

# **Fire Departments and Emergency Medical Services in Massachusetts**

## **2016/FY16-2019/FY19**



Compiled by



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# Introduction

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

There are almost 29,705 fire departments in the United States of which only about 18% are full-time departments<sup>1</sup> 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.

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<sup>1</sup> U.S. Fire Department Profile 2018. February 2020. Ben Evarts and Gary P. Stein.

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

- Barnstable has five fire districts: Barnstable, COMM, Cotuit, Hyannis, and West Barnstable.
- Dartmouth has three fire districts: Dartmouth #1 (southeastern part of town), Dartmouth #2 (southwestern part of town), and Dartmouth #3 (northern part of town)
- Montague has two fire districts: Montague Center and Turner Falls
- 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

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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.

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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 departments<sup>2</sup>. 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.

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

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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), Orange (4), Charlemont (3), Lee (3), Newbury (2), 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, Boston, Brookfield, Carver, Conway, Harvard, Hatfield, Leicester, Mattapoisett, Oak Bluffs, Otis, Rockport, Shirley, Tisbury, and Wareham. Their statistics will be listed in green in the EMS call column.
- Brimfield Ambulance, Colrain Ambulance, Hardwick Rescue Squad, Northern Berkshire EMS, North Brookfield EMS, Palmer Ambulance, Otis Ambulance, Rehoboth Ambulance, Spencer Rescue, Swansea Ambulance, Webster EMS, 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.

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- 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.
- Lee Ambulance merges with the Lee Fire Department in 2018 to become Lee Fire-EMS.
- Bolton Ambulance merges with the Bolton Fire Department in 2019 to become Bolton Fire-EMS.

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%<sup>3</sup>. It is estimated that 66% of all fire department calls in 2011 were EMS-related<sup>4</sup>. 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 ISO<sup>5</sup> 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

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

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

<sup>5</sup> Fire Chief's Opinion 2008. ISO, September 2008



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

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

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

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

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

### **Fire Dispatch**

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

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

<b>Massachusetts</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>5yr Avg</b>
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:**

The cost for firefighting continues to increase as a house burns faster (due to more petroleum-based products in the house and more open floor plans, it is estimated that occupants have 5 minutes to escape rather than 15 minutes years ago). This requires firefighters to be equipped with proper turnout gear which can cost \$3,000 for each firefighter.

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 bringing the cost to between \$400K and \$600K. 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.<sup>6</sup>

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.

As a result, some regionalization of services has started. This means sharing resources where fire departments train together, cross-train with equipment, sharing equipment. Sharing employees for administrative services whether it be a fire chief (such as what is happening in New Salem and Wendell, and Rowe and Charlemont) or sharing a code enforcement inspector.

### **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:

Newburyport switches from AMR to Cataldo Ambulance Service.  
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.

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

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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

Plympton now dispatched by Duxbury Regional Emergency Communications Center.

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.

Oak Bluffs merges Fire and EMS departments together forming the Oak Bluffs Fire-EMS Department

2017:

Cataldo ambulance acquires Lyons Ambulance.

Danvers now service by Atlantic Ambulance.

Halifax now dispatched by Duxbury Regional Emergency Communications Center which is now called "Regional Old Colony Communications Center.

2018:

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

Saugus swiches from Cataldo Ambulance to Armstrong Ambulance.

2019:

Brimfield Ambulance ceases operations after 40 years and is replaced by Action Ambulance

Wakefield switches ambulance service from Action Ambulance to Cataldo Ambulance.

2020:

Hampden switches ambulance service from AMR to Action Ambulance.

Hanson now dispatched by Regional Old Colony Communications Center.

## Fire Departments Providing 24/7 Immediate Coverage

Fire Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	EMS Calls (16-19)	Total Calls (16-19)	BLS Transport	Paramedic Services
Abington	16,197 over 9.94 sq mi	Holbrook PS Comm Ctr	27/7 4 groups of 6 10/14 shift 2 stations	2147 2451 2378 2071	3442 3109 3208 2994	Abington FD	Abington FD
Acton	23,237 over 19.97 sq mi	Acton PD	45/2 4 groups of 10 1-1-1-5 shift 3 stations	1652 2509 1840 1906	5024 4324 5591 4969	Acton FD	Emerson Hospital Pro EMS
Agawam	28,772 over 23.24 sq mi	Agawam PD	58/13 4 groups of 13 1-1-1-5 shift 2 stations	3873 3623 3990 #	2398 6156 6504 #	Agawam FD	Agawam FD
Amesbury	16,794 over 12.40 sq mi	Amesbury PD	35/7 4 groups of 8 1-1-1-5 shift 3 stations	2037 2228 2505 2309	3449 3118 3558 3925	Amesbury FD	Amesbury FD
Amherst	39,774 over 27.72 sq mi	Amherst Comm Ctr	46/24 4 groups of 10 24/72 2 stations	4999 5113 5200 4341	6427 6605 6828 5863	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	2992 3145 3509 3573	3901 3957 4366 6932	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	3177 3549 3177 3183	5205 5273 5553 5046	Arlington FD	Armstrong Ambulance
Ashland	17,312 over 12.44 sq mi	Self Dispatch	23/6 4 groups of 5/6 1-1-1-5 shift 2 stations	1240 1524 1525 1558	1996 2277 2288 2331	Ashland FD	Ashland FD
Athol	11,621 over 32.57 sq mi	Athol PD	18/16 4 groups of 4 24/72 shift 2 stations	1469 1890 1639 2031	2422 2529 2616 3245	Athol FD	Athol FD
Attleboro	43,970 over 27.51 sq mi	Attleboro PD	96/0 4 groups of 22 1-1-1-5 shift 4 stations	4448 5384 5767 5734	6393 7403 8037 7885	Attleboro FD	Attleboro FD
Auburn <sup>7</sup>	16,387 over 15.36 sq mi	Auburn PD	31/16 4 groups of 7/8 1-1-1-2-1-2-1-1-1 2 stations	2476 2520 2610 2726	3538 3632 3768 3793	Auburn FD	Auburn FD
Avon	4,464 over 4.38 sq mi	Avon PD	10/22 4 groups of 2 1-1-1-5 shift 1 station	829 797 804 806	1470 1265 1371 1395	Avon FD	Avon FD
Ayer	7,952 over 9.02 sq mi	Ayer PD	15/26 4 groups of 3 24/72 shift 1 station	1392 1388 1547 1470	2159 2151 2269 2169	Ayer FD	Ayer FD

