

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

2021/FY21-2024/FY24



Compiled by



Bruce Kling

Last Updated: 12/10/2025

Copyright Notice:
Copyright 2011-2025 klingreport.com. All rights reserved.

Introduction

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

There are almost 29,452 fire departments in the United States of which only about 18% are full-time departments¹ but protect 2/3rds of the population. Not knowing how many full-time departments there were in Massachusetts, I did a little research and put the information in this document. There are about 360 local fire departments in Massachusetts of which about one hundred eighty-five (185) consider themselves to be full-time fire departments. Of that number, about ninety (90) are true full-time departments (use full-time personnel exclusively) with the other “full-time” fire departments being combination departments. Massachusetts has 351 incorporated municipalities of which 42 are cities and another eight have been granted a city form of government but still preferred to be called a town.

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

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

Municipal Fire Departments

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

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

Fire Districts

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

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

¹ U.S. Fire Department Profile Through 2020. September 2020. Rita Fahy, Ben Evarts, and Gary P. Stein..

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

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

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

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

Private Fire Departments

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

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

National Standards

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

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

Fire Budgets

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

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

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

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

Ambulance Service

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

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

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

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

Types of Ambulance

A new ambulance will cost between \$150K and \$250K and if well maintained should be expected to get 250,000 miles without major work. There are basically three types of ambulance:

- Type I ambulances have a square compartment which houses a patient and a cab which contains the driver. The connection between the cab and the patient compartment is a small pass-through window.
- Type II ambulances is a van-like ambulance which makes it easier to maneuver when an area has narrow streets like a big city.
- Type III ambulances have a square compartment which houses a patient and a cab that is an integral part of the patient compartment. The connection between the cab and the patient compartment is usually a doorway.
- Type IV ambulance is an air ambulance, usually a helicopter.
- Type V ambulance is used to transport trained personnel and equipment but cannot be used for patient transport.

Types of Ambulance Service

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:

1. 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.

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

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

service they provide. But the first responder service provided is very important as treatment is started before the ambulance arrives and the firefighters assist the ambulance service personnel.

Fire Department ambulance service

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.

- Boston has its own ambulance service starting in 1892.
- Amherst and Westford start their ambulance service in 1947.
- Concord Fire Department started its ambulance service in 1951 when it got transferred over from the Police Department
- Cotuit and Hyannis start their ambulance service in 1955.
- Andover starts its ambulance service in 1956.
- Freetown starts its ambulance service in 1958.
- Granby and Sturbridge start their ambulance service in 1959.
- West Boylston starts its ambulance service in 1962.
- Duxbury and Haverhill start theirs ambulance service in 1963.
- Hingham Fire takes over ambulance service from the Police Department in 1963.
- Granville starts its ambulance service in 1964.
- Wenham starts its ambulance service in 1967.
- Brewster starts its ambulance service in 1969.
- Bedford and Westwood start their ambulance service in 1970 and the Hinsdale Fire takes over ambulance service from the Police Department.
- Harvard Ambulance started in 1972 and taken over by the fire department in 2024.
- Abington and Chicopee start their ambulance service in 1975.
- Brookfield starts its ambulance service in 1976.
- Arlington and Wellfleet start their ambulance service in 1977.
- Attleboro, Billerica, Burlington, and Franklin start their ambulance service in 1978.
- Townsend fire takes over ambulance service from the police department in 1980.
- Charlton and Clinton start their ambulance service in 1989.
- Acushnet starts its ambulance service in 1994.
- East Bridgewater start its ambulance service in 1996.
- Hopedale starts its ambulance service in 1999.
- Mendon starts its ambulance service in 2001.
- Bridgewater starts its ambulance service in 2002.
- Auburn starts its ambulance service in 2004.
- Barnstable starts its ambulance service in 2005.
- Northfield EMS started its ambulance service in the fall of 2010.
- Melrose starts its ambulance service in 2011.
- Georgetown starts its ambulance service in 2012.
- Greenfield begins providing ambulance service in 2014.

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

- Gardner starts its ambulance service in 2017.
- Bellingham and East Longmeadow start their ambulance service in 2018.
- Blackstone starts its ambulance service in 2022.
- Everett and Hadley start their ambulance service in 2023.
- Douglas starts its ambulance service in 2024.

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.

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

2. 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.

- In 2019, Brimfield Ambulance ceases operations after 40 years.
- In 2023, Adams ambulance ceased operations.

