpee FD

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

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (15-18)	Total Calls (15-18)	BLS Transport	Paramedic Services
Maynard	10,474 over 5.24 sq mi	Maynard PD	21/2 4 groups of 5 1-1-2-5 shift 1 station	1005 858 994 1019	1533 1484 1532 1504	Maynard FD	Emerson Hospital Pro EMS
Medfield	12,394 over 14.51 sq mi	Medfield PD	8/20 4 groups of 2 10/14 shift 1 station	639 562 600 692	1229 1279 1150 1447	Medfield FD	AMR
Medford	57,437 over 8.14 sq mi	Medford PD	138/0 4 groups of 28 10/14 shift 6 stations	6316 6449 6582 6604	9547 9541 9675 9776	Armstrong Ambulance	Armstrong Ambulance
Medway	13,184 over 11.45 sq mi	Medway PD	21/17 4 shifts of 4 2 stations	1112 959 1053 862	1638 1911 1659 1968	Medway FD	Medway FD
Melrose	27,969 over 4.69 sq mi	Melrose PD	58/0 4 groups of 14 1-1-1-5 shift 3 stations	1581 1545 1660 1583	4095 4179 4178 #	Melrose FD	Cataldo Ambulance
Methuen	49,112 over 22.40 sq mi	Methuen PD	96/0 4 groups of 23 1-1-1-5 shift 4 stations	5511 5736 5851 6153	7846 8012 7922 8398	Methuen FD	LGH Paramedics
Middleborough	24,103 over 69.55 sq mi	Middleboro PD	36/25 4 groups of 7 1-1-1-5 shift 3 stations	1828 2378 2460 2363	4456 4486 4626 4781	Brewster Amb	Brewster Amb
Middleton ¹³	9,578 over 13.97 sq mi	Middleton PD	10/22 4 groups of 3/4 1-1-1-5 shift 1 station	946 984 990 1033	1995 2192 2044 2094	Middleton FD	Middleton FD
Milford	28,439 over 14.60 sq mi	Milford PD	40/0 4 groups of 9 24/72 shift 2 stations	3139 3279 3518 3669	4817 5110 5336 5382	Community EMS	Community EMS
Millis	8,009 over 12.16 sq mi	Millis PD	13/18 4 groups of 3 10/14 shift 2 stations	913 949 876 876	1260 1256 1601 1690	Millis FD	AMR
Milton	27,360 over 13.04 sq mi	Milton PD	50/0 4 groups of 12 1-2-1-4 shift 3 stations	1931 2172 2200 2583	3725 4062 4110 4384	Fallon Ambulance	Fallon Ambulance
Nahant	3,479 over 1.24 sq mi	Lynn FD	9/18 4 groups of 2 1-1-1-5 shift 1 station	342 383 353 346	661 708 628 662	Nahant FD	Atlantic Ambulance
Nantucket	10,856 over 47.81 sq mi	Nantucket PD	23/12 4 groups of 4 1-1-1-5 shift 4 stations	1353 1262 1500 1545	3103 2907 3155 3246	Nantucket FD	
Natick	35,523 over 15.08 sq mi	Natick PD	88/0 => 83/0 4 groups of 19 1-2-1-4 shift 4 stations	3122 3069 3432 3251	5204 5146 5267 5676	Natick FD	Natick FD

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

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (15-18)	Total Calls (15-18)	BLS Transport	Paramedic Services
Needham	30,205 over 12.61 sq mi	Self- Dispatch	74/0 4 groups of 15/16 24/72 shift 2 stations	1993 1976 2102 1922	3911 3883 3966 3723	Needham FD	Needham FD
New Bedford	94,845 over 20.12 sq mi	New Bedford PD	216/0 4 groups of 48 24/72 shift 7 stations	16,681 18,784 17,373 18,582	15,878 16,669 15,748 15,335	New Bedford EMS	New Bedford EMS
Newburyport	17,926 over 8.38 sq mi	Town PD	38/11 4 groups of 8 1-1-1-5 shift 3 stations	No Data Avail	No Data Avail	Cataldo Ambulance	Cataldo Ambulance
Newton	88,287 over 18.05 sq mi	Newton PD	186/0 4 groups of 42 24/72 shift 6 stations	4704 4075 4259 3904	9437 8021 8177 7697	Cataldo Ambulance	Cataldo Ambulance
Norfolk	11,800 over 14.84 sq mi	Norfolk PD	14/5 4 groups of 3 1-1-1-5 shift 1 station	984 1064 1184 1176	1645 1850 1825 2001	Norfolk FD	Norfolk FD
North Adams	13,354 over 20.44 sq mi	North Adams PSAP	26/0 4 groups of 6 10/14 shift 1 station	5068 5744 5489 9117	1233 # 1225 1300	Northern Berkshire EMS	Northern Berkshire EMS
North Andover	29,478 over 26.65 sq mi	North Andover PD	59/0 4 groups of 13 10/14 shift 2 stations	2610 2635 2966 3033	3885 4117 4427 4849	North Andover FD	LGH Paramedics
North Attleboro	28,908 over 18.64 sq mi	North Attleboro PD	46/7 4 groups of 13 1-1-1-5 shift 3 stations	2342 2696 2622 2966	3475 3949 3875 4457	North Attleboro FD	North Attleboro FD
North Reading	15,509 over 13.25 sq mi	North Reading PD	20/14 4 groups of 4 1-1-1-5 shift 1 station	1249 1255 1264 1382	2278 2343 2406 2648	North Reading FD	Action Ambulance
Northampton	28,554 over 34.46 sq mi	northampton ECC	63/0 4 groups of 14 1-1-1-5 shift 2 stations	4876 5245 5105 5347	7214 7033 6977 7240	Northampton FD	Northampton FD (day) or Am-B-Care
Northborough	14,834 over 18.53 sq mi	Town PD	21/13 4 groups of 4 1-2-1-4 shift 1 station	1267 1150 1320 1372	2091 2044 2321 2378	Northboro FD	Northboro FD
Northbridge	16,407 over 17.18 sq mi	Northbridge PD	12/32 4 groups of 3 10/14 shift 2 stations	1939 2114 2350 2411	2929 3444 3582 3556	Northbridge FD	Northbridge FD
Norton	19,396 over 28.71 sq mi	Norton Comm Center	29/10 4 groups of 7 1-1-1-5 shift 2 stations	1741 1867 1997 2164	3078 3253 3303 3473	Norton FD	Norton FD
Norwell	10,817 over 20.87 sq mi	South Shore Regional Comm Ctr	26/7 4 groups of 5 10/14 shift 3 stations	1303 1232 1257 1215	2380 2385 2366 2433	Norwell FD	Norwell FD