<sup>7</sup> Some shifts augmented by call firefighters

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<b>Fire Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>Staffing FT/Call</b>	<b>EMS Calls (16-19)</b>	<b>Total Calls (16-19)</b>	<b>BLS Transport</b>	<b>Paramedic Services</b>
Barnstable - Barnstable Fire District	3,500 over 13.8 sq mi	Barnstable CSO	19/0 4 groups of 4 1-1-1-5 shift 1 station	741 752 697 957	1241 1284 1255 1510	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	2853 3095 3051 3446	4142 4519 4888 5053	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	497 487 531 552	835 825 919 860	Cotuit FD	Cotuit FD
Barnstable - Hyannis Fire District	15,000 over 9.5 sq mi	Self- Dispatch	59/0 4 groups of 12 1-2-1-4 shift 1 station	5268 5317 5412 5646	6587 6689 6952 7344	Hyannis FD	Hyannis FD
Bedford	14,205 over 13.74 sq mi	Bedford ECC	28/10 4 groups of 6/7 1-1-1-5 shift 1 station	1443 1556 1526 1592	3171 3273 2640 2567	Bedford FD	Armstrong Ambulance
Bellingham	16,770 over 18.50 sq mi	Bellingham PD	26/3 4 groups of 5 1-2-1-4 shift 3 stations	1902 2366 2773 2973	4561 4570 5278 5507	Bellingham FD	Bellingham FD
Belmont <sup>8</sup>	25,496 over 4.66 sq mi	Belmont Public Safety	59/0 4 groups of 12/13 24/72 shift 3 stations	1596 1650 1811 1768	2814 2804 3055 3007	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	2479 2861 2986 2783	4685 5136 5259 4923	NE Regional Amb	NE Regional Amb
Billerica	42,264 over 25.89 sq mi	Billerica PD	83/0 4 groups of 18 1-1-1-5 shift 5 stations	3472 3826 3886 3733	5279 5348 5580 6361	Billerica Muni EMS	Greater Lowell EMS
Blackstone	9,091 over 10.90 sq mi	Blackstone PD	9/25 4 groups of 2 24/72 shift 3 stations*	1092 1085 1099 953	1593 1830 1757 1537	Blackstone FD	Blackstone FD
Boston	655,884 over 48.43 sq mi	Boston PD	1500/0 4 groups of 366 10/14 shift 34 stations	125,585 149,555 126,419 127,802	84,962 85,156 84,758 83,173	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	3625 3718 3414 3158	4713 4680 4479 4354	Bourne FD	Bourne FD
Boxborough <sup>9</sup>	5,171 over 10.36 sq mi	Boxborough PD	6/25 1 group of 4d/2n 10h shift 1 station	510 504 660 602	1733 1802 1643 1581	Boxborough FD	Emerson Hospital Pro EMS

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

<sup>9</sup> 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**

<b>Fire Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>Staffing FT/Call</b>	<b>EMS Calls (16-19)</b>	<b>Total Calls (16-19)</b>	<b>BLS Transport</b>	<b>Paramedic Services</b>
Braintree	37,362 over 13.90 sq mi	Braintree PD	91/0 4 groups of 21 10/14 shift (mod) 3 stations	3346 3781 4051 4192	5684 6135 6569 7095	Fallon Ambulance	Fallon Ambulance
Brewster	9,954 over 22.98 sq mi	Barnstable CSO	16/35 4 groups of 3 1-2-1-4 shift 1 station	2257 2316 2512 1844	2940 2946 3426 2450	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	2545 2838 2901 3100	4161 4227 4578 4564	Bridgewater FD	Bridgewater FD
Brockton	94,779 over 21.47 sq mi	Brockton PD	188/0 4 groups of 40 10/14 shift 6 stations	20,209 18,098 19,601 20,024	26,523 26,246 26,318 26,001	AMR	AMR
Brookline	59,334 over 6.79 sq mi	Self- Dispatch	168/0 4 groups of 37 24/72 shift 6 stations	4334 4659 3076 4853	8013 8201 8348 8586	Fallon Ambulance	Fallon Ambulance
Burlington	25,683 over 11.81 sq mi	Burlington PD	70/0 4 groups of 14 1-2-1-4 shift 2 stations	3002 3150 3042 3210	7459 7556 7548 4681	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	6384 6961 6911 6561	14,494 15,411 15,381 15,346	Professional Ambulance	Cambridge FD
Canton	22,510 over 18.93 sq mi	Canton PD	54/0 4 groups of 12 1-1-1-5 shift 2 stations	2665 2274 2371 2531	4095 4291 4300 4017	Canton FD	Canton FD
Charlton	13,312 over 42,53 sq mi	Charlton PD	24/9 4 groups of 5 24/72 shift 2 stations*	1503 1834 1957 1919	2185 2449 2595 2638	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*	1045 1055 1466 1755	2713 2787 3160 3092	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	3667 3823 4056 #	6557 6635 7234 #	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	6170 6170 5785 5341	9472 9774 8604 8018	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	8923 9560 9974 8228	11,612 11,867 12,436 12,156	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	1405 1214 1270 1160	2078 1748 1865 1660	Clinton FD	Marlboro- Hudson Ambulance

**Fire Departments and Emergency Medical Services in Massachusetts**

<b>Fire Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>Staffing FT/Call</b>	<b>EMS Calls (16-19)</b>	<b>Total Calls (16-19)</b>	<b>BLS Transport</b>	<b>Paramedic Services</b>
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	959 946 890 891	1766 1789 1808 1745	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	1961 1895 1827 1910	3670 3589 3541 3662	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	3105 3060 3450 3807	7261 7668 8043 8398	Atlantic Ambulance	Atlantic Ambulance
Dedham	27,460 over 10.45 sq mi	Dedham PD	68/0 4 groups of 16 1-1-1-5 shift 2 stations	3164 3312 3188 2902	4873 4808 5106 4570	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	3568 3400 3508 3686	5103 4963 5404 5480	Dennis FD	Dennis FD
Dighton <sup>10</sup>	7,315 over 22.38 sq mi	Dighton PD	10/41 3 groups of 3 24/48 shift 2 stations	831 719 766 705	1039 966 1027 967	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	2480 2528 2359 2375	3825 4028 3937 3766	Patriot Ambulance	Patriot Ambulance
Duxbury	15,384 over 23.75 sq mi	Regional Old Colony CC	27/8 4 groups of 6 1-1-1-5 shift 2 stations	1479 1441 1603 1616	2471 2414 3041 2653	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	1943 1858 1792 2006	2496 2382 2515 2792	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	1216 1225 1443 1354	1722 1829 2205 2124	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	2282 2313 2429 2217	2855 2856 3010 2775	Easthampton FD	Easthampton FD
Easton	23,907 over 28.44 sq mi	Easton PD	44/0 4 groups of 10 1-1-1-5 shift 3 stations	2361 2143 2248 2498	4372 3927 3933 3562	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	3658 3417 3453 4620	5727 5427 5552 6581	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*	2786 2645 2828 2828	3535 3384 3738 3684	Fairhaven FD	Fairhaven FD

<sup>10</sup> Dighton uses per diem firefighters to provide coverage on Saturday.