Many non-profit ambulance providers 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.

3. Hospital-based ambulance service

This is an ambulance service funded by a local hospital

4. 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

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

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.

There are 293 ambulance transporting agencies but not all provide emergency transport service. The following table summarizes the number of emergency ambulance providers by category and the number of towns covered. The third column in the table shows the number of emergency ambulance transport providers in Massachusetts and what percentage of providers are in each category.

| State | # Providers | % Providers | Towns Covered | % Towns Served |
|-----------------|-------------|-------------|---------------|----------------|
| Fire Department | 209 | 82% | 225 | 64% |
| Municipal Dept | 15 | 5% | 20 | 6% |
| Non-Profit | 13 | 5% | 37 | 11% |
| Hospital | 3 | 1% | 4 | 1% |
| Commercial | 15 | 6% | 64 | 18% |
| Total | 255 | | 350 | |

NOTE 1: The percentages in the above table may be off due to rounding

The last column in the above table shows what percentage of towns is serviced by emergency ambulance transport providers in the State. So, while 6% of the ambulance transport agencies are commercial ambulance companies, they service 18% of the municipalities in Massachusetts.

Ambulance service providers (non-municipal) 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. For example, Rehoboth Ambulance, the Ludlow, Monson, and Ware Fire Departments offer a subscription service.
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.

Please see Appendix C for a list of the EMS agencies and the towns they provide service to.

Document Organization

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

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

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

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

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

Staffing Levels

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

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

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

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

Call Volume

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

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

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

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

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

- A ‘#’ symbol in any call volume column indicates that call data was not available.
- The EMS call volume numbers for those towns with a private ambulance service are responses by the fire department not the private ambulance service.
- The following fire departments provide ambulance service to other towns. The number in parenthesis is the number of towns each town services including itself. Amherst (5), Hinsdale (4), Orange (4), Charlemont (3), Lee (3), Newbury (2), Athol (2), Easthampton (2), Richmond (2), and Sandisfield (2). So, the EMS call volume numbers for these communities are not specific to that municipality alone.
- Sheffield EMS started as a first responder service in 2009.
- The Lexington and Needham Fire Department provide begin paramedic services in 2001

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

- Belchertown EMS became a separate municipal department in 2000, breaking off from the police department. They then merged with the fire department in 2012.
- Townsend EMS and fire merged in 2005.
- Upton fire department and Upton EMS merge in 2010 to become Upton Fire-EMS.
- Marion EMS merged with the Fire Department in 2012 to become Marion Fire-EMS.
- Oak Bluffs fire department and Oak Bluffs Ambulance merge in 2012 to become Oak Bluffs Fire-EMS.
- Lancaster EMS merges with the Lancaster Fire Department in 2014.
- Lee Ambulance merges with the Lee Fire Department in 2018 to become Lee Fire-EMS.
- North Adams Ambulance and Village Ambulance merge in 2018 to become Northern Berkshire EMS.
- Bolton Ambulance merges with the Bolton Fire Department in 2020 to become Bolton Fire-EMS.

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

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

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

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

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

Mutual Aid

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

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

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

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

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

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

Fire Dispatch

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

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

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

Massachusetts Enhanced 911 Bureau and are paid for by a monthly user fee on all telephones (land and wireless). See Appendix D for a list of the dispatch centers and the towns they dispatch for.

Issues Facing Fire Departments in MA:

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

Aging apparatus and facilities. It is estimated that 48% of all engines in Massachusetts fire departments are at least 15 years old. This is close to the national average. The industry standard for the life span of a fire engine is 15 years followed by 5 years of reserve status. Starting in 2007, the EPA's new emission standards go into effect to which the fire apparatus industry must comply. It is estimated that this will increase the cost of a new engine by as much as 50K bringing the cost to between \$400K and \$600K. These new emission standards will significantly reduce the amounts of nitrous oxide, particulate matter, and non-methane hydrocarbon (NMHC) emissions.

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

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

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

CAVEAT EMPTOR

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

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

2010:

Hubbardston joins Rutland RECC
Sharon dispatched by Holbrook Public Safety Dispatch Center

2011

Middleborough switches ambulance service from AMR to Brewster Ambulance
Milford switches ambulance service from AMR to Community EMS

2012:

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

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

Barre joins Rutland RECC

Newburyport switches from AMR to Cataldo Ambulance Service.