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (15-18)	Total Calls (15-18)	BLS Transport	Paramedic Services
Norwood	29,056 over 10.48 sq mi	Norwood PD	67/0 4 groups of 15/16 1-1-1-5 shift 1 stations	4141 4053 4202 4007	5781 5547 5616 5730	Norwood FD	Norwood FD
Orange	7,713 over 35.36 sq mi	Shelburne Falls State Police	11/35 3 groups of 3 24/48 shift 2 stations	1342 1348 1360 1452	2085 2177 2229 2231	Orange FD	Orange FD
Orleans	5,863 over 14.17 sq mi	Barnstable CSO	23/11 4 groups of 4 1-1-1-5 shift 1 station	1618 1783 1782 1921	2482 2531 3079 3030	Orleans FD	Orleans FD
Oxford	13,853 over 26.63 sq mi	Oxford PD	16/35 4 groups of 4 1-2-1-4 shift 2 stations	1695 1762 1885 1857	2366 2412 2548 2568	Oxford FD	Oxford FD
Peabody	52,376 over 16.40 sq mi	Peabody PD	107/0 4 groups of 24 24/72 shift 5 stations	5926 # 5167 5191	9107 # 8090 8133	Atlantic Ambulance	Atlantic Ambulance
Pembroke	18,197 over 21.84 sq mi	Pembroke PD	26/21 4 groups of 6/7 1-1-1-5 shift 4 stations	1455 1789 1799 1832	2962 3073 2946 3183	Pembroke FD	Pembroke FD
Pittsfield	43,697 over 40.73 sq mi	Pittsfield PD	92/0 4 groups of 20 1-1-1-5 shift 5 stations	4514 4621 4419 4183	7191 7321 7131 6999	AMR & County Ambulance	AMR & County Ambulance
Plainville	8,910 over 11.06 sq mi	Plainville PD	20/16 4 groups of 4/5 1-2-1-4 shift 1 station	1104 1452 1525 1624	2874 3370 3597 3527	Plainville FD	Plainville FD
Plymouth	58,271 over 96.46 sq mi	Plymouth PD	131/0 4 groups of 24/32 10/14 shift 7 stations	3959 4142 5731 5772	7082 7310 9122 9388	AMR	AMR
Quincy	93,397 over 16.78 sq mi	Quincy PD	212/0 4 groups of 50 10/14 shift (mod) 8 stations	5704 6268 6713 5665	9539 10,673 10,752 9543	Brewster Ambulance	Brewster Ambulance
Randolph	33,629 over 10.07 sq mi	Randolph PD	58/3 4 groups of 13/14 1-1-1-5 shift 2 stations	4616 4661 4604 4891	10,153 10,223 10,080 10,705	Randolph FD	Randolph FD
Raynham	13,691 over 20.50 sq mi	Raynham PD	28/5 4 groups of 6 1-2-1-4 shift 1 station	1761 1970 2072 2053	3029 3095 3158 3345	Raynham FD	Raynham FD
Reading	25,508 over 9.93 sq mi	Reading PD	49/0 4 groups of 11 1-1-1-5 shift 2 stations	2166 2026 2275 2363	3507 3459 3837 4025	Reading FD	Reading FD
Revere	54,154 over 5.91 sq mi	Self- Dispatch	103/0 4 groups of 24 1-1-1-5 shift 4 stations	7049 7186 7175 7088	10,630 10,740 11,063 11,118	Cataldo Ambulance	Cataldo Ambulance

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (15-18)	Total Calls (15-18)	BLS Transport	Paramedic Services
Rockland	17,761 over 10.02 sq mi	Rockland PD	24/5 4 groups of 5/6 1-1-1-5 shift 1 station	2433 2417 2460 2435	3126 3219 3152 3419	Rockland FD	Rockland FD
Salem	42,824 over 8.10 sq mi	Salem PD	85/0 4 groups of 19 1-1-1-5 shift 5 stations	3923 3989 4157 3985	7151 6968 7116 7420	Atlantic Ambulance	Atlantic Ambulance
Salisbury ¹⁴	8,706 over 15.43 sq mi	Salisbury PD	5/12 4 groups of 3 10/14 shift 1 station	# 1301 1413 1346	# 2037 2148 2481	Cataldo Ambulance	Cataldo Ambulance
Sandwich	20,536 over 43.04 sq mi	Sandwich PD	40/0 4 groups of 8 1-1-1-5 shift 3 stations	2707 2828 2891 3017	3876 4013 4240 4880	Sandwich FD	Sandwich FD
Saugus	27,921 over 10.99 sq mi	Saugus PD	42/0 4 groups of 9/10 1-1-1-5 shift 2 stations	2803 2803 2846 2887	4635 4635 4663 4892	Cataldo Ambulance	Cataldo Ambulance
Scituate	18,413 over 17.18 sq mi	Scituate PD	50/0 4 groups of 12 24/72 shift 3 stations	1880 1841 1896 1996	3017 3140 3075 3564	Scituate FD	Scituate FD
Seekonk	14,683 over 18.32 sq mi	Seekonk PD	31/10 4 groups of 7 Mod 10/14 shift 3 stations	2022 2033 1933 2425	2825 3136 3157 3435	Seekonk FD	Seekonk FD
Sharon	18,121 over 23.31 sq mi	Holbrook PS Comm Center	27/3 4 groups of 6 1-1-1-5 shift 1 station	1296 1184 1129 1413	2411 2043 2058 2557	Sharon FD	Sharon FD
Shrewsbury	36,580 over 20.73 sq mi	Shrewsbury PD	38/15 4 groups of 9 10/14 shift 3 stations	2671 2600 2720 2875	7904 3825 3881 4055	UMASS Memorial EMS	UMASS Memorial EMS
Somerset	18,231 over 7.1 sq mi	Somerset PD	31/0 4 groups of 7 1-2-1-4 shift 1 station	2765 2806 2890 2942	3180 3200 3365 3428	Somerset FD	Somerset FD
Somerville	78,901 over 4.11 sq mi	Somerville PD	152/0 4 groups of 33 24/72 shift 5 stations	6895 6573 6565 6104	13,688 13,681 12,730 14,156	Cataldo Ambulance	Cataldo Ambulance
South Hadley Fire District #1	17,691 over 17.71 sq mi	South Hadley PD	22/21 4 groups of 5 1-1-1-5 shift 1 station	1994 1988 2080 2272	2451 2477 2558 2846	South Hadley Fire District #1	South Hadley Fire District #1
Southborough	9,943 over 14.15 sq mi	Town PD	21/13 4 groups of 5 1-1-1-5 shift 2 stations	753 769 736 734	1355 1386 1310 1405	Southboro FD	Southboro FD
Southbridge	16,825 over 20.36 sq mi	Southbridge PD	25/20 4 groups of 5/4 1-2-1-4 shift 1 station	2681 2772 2814 2704	3340 3538 3563 3453	Southbridge FD	Charlton FD

