

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



Compiled by

Bruce Kling

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# Introduction

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

## **Municipal ambulance service**

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

## **Fire Department ambulance service**

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

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

## **Estimating Ambulance Service Costs**

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

- A. Personnel Costs = average on-call time x average hourly labor rate x average number of personnel on the call x number of incidents prior year. (Hourly rate includes benefits)
- B. Vehicle = (Operating cost per mile x annual call miles) + annual cost for ambulance replacement.
- C. Supplies = Actual Cost of Medical Supplies per year + costs of billing service.
- D. Indirect Costs = 25% (A+B+C). 25% is used as a factor to address other benefits and training costs.

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

## **Volunteer ambulance service**

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

Just as volunteer fire departments have experienced significant decreases in volunteers, volunteer ambulance services have had similar experiences. The NY Times ran an article "Sounding the Siren for Volunteer Drivers" in October 2001 indicating that the lack of volunteers is due to (1) significant training time; (2) yearly recertification; (3) fewer employers being willing to let employees leave; and (4) increases

in call volume requiring more time commitments. As a result, many volunteer ambulance service providers are starting to hire daytime personnel as this is considered to be the time period of greatest need.

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

**Hospital-based ambulance service**

This is an ambulance service funded by a local hospital

**Private ambulance service**

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

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

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

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

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

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

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

There are five service levels of care: First responders, EMT-Basic, EMT-Intermediate, EMT-Paramedic, and EMT-Cardiac. Not all New England states recognize all five levels (i.e., EMT-c is only defined in Rhode Island) and first responders have different definitions in each state (EFR in Massachusetts, MRT in Connecticut, ECA in Vermont). To respond to a BLS call, the responder must have at least one person at the EMT-Basic level. However, in order to provide transport, the ambulance must be staffed with a minimum of two EMTs.

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

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

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

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

### **Caveat Emptor**

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

## Ambulance Service Providers in Connecticut

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

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

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

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

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

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

Just as volunteer fire departments have experienced significant decreases in volunteers, volunteer ambulance services have had similar experiences. As a result, many volunteer ambulance service providers are starting to hire daytime personnel as this is considered to be the time period of greatest need. This staffing is provided through temporary agencies or by hiring an in-house person from a private firm.

- Danbury Hospital provides staffing to New Fairfield.
- Emergency Resource Management provides staffing to Granby, Haddam, Monroe, New Hartford, Seymour, Southbury, and Stony Hill.
- Vintech provides staffing to Canton, Coventry, Derby, Georgetown, Glastonbury, Harwinton, Litchfield, Morris, Mortlake Fire Company, New Milford, North Branford, North Canaan, Thomaston, and Winsted.
  - Woodstock ambulance has a paid ambulance crew from Vintech 6AM to 6PM during the weekday. The rest of the time, the ambulance is staffed by volunteers responding from their home.

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

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

| State           | # Providers | Towns Covered |
|-----------------|-------------|---------------|
| Fire Department | 70          | 65            |
| Municipal Dept  | 7           | 7             |
| Non-Profit      | 65          | 82            |
| Hospital        | 9           | 67            |
| Commercial      | 6           | 59            |
| Total           | 157         | 280           |

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

- Nuvance Health has been contracted to provide a paramedic intercept service to Barkhamsted, Colebrook, Goshen, Harwinton, Litchfield, New Hartford, Norfolk, Northfield, West Hartland, Winchester, and Winsted starting in 2023. This was previously contracted with Trinity Health.
- Housatonic Valley Paramedic Intercept Program has six towns (Bridgewater, Kent, Roxbury, Sherman, Warren, and Washington) in the New Milford area contracting with Nuvance Health based out of New Milford Hospital to provide a paramedic intercept starting in 2023. This was previously contracted with Trinity Health.
- Lawrence and Memorial Hospital provides a regional paramedic intercept service to the towns of East Lyme, Groton, Ledyard, New London, North Stonington, Stonington, and Waterford.
- Middlesex Hospital provides a regional paramedic intercept services to the towns of Colchester, East Haddam, East Hampton, Hebron, and Marlborough out of the Marlborough Medical Center; another regional paramedic service to the towns of Chester, Clinton, Deep River, Essex, Killingworth, Old Lyme, Old Saybrook, and Westbrook out of Shoreline Medical Center; and a regional paramedic intercept service to the towns of Cromwell, Durham, Middlefield, and Middletown out of Middlesex Hospital in Middletown.
- Northeastern Connecticut Council of Government contracts with K-B Ambulance to provide a 24/7 paramedic intercept service to the towns it services: Brooklyn, Eastford, Killingly, northern part of Plainfield, Pomfret, Putnam, Sterling, Thompson, and Woodstock through Day Kimball Hospital.
- Rockville Hospital provides a regional paramedic intercept service to the towns of Ellington, Tolland, and Vernon. The hospital contracts this service to AMR.
- UCONN fire department contracts with the towns of Avon, Canton, and Farmington to provide a regional paramedic intercept program.
- Valley EMS provides paramedic intercepts to Ansonia, Derby, Oxford, and Seymour.
- Windham Hospital provides a paramedic to the surrounding towns of Andover, Ashford, Chaplin, Columbia, Hampton, Hebron, Lebanon, Mansfield, Scotland, Willington, Windham, and part of Coventry and Franklin.