South Shore Regional Emergency Communications Center opens and is the dispatch center for Cohasset, Hingham, Hull, and Norwell.

Sudbury combines fire and police dispatch into Public Safety dispatch center.

Abington and Whitman switches to Holbrook Public Safety Dispatch Center

2013:

North Shore Regional Emergency 911 Center opens in July and is the dispatch center for Amesbury, Essex, Manchester-by-the-Sea, Middleton, Topsfield, and Wenham.

Harwich now dispatched by Barnstable County Sheriff's Office

Newburyport, Salisbury, Waltham, and West Newbury switch ambulance service from AMR to Cataldo Amb

Plymouth switches ambulance service from AMR to Brewster Ambulance

Plympton now dispatched by Duxbury Regional Emergency Communications Center.

Revere and Winthrop open a joint dispatch center, Metro North Regional Emergency Communications Center.

2014:

Braintree switches ambulance service from Fallon Ambulance to Brewster Ambulance

Deerfield, Sunderland, and Whately create South County Emergency Medical Service, a regional ambulance service out of Deerfield

Grafton, Millbury, and Sutton switch ambulance service from Alert Ambulance to MedStar.

Lawrence switches ambulance service from Patriot Ambulance to Lawrence General EMS

MedCare Ambulance purchases Baystate Hospital EMS ambulance transport business.

Saugus switches from Cataldo Ambulance to American ambulance

2015

Brockton switches ambulance service to Brewster ambulance.

Quincy switches ambulance service from Fallon ambulance to Brewster ambulance.

Hopedale joins Upton Regional PSAP

2016

Southampton joins the Easthampton Regional Public Safety Center

Taunton switches ambulance service to Brewster ambulance.

2017:

Canton Fire switches to Holbrook Public Safety Dispatch Center in June

Danvers now serviced by Atlantic Ambulance.

Holyoke switches ambulance service to Action ambulance.

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

2018:

Hadley switches ambulance service from Amherst Fire to Action EMS

Hyannis Fire now dispatched by the Barnstable PD.

Rockland Fire switches to Holbrook Public Safety Dispatch Center in July

Saugus switches from Cataldo Ambulance to Armstrong Ambulance.

CY2019/FY2019:

Framingham switches ambulance service from AMR to Brewster ambulance.

Franklin, Norfolk, Plainville, and Wrentham switch to the Metacomet Emergency Communications Center.

Wakefield switches ambulance service from Action Ambulance to Cataldo Ambulance.

CY2020/FY2020:

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

Hampden switches ambulance service from AMR to Action Ambulance.

Hanson now dispatched by Regional Old Colony Communications Center.

CY2021/FY2021:

Abington PD now dispatched by Holbrook Regional Emergency Communications Center.

Easton, Foxborough, Mansfield and Norton form Southeastern Massachusetts Regional Emergency Communications Center

Hanover joins Regional Old Colony Communications Center

Mendon and Millville switch to Metacomet Emergency Communications Center.

Ware joins Westcomm Regional Dispatch Center

CY2022/FY2022:

Coastal Medical Transportation Systems buys Fallon Ambulance in December.

Erving switches ambulance service to Northfield EMS

Townsend joins Patriot Regional Emergency Communications Center.

CY2023/FY2023:

Danvers switches to Northeast Regional Ambulance Service

Gill switches ambulance service to Northfield EMS

Hudson Fire switches to Nashoba Valley Regional Dispatch Center

Leyden switches ambulance service from AMR to Colrain ambulance.

Leominster upgrades its ambulance service to provide ALS service

Middleborough switches from Brewster Ambulance to Coastal Medical Transportation Systems

Plymouth Fire and Police consolidate dispatch services with the Plymouth County Sheriff's Office

Southampton joins Easthampton Regional Emergency Communications Center

Holliston, Norwood, Sherborn, and Stoughton join Holbrook Regional Emergency Communications Center

CY2024/FY2024:

Belchertown joins Wilbraham Regional Dispatch Center.

Boxborough joins Nashoba Valley Regional Dispatch District

Dunstable and Groton join Patriot Regional Emergency Communications Center.

East Bridgewater, Fairhaven and Stoughton PD dispatched by Holbrook Regional Emergency Communications Center

Harvard ambulance merged with the Harvard Fire Department

Palmer Fire adds BLS ambulance service after the private Palmer Ambulance ceases operations.

Sudbury join Holbrook Regional Emergency Communications Center

Wellesley switches ambulance service to Coastal Medical Transportation Systems.