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

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (15-18)	Total Calls (15-18)	BLS Transport	Paramedic Services
Springfield	153,991 over 32.10 sq mi	Springfield PD	267/0 4 groups of 45 10/14 shift 8 stations	6702 7351 7438 8542	16,043 15,035 15,690 14,631	AMR	AMR
Stoneham	21,886 over 6.15 sq mi	Stoneham PD	36/0 4 groups of 8 1-1-1-5 shift 1 station	2209 2014 2359 2602	3176 3094 3437 4054	Action Ambulance	Action Ambulance
Stoughton	28,396 over 16.04 sq mi	Stoughton PD	55/0 4 groups of 11/12 1-1-1-5 shift 2 stations	2870 3323 3430 3538	5476 5385 5431 5633	Stoughton FD	Stoughton FD
Sturbridge	9,463 over 37.41 sq mi	Sturbridge PD	9/20 4 groups of 4/2 9/15 shift 1 station	1177 1239 1167 1384	1826 1907 1809 2120	Sturbridge FD	Sturbridge FD
Sudbury	18,766 over 24.37 sq mi	Sudbury PS Dispatch Ctr	38/1 4 groups of 7 1-1-1-5 shift 3 stations	1266 1280 1282 1346	2260 2207 2067 2282	Sudbury FD	Sudbury FD
Swampscott	14,014 over 3.05 sq mi	Lynn FD	35/0 4 groups of 8 1-1-1-5 shift 1 station	1026 1162 1186 1234	1884 2112 2172 2194	Action Ambulance	Action Ambulance
Taunton	56,544 over 46.61 sq mi	Self Dispatch	125/0 4 groups of 28 1-1-1-5 shift 6 stations	6806 6326 6983	9670 8888 9542	Brewster Ambulance	Brewster Ambulance
Tewksbury	30,260 over 20.72 sq mi	Tewksbury PD	50/0 4 groups of 12 1-1-1-5 shift 3 stations	3288 3476 3774 2896	7896 8135 8531 8609	Tewksbury FD	Greater Lowell EMS
Turner Falls	6,360 over 21.67 sq mi	Montague PD	9/20 4 groups of 2 10/14 shift 1 station	654 744 660 697	1169 1254 1129 1304	Turner Falls FD	MedCare Ambulance
Uxbridge	13,783 over 29.54 sq mi	Uxbridge PD	13/28 4 groups of 2 1-1-1-5 shift 3 stations	1684 1646 1729 1551	2387 2349 2546 2309	Uxbridge FD	Uxbridge FD
Wakefield	26,774 over 7.47 sq mi	Wakefield PD	51/0 4 groups of 12 1-1-1-5 shift 2 stations	2614 2631 2607 2664	3907 3785 3736 3765	Action Ambulance	Action Ambulance
Walpole	24,933 over 20.54 sq mi	Walpole PD	35/10 4 groups of 8 24/72 shift? 3 stations	2059 2128 2344 2266	3212 3246 3338 3499	Walpole FD	Walpole FD
Waltham	63,014 over 12.70 sq mi	Waltham Comm Center	170/0 4 groups of 41 24/72 shift 6 stations	5338 5114 4973 5051	8937 8696 8680 9010	AMR	AMR
Ware	9,878 over 34.41 sq mi	Ware PD	18/25 4 groups of 4 10/14 shift 1 station	1741 1548 1803 1739	2328 1832 2134 2091	Ware FD	Ware FD

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (15-18)	Total Calls (15-18)	BLS Transport	Paramedic Services
Wareham Fire District ¹⁵	18,232 over 35.80 sq mi	Self Dispatch	19/50 4 groups of 4 1-1-1-5 shift 4 stations*	4499 4631 4800 4745	2444 2112 2532 3004	Wareham EMS	Wareham EMS
Watertown	34,127 over 4.11 sq mi	Watertown PD	89/0 4 groups of 20 24/72 shift 3 stations	3089 3084 3211 3399	4894 4745 5258 6529	Watertown FD	Armstrong Ambulance
Wayland	13,541 over 15.23 sq mi	Wayland PD	26/10 4 groups of 6 1-1-1-5 shift 2 stations	1143 1135 1289 1157	3810 3018 3908 3532	Wayland FD	Wayland FD
Wellesley	29,362 over 10.18 sq mi	Wellesley PD	59/0 4 groups of 13 1-1-1-5 shift 2 stations	1998 2098 2098 2022	4140 4233 4221 4311	AMR	AMR
Wellfleet	2,754 over 19.83 sq mi	Barnstable CSO	9/13 4 groups of 2 1-1-1-5 shift 2 stations*	752 774 737 792	1167 1178 1157 1277	Wellfleet FD	Wellfleet FD
West Bridgewater	7,060 over 15.74 sq mi	West Bridgewater PD	18/10 4 groups of 4 1-1-1-5 shift 1 station	1427 1429 1326 1326	2718 2484 2401 2631	West Bridgewater FD	West Bridgewater FD
West Springfield	28,627 over 16.75 sq mi	West Springfield PD	68/0 4 groups of 16 1-1-1-5 shift 3 stations	5606 5522 6071 6175	6873 6545 7310 7482	West Springfield FD	West Springfield FD
Westborough	17,756 over 20.52 sq mi	Westboro PD	40/8 4 groups of 9 1-2-1-4 shift 1 station	2223 2240 2433 2565	3399 3537 3718 4249	Westboro FD	Westboro FD
Westfield	41,608 over 46.58 sq mi	Westfield PD	84/0 4 groups of 20 1-1-1-5 shift 3 stations	6367 6809 7651 7935	8338 9692 8957 9292	Westfield FD	Westfield FD
Westford	23,678 over 30.61 sq mi	Westford PD	39/13 4 groups of 9 24/48/24/96 shift 3 stations	1889 2001 2022 1952	2994 2870 2996 3063	Westford FD	Greater Lowell EMS
Westminster ¹⁶	7,463 over 35.51 sq mi	Westminster PD	9/13 2 groups of 2/1 10/14 shift 1 station	807 709 848 944	1223 1315 1451 1561	Westminster FD	Westminster FD
Weston	11,992 over 17.02 sq mi	Weston PD	32/5 4 groups of 7 1-1-1-5 shift 2 stations	1246 1248 1273 1279	2397 2325 2320 2491	Weston FD	AMR
Westport	15,742 over 50.05 sq mi	Westport PD	24/13 4 groups of 5 1-2-1-4 shift 2 stations	1822 1982 1895 1825	2512 2742 2707 2695	Westport FD	Westport FD

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

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

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (15-18)	Total Calls (15-18)	BLS Transport	Paramedic Services
Westwood	14,979 over 10.97 sq mi	Westwood PD	39/0 4 groups of 9 1-1-1-5 shift 2 stations	1872 2106 2080 1999	3065 3325 3098 3473	Westwood FD	Westwood FD
Weymouth	55,643 over 17.01 sq mi	Weymouth PD	92/0 4 groups of 22 1-1-1-5 shift 4 stations	4438 4392 4461 4792	6950 7848 7417 7898	South Shore Health Systems	South Shore Health Systems
Whitman	14,790 over 6.96 sq mi	Holbrook PS Comm Center	22/14 4 groups of 5 1-1-1-5 shift 1 station	1743 1587 1430 1553	2714 2664 2427 2622	Whitman FD	Whitman FD
Wilbraham	14,509 over 22.22 sq mi	Wilbraham PD	26/6 4 groups of 5/6 1-1-1-5 shift 2 stations	1811 1783 1874 1956	2611 2510 2756 2960	Wilbraham FD	Wilbraham FD
Wilmington	23,370 over 17.13 sq mi	Wilmington PD	41/0 4 groups of 9 1-2-1-4 shift 1 station	2134 2253 2210 2061	3148 3379 3306 3176	Wilmington FD	Action Ambulance
Winchendon ¹⁷	10,615 over 43.28 sq mi	Winchendon PD	8/36 2 groups of 4/2 24/48 shift 1 station	1276 1407 1338 1460	1910 2052 2059 2044	Winchendon FD	Winchendon FD
Winchester	22,270 over 6.04 sq mi	Winchester PD	47/0 4 groups of 11 1-1-1-5 shift 2 stations	1301 1439 1313 1273	2329 2381 2360 2393	Winchester FD	Winchester FD
Winthrop	18,352 over 1.99 sq mi	Winthrop PD	35/0 4 groups of 8 1-1-1-5 shift 2 stations	2109 2087 2130 2149	3151 3188 3328 3383	Action Ambulance	Action Ambulance
Woburn	39,272 over 12.67 sq mi	Woburn PD	73/0 4 groups of 15 1-1-1-5 shift 5 stations	3774 4267 4427 4239	5792 6371 6411 6303	Woburn FD	Action Ambulance
Worcester	183,016 over 37.56 sq mi	Worcester Comm Center	418/0 4 groups of 96 10/14 shift (mod) 10 stations	22,779 24,407 24,115 22,767	32,079 33,484 33,284 33,610	UMASS Memorial EMS	UMASS Memorial EMS
Wrentham	11,422 over 22.20 sq mi	Wrentham Central Dispatch	28/17 4 groups of 6 1-1-1-5 shift 2 stations	1151 1256 1477 1328	1855 1973 2188 2188	Wrentham FD	Wrentham FD
Yarmouth	23,592 over 24.25 sq mi	Self Dispatch	65/10 4 groups of 14 1-2-1-4 shift 3 stations	5546 5564 5780 5861	7096 6803 7211 7303	Yarmouth FD	Yarmouth FD