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

- Bethel and Redding have an in-house paramedic for their regional paramedic service from Danbury Hospital EMS with costs shared between Bethel and Redding but licensed through the police department. Newtown has hired an in-house paramedic from Danbury Hospital EMS.
- Bloomfield has an in-house paramedic from AMR.
- Brookfield has an in-house paramedic from Vintech.

- Burlington has an in-house paramedic from Bristol EMS.
- Naugatuck and Southbury have in-house paramedics from Trinity Health of New England EMS (formerly Campion Ambulance).
- New Canaan and Westport have an in-house paramedic from Norwalk Hospital. Wilton and Weston have created the Wilton-Weston ALS Association by which the two towns have funded an in-house paramedic to provide ALS services. This in-house paramedic was hired from Norwalk Hospital.

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

The State of Connecticut is divided into 13 Coordinated Medical Emergency Dispatch (CMED) centers, which establishes radio contact between the ambulance and the hospital. This allows the EMT to talk with emergency personnel at the hospital to coordinate care (somewhat similar to what we saw with the TV show “Emergency” back in the early 1970s). The various CMEDs are connected together using MEDNET (similar to a ham radio?) and this is used to coordinate emergency medical resources for Mass Casualty Incidents. The CMED Centers also operate a satellite network MEDSAT, which is coordinated through the Connecticut Department of Public Health. This system links all of the hospitals, ambulance transport, the State Office of Emergency Management, all the CMED centers, and the Department of Public Health together.

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

| Ambulance Service Provided by  | Service Level          | Municipalities Served   |
|--|------------------------|---|
| <b>Municipal Ambulance Service Operated by Fire Department</b>   |                        |   |
| Bethel Fire Department<br>Stony Hill Fire Department   | BLS                    | Bethel  |
| Bethel-Redding Paramedic Alliance<br>(via Danbury Hospital in-house medic)   | Paramedic<br>Intercept | Bethel, Redding   |
| Chesterfield Fire Company<br>Montville Fire Company<br>Mohegan Fire Company<br>Mohegan Tribal Fire Company<br>Oakdale Fire Company | BLS & ALS              | Montville   |
| Somers FD Ambulance  | BLS & ALS              | Somers, Stafford  |
| Westbrook FD Ambulance   | BLS                    | Westbrook   |
| Weston EMS   | BLS & ALS              | Weston  |
| Fire Departments   | BLS                    | Andover, Ashford, Beacon Falls, Bethany, Bozrah, Bridgewater, Brookfield, Burlington, Canaan (Falls Village FD), Canterbury, Canton, Chester, Clinton, Colchester, Columbia, Cornwall, Coventry, Cromwell, Ellington, Franklin, Goshen, Hebron, Kent, Lebanon, Lisbon, Mansfield, Litchfield (Bantam FD), Middlebury, Milford, Mortlake FD, New Fairfield, New London, Preston (Poquetanuck), Scotland, Salem (Gardner Lake FD), Sharon, Sherman, Tolland, Sprague (Baltic FD), Vernon, Voluntown, Warren, Willington |
| Fire Departments   | BLS & ALS              | Branford, Guildford, North Branford, Ridgefield, Wallingford, Willimantic   |
| Fire Departments   | ALS only               | East Haven, New Haven, North Haven, West Hartford, West Haven Fire District, West Shore Fire District, Allington Fire District  |
| Georgetown Fire District<br>Redding Fire District #1   | BLS                    | Redding   |