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<b>Fire Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>Staffing FT/Call</b>	<b>EMS Calls (16-19)</b>	<b>Total Calls (16-19)</b>	<b>BLS Transport</b>	<b>Paramedic Services</b>
Fall River	88,712 over 31.02 sq mi	Fall River PD	175/0 4 groups of 41  6 stations	20,775 20,856 23,285 23,848	28,319 28,303 31,182 31,178	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	5427 5973 6122 6041	6974 7499 8085 7877	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	8137 11,084 10,676 7483	13,179 16,047 15,580 12,242	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	2120 2319 2231 2338	3354 3131 3496 3476	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	7283 7256 7586 7603	11,377 11,318 11,944 11,960	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	2678 3151 3108 3073	3781 4150 4408 4486	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	1231 1376 1309 1065	1705 1887 2164 1932	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	3814 3710 4060 3751	6092 5417 6308 5162	Woods Ambulance	Woods Ambulance
Gloucester	29,626 over 25.96 sq mi	Gloucester PD	79/0 4 groups of 17 1-1-1-5 shift 4 stations	3156 3426 3480 3697	5066 5319 5464 5713	Gloucester FD	Gloucester FD
Greenfield <sup>11</sup>	17,368 over 21.73 sq mi	Greenfield PD	31/21 4 groups of 7 1-1-1-5 shift 1 station	1429 1558 1654 1828	2702 2627 2791 2901	Greenfield FD	MedCare Ambulance
Halifax	7,767 over 16.15 sq mi	Regional Old Colony CC	8/20 4 groups of 2 Mod 10/14 shift 1 station	924 946 1052 1033	1585 1569 1801 1464	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	1646 1708 1699 1772	2884 2682 3099 2932	Hanover FD	Hanover FD
Hanson	10,441 over 15.01 sq mi	Regional Old Colony CC	18/8 4 groups of 4 1-1-1-5 shift 2 stations*	1332 1330 1310 1292	1981 1955 2157 1962	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	3349 3183 2886 3504	4322 4205 5029 4863	Harwich FD	Harwich FD

<sup>11</sup> Greenfield starts BLS ambulance service in 2013.



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Haverhill	62,488 over 33.33 sq mi	Haverhill PD	101/16 4 groups of 23 1-2-1-4 shift 6 stations	4161 3838 4207 3960	7360 6991 7613 7190	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	2674 2674 2761 2815	4370 4384 4495 4616	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*	1475 1409 1410 1649	2506 2613 2704 2835	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*	1696 1607 1629 1714	2240 2108 2126 2229	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	1903 2418 1635 2104	4989 5175 4150 4719	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	835 1052 1078 1080	1174 1428 1527 1674	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 1625	2065 2274 2505 2318	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	1808 1803 1858 1834	3610 3477 3482 3603	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	1118 1785 1696 1621	2613 2633 2814 2547	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*	1102 1151 1040 937	2050 2119 2110 2164	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*	1669 1741 2012 1936	2419 2408 2873 2628	Kingston FD	Kingston FD
Lakeville	11,208 over 29.90 sq mi	Lakeville PD	10/22 4 groups of 3/2 1-2-1-4 shift 1 station	814 # 1049 1148	1776 1884 2071 2282	Lakeville FD	Lakeville FD
Lawrence	78,197 over 6.96 sq mi	Lawrence PD	136/0 4 groups of 27 1-1-1-5 shift 6 stations	3381 3651 3164 3111	6385 6679 6683 7682	LGH EMS	LGH EMS
Lenox	5,004 over 21.22 sq mi	Berkshire CSO	6/58 2 groups of 2 3 stations	918 1135 1147 1218	1678 1644 1780 1978	Lenox FD	County Ambulance

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Leominster	41,150 over 28.88 sq mi	Leominster PD	89/0 4 groups of 20 1-2-1-4 shift 3 stations	5318 5471 5536 5343	7676 7866 8178 8175	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	2331 2510 2533 2405	3606 3760 3923 4105	Lexington FD	Lexington FD
Lincoln <sup>12</sup>	7,289 over 14.37 sq mi	Lincoln PD	14/10 4 groups of 4 1-1-1-5 shift 1 station	625 689 903 871	1520 1412 1498 1415	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	1554 1577 1842 1967	2494 2364 2757 3054	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	9609 10,312 10,376 9865	15,598 16,287 16,729 15,041	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	3128 3183 3213 3574	4071 4061 4178 4602	Ludlow FD	Ludlow FD
Lynn	92,137 over 10.82 sq mi	Self- Dispatch	213/0 => 183/0 4 groups of 45 10/14 shift 8 stations	7439 8459 7755 8430	11,954 13,732 12,987 14,285	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	4365 6226 6304 6452	8476 8923 9189 9045	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	533 560 490 546	924 1086 1112 1293	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	2018 1887 2618 2194	3016 3500 3642 3441	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	1154 1283 1249 1342	2634 2548 2865 2778	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	3764 4299 4971 5044	6342 7053 7793 7666	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	2569 2889 2562 2766	4350 4709 4734 4248	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	2385 2172 2538 2505	3595 3417 4050 3870	Mashpee FD	Mashpee FD

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

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Maynard	10,474 over 5.24 sq mi	Maynard PD	21/2 4 groups of 5 1-1-2-5 shift 1 station	858 994 1019 823	1484 1532 1504 1336	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	562 600 692 784	1279 1150 1447 1452	Medfield FD	AMR
Medford	57,437 over 8.14 sq mi	Medford PD	115/0 4 groups of 27 10/14 shift 6 stations	6449 6582 6604 7509	9541 9675 9776 9784	Armstrong Ambulance	Armstrong Ambulance
Medway	13,184 over 11.45 sq mi	Medway PD	21/17 4 shifts of 4  2 stations	959 1053 862 1331	1911 1659 1968 2055	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 6 stations	1545 1660 1583 2069	4179 4178 4374 4495	Melrose FD	Cataldo Ambulance
Methuen	49,112 over 22.40 sq mi	Methuen PD	98/0 4 groups of 23 1-1-1-5 shift 4 stations	5736 5851 6153 6161	8012 7922 8398 8648	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	2378 2460 2363 4137	4486 4643 4781 4765	Brewster Amb	Brewster Amb
Middleton <sup>13</sup>	9,578 over 13.97 sq mi	Middleton PD	10/22 4 groups of 3/4 1-1-1-5 shift 1 station	984 990 1033 820	2192 2044 2094 2151	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	3279 3518 3669 3911	5110 5336 5382 5204	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	949 876 876 1007	1256 1601 1690 1886	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	2172 2200 2583 2559	4062 4110 4384 4148	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	383 353 346 317	708 628 662 617	Nahant FD	Nahant FD
Nantucket	10,856 over 47.81 sq mi	Nantucket PD	23/12 4 groups of 4 1-1-1-5 shift 4 stations	1262 1500 1545 1453	2907 3155 3246 3235	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	3069 3432 3251 3189	5146 5267 5676 5402	Natick FD	Natick FD

<sup>13</sup>Middleton has a call firefighter working during the day and 2 call firefighters during the night.