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

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

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	FD EMS Svcs	EMS Calls 16-18	Total Calls 16-18	BLS Transport	Paramedic Svcs
Acushnet ¹⁸	10,410 in 18.45 sq mi	Self Dispatch	9/35 4 groups of 2 2 stations	Rescue, FR, Amb	1005 1138 #	1545 1750 1517	Acushnet FD	Acushnet FD
Ashburnham	6,181 in 38.67 sq mi	Ashburnham PD	4/36 1 group of 3 2 stations	Rescue, FR, Amb	500 468 450	767 763 771	Ashburnham FD	Ashburnham FD
Belchertown	14,846 in 52.73 sq mi	Town PD Amherst CC (f)	6/30 1 group of 5 1 station?	Rescue	1311 1471 1691	1653 1805 2027	Belchertown Muni EMS	Belchertown EMS
Berkley ¹⁹	6,580 in 16.54 sq mi	Berkley PD	3/48 2 groups of 1 2 stations	Rescue, FR, Amb	518 346 523	731 473 742	Berkley FD	Berkley FD
Boxford	8,213 in 23.97 sq mi	Boxford PD	3/37 1 group of 2 2 stations	Rescue, FR, Amb	448 482 475	811 931 890	Boxford FD	Lyons Ambulance
Boylston	4,475 in 16.03 sq mi	Boylston PD	3/26 1 shift of 2 1 station	Rescue, FR, Amb	465 433 518	652 631 762	Boylston FD	W. Boylston FD, UMass EMS
Carver	11,583 in 37.55 sq mi	Carver PD	3/70 1 group of 2 3 stations	Rescue	1534 1441 1544	308 404 541	Carver Muni EMS	Carver Muni EMS
Douglas	8,681 in 36.37 sq mi	Douglas PD	4/23 1 group of 2 2 stations	Rescue, FR, Amb	737 929 795	1032 1225 1215	Douglas FD	Oxford FD
Dudley	11,818 in 21.05 sq mi	So. Worcester County RECC	7/28 2 groups of 3 1 station	Rescue, FR, Amb	1228 1318 1260	1759 1834 1848	Dudley FD	Oxford FD & Webster EMS
East Brookfield ²⁰	2,186 in 9.84 sq mi	New Braintree State Police	2/32 1 station	Rescue, FR, Amb	493 531	584 643	East Brookfield FD	East Brookfield FD
East Longmeadow	16,123 in 12.97 sq mi	East Longmeadow PD	8/23 1 group of 6 1 station	Rescue	None 1233 1473	831 1946 2169	AMR	AMR
Groton ²¹	11,222 in 32.77 sq mi	Groton PD	5/41 2 groups of 2 3 stations	Rescue, FR, Amb	709 735 687	1219 1179 1302	Groton FD	Townsend FD
Hamilton ²²	8,188 in 14.60 sq mi	Hamilton PD	4/32 1 group of 3 1 station	Rescue	463 560 452	870 904 1063	Beaumont Ambulance	Beaumont Ambulance
Hubbardston ²³	4,522 in 41.03 sq mi	Rutland PD	3/30 1 group of 2 2 stations	Rescue, FR, Amb	467 403 396	721 625 607	Hubbardston FD	Hubbardston FD

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

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

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

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

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

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

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	FD EMS Svcs	EMS Calls 16-18	Total Calls 16-18	BLS Transport	Paramedic Svcs
Littleton	9,396 in 16.62 sq mi	Littleton PD	7/29 1 shift of 6 1 station	Rescue, FR, Amb	1133 1116 1255	1842 1782 2010	Littleton FD	Emerson Hospital Pro EMS
Lunenburg	11,107 in 26.42 sq mi	Nashoba Valley RDC	8/32 => 5/32 2 groups of 2 1 station	Rescue, FR, Amb	965 1022 982	1478 1520 1436	Lunenburg FD	Townsend FD (n) & MedStar (s)
Lynnfield	12,668 in 10.14 sq mi	Lynnfield PD	7/32 1 group of 6 2 stations	Rescue, FR, Amb	1237 1113 1209	1866 1855 2022	Lynnfield FD	Lynnfield FD
Mendon ²⁴	5,960 in 18.10 sq mi	Mendon PD	5/12 2 groups of 2 1 station	Rescue, FR, Amb	533 551 532	734 793 752	Mendon FD	Mendon FD
Monson ²⁵	8,754 in 44.28 sq mi	Monson PD	4/50 2 groups of 2 1 station	Rescue, FR, Amb	929 1064	1136 1303	Monson FD	Monson FD
Palmer - Palmer Fire District		Palmer PD	3/22 1 group of 2 1 station	Rescue	# 2565 1451	398 347 436	Palmer Ambulance	
Pepperell	11,975 in 22.56 sq mi	Pepperell Comm Center	4/50 3 groups of 2 2 stations	Rescue, FR, Amb	942 905 896	1379 1324 1269	Pepperell FD	Townsend FD (w) & MedStar (e)
Rowley	6,202 in 18.72 sq mi	Rowley PD	3/25 1 group of 2 1 station	Rescue, FR	378 397 339	732 784 780	Action Ambulance	Action Ambulance
Rutland ²⁶	8,349 in 35.26 sq mi	Rutland PD	7/36 3 groups of 2 1 station	Rescue, FR, Amb	819 919 819	1193 1255 1094	Rutland FD	Rutland FD
Shirley	7,372 in 15.82 sq mi	Shirley Comm Center	4/14 1 group of 3 1 station	Rescue	534 525 538	1380 1380 1462	Shirley Muni Amb	
Southwick	9,689 in 30.96 sq mi	Southwick PD	4/42 1 group of 2 1 station	Rescue, FR, Amb	907 1087 998	1136 1359 1296	Southwick FD	Agawam FD & Westfield FD
Sterling	7,938 in 30.52 sq mi	Sterling Comm Center	5/30 1 group of 3 1 station	Rescue, FR, Amb	773 741 808	1286 1230 1331	Sterling FD	Sterling FD
Stow	7,033 in 17.62 sq mi	Stow PD	6/50 1 group of 5 1 station	Rescue, FR, Amb	516 601 687	987 897 1030	Stow FD	M-H amb
Sutton	9,202 in 32.38 sq mi	Sutton PD	4/52 1 group of 2 3 stations	Rescue, FR	196 203 318	414 479 544	MedStar Ambulance	MedStar Ambulance
Topsfield ²⁷	6,505 in 12.74 sq mi	Topsfield PD	4/26 2 groups of 2 1 station	Rescue, FR	563 638 650	2392 2378 2424	NE Regional Amb	NE Regional Amb
Townsend ²⁸	9,404 in 32.87 sq mi	Townsend PD	4/20 1 group of 4 5 stations	Rescue, FR, Amb	925 841 951	1464 1324 1363	Townsend FD	Townsend FD
Tyngsborough ²⁹	12,149 in 16.86 sq mi	Town PD	4/33 1 group of 3 3 stations	Rescue, FR	936 1185 1178	1193 1581 1760	Trinity EMS	Greater Lowell EMS