| <b>Ambulance Service Provided by</b>                              | <b>Service Level</b> | <b>Municipalities Served</b>   |
|---|----------------------|--|
| West Redding Fire District  |                      |  |
| UConn Fire Department   | Paramedic Intercept  | Avon, Canton, Farmington   |
| Weston-Wilton Paramedic (via Norwalk Hospital in-house medic)     | Paramedic Intercept  | Weston, Wilton   |
| <b>Municipal Ambulance Service Independent of Fire Department</b> |                      |  |
| Ansonia Rescue  | BLS                  | Ansonia  |
| Danbury EMS   | BLS & ALS            | Danbury  |
| Enfield EMS   | BLS & ALS            | Enfield  |
| Monroe Fire EMS   | BLS                  | Monroe   |
| Stratford EMS   | BLS & ALS            | Stratford  |
| Trumbull EMS  | BLS & ALS            | Trumbull   |
| Westport EMS  | BLS & ALS            | Westport   |
| <b>Non-profit Ambulance Service</b>                               |                      |  |
| American Legion Ambulance   | BLS & ALS            | Plainfield, Sterling   |
| Bethlehem Ambulance   | BLS                  | Bethlehem  |
| Bloomfield Ambulance  | BLS & ALS            | Bloomfield   |
| Darien EMS  | BLS                  | Darien   |
| Deep River Ambulance  | BLS                  | Deep River   |
| East Haddam Ambulance   | BLS                  | East Haddam  |
| East Hampton Ambulance  | BLS                  | East Hampton   |
| East Lyme Ambulance   | BLS                  | East Lyme  |
| East Windsor Ambulance  | BLS & ALS            | East Windsor   |
| Easton EMS  | BLS                  | Easton   |
| Echo Hose Ambulance   | BLS                  | Shelton  |
| Ellington Ambulance Corps   | BLS                  | Ellington  |
| Essex Ambulance   | BLS                  | Essex  |
| Glastonbury Ambulance   | BLS                  | Glastonbury  |
| Granby Ambulance  | BLS & ALS            | East Granby, Granby, East Hartland   |
| Greenwich EMS   | BLS & ALS            | Greenwich  |
| Groton Ambulance  | BLS                  | Groton   |
| Haddam Ambulance  | BLS                  | Haddam   |
| Harwinton Ambulance   | BLS                  | Harwinton  |
| Heritage Village Ambulance  | BLS                  | Southbury  |
| K-B Ambulance   | BLS                  | Killingly, Pomfret   |
| KB Ambulance via NECCOG contract                                  | Paramedic Intercept  | Brooklyn, Eastford, Hampton, Killingly, Plainfield (n), Pomfret, Putnam, Sterling, Thompson, Woodstock |
| Killingworth Ambulance  | BLS                  | Killingworth   |
| Litchfield Ambulance  | BLS                  | Litchfield, Morris   |
| Lyme Ambulance  | BLS                  | Lyme   |
| Madison Ambulance   | BLS & ALS            | Madison  |
| Mystic River Ambulance  | BLS                  | Groton, Stonington   |
| Naugatuck Ambulance Corp  | BLS & ALS            | Naugatuck  |
| New Britain EMS   | BLS & ALS            | New Britain  |
| New Canaan Ambulance  | BLS & ALS            | New Canaan   |
| New Hartford VFD Ambulance  | BLS                  | Barkhamstead, New Hartford   |
| New Milford Ambulance   | BLS                  | New Milford  |
| Newington Ambulance Corps   | BLS                  | Newington  |
| Newtown Ambulance Corps   | BLS & ALS            | Newtown  |
| No. Canaan Ambulance Corps  | BLS                  | North Canaan   |
| Norfolk LC Ambulance  | BLS & ALS            | Colebrook (n), Norfolk   |
| North Stonington Ambulance  | BLS                  | North Stonington   |