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Needham	30,205 over 12.61 sq mi	Self- Dispatch	74/0 4 groups of 15/16 24/72 shift 2 stations	1976 2102 1922 2165	3883 3966 3723 4029	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	18,784 17,373 18,582 18,841	16,669 15,748 15,335 14,627	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	Atlantic Ambulance	Atlantic Ambulance
Newton	88,287 over 18.05 sq mi	Newton PD	186/0 4 groups of 42 24/72 shift 6 stations	4075 4259 4872 4633	9021 9177 9586 10,429	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	1064 1184 1176 1119	1850 1825 2001 1806	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	5744 5489 9117 8500	1139 1156 1355 1290	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	2635 2966 3033 2942	4117 4427 4849 4723	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	2696 2622 2966 2824	3949 3875 4457 4337	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	1255 1264 1382 1440	2343 2406 2648 2567	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	5245 5105 5347 5496	7033 6977 7240 7395	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	1150 1320 1372 1493	2044 2321 2378 2333	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	2114 2350 2411 2256	3444 3582 3556 3267	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	1867 1997 2164 2115	3253 3303 3473 3509	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	1232 1257 1215 1300	2385 2366 2433 2478	Norwell FD	Norwell FD

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Norwood	29,056 over 10.48 sq mi	Norwood PD	67/0 4 groups of 15/16 1-1-1-5 shift 1 stations	4053 4202 4007 3951	5547 5616 5730 5513	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	1348 1360 1452 1549	2177 2229 2231 2478	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	1783 1782 1921 1831	2531 3079 3030 2690	Orleans FD	Orleans FD
Oxford	13,853 over 26.63 sq mi	Oxford PD	20/20 4 groups of 4 1-2-1-4 shift 2 stations	1762 1885 1857 1910	2412 2548 2568 2550	Oxford FD	Oxford FD
Peabody	52,376 over 16.40 sq mi	Peabody PD	113/0 4 groups of 25 24/72 shift 5 stations	# 5167 5191 3617	# 8090 8133 5897	Atlantic Ambulance	Atlantic Ambulance
Pembroke	18,197 over 21.84 sq mi	Pembroke PD	28/21 4 groups of 6/7 1-1-1-5 shift 4 stations	1789 1799 1832 #	3073 2946 3183 3131	Pembroke FD	Pembroke FD
Pittsfield	43,697 over 40.73 sq mi	Pittsfield PD	89/0 4 groups of 20 1-1-1-5 shift 5 stations	4621 4419 4183 4074	7321 7131 6999 6750	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	1452 1525 1624 1729	3370 3597 3527 3744	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	4142 5731 5772 5587	7310 9122 9388 8879	AMR	AMR
Quincy	93,397 over 16.78 sq mi	Quincy PD	212/0 4 groups of 50 10/14 shift (mod) 8 stations	6268 6713 5665 6735	10,673 10,752 9543 10,738	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	4661 4604 4891 4891	10,223 10,080 10,705 10,716	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	1970 2072 2053 2117	3095 3158 3345 3373	Raynham FD	Raynham FD
Reading	25,508 over 9.93 sq mi	Reading PD	52/0 4 groups of 12 1-1-1-5 shift 2 stations	2026 2275 2363 2332	3459 3837 4025 4094	Reading FD	Reading FD
Revere	54,154 over 5.91 sq mi	Self- Dispatch	105/0 4 groups of 24 1-1-1-5 shift 4 stations	7186 7175 7088 7086	10,740 11,063 11,118 10,891	Cataldo Ambulance	Cataldo Ambulance

**Fire Departments and Emergency Medical Services in Massachusetts**

<b>Fire Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>Staffing FT/Call</b>	<b>EMS Calls (16-19)</b>	<b>Total Calls (16-19)</b>	<b>BLS Transport</b>	<b>Paramedic Services</b>
Rockland	17,761 over 10.02 sq mi	Rockland PD	24/5 4 groups of 5/6 1-1-1-5 shift 1 station	2417 2460 2435 2403	3219 3152 3419 3277	Rockland FD	Rockland FD
Salem	42,824 over 8.10 sq mi	Salem PD	88/0 4 groups of 19 1-1-1-5 shift 5 stations	3989 4157 3985 4239	6968 7116 7420 7375	Atlantic Ambulance	Atlantic Ambulance
Salisbury <sup>14</sup>	8,706 over 15.43 sq mi	Salisbury PD	5/12 4 groups of 3 10/14 shift 1 station	1301 1413 1346 1259	2037 2148 2481 2384	Atlantic Ambulance	Atlantic Ambulance
Sandwich	20,536 over 43.04 sq mi	Sandwich PD	40/0 4 groups of 8 1-1-1-5 shift 3 stations	2828 2891 3017 3067	4013 4240 4880 4637	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 2846 2887 3149	4635 4663 4892 4855	Armstrong Ambulance	Armstrong Ambulance
Scituate	18,413 over 17.18 sq mi	Scituate PD	50/0 4 groups of 12 24/72 shift 3 stations	1841 1896 1996 1948	3140 3075 3564 3192	Scituate FD	Scituate FD
Seekonk	14,683 over 18.32 sq mi	Seekonk PD	35/10 4 groups of 8 Mod 10/14 shift 3 stations	2033 1933 2425 2385	3136 3157 3435 3630	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	1184 1129 1413 1485	2043 2058 2557 2487	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	2600 2720 2875 3109	3825 3881 4055 4268	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	2806 2890 2942 2701	3200 3365 3428 3127	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	6573 6565 6104 6404	13,681 12,730 14,156 13,358	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	1988 2080 2272 2279	2477 2558 2846 2811	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	769 736 734 819	1386 1310 1405 1353	Southboro FD	Southboro FD
Southbridge	16,825 over 20.36 sq mi	Southbridge PD	25/8 4 groups of 6 1-2-1-4 shift 1 station	2772 2814 2704 2912	3538 3563 3453 3932	Southbridge FD	Southbridge FD

<sup>14</sup> Salisbury uses career personnel during weekdays and per diem firefighters nights and weekends.

**Fire Departments and Emergency Medical Services in Massachusetts**

<b>Fire Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>Staffing FT/Call</b>	<b>EMS Calls (16-19)</b>	<b>Total Calls (16-19)</b>	<b>BLS Transport</b>	<b>Paramedic Services</b>
Springfield	153,991 over 32.10 sq mi	Springfield PD	267/0 4 groups of 45 10/14 shift 8 stations	7351 7438 8542 9278	15,035 15,690 14,631 16,280	AMR	AMR
Stoneham	21,886 over 6.15 sq mi	Stoneham PD	41/0 4 groups of 9 1-1-1-5 shift 1 station	2014 2359 2602 2482	3094 3437 4054 3843	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	3323 3430 3538 3548	5385 5431 5633 5341	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	1239 1167 1384 1311	1907 1809 2120 1965	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	1280 1282 1346 1369	2207 2067 2282 2197	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	1162 1186 1234 1100	2112 2172 2194 2214	Atlantic Ambulance	Atlantic Ambulance
Taunton	56,544 over 46.61 sq mi	Self Dispatch	127/0 4 groups of 28 1-1-1-5 shift 6 stations	6326 6983 7040 6595	8888 9542 9943 9714	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	3476 3774 2896 3916	8135 8531 8609 8930	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	744 660 697 771	1254 1129 1304 1308	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	1646 1729 1551 1635	2349 2546 2309 2393	Uxbridge FD	Uxbridge FD
Wakefield	26,774 over 7.47 sq mi	Wakefield PD	52/0 4 groups of 12 1-1-1-5 shift 2 stations	2631 2607 2664 2827	3785 3736 3765 4002	Cataldo Ambulance	Cataldo Ambulance
Walpole	24,933 over 20.54 sq mi	Walpole PD	35/10 4 groups of 8 24/72 shift? 3 stations	2128 2344 2266 2386	3246 3338 3499 3593	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	5114 4973 5051 5318	8696 8680 9010 8756	AMR	AMR
Ware	9,878 over 34.41 sq mi	Ware PD	18/25 4 groups of 4 10/14 shift 1 station	1548 1803 1739 2128	1832 2134 2091 2442	Ware FD	Ware FD