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

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

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

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

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

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

Fire Departments and Emergency Medical Services in Massachusetts

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	FD EMS Svcs	EMS Calls 16-18	Total Calls 16-18	BLS Transport	Paramedic Svcs
Upton	7,699 in 21.52 sq mi	Upton PD	4/25 1 station	Rescue, FR, Amb	596 691 706	839 1044 1081	Upton FD	Alert Ambulance
Wareham - Onset Fire District	3,700 in 4.5 sq mi	Self-dispatch	5/57 2 stations	Rescue, FR	1021 889 991	1593 1442 1621	Wareham Muni EMS	Wareham Muni EMS
Warren	5,178 in 27.53 sq mi	Warren PD	3/27 2 stations	Rescue, FR, Amb	465 486 561	644 694 807	Warren FD	Palmer, Sturbridge, Ware FD
Webster ³⁰	16,844 in 12.49 sq mi	So. Worcester County RECC	0/34 2 groups of 2/3 1 station	Rescue	No EMS data	838 751 739	Webster Muni EMS	Webster Muni EMS
West Barnstable Fire District	3,500 in 13.5 sq mi	Barnstable CSO	7/32 4 groups of 1 1 station	Rescue, FR, Amb	397 382 397	620 628 661	West Barnstable FD	West Barnstable FD
West Boylston ³¹	7,060 in 12.90 sq mi	West Boylston PD	7/28 1 group of 5 1 station	Rescue, FR, Amb	826 792 907	1093 1134 1321	West Boylston FD	West Boylston FD

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

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

Fire Departments and Emergency Medical Services in Massachusetts

Call/Volunteer Departments

Department	Pop/ Cover Area	Dispatch	EMS Calls 16-18	Total Calls 16-18	EMS Provider	Ambulance Transport
Adams Fire District	8,271 in 22.94 sq mi	Adams PD	2033 1936 1799	272 309 347	Adams Ambulance	Adams Ambulance
Alford	490 in 11.56 sq mi	Berkshire CSO	No EMS Svc	No Data Avail	Southern Berkshire Ambulance	Southern Berkshire Ambulance
Aquinnah (Gay Head)	323 in 5.36 sq mi	Dukes CSO	No EMS Svc	No Data Avail	Tri-Town Ambulance	Tri-Town Ambulance
Ashby	3,208 in 23.80 sq mi	Ashby PD	302 347 437	512 584 679	Ashby FD	Ashby FD
Ashfield	1,731 in 40.30 sq mi	Shelburne Falls State Police	101 76 108	184 166 184	Highland EMS	Highland EMS
Barre	5,463 in 44.33 sq mi	Barre PD	# 745 755	388 1066 1067	Barre Muni EMS	Barre Muni EMS
Becket	1,777 in 46.26 sq mi	Berkshire CSO	254 252 262	134 125 128	Becket Muni Ambulance	Becket Muni Ambulance
Berlin	2,978 in 12.93 sq mi	Berlin PD	281 307 346	561 591 652	Berlin FD	Berlin FD
Bernardston	2,113 in 23.41 sq mi	Shelburne Falls State Police	177 148 173	289 207 290	MedCare, Northfield Ambulance	MedCare, Northfield Ambulance
Blandford	1,255 in 51.74 sq mi	Berkshire CSO	No EMS Svc	98 96 105	Hilltown EMS	Hilltown EMS
Bolton	5,132 in 19.93 sq mi	Bolton PD	403 382 272	282 277 314	Bolton Muni Amb Squad	Bolton Muni Amb Squad
Brimfield	3,723 in 34.71 sq mi	New Braintree State Police	851 814 #	393 364 416	Brimfield Ambulance	Brimfield Ambulance
Brookfield	3,399 in 15.52 sq mi	New Braintree State Police	556 547 #	84 127 137	Brookfield Muni EMS	Brookfield Muni EMS
Buckland	1,874 in 19.56 sq mi	Shelburne Falls State Police	No EMS Svc	41 50 49	South Hadley FD	South Hadley FD
Carlisle	5,071 in 15.36 sq mi	Carlisle PD	241 264 263	438 469 496	Carlisle FD	Carlisle FD
Charlemont	1,246 in 26.10 sq mi	Shelburne Falls State Police	158 170	88 90	Charlemont Ambulance	Charlemont Ambulance
Cheshire	3,181 in 26.94 sq mi	Berkshire CSO	257 284 250	371 374 380	Adams Ambulance	Adams Ambulance
Chester	1,365 in 36.73 sq mi	Northampton State Police	No EMS Svc	35 # 75	Hilltown EMS	Hilltown EMS