| <b>Ambulance Service Provided by</b>                               | <b>Service Level</b> | <b>Municipalities Served</b>  |
|--|----------------------|---|
| Old Lyme SE Ambulance  | BLS                  | Old Lyme  |
| Old Saybrook Ambulance   | BLS                  | Old Saybrook  |
| Oxford Ambulance   | BLS                  | Oxford  |
| Pettingill Ambulance   | BLS                  | Marlborough   |
| Plymouth Ambulance   | BLS                  | Plymouth  |
| Putnam EMS   | BLS                  | Putnam  |
| Rocky Hill EMS   | BLS & ALS            | Rocky Hill (night)  |
| Roxbury Ambulance  | BLS                  | Roxbury   |
| Salisbury Amb/Lime Rock Park                                       | BLS                  | Salisbury   |
| Seymour Ambulance  | BLS                  | Seymour   |
| Simsbury Ambulance   | BLS & ALS            | Simsbury  |
| Southbury Ambulance  | BLS                  | Southbury   |
| Stafford Ambulance   | BLS & ALS            | Stafford  |
| Stamford EMS   | BLS & ALS            | Stamford  |
| Stonington Ambulance   | BLS                  | Stonington  |
| Storm Engine Ambulance   | BLS                  | Derby   |
| Suffield Ambulance   | BLS & ALS            | Suffield  |
| Thomaston Ambulance Corps  | BLS                  | Thomaston   |
| Washington Ambulance   | BLS                  | Washington  |
| Waterford Ambulance  | BLS                  | Waterford   |
| Westerly Ambulance   | BLS                  | Stonington  |
| Wethersfield Ambulance   | BLS                  | Wethersfield  |
| Wilton Ambulance Corps   | BLS & ALS            | Wilton  |
| Winsted Ambulance  | BLS                  | Colebrook (s), Winchester   |
| Windsor Ambulance  | BLS                  | Windsor   |
| Windsor Locks LC Ambulance   | BLS & ALS            | Windsor Locks   |
| Wolcott Ambulance  | BLS & ALS            | Wolcott   |
| Woodbury Ambulance   | BLS                  | Woodbury  |
| Woodstock EMS  | BLS                  | Woodstock   |
| <b>Hospital-based Ambulance Service</b>                            |                      |   |
| Hartford Healthcare EMS (formerly Hunter's Ambulance)              | BLS                  | Middlefield, Middletown, Portland   |
| Hartford Healthcare EMS (formerly Hunter's Ambulance)              | BLS & ALS            | Berlin, Meriden   |
| Housatonic Valley Paramedic Intercept Program (via Nuvance Health) | Paramedic Intercept  | Bridgewater, Kent, Roxbury, Sherman, Warren, Washington                                       |
| Lawrence & Memorial Hospital                                       | Paramedic Intercept  | East Lyme, Groton, Ledyard (s), Lyme, New London, North Stonington (s), Stonington, Waterford |
| Middlesex Hospital Paramedics (Marlborough Medical Center)         | Paramedic Intercept  | Colchester (w), East Haddam, East Hampton, Hebron, Marlborough                                |
| Middlesex Hospital Paramedics (Shoreline Medical Center)           | Paramedic Intercept  | Chester, Clinton, Deep River, Essex, Killingworth, Old Lyme, Old Saybrook, Westbrook          |
| Middlesex Hospital Paramedics (Middlesex Hospital)                 | Paramedic Intercept  | Cromwell, Durham, Middlefield, Middletown   |
| Norwalk Hospital Assoc   | BLS & ALS            | Norwalk   |
| Nuvance Health at Winsted Health Center (NW Medic 3)               | Paramedic Intercept  | Barkhamsted, Colebrook, Hartland, New Hartford, Norfolk, West Hartland, Winchester            |
| Nuvance Health at Charlotte Hungerford Hospital (NW Medic 1)       | Paramedic Intercept  | Goshen, Harwinton, Litchfield, Northfield   |
| Rockville Hospital Medic (via AMR)                                 | Paramedic Intercept  | Ellington, Tolland, Vernon  |
| Trinity Health of New England EMS (formerly Campion Ambulance)     | BLS & ALS            | Cheshire, Prospect, Torrington, Waterbury (e)   |
| Windham Community Memorial   | Paramedic            | Andover, Ashford, Chaplin, Columbia, Coventry, Franklin, Hampton,                             |