**Fire Departments and Emergency Medical Services in Massachusetts**

<b>Fire Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>Staffing FT/Call</b>	<b>EMS Calls (16-19)</b>	<b>Total Calls (16-19)</b>	<b>BLS Transport</b>	<b>Paramedic Services</b>
Wareham Fire District <sup>15</sup>	18,232 over 35.80 sq mi	Self Dispatch	19/50 4 groups of 4 1-1-1-5 shift 4 stations*	4631 4800 4745 4700	2112 2532 3004 2594	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	3084 3211 3399 3281	4745 5258 6529 6170	Watertown FD	Watertown FD
Wayland	13,541 over 15.23 sq mi	Wayland PD	26/10 4 groups of 6 1-1-1-5 shift 2 stations	1135 1289 1157 1206	3018 3908 3532 3729	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	2098 2098 2022 2197	4233 4221 4311 4226	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*	774 737 792 840	1178 1157 1277 1352	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	1429 1326 1326 1333	2484 2401 2631 2593	West Bridgewater FD	West Bridgewater FD
West Springfield	28,627 over 16.75 sq mi	West Springfield PD	78/0 4 groups of 18 1-1-1-5 shift 3 stations	5522 6071 6175 6613	6545 7310 7482 7984	West Springfield FD	West Springfield FD
Westborough	17,756 over 20.52 sq mi	Westboro PD	40/8 4 groups of 9/10 1-2-1-4 shift 1 station	2240 2433 2565 2909	3537 3718 4249 4510	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	6809 7651 7935 8066	9692 8957 9292 8879	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	2001 2022 1952 2052	2870 2996 3063 3390	Westford FD	Greater Lowell EMS
Westminster <sup>16</sup>	7,463 over 35.51 sq mi	Westminster PD	9/13 2 groups of 2/1 10/14 shift 1 station	709 848 944 959	1315 1451 1561 1551	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	1248 1273 1279 1342	2325 2320 2491 2524	Weston FD	AMR
Westport	15,742 over 50.05 sq mi	Westport PD	21/14 4 groups of 5 1-2-1-4 shift 2 stations	1982 1895 1825 1794	2742 2707 2695 2770	Westport FD	Westport FD

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

<sup>16</sup> 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**

<b>Fire Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>Staffing FT/Call</b>	<b>EMS Calls (16-19)</b>	<b>Total Calls (16-19)</b>	<b>BLS Transport</b>	<b>Paramedic Services</b>
Westwood	14,979 over 10.97 sq mi	Westwood PD	39/0 4 groups of 9 1-1-1-5 shift 2 stations	2106 2080 1999 1834	3325 3098 3473 3197	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	4392 4461 4792 5778	7848 7417 7898 8876	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	1587 1430 1553 1512	2664 2427 2622 2326	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	1783 1874 1956 2111	2510 2756 2960 3098	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	2253 2210 2061 2324	3379 3306 3176 3404	Wilmington FD	Action Ambulance
Winchendon <sup>17</sup>	10,615 over 43.28 sq mi	Winchendon PD	8/36 2 groups of 4/2 24/48 shift 1 station	1407 1338 1460 1503	2052 2059 2044 2129	Winchendon FD	Winchendon FD
Winchester	22,270 over 6.04 sq mi	Winchester PD	51/0 4 groups of 12 1-1-1-5 shift 2 stations	1439 1313 1273 1396	2381 2360 2393 2427	Winchester FD	Winchester FD
Winthrop	18,352 over 1.99 sq mi	Winthrop PD	36/0 4 groups of 8 1-1-1-5 shift 2 stations	2087 2130 2149 1950	3188 3328 3383 2983	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	4267 4427 4239 4158	6371 6411 6303 6215	Woburn FD	Action Ambulance
Worcester	183,016 over 37.56 sq mi	Worcester Comm Center	418/0 4 groups of 98 10/14 shift (mod) 10 stations	24,407 24,115 22,767 21,897	33,484 33,284 33,610 31,931	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	1256 1477 1328 1563	1973 2188 2188 2252	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	5564 5780 5861 5832	6803 7211 7303 7413	Yarmouth FD	Yarmouth FD

<sup>17</sup> Winchendon FT personnel work a 24h on, 48h off schedule with 5d off every 3<sup>rd</sup> 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	EMS Calls 17-19	Total Calls 17-19	BLS Transport	Paramedic Svcs
Acushnet <sup>18</sup>	10,410 in 18.45 sq mi	Self Dispatch	9/35 4 groups of 2 2 stations	1138 968 992	1750 1636 1271	Acushnet FD	Acushnet FD
Ashburnham	6,181 in 38.67 sq mi	Ashburnham PD	4/36 1 group of 3 2 stations	468 450 494	763 771 760	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?	1471 1691 1701	1805 2027 2123	Belchertown Muni EMS	Belchertown EMS
Berkley <sup>19</sup>	6,580 in 16.54 sq mi	Berkley PD	3/48 2 groups of 1 2 stations	346 523 560	473 742 764	Berkley FD	Berkley FD
Boxford	8,213 in 23.97 sq mi	Boxford PD	3/37 1 group of 2 2 stations	482 475 478	931 890 846	Boxford FD	Boxford FD
Boylston	4,475 in 16.03 sq mi	Boylston PD	3/26 1 shift of 2 1 station	433 518 652	631 762 908	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	1441 1544 1584	404 541 349	Carver Muni EMS	Carver Muni EMS
Dartmouth Fire District #1	15,000 in 18.0 sq mi	Dartmouth PD	1/46 1 group of 2 1 station	No EMS Svc	443 474 354	Stat Ambulance	Stat Ambulance
Douglas	8,681 in 36.37 sq mi	Douglas PD	4/23 1 group of 2 2 stations	929 795 799	1225 1215 1148	Douglas FD	Oxford FD
Dudley	11,818 in 21.05 sq mi	So. Worcester County RECC	7/28 2 groups of 3 1 station	1318 1260 1436	1834 1848 1997	Dudley FD	Oxford FD & Webster EMS
East Brookfield <sup>20</sup>	2,186 in 9.84 sq mi	New Braintree State Police	2/32 1 station	531 571 552	643 707 644	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	1233 1473 2789	1946 2169 3600	AMR	AMR
Groton <sup>21</sup>	11,222 in 32.77 sq mi	Groton PD	5/41 2 groups of 2 3 stations	735 687 #	1179 1302 638	Groton FD	Townsend FD
Hamilton <sup>22</sup>	8,188 in 14.60 sq mi	Hamilton PD	4/32 1 group of 3 1 station	560 452 428	904 1063 1191	Beaumont Ambulance	Beaumont Ambulance

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

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

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

<sup>21</sup> 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.