CY2025/FY2025:

Chatham, Eastham and Provincetown switch to Barnstable County Sheriff Dispatch

Hudson Police switches to Nashoba Valley Regional Dispatch Center

Milford switches ambulance service to Coastal Medical Transportation Systems

Norfolk switches to Metacomet Emergency Communications Center.

North Reading joins North Shore Regional Emergency Communications Center

Spencer and Warren join Central Massachusetts Regional Emergency Communication Center

Winthrop switches from Action Ambulance to Cataldo Ambulance.

CY2026/FY2026:

Boxford and Groveland join North Shore Regional Emergency Communications Center

Fire Departments Providing 24/7 Immediate Coverage

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|---------------------|----------------------------------|-----------------------|--|---------------------------------|------------------------------------|------------------|------------------------|
| Abington | 16,197 over 9.94 sq mi | Holbrook RECC | 29/7 4 groups of 6 24/72 shift 2 stations | 2294 2593 2640 2807 | 3197 3433 3502 4478 | Abington FD | Abington FD |
| Acton | 23,237 over 19.97 sq mi | Acton PD | 45/2 4 groups of 10 1-1-1-5 shift 3 stations | 1557 1711 2161 2220 | 4745 4055 4669 4912 | Acton FD | Acton FD |
| Acushnet | 10,410 in 18.45 sq mi | Self Dispatch | 9/20 4 groups of 2 1-2-1-4 shift 3 stations | 1173 1258 1283 1307 | 1426 1582 1681 1679 | Acushnet FD | Acushnet FD |
| Agawam | 28,772 over 23.24 sq mi | Agawam PD | 62/13 4 groups of 14 1-1-1-5 shift 2 stations | 3910 4126 4991 No Data | No Data 6949 8096 No Data | Agawam FD | Agawam FD |
| Amesbury | 16,794 over 12.40 sq mi | North Shore RECC | 43/7 4 groups of 10 1-1-1-5 shift 3 stations | 2362 2588 2489 2273 | 3606 3613 4410 5100 | Amesbury FD | Amesbury FD |
| Amherst | 39,774 over 27.72 sq mi | Amherst Comm Ctr | 46/22 4 groups of 10 1-1-1-5 shift 2 stations | 3428 4423 4488 4545 | 5116 6799 7060 7275 | Amherst FD | Amherst FD |
| Andover | 35,085 over 31.01 sq mi | Andover PD | 80/0 4 groups of 19 1-1-1-5 shift 3 stations | 4010 4193 4397 4250 | 8425 8567 8696 8714 | Andover FD | LGH Paramedics |
| Arlington | 44,461 over 5.18 sq mi | Arlington Comm Ctr | 81/0 4 groups of 19/18 24/72 shift 3 stations | 3016 3847 3841 4163 | 5141 5690 5793 5926 | Arlington FD | Armstrong Ambulance |
| Ashburnham | 6,181 in 38.67 sq mi | Ashburnham PD | 9/22 4 groups of 2 1-2-1-4 shift 2 stations | 480 601 654 647 | 822 973 943 1082 | Ashburnham FD | Ashburnham FD |
| Ashland | 17,312 over 12.44 sq mi | Self Dispatch | 28/3 4 groups of 6 1-1-1-5 shift 2 stations | 1659 1849 1887 1761 | 2521 2751 2810 2719 | Ashland FD | Ashland FD |
| Athol | 11,621 over 32.57 sq mi | Athol PD | 23/14 4 groups of 5 24/72 shift 2 stations | 2265 2484 2470 2499 | 3179 3995 4150 4209 | Athol FD | Athol FD |
| Attleboro | 43,970 over 27.51 sq mi | Attleboro PD | 105/0 4 groups of 22 1-1-1-5 shift 4 stations | 5033 6883 7054 7275 | 8660 9311 9417 9679 | Attleboro FD | Attleboro FD |
| Auburn ⁷ | 16,387 over 15.36 sq mi | Auburn PD | 44/16 4 groups of 10 1-1-1-2-1-2-1-1-1 2 stations | 3263 3764 3788 3786 | 4526 5068 5119 5322 | Auburn FD | Auburn FD |
| Avon | 4,464 over 4.38 sq mi | Avon PD | 16/12 4 groups of 3 1-1-1-5 shift 1 station | 942 1101 1000 1084 | 1416 1569 1527 1590 | Avon FD | Avon FD |