Fire Departments and Emergency Medical Services in Massachusetts

Department	Pop/ Cover Area	Dispatch	EMS Calls 16-18	Total Calls 16-18	EMS Provider	Ambulance Transport
Chesterfield	1,248 in 31.10 sq mi	Northampton State Police	79 87 72	139 131 122	Highland EMS	Highland EMS
Chilmark	921 in 19.14 sq mi	Dukes CSO	No EMS Svc	No Data Avail	Tri-Town Ambulance	Tri-Town Ambulance
Clarksburg	1,672 in 12.76 sq mi	North Adams PSAP	No EMS Svc	No Data Avail	Northern Berkshire EMS	Northern Berkshire EMS
Colrain	1,656 in 43.38 sq mi	Shelburne Falls State Police	311 351 261	212 220 274	Colrain Ambulance	Colrain Ambulance
Conway	1,887 in 37.71 sq mi	Shelburne Falls State Police	# 63 74	67 60 43	Conway Muni Amb	Conway Muni Amb
Cummington	872 in 23.05 sq mi	Northampton State Police	63 43 49	115 102 107	Highland EMS	Highland EMS
Dalton Fire District	6,693 in 21.81 sq mi	Dalton Comm Ctr	614 639 638	957 980 1007	Dalton FD	Dalton FD
Dartmouth Fire District #1 ³²	15,000 in 18.0 sq mi	Dartmouth PD	No EMS Svc	362 391 474	Stat Ambulance	Stat Ambulance
Dartmouth Fire District #2	2,000 in 47.5 sq mi	Dartmouth PD	No EMS Svc	No Data Avail	Stat Ambulance	Stat Ambulance
Dartmouth Fire District #3	17,500 in 32.0 sq mi	Dartmouth PD	No EMS Svc	888 795 1149	Stat Ambulance	Stat Ambulance
Deerfield Area Fire District	5,054 in 32.29 sq mi	Shelburne Falls State Police	No EMS Svc	No Data Avail	South County EMS	South County EMS
Dover	5,879 in 15.33 sq mi	Dover PD	260 251 276	607 574 645	Dover FD	Dover FD
Dunstable	3,389 in 16.55 sq mi	Groton Comm Ctr	126 178 135	267 333 326	Trinity EMS	Trinity EMS
Edgartown	4,308 in 26.99 sq mi	Dukes CSO	No Data Avail	No Data Avail	Edgartown FD	Edgartown FD
Egremont	1,217 in 18.84 sq mi	Berkshire CSO	No EMS Svc	No Data Avail	Southern Berkshire Ambulance	Southern Berkshire Ambulance
Erving	1,788 in 13.87 sq mi	Shelburne Falls State Police	137 127 136	193 186 277	Orange FD	Orange FD
Essex	3,637 in 14.16 sq mi	Essex PD	253 248 273	449 509 567	Essex FD	Essex FD
Florida	738 in 24.36 sq mi	Berkshire CSO	67 53 51	102 79 76	Northern Berkshire EMS	Northern Berkshire EMS

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

Fire Departments and Emergency Medical Services in Massachusetts

Department	Pop/ Cover Area	Dispatch	EMS Calls 16-18	Total Calls 16-18	EMS Provider	Ambulance Transport
Georgetown	8,530 in 12.94 sq mi	Georgetown PD	659 678 629	1902 1998 1484	Byfield FD	Byfield FD
Gill	1,496 in 13.98 sq mi	Shelburne Falls State Police	No EMS Svc	122 123 109	MedCare Ambulance	MedCare Ambulance
Goshen	1,069 in 17.37 sq mi	Northampton State Police	83 60 76	109 92 104	Highland EMS	Highland EMS
Gosnold (Cuttyhunk)	77 in 13.34 sq mi	Dukes CSO	No EMS Svc	No Data Avail		
Grafton	18,381 in 22.74 sq mi	Grafton PD	No EMS Svc	547 542 562	MedStar Ambulance	MedStar Ambulance
Granby	6,333 in 27.86 sq mi	Granby PD	674 696 779	878 982 1038	Granby FD	Granby FD
Granville	1,620 in 42.24 sq mi	Northampton State Police	111 114 118	174 201 196	Granville FD	Granville FD
Great Barrington	6,945 in 45.18 sq mi	Great Barrington PD	193 165 178	541 527 591	Southern Berkshire Ambulance	Southern Berkshire Ambulance
Groveland	7,059 in 8.94 sq mi	Groveland PD	361 394 396	593 691 737	Trinity EMS	Trinity EMS
Hadley	5,301 in 23.31 sq mi	Hadley PD Amherst CC (a)	373 405 926	1163 1080 1319	Amherst FD	Amherst FD
Hampden	5,195 in 19.64 sq mi	Hampden PD	No EMS Svc	110 354 549	AMR	AMR
Hancock	713 in 35.73 sq mi	Berkshire CSO	No EMS Svc	No Data Avail	Northern Berkshire EMS	Northern Berkshire EMS
Harvard	6,566 in 26.36 sq mi	Nashoba Valley RDC	364 370 386	279 282 356	Harvard Muni Amb	Harvard Muni Amb
Hardwick	3,010 in 38.59 sq mi	New Braintree State Police	No EMS Svc	56 85 72	Hardwick RS	Hardwick RS
Hatfield	3,290 in 16.02 sq mi	Northampton State Police	312 235 324	442 388 543	Hatfield Muni Amb	Hatfield Muni Amb
Hawley	331 in 30.86 sq mi	Shelburne Falls State Police	22 23 27	41 42 52	Charlemont FD	Charlemont FD
Heath	700 in 24.90 sq mi	Shelburne Falls State Police	32 41 66	68 99 113	Colrain Ambulance	Colrain Ambulance
Hinsdale	1,980 in 20.84 sq mi	Dalton Comm Center	117 146 96	211 241 180	Hinsdale Ambulance	Hinsdale Ambulance
Holland	2,502 in 12.39 sq mi	New Braintree State Police	163 132 137	235 206 205	Brimfield Ambulance	Brimfield Ambulance

Fire Departments and Emergency Medical Services in Massachusetts

Department	Pop/ Cover Area	Dispatch	EMS Calls 16-18	Total Calls 16-18	EMS Provider	Ambulance Transport
Holliston	14,388 in 18.71 sq mi	Self-Dispatch	943 900 982	1452 1383 1567	Holliston FD	Holliston FD
Huntington	2,179 in 26.64 sq mi	Northampton State Police	181 186 158	319 285 236	Hilltown EMS	Hilltown EMS
Lancaster	8,111 in 27.68 sq mi	Nashoba Valley RDC	675 624 631	908 912 898	Lancaster Muni Amb	Lancaster Muni Amb
Lanesborough	3,015 in 29.04 sq mi	Berkshire CSO	259 293 254	360 386 340	Lanesboro FD	Lanesboro FD
Lee	5,861 in 26.40 sq mi	Lee Comm Ctr	882 1192 1190	190 1398 1427	Lee Muni Ambulance	Lee Muni Ambulance
Leicester	11,270 in 23.36 sq mi	Leicester PD	1122 1279 1372	243 283 326	Leicester Muni EMS	Leicester Muni EMS
Leverett	1,856 in 22.85 sq mi	Shelburne Falls SP (f) Amherst (a)	95 81 110	155 128 185	Amherst FD	Amherst FD
Leyden	718 in 17.99 sq mi	Shelburne Falls State Police	No EMS Svc	13 7 14	MedCare Ambulance	MedCare Ambulance
Marion	5,048 in 14.63 sq mi	Marion PD	849 848 855	1274 1287 1546	Marion Muni EMS	Marion Muni EMS
Mattapoissett	6,221 in 16.48 sq mi	Mattapoissett PD	629 536 570	549 526 676	Police EMS	Police EMS
Merrimac ³³	6,724 in 8.53 sq mi	Merrimac PD	504 663 592	816 1081 961	Merrimac FD	Merrimac FD
Middlefield	528 in 24.16 sq mi	Berkshire CSO	No EMS Svc	49 43 44	Hinsdale FD	Hinsdale FD
Millbury	13,460 in 15.73 sq mi	Millbury PD	No EMS Svc	298 345 370	MedStar Ambulance	MedStar Ambulance
Millville	3,223 in 4.93 sq mi	Mendon PD	227 264 248	358 376 356	Millville FD	Millville FD
Monroe	120 in 10.71 sq mi	Shelburne Falls State Police	No EMS Svc	No Data Avail	Northern Berkshire EMS	Northern Berkshire EMS
Montague	2078 in 9.8 sq mi	Montague PD	97 #	191 183	MedCare Ambulance	MedCare Ambulance
Monterey	961 in 26.50 sq mi	Berkshire CSO	No EMS Svc	129 115 115	Southern Berkshire Ambulance	Southern Berkshire Ambulance
Montgomery	860 in 15.05 sq mi	Northampton State Police	No EMS Svc	No Data Avail	Hilltown EMS	Hilltown EMS