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

**Fire Departments and Emergency Medical Services in Massachusetts**

<b>Fire Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>Staffing FT/Call</b>	<b>EMS Calls 17-19</b>	<b>Total Calls 17-19</b>	<b>BLS Transport</b>	<b>Paramedic Svcs</b>
Hubbardston <sup>23</sup>	4,522 in 41.03 sq mi	Rutland PD	3/30 1 group of 2 2 stations	403 396 409	625 607 650	Hubbardston FD	Hubbardston FD
Littleton	9,396 in 16.62 sq mi	Littleton PD	7/29 1 shift of 6 1 station	1116 1255 1332	1782 2010 2095	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	1022 982 949	1520 1436 1331	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	1113 1209 1242	1855 2022 2022	Lynnfield FD	Lynnfield FD
Mendon <sup>24</sup>	5,960 in 18.10 sq mi	Mendon PD	5/12 2 groups of 2 1 station	551 532 505	793 752 713	Mendon FD	Mendon FD
Monson <sup>25</sup>	8,754 in 44.28 sq mi	Monson PD	4/50 2 groups of 2 1 station	1064 # 1089	1303 # 1453	Monson FD	Monson FD
Palmer - Palmer Fire District		Palmer PD	3/22 1 group of 2 1 station	2565 1451 #	347 436 525	Palmer Ambulance	
Pepperell	11,975 in 22.56 sq mi	Pepperell Comm Center	5/15 3 groups of 2 2 stations	905 896 949	1324 1269 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	397 339 377	784 780 800	Action Ambulance	Action Ambulance
Rutland <sup>26</sup>	8,349 in 35.26 sq mi	Rutland PD	7/36 3 groups of 2 1 station	919 819 868	1255 1094 1266	Rutland FD	Rutland FD
Shirley	7,372 in 15.82 sq mi	Shirley Comm Center	4/14 1 group of 3 1 station	525 538 577	1380 1462 1100	Shirley Muni Amb	
Southwick	9,689 in 30.96 sq mi	Southwick PD	4/42 1 group of 2 1 station	1087 998 1081	1359 1296 1388	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	741 808 924	1230 1331 1486	Sterling FD	Sterling FD
Stow	7,033 in 17.62 sq mi	Stow PD	6/50 1 group of 5 1 station	601 687 658	897 1030 934	Stow FD	M-H amb
Sutton	9,202 in 32.38 sq mi	Sutton PD	4/52 1 group of 2 3 stations	203 318 282	479 544 545	MedStar Ambulance	MedStar Ambulance
Topsfield <sup>27</sup>	6,505 in 12.74 sq mi	Topsfield PD	4/26 2 groups of 2 1 station	638 650 723	2378 2424 1850	NE Regional Amb	NE Regional Amb
Townsend <sup>28</sup>	9,404 in 32.87 sq mi	Townsend PD	4/20 1 group of 4 5 stations	841 951 930	1324 1363 1293	Townsend FD	Townsend FD

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

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

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

<sup>26</sup> Rutland staffs its station 18h per day with two career firefighters

<sup>27</sup> Topsfield career personnel work four 12h days then have four days off.

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

**Fire Departments and Emergency Medical Services in Massachusetts**

<b>Fire Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>Staffing FT/Call</b>	<b>EMS Calls 17-19</b>	<b>Total Calls 17-19</b>	<b>BLS Transport</b>	<b>Paramedic Svcs</b>
Tyngsborough <sup>29</sup>	12,149 in 16.86 sq mi	Town PD	4/33 1 group of 3 3 stations	1185 11781 107	1581 1760 1678	Trinity EMS	Greater Lowell EMS
Upton	7,699 in 21.52 sq mi	Upton PD	4/25 1 station	691 706 704	1044 1081 980	Upton FD	Alert Ambulance
Wareham - Onset Fire District	3,700 in 4.5 sq mi	Self-dispatch	5/57 2 stations	889 991 987	1442 1621 1475	Wareham Muni EMS	Wareham Muni EMS
Warren	5,178 in 27.53 sq mi	Warren PD	3/27 2 sations	486 561 599	694 807 903	Warren FD	Palmer, Sturbridge, Ware FD
Webster <sup>30</sup>	16,844 in 12.49 sq mi	So. Worcester County RECC	0/34 2 groups of 2/3 1 station	7163 6361 7022	751 739 739	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	382 397 352	628 661 609	West Barnstable FD	West Barnstable FD
West Boylston <sup>31</sup>	7,060 in 12.90 sq mi	West Boylston PD	7/28 1 group of 5 1 station	792 907 901	1134 1321 1289	West Boylston FD	West Boylston FD

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

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

<sup>31</sup> 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	1936 1799 #	309 347 372	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	347 437 306	584 679 493	Ashby FD	Ashby FD
Ashfield	1,731 in 40.30 sq mi	Shelburne Falls State Police	76 108 99	166 184 181	Highland EMS	Highland EMS
Barre	5,463 in 44.33 sq mi	Barre PD	745 755 858	1066 1067 1243	Barre Muni EMS	Barre Muni EMS
Becket	1,777 in 46.26 sq mi	Berkshire CSO	252 262 276	125 128 140	Becket Muni Ambulance	Becket Muni Ambulance
Berlin	2,978 in 12.93 sq mi	Berlin PD	307 346 435	591 652 681	Berlin FD	Berlin FD
Bernardston	2,113 in 23.41 sq mi	Shelburne Falls State Police	148 173 189	207 290 298	MedCare, Northfield Ambulance	MedCare, Northfield Ambulance
Blandford	1,255 in 51.74 sq mi	Berkshire CSO	No EMS Svc	96 105 125	Hilltown EMS	Hilltown EMS
Bolton	5,132 in 19.93 sq mi	Bolton PD	382 272 443	277 314 724	Bolton Fire-EMS	Bolton Fire-EMS
Brimfield	3,723 in 34.71 sq mi	New Braintree State Police	814 # 245	364 416 351	Action Ambulance	Action Ambulance
Brookfield	3,399 in 15.52 sq mi	New Braintree State Police	547 604 626	127 137 111	Brookfield Muni EMS	Brookfield Muni EMS
Buckland	1,874 in 19.56 sq mi	Shelburne Falls State Police	No EMS Svc	50 49 66	South Hadley FD	South Hadley FD
Carlisle	5,071 in 15.36 sq mi	Carlisle PD	264 263 237	469 496 415	Carlisle FD	Carlisle FD
Charlemont	1,246 in 26.10 sq mi	Shelburne Falls State Police	170 164 167	90 82 85	Charlemont Ambulance	Charlemont Ambulance
Cheshire	3,181 in 26.94 sq mi	Berkshire CSO	284 250 282	374 380 374	Adams Ambulance	Adams Ambulance
Chester	1,365 in 36.73 sq mi	Northampton State Police	No EMS Svc	# 75 119	Hilltown EMS	Hilltown EMS

**Fire Departments and Emergency Medical Services in Massachusetts**

<b>Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>EMS Calls 16-18</b>	<b>Total Calls 16-18</b>	<b>EMS Provider</b>	<b>Ambulance Transport</b>
Chesterfield	1,248 in 31.10 sq mi	Northampton State Police	87 72 76	131 122 133	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	351 261 250	220 274 246	Colrain Ambulance	Colrain Ambulance
Conway	1,887 in 37.71 sq mi	Shelburne Falls State Police	63 74 80	60 43 54	Conway Muni Amb	Conway Muni Amb
Cummington	872 in 23.05 sq mi	Northampton State Police	43 49 #	102 107 #	Highland EMS	Highland EMS
Dalton Fire District	6,693 in 21.81 sq mi	Dalton Comm Ctr	639 638 685	980 1007 1019	Dalton FD	Dalton FD
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	795 1149 986	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	251 276 244	574 645 511	Dover FD	Dover FD
Dunstable	3,389 in 16.55 sq mi	Groton Comm Ctr	178 135 163	333 326 347	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	127 136 137	186 277 314	Orange FD	Orange FD
Essex	3,637 in 14.16 sq mi	Essex PD	248 273 279	509 567 675	Essex FD	Essex FD
Florida	738 in 24.36 sq mi	Berkshire CSO	53 51 51	79 76 77	Northern Berkshire EMS	Northern Berkshire EMS