| <b>Ambulance Service Provided by</b>          | <b>Service Level</b> | <b>Municipalities Serviced</b>  |
|---|----------------------|---|
| Hospital                                      | Intercept            | Hebron, Lebanon, Mansfield, Scotland, Willington (s), Windham   |
| <b>Private Ambulance Service – Commercial</b> |                      |   |
| Aetna Ambulance                               | BLS & ALS            | Hartford (s), Rocky Hill (day)  |
| Ambulance Service of Manchester               | BLS                  | East Hartford, Manchester   |
| Ambulance Service of Manchester               | BLS & ALS            | Bolton, Coventry, Glastonbury, South Windsor  |
| American Ambulance                            | BLS                  | Griswold, Ledyard, Norwich  |
| American Ambulance                            | ALS                  | Bozrah, Canterbury, Colchester (e), Franklin, Lisbon, North Stonington, Plainfield, Preston, Sprague, Voluntown   |
| American Ambulance                            | BLS & ALS            | Griswold, Ledyard, Norwich  |
| AMR   | BLS                  | East Haven, Farmington, Hamden, New Haven, Newington, North Haven, West Hartford, West Haven Fire District, West Shore Fire District, Allington Fire District |
| AMR   | ALS                  | Ellington, Tolland, Vernon  |
| AMR   | BLS & ALS            | Avon, Bridgeport, Fairfield, Hartford (n), Orange, Plainville, Southington, Waterbury (s), Watertown, Woodbridge  |
| AMR   | Paramedic Intercept  | Beacon Falls, Bethlehem, Bethany, Middlebury, Milford, Morris, Thomaston, Woodbury  |
| Bristol Hospital EMS                          | BLS & ALS            | Bristol   |
| Valley EMS                                    | Paramedic Intercept  | Ansonia, Derby, Oxford, Seymour, Shelton  |

## Ambulance Service Providers in Maine

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

2003:

Dexter ambulance taken over by Mayo Regional Hospital

2005

Corinna ambulance taken over by Mayo Regional Hospital

2007

Hartland/St Albans Ambulance merged with Sebecook Valley Hosp Ambulance

2009

Dresden switches from Gardiner ambulance to Northeast Mobile Health ambulance service

2011

Greenwood switches from Tri-Town ambulance to PACE Paramedics

2012

Princeton switches from Indian Township ambulance to Downeast EMS

2013

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

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

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

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

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

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

2014

Auburn fire department now provides ambulance service

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

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

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

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

2015

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

2016

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

2018

Dresden switches from Gardiner ambulance to Wiscasset Ambulance.

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

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

Surry switches to Peninsula Ambulance after County Ambulance ceases operations.

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

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

Edgecomb switches from Wiscasset Ambulance to Central Lincoln County Ambulance.

2019

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

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

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

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

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

2020

Fort Fairfield starts its own ambulance service.

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

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

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

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



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

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

## Ambulance Service Providers in Massachusetts

In Massachusetts, EMS services are coordinated through the State’s Office of Emergency Medical Services.

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

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

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

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

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

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

Central Medical Emergency Direction (CMED) centers are regional communication centers that establish radio contact between the ambulance and the hospital. This allows the EMT to talk with emergency personnel at the hospital to coordinate care (somewhat similar to what we saw with the TV show “Emergency” back in the early 1970s). Massachusetts is divided into 5 EMS regions and each region is responsible for operating their own CMEDs. The various CMEDs are connected together through radio towers. It is not clear if all these systems can link all of the hospitals, ambulance transport, the State Office of Emergency Management, all the CMED centers, and the Department of Public Health together.

EMS events over last five years:

2010

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

2011

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

2012

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

2013

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

2014

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

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

2015

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

2016

- Taunton switches ambulance service from AMR to Brewster ambulance.

2017

- Holyoke switches ambulance service from AMR to Action ambulance.

2019

- Framingham switches ambulance service from AMR to Brewster ambulance.

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

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

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

# Ambulance Service Providers in New Hampshire

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

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

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

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

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

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

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

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

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

EMS events over the last five years:

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

- 2008: Campton-Thornton starts its own fee-based ambulance service.  
Washington Rescue starts charging for its ambulance service.  
45<sup>th</sup> Parallel EMS replaces Upper Connecticut Valley Hospital EMS which went out of business.
- 2009: East Kingston and Hampton Falls start their own fee-based ambulance service.  
Bradford Rescue converts from a free service to a fee-based ambulance service.  
Fitzwilliam converts from a free service to a fee-based ambulance service.  
Atkinson, Danville, Hampstead, Newton, Plaistow, and Sandown switched ambulance service from AMR to Trinity EMS.
- 2010: Andover Rescue becomes a town department and starts charging for ambulance service.  
Acworth switches to Golden Cross Ambulance when Lefevre Ambulance closes its doors.  
Kensington starts charging for ambulance service.  
Tuftonboro and Freedom switch to North Conway Ambulance
- 2011: Eaton, Madison, and Tamworth switch to North Conway Ambulance  
Bethlehem and New Boston start charging for ambulance service.  
Lisbon starts its own fee-based ambulance service.
- 2012: Marlow starts charging for ambulance service.
- 2013: Easton, Littleton, Sugar Hill switch to Callex Ambulance Service
- 2014: Rollinsford switches to York Ambulance after South Berwick Rescue dissolves.
- 2015: Harrisville and Marlborough switch to DiLuzio Ambulance after Marl-Harris Ambulance shuts down.
- 2016: Salisbury starts charging for ambulance service.
- 2019: Greenfield switches ambulance service from Peterborough FD to Wilton Ambulance.
- 2023: Littleton Fire starts its own ambulance service servicing Littleton, Easton, and Sugar Hill