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

Fire Departments and Emergency Medical Services in Massachusetts

Department	Pop/ Cover Area	Dispatch	EMS Calls 16-18	Total Calls 16-18	EMS Provider	Ambulance Transport
New Ashford	224 in 13.54 sq mi	Berkshire CSO	No EMS Svc	# 19 21	Northern Berkshire EMS	Northern Berkshire EMS
New Braintree	1022 in 20.70 sq mi	New Braintree State Police	No EMS Svc	25 41 11	North Brookfield EMS	North Brookfield EMS
New Marlborough	1,492 in 47.20 sq mi	Berkshire CSO	87 89 95	158 175 180	New Marlboro RS	New Marlboro RS
New Salem	1000 in 44.98 sq mi	Shelburne Falls State Police	54 54 70	106 114 142	Orange FD	Orange FD
Newbury – Newbury Fire District		Newbury PD	300 714 551	777 1292 1002	Newbury FD	Newbury FD
North Brookfield	4,748 in 21.06 sq mi	New Braintree State Police	416 443 394	179 196 252	North Brookfield EMS	North Brookfield EMS
Northfield	3,012 in 34.41 sq mi	Shelburne Falls State Police	316 260 354	90 148 164	Northfield EMS	Northfield EMS
Oak Bluffs	4,698 in 7.37 sq mi	Dukes CSO	No Data Avail	No Data Avail	Oak Bluffs Muni Amb	Oak Bluffs Muni Amb
Oakham	1,921 in 21.12 sq mi	Rutland PD	131 104 123	202 185 214	Oakum FD	Oakum FD
Otis	1,585 in 35.84 sq mi	Berkshire CSO	132 137 144	# 127	Otis Muni RS	Otis Muni RS
Palmer - Bondsville Fire District	12,174 in 31.53 sq mi	Palmer PD	No EMS Svc	72 70 75	Palmer Ambulance	Palmer Ambulance
Palmer - Three Rivers Fire District		Palmer PD	No EMS Svc	154 103 162	Palmer Ambulance	Palmer Ambulance
Paxton	4,854 in 14.73 sq mi	Paxton Comm Ctr	480 491 742	27 660 990	Paxton FD	Paxton FD
Pelham	1,327 in 25.07 sq mi	Northampton State Police (f) Amherst (a)	81 72 97	139 121 168	Amherst FD	Amherst FD
Peru	846 in 25.98 sq mi	Berkshire CSO	No EMS Svc	# 40 53	Hinsdale FD	Hinsdale FD
Petersham	1,247 in 54.24 sq mi	New Braintree State Police	No EMS Svc	86 99 86	Athol FD	Athol FD
Phillipston	1,715 in 24.26 sq mi	Phillipston PD	127 146 119	192 193	Phillipston FD	Phillipston FD
Plainfield	650 in 21.05 sq mi	Northampton State Police	79 128	117 172	Highland EMS	Highland EMS
Plympton	2,873 in 14.79 sq mi	Duxbury Regional ECC	319 389 424	520 461 899	Plympton FD	Plympton FD

Fire Departments and Emergency Medical Services in Massachusetts

Department	Pop/ Cover Area	Dispatch	EMS Calls 16-18	Total Calls 16-18	EMS Provider	Ambulance Transport
Princeton	3,443 in 35.44 sq mi	Wachusett RECC	204 211 202	250 351 317	Princeton FD	Princeton FD
Provincetown	2,980 in 9.66 sq mi	Provincetown PD	1070 1000 1126	1246 1162 1311	Provincetwn FD	Provincetwn FD
Rehoboth	11,926 in 46.50 sq mi	Rehoboth PD	939 970 939	554 634 652	Rehoboth Ambulance	Rehoboth Ambulance
Richmond	1,440 in 18.96 sq mi	Berkshire CSO	199 169 184	324 293 307	Richmond FD	Richmond FD
Rochester	5,443 in 33.93 sq mi	Rochester Comm Ctr	No Data Avail	No Data Avail	Rochester FD	Rochester FD
Rockport	7,175 in 7.07 sq mi	Rockport PD	573 517 787	209 215 108	Rockport Muni Amb	Rockport Muni Amb
Rowe	387 in 23.55 sq mi	Shelburne Falls State Police	No EMS Svc	45 28 55	Northern Berkshire EMS	Northern Berkshire EMS
Royalston	1,269 in 41.89 sq mi	Shelburne Falls SP (f) SWNH (a)	106 105 #	174 151 113	Woods Ambulance	Woods Ambulance
Russell	1,787 in 17.56 sq mi	Northampton State Police	43 35 24	76 95 70	Hilltown EMS	Hilltown EMS
Sandisfield	919 in 52.32 sq mi	Berkshire CSO	99 99 124	164 149 181	Sandisfield FD	Sandisfield FD
Savoy	681 in 35.86 sq mi	Berkshire CSO	No EMS Svc	No Data Avail	Adams Ambulance	Adams Ambulance
Sheffield	3,208 in 48.15 sq mi	Berkshire CSO	201 268 268	343 414 392	Southern Berkshire Ambulance	Southern Berkshire Ambulance
Shelburne Center Fire District	1,883 in 23.25 sq mi	Shelburne Falls State Police	No EMS Svc	No Data Avail	Shelburne Falls FD	Shelburne Falls FD
Shelburne Falls Fire District	1,731 in 19.75 sq mi	Shelburne Falls State Police	354 281 194	387 # #	Shelburne Falls FD	Shelburne Falls FD
Sherborn	4,279 in 15.96 sq mi	Sherborn PD	286 277 320	519 519 585	Sherborn FD	Sherborn FD
Shutesbury	1,770 in 26.61 sq mi	Shelburne Falls SP (f) Amherst (a)	No Data Avail	No Data Avail	Amherst FD	Amherst FD
South Deerfield Fire District	5,054 in 32.29 sq mi	Shelburne Falls State Police	No EMS Svc	226 199 237	South County EMS	South County EMS
South Hadley Fire District #2	17,691 in 17.71 sq mi	South Hadley PD	405 409 405	816 783 770	So. Hadley Fire District #2	So. Hadley Fire District #2
Southampton	6,078 in 28.15 sq mi	Southampton FD	466 441 440	675 614 660	southampton FD	southampton FD