**Fire Departments and Emergency Medical Services in Massachusetts**

<b>Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>EMS Calls 16-18</b>	<b>Total Calls 16-18</b>	<b>EMS Provider</b>	<b>Ambulance Transport</b>
Georgetown	8,530 in 12.94 sq mi	Georgetown PD	678 629 671	1998 1484 1231	Byfield FD	Byfield FD
Gill	1,496 in 13.98 sq mi	Shelburne Falls State Police	No EMS Svc	123 109 115	MedCare Ambulance	MedCare Ambulance
Goshen	1,069 in 17.37 sq mi	Northampton State Police	60 76 75	92 104 108	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	542 562 463	MedStar Ambulance	MedStar Ambulance
Granby	6,333 in 27.86 sq mi	Granby PD	696 779 696	982 1038 969	Granby FD	Granby FD
Granville	1,620 in 42.24 sq mi	Northampton State Police	114 118 94	201 196 151	Granville FD	Granville FD
Great Barrington	6,945 in 45.18 sq mi	Great Barrington PD	165 178 162	527 591 578	Southern Berkshire Ambulance	Southern Berkshire Ambulance
Groveland	7,059 in 8.94 sq mi	Groveland PD	394 396 404	691 737 651	Trinity EMS	Trinity EMS
Hadley	5,301 in 23.31 sq mi	Hadley PD Amherst CC (a)	405 926 1063	1080 1319 1498	Amherst FD	Amherst FD
Hampden	5,195 in 19.64 sq mi	Hampden PD	No EMS Svc	354 549 539	Action Ambulance	Action Ambulance
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	370 386 #	282 356 336	Harvard Muni Amb	Harvard Muni Amb
Hardwick	3,010 in 38.59 sq mi	New Braintree State Police	No EMS Svc	85 72 97	Hardwick RS	Hardwick RS
Hatfield	3,290 in 16.02 sq mi	Northampton State Police	235 324 324	388 543 467	Hatfield Muni Amb	Hatfield Muni Amb
Hawley	331 in 30.86 sq mi	Shelburne Falls State Police	23 27 27	42 52 51	Charlemont FD	Charlemont FD
Heath	700 in 24.90 sq mi	Shelburne Falls State Police	41 66 42	99 113 65	Colrain Ambulance	Colrain Ambulance
Hinsdale	1,980 in 20.84 sq mi	Dalton Comm Center	146 96 #	241 180 86	Hinsdale Ambulance	Hinsdale Ambulance
Holland	2,502 in 12.39 sq mi	New Braintree State Police	132 137 #	206 205 153	Action Ambulance	Action Ambulance

**Fire Departments and Emergency Medical Services in Massachusetts**

<b>Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>EMS Calls 16-18</b>	<b>Total Calls 16-18</b>	<b>EMS Provider</b>	<b>Ambulance Transport</b>
Holliston	14,388 in 18.71 sq mi	Self-Dispatch	900 982 1139	1383 1567 1715	Holliston FD	Holliston FD
Huntington	2,179 in 26.64 sq mi	Northampton State Police	186 158 196	285 236 262	Hilltown EMS	Hilltown EMS
Lancaster	8,111 in 27.68 sq mi	Nashoba Valley RDC	624 631 687	912 898 940	Lancaster Muni Amb	Lancaster Muni Amb
Lanesborough	3,015 in 29.04 sq mi	Berkshire CSO	293 254 271	386 340 356	Lanesboro FD	Lanesboro FD
Lee	5,861 in 26.40 sq mi	Lee Comm Ctr	1192 1190 #	1398 1427 #	Lee Muni Ambulance	Lee Muni Ambulance
Leicester	11,270 in 23.36 sq mi	Leicester PD	1279 1372 1354	283 326 339	Leicester Muni EMS	Leicester Muni EMS
Leverett	1,856 in 22.85 sq mi	Shelburne Falls SP (f) Amherst (a)	81 110 84	128 185 163	Amherst FD	Amherst FD
Leyden	718 in 17.99 sq mi	Shelburne Falls State Police	No EMS Svc	7 14 18	MedCare Ambulance	MedCare Ambulance
Marion	5,048 in 14.63 sq mi	Marion PD	848 855 810	1287 1546 1248	Marion Muni EMS	Marion Muni EMS
Mattapoissett	6,221 in 16.48 sq mi	Mattapoissett PD	536 570 #	526 676 588	Police EMS	Police EMS
Merrimac <sup>32</sup>	6,724 in 8.53 sq mi	Merrimac PD	663 592 647	1081 961 1023	Merrimac FD	Merrimac FD
Middlefield	528 in 24.16 sq mi	Berkshire CSO	No EMS Svc	43 44 46	Hinsdale FD	Hinsdale FD
Millbury	13,460 in 15.73 sq mi	Millbury PD	No EMS Svc	345 370 391	MedStar Ambulance	MedStar Ambulance
Millville	3,223 in 4.93 sq mi	Mendon PD	264 248 215	376 356 361	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	No Data Avail	No Data Avail	MedCare Ambulance	MedCare Ambulance
Monterey	961 in 26.50 sq mi	Berkshire CSO	No EMS Svc	115 115 126	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

<sup>32</sup> 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**

<b>Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>EMS Calls 16-18</b>	<b>Total Calls 16-18</b>	<b>EMS Provider</b>	<b>Ambulance Transport</b>
New Ashford	224 in 13.54 sq mi	Berkshire CSO	No EMS Svc	19 21 37	Northern Berkshire EMS	Northern Berkshire EMS
New Braintree	1022 in 20.70 sq mi	New Braintree State Police	No EMS Svc	41 11 #	North Brookfield EMS	North Brookfield EMS
New Marlborough	1,492 in 47.20 sq mi	Berkshire CSO	89 95 100	175 180 178	New Marlboro RS	New Marlboro RS
New Salem	1000 in 44.98 sq mi	Shelburne Falls State Police	54 70 65	114 142 127	Orange FD	Orange FD
Newbury – Newbury Fire District		Newbury PD	714 551 #	1292 1002 #	Newbury FD	Newbury FD
North Brookfield	4,748 in 21.06 sq mi	New Braintree State Police	443 394 400	196 252 668	North Brookfield EMS	North Brookfield EMS
Northfield	3,012 in 34.41 sq mi	Shelburne Falls State Police	260 354 450	148 164 139	Northfield EMS	Northfield EMS
Oak Bluffs	4,698 in 7.37 sq mi	Dukes CSO	No Data Avail	No Data Avail	Oak Bluffs Fire-EMS	Oak Bluffs Fire-EMS
Oakham	1,921 in 21.12 sq mi	Rutland PD	104 123 147	185 214 249	Oakum FD	Oakum FD
Otis	1,585 in 35.84 sq mi	Berkshire CSO	137 144 #	127 110 121	Otis Muni RS	Otis Muni RS
Palmer - Bondsville Fire District	12,174 in 31.53 sq mi	Palmer PD	No EMS Svc	70 75 108	Palmer Ambulance	Palmer Ambulance
Palmer - Three Rivers Fire District		Palmer PD	No EMS Svc	103 162 178	Palmer Ambulance	Palmer Ambulance
Paxton	4,854 in 14.73 sq mi	Paxton Comm Ctr	491 742 702	660 990 1048	Paxton FD	Paxton FD
Pelham	1,327 in 25.07 sq mi	Northampton State Police (f) Amherst (a)	72 97 100	121 168 150	Amherst FD	Amherst FD
Peru	846 in 25.98 sq mi	Berkshire CSO	No EMS Svc	40 53 54	Hinsdale FD	Hinsdale FD
Petersham	1,247 in 54.24 sq mi	New Braintree State Police	No EMS Svc	99 86 98	Athol FD	Athol FD
Phillipston	1,715 in 24.26 sq mi	Phillipston PD	146 119 122	193 212 175	Phillipston FD	Phillipston FD
Plainfield	650 in 21.05 sq mi	Northampton State Police	128 115 #	172 152 #	Highland EMS	Highland EMS
Plympton	2,873 in 14.79 sq mi	Regional Old Colony CC	389 424 465	461 899 707	Plympton FD	Plympton FD