Brookline provides ambulance service free of charge to its residents.

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

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



| <b>Ambulance Service Provided by</b>          | <b>Service Level</b> | <b>Municipalities Served</b>   |
|---|----------------------|--|
| New London Hospital Ambulance                 | BLS & ALS            | Croydon, Grantham, New London, Newbury, Springfield, Sunapee, Sutton, Wilmot   |
| Weeks Hospital Paramedics                     | Paramedic Intercept  | Northumberland, Stark, Stratford   |
| <b>Private Ambulance Service – Commercial</b> |                      |  |
| 45 <sup>th</sup> Parallel EMS                 | BLS & ALS            | Clarksville, Colebrook, Columbia, Pittsburg, Stewartstown<br>UTG: Dixville   |
| AMR   | BLS & ALS            | Candia, Manchester, Nashua   |
| American Ambulance                            | BLS & ALS            | Somersworth  |
| Berlin Ambulance                              | BLS & ALS            | Berlin   |
| Canaan FAST Squad                             | ILS                  | Canaan, Orange   |
| DiLuzio Ambulance Service                     | BLS & ALS            | Gilsum, Harrisville, Marlborough, Richmond, Stoddard, Swanzey  |
| Errol Rescue Squad                            | ILS                  | Errol<br>UTG: Atkinson & Gilmanton Academy Grant, Cambridge, Dix's Grant, Dixville, Millsfield, Second College Grant, and Wentworth Location |
| Golden Cross Ambulance, Inc                   | BLS & ALS            | Acworth, Claremont, Cornish, Langdon, Walpole (n), Unity   |
| North Conway Ambulance                        | BLS & ALS            | Conway, Eaton, Freedom, Madison, Ossipee, Tamworth, Tuftonboro   |
| Stewarts Ambulance                            | BLS & ALS            | Center Harbor, Meredith, Moultonborough, Sandwich, Wolfeboro   |
| Trinity Ambulance                             | BLS & ALS            | Atkinson, Danville, Hampstead, Newton, Plaistow, Sandown   |
| York Ambulance (ME)                           | BLS & ALS            | Rollinsford  |

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

## Ambulance Service Providers in Rhode Island

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

BLS and ALS staffing and ambulance transport are defined by the “Rules and Regulations Relating to Emergency Medical Services (R23-4.1-EMS” regulations. Rhode Island has four levels of staffing: EMT-B, EMT-I, EMT-C, and EMT-P. For ambulance service, Rhode Island has three levels: BLS, ALS intermediate, and ALS paramedic. The state requires two (2) licensed personnel to be in a transporting ambulance at all times

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

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

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

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

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

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

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

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

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

## Ambulance Service Providers in Vermont

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

Vermont has four levels of staffing: Emergency Care Attendant (ECA), EMT-B, EMT-I, EMT-P. For ambulance service, Vermont has three levels: BLS, ALS intermediate, and ALS paramedic. The state requires two (2) licensed personnel to be in a transporting ambulance at all times with the only requirement that one of the licensed providers be at least an EMT-B.

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

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

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

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

The following table summarizes the number of emergency ambulance providers by category and the number of towns covered. Vermont has a total of 246 municipalities and the total covered shows 259. This is due to several towns covered by multiple providers.

| State           | # Providers | Towns Covered |
|-----------------|-------------|---------------|
| Fire Department | 18          | 44            |
| Municipal Dept  | 12          | 29            |
| Non-Profit      | 36          | 173           |
| Hospital        | 0           | 0             |
| Commercial      | 4           | 13            |
| Total           | 70          | 259           |

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

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

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

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