Fire Departments and Emergency Medical Services in Massachusetts

Department	Pop/ Cover Area	Dispatch	EMS Calls 16-18	Total Calls 16-18	EMS Provider	Ambulance Transport
Spencer	11,805 in 32.85 sq mi	Spencer PD	1549 1605 1460	406 447 497	Spencer RS	Spencer RS
Stockbridge	1,950 in 22.94 sq mi	Berkshire CSO	192 201 175	382 375 375	Lee Muni Ambulance	Lee Muni Ambulance
Sunderland	3,679 in 14.39 sq mi	Shelburne Falls State Police	No EMS Svc	169 131 163	South County EMS	South County EMS
Swansea	16,150 in 23.06 sq mi	Swansea PD	2455 2772 2193	482 502 494	Swansea Ambulance	Swansea Ambulance
Templeton	8,155 in 32.04 sq mi	Templeton PD	812 709 738	1047 994 1027	Templeton FD	Templeton FD
Tisbury	4,128 in 6.56 sq mi	Dukes CSO	No EMS Svc	360 363 369	Police Ambulance	Police Ambulance
Tolland	492 in 31.64 sq mi	Berkshire CSO	No EMS Svc	No Data Avail	Sandisfield FD	Sandisfield FD
Truro	2,011 in 21.05 sq mi	Truro PD	526 526 559	835 796 800	Truro RS	Truro RS
Tyringham	324 in 18.70 sq mi	Lee Comm Center	No EMS Svc	No Data Avail	Lee Muni Ambulance	Lee Muni Ambulance
Wales	1,878 in 15.75 sq mi	New Braintree State Police	# 143 131	# 274 194	Brimfield Ambulance	Brimfield Ambulance
Warwick	769 in 37.27 sq mi	Shelburne Falls State Police	No EMS Svc	No Data Avail	Orange FD	Orange FD
Wendell	871 in 31.99 sq mi	Shelburne Falls State Police	No EMS Svc	67 68 60	Orange FD	Orange FD
Wenham	5,165 in 7.72 sq mi	Hamilton PD	391 378 429	815 740 843	Lyons Ambulance	Lyons Ambulance
W. Brookfield	3,763 in 20.47 sq mi	New Braintree State Police	498 900 840	112 123 135	West Brookfield EMS	West Brookfield EMS
West Newbury	4,495 in 13.52 sq mi	West Newbury PD	237 274 268	489 521 542	Cataldo Ambulance	Cataldo Ambulance
West Stockbridge	1,282 in 18.48 sq mi	Berkshire CSO	72 86 65	127 143 111	Richmond FD	Richmond FD
West Tisbury	2,901 in 25.01 sq mi	Dukes CSO	226 252 230	240 222 209	Tri-Town Ambulance	Tri-Town Ambulance
Westhampton	1,634 in 27.14 sq mi	Northampton State Police	101 123 105	179 210 228	Pioneer Valley Amb	Pioneer Valley Amb
Whately	1,515 in 20.18 sq mi	Shelburne Falls State Police	No EMS Svc	75 75 37	South County EMS	South County EMS

Fire Departments and Emergency Medical Services in Massachusetts

Department	Pop/ Cover Area	Dispatch	EMS Calls 16-18	Total Calls 16-18	EMS Provider	Ambulance Transport
Williamsburg	2,472 in 25.63 sq mi	Northampton State Police	176 225 226	298 359 363	Highland EMS	Highland EMS
Williamstown Fire District	7,605 in 46.89 sq mi	Williamstown PD	No EMS Svc	212 220 196	Northern Berkshire EMS	Northern Berkshire EMS
Windsor	897 in 34.99 sq mi	Dalton Comm Ctr	45 48 42	72 76 58		
Worthington	1,179 in 32.06 sq mi	Northampton State Police	No EMS Svc	No Data Avail	Hilltown EMS	Hilltown EMS

South Hadley has 4 FT deployed in 4 groups of 1

Towns with No Fire Department

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

Appendix A - EMS and Fire Emergency Calls across New England

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

New England State	2013	2014	2015	2016	2017	2018	5yr Avg
Connecticut							
Muni EMS calls	205,487	185,890	203,422	222,609	225,621	245,978	214,835
Fire calls	13,069	11,956	11,740	11,884	11,584	11,710	11,991
Non-fire calls	113,139	106,845	107,797	113,860	121,262	141,532	117,406
Total Muni Calls	331,695	304,691	322,959	348,353	358,467	399,220	344,231
% Muni EMS calls	62.0%	61.0%	63.0%	63.9%	62.9%	61.6%	62.4%
% Muni Fire Calls	3.9%	3.9%	3.6%	3.4%	3.2%	2.9%	3.5%
Maine							
Muni EMS calls	66,293	76,138	81,947	81,846	70,410	91,065	77,950
Fire calls	5,261	5,556	5,749	6,422	5,623	6,459	5,845
Non-fire calls	30,535	35,451	34,262	35,998	35,987	40,148	35,397
Total Muni Calls	102,089	117,145	121,958	124,266	112,020	137,672	119,192
% Muni EMS calls	64.9%	65.0%	67.2%	65.9%	62.9%	66.1%	65.4%
% Muni Fire Calls	5.2%	4.7%	4.7%	5.2%	5.0%	4.7%	4.9%
New Hampshire							
Muni EMS calls	87,534	99,124	98,746	111,147	114,796	111,089	103,739
Fire Calls	6,071	5,844	6,793	7,375	4,121	5,267	5,912
Non-fire calls	52,407	58,378	55,260	58,261	59,607	59,678	57,265
Total Muni Calls	146,012	163,346	160,799	176,783	178,524	176,034	166,916
% Muni EMS calls	59.9%	60.7%	61.4%	62.9%	64.3%	63.1%	62.2%
% Muni Fire Calls	4.2%	3.6%	4.2%	4.2%	2.3%	3.0%	3.5%
Vermont							
Muni EMS calls	22,225	22,513	23,535	23,208	21,295	25,012	22,965
Fire Calls	4,076	5,431	3,575	3,269	2,458	2,660	3,578
Non-fire calls	20,119	16,332	16,332	16,332	17,011	18,199	17,388
Total Muni Calls	46,420	45,569	45,763	44,085	40,764	45,871	44,745
% Muni EMS calls	47.9%	49.4%	51.4%	52.6%	52.2%	54.5%	51.3%
% Muni Fire Calls	8.8%	11.9%	7.8%	7.4%	6.0%	5.8%	8.0%
Massachusetts							
Muni EMS calls	443,486	472,447	510,956	525,726	561,350	564,981	513,158
Fire calls	29,828	28,989	31,302	31,889	27,895	25,504	29,235
Non-fire calls	298,686	306,611	327,928	328,719	347,026	377,512	331,080
Total Muni Calls	772,000	808,047	870,186	886,334	936,271	967,997	873,473
% Muni EMS calls	57.4%	58.5%	58.7%	59.3%	60.0%	58.4%	58.7%
% Muni Fire Calls	3.9%	3.6%	3.6%	3.6%	3.0%	2.6%	3.3%
Rhode Island							
Muni EMS calls	133,709	134,126	143,614	179,215	120,883	130,252	137,150
Total Muni Calls	159,510	159,159	171,039	205,234	148,725	154,507	163,236
% Muni EMS calls	83.8%	84.3%	84.0%	87.3%	81.3%	84.3%	84.0%
% Muni Fire Calls	16.2%	15.7%	16.0%	12.7%	18.7%	15.7%	16.0%

Fire Departments and Emergency Medical Services in Massachusetts

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

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

Appendix B – Mutual Aid Associations

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

Fire Departments and Emergency Medical Services in Massachusetts

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

Fire Departments and Emergency Medical Services in Massachusetts

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

Fire Departments and Emergency Medical Services in Massachusetts

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

Fire Departments and Emergency Medical Services in Massachusetts

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

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

Fire Departments and Emergency Medical Services in Massachusetts

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