**Fire Departments and Emergency Medical Services in Massachusetts**

<b>Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>EMS Calls 16-18</b>	<b>Total Calls 16-18</b>	<b>EMS Provider</b>	<b>Ambulance Transport</b>
Princeton	3,443 in 35.44 sq mi	Wachusett RECC	211 202 203	351 317 320	Princeton FD	Princeton FD
Provincetown	2,980 in 9.66 sq mi	Provincetown PD	1000 1126 1395	1162 1311 1615	Provincetwn FD	Provincetwn FD
Rehoboth	11,926 in 46.50 sq mi	Rehoboth PD	970 939 #	634 652 623	Rehoboth Ambulance	Rehoboth Ambulance
Richmond	1,440 in 18.96 sq mi	Berkshire CSO	169 184 207	293 307 322	Richmond FD	Richmond FD
Rochester	5,443 in 33.93 sq mi	Regional Old Colony CC	No Data Avail	No Data Avail	Rochester FD	Rochester FD
Rockport	7,175 in 7.07 sq mi	Rockport PD	517 787 744	215 108 193	Rockport Muni Amb	Rockport Muni Amb
Rowe	387 in 23.55 sq mi	Shelburne Falls State Police	No EMS Svc	28 55 56	Northern Berkshire EMS	Northern Berkshire EMS
Royalston	1,269 in 41.89 sq mi	Shelburne Falls SP (f) SWNH (a)	105 88 99	151 174 180	Woods Ambulance	Woods Ambulance
Russell	1,787 in 17.56 sq mi	Northampton State Police	35 24 30	95 70 65	Hilltown EMS	Hilltown EMS
Sandisfield	919 in 52.32 sq mi	Berkshire CSO	99 124 136	149 181 187	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	268 268 277	414 392 450	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	281 194 #	No Data Avail	Shelburne Falls FD	Shelburne Falls FD
Sherborn	4,279 in 15.96 sq mi	Sherborn PD	277 320 315	519 585 575	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	199 237 227	South County EMS	South County EMS
South Hadley Fire District #2	17,691 in 17.71 sq mi	South Hadley PD	409 405 428	783 770 815	So. Hadley Fire District #2	So. Hadley Fire District #2
Southampton	6,078 in 28.15 sq mi	Southampton FD	441 440 458	614 660 677	southampton FD	southampton FD

**Fire Departments and Emergency Medical Services in Massachusetts**

<b>Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>EMS Calls 16-18</b>	<b>Total Calls 16-18</b>	<b>EMS Provider</b>	<b>Ambulance Transport</b>
Spencer	11,805 in 32.85 sq mi	Spencer PD	1605 1460 #	447 497 692	Spencer RS	Spencer RS
Stockbridge	1,950 in 22.94 sq mi	Berkshire CSO	201 175 227	375 375 445	Lee Muni Ambulance	Lee Muni Ambulance
Sunderland	3,679 in 14.39 sq mi	Shelburne Falls State Police	No EMS Svc	131 163 161	South County EMS	South County EMS
Swansea	16,150 in 23.06 sq mi	Swansea PD	2772 2193 2620	502 494 500	Swansea Ambulance	Swansea Ambulance
Templeton	8,155 in 32.04 sq mi	Templeton PD	709 738 759	994 1027 1099	Templeton FD	Templeton FD
Tisbury	4,128 in 6.56 sq mi	Dukes CSO	507 528 581	363 369 356	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	526 559 528	796 800 974	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	143 131 118	274 194 191	Action Ambulance	Action 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	68 60 70	Orange FD	Orange FD
Wenham	5,165 in 7.72 sq mi	Hamilton PD	378 429 404	740 843 810	Lyons Ambulance	Lyons Ambulance
W. Brookfield	3,763 in 20.47 sq mi	New Braintree State Police	900 840 #	123 135 #	West Brookfield EMS	West Brookfield EMS
West Newbury	4,495 in 13.52 sq mi	West Newbury PD	274 268 227	521 542 475	Atlantic Ambulance	Atlantic Ambulance
West Stockbridge	1,282 in 18.48 sq mi	Berkshire CSO	86 65 91	143 111 144	Richmond FD	Richmond FD
West Tisbury	2,901 in 25.01 sq mi	Dukes CSO	252 230 229	222 209 280	Tri-Town Ambulance	Tri-Town Ambulance
Westhampton	1,634 in 27.14 sq mi	Northampton State Police	123 105 117	210 228 191	Pioneer Valley Amb	Pioneer Valley Amb
Whately	1,515 in 20.18 sq mi	Shelburne Falls State Police	No EMS Svc	75 37 75	South County EMS	South County EMS

**Fire Departments and Emergency Medical Services in Massachusetts**

<b>Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>EMS Calls 16-18</b>	<b>Total Calls 16-18</b>	<b>EMS Provider</b>	<b>Ambulance Transport</b>
Williamsburg	2,472 in 25.63 sq mi	Northampton State Police	225 226 206	359 363 379	Highland EMS	Highland EMS
Williamstown Fire District	7,605 in 46.89 sq mi	Williamstown PD	No EMS Svc	220 196 248	Northern Berkshire EMS	Northern Berkshire EMS
Windsor	897 in 34.99 sq mi	Dalton Comm Ctr	48 42 68	76 58 74		
Worthington	1,179 in 32.06 sq mi	Northampton State Police	No EMS Svc	No Data Avail	Hilltown EMS	Hilltown EMS

**Towns with No Fire Department**

<b>Fire Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>Fire Coverage Provider</b>	<b>BLS Transport Provider</b>	<b>Paramedic Services</b>
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.

<b>New England State</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>5yr Avg</b>
<b>Connecticut</b>							
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%
<b>Maine</b>							
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%
<b>New Hampshire</b>							
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%
<b>Vermont</b>							
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%
<b>Massachusetts</b>							
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%
<b>Rhode Island</b>							
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) <a href="http://www.massfiredistrict7.com">www.massfiredistrict7.com</a>  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) <a href="http://www.massmetrofire.org">www.massmetrofire.org</a> (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		