⁷ Some shifts augmented by call firefighters

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|---|-----------------------------------|-----------------------------|---|--|--------------------------------------|--------------------------|-------------------------------|
| Ayer | 7,952 over 9.02 sq mi | Ayer-Shirley RDC | 19/11 4 groups of 4 24/72 shift 1 station | 1507 1911 1939 2074 | 2246 2705 2694 3007 | Ayer FD | Ayer FD |
| Barnstable - Barnstable Fire District | 3,500 over 13.8 sq mi | Barnstable CSO | 24/0 4 groups of 5 1-1-1-5 shift 1 station | 882 956 1143 1177 | 1506 1627 1781 1863 | Barnstable FD | Barnstable FD |
| Barnstable – COMM Fire District | 25,000 over 26.0 sq mi | COMM Dispatch | 61/0 4 groups of 13 1-1-1-5 shift 3 stations | 3352 3542 3542 3817 | 5047 5134 5425 5301 | COMM FD | COMM FD |
| Barnstable - Cotuit Fire District | 3,500 over 5.9 sq mi | COMM Dispatch | 15/5 4 groups of 3 1-1-1-5 shift 1 station | 525 546 602 621 | 783 874 1005 1111 | Cotuit FD | Cotuit FD |
| Barnstable - Hyannis Fire District | 15,000 over 9.5 sq mi | Barnstable PD | 59/0 4 groups of 12 1-2-1-4 shift 1 station | 6485 7096 6891 6261 | 7483 8211 7876 7656 | Hyannis FD | Hyannis FD |
| Bedford | 14,205 over 13.74 sq mi | Bedford ECC | 34/10 4 groups of 8 1-1-1-5 shift 1 station | 1496 1784 1809 1999 | 2678 3469 3375 3720 | Bedford FD | Bedford FD |
| Belchertown | 14,846 in 52.73 sq mi | Wilbraham RECC | 25/15 4 groups of 6 1-1-1-5 shift 1 station | 1849 1903 1936 2158 | 2258 2323 2445 2781 | Belchertown Muni EMS | Belchertown Muni EMS |
| Bellingham | 16,770 over 18.50 sq mi | Bellingham PD | 35/3 4 groups of 8 1-2-1-4 shift 3 stations | 2779 2860 2188 2432 | 3280 3869 4053 3773 | Bellingham FD | Bellingham FD |
| Belmont | 25,496 over 4.66 sq mi | Belmont Public Safety | 55/0 4 groups of 12/13 24/72 shift 3 stations | 1930 2140 2101 1924 | 3280 3869 4053 3773 | Belmont FD | Belmont FD |
| Berkley ⁸ | 6,580 in 16.54 sq mi | Berkley PD | 8/40 4 groups of 2 1-1-1-5 shift 2 stations | 739 741 731 765 | 1010 998 1050 1069 | Berkley FD | Berkley FD |
| Beverly | 40,952 over 16.60 sq mi | Beverly PD | 70/0 4 groups of 16 1-1-1-5 shift 3 stations | 3507 3878 3558 3802 | 5342 5800 6141 6343 | NE Regional Amb | NE Regional Amb |
| Billerica | 42,264 over 25.89 sq mi | Billerica PD | 83/0 4 groups of 18 1-1-1-5 shift 5 stations | 3228 3814 3995 4106 | 5735 5763 5389 6524 | Billerica Muni EMS | Billerica Muni EMS |
| Blackstone | 9,091 over 10.90 sq mi | Blackstone PD | 14/15 4 groups of 3 1-2-1-4 shift 3 stations | 921 1093 1186 1026 | 1349 1619 2588 2653 | Blackstone FD | Blackstone FD |
| Boston | 655,884 over 48.43 sq mi | Boston PD | 1500/0 4 groups of 366 1-2-1-4 shift 34 stations | 126,790 134,424 138,797 140,701 | 75,346 85,572 93,301 96,823 | Boston EMS | Boston EMS |

⁸ Berkley staffs Station 1 with full-time and per diem firefighters but Station 2 is unmanned.

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|-------------------------|----------------------------------|-----------------------|---|--------------------------------------|---------------------------------------|---|---|
| Bourne | 19,711 over 40.91 sq mi | Barnstable CSO | 44/5 4 groups of 10 1-1-1-5 shift 4 stations | 3565 3822 4048 4304 | 4577 4854 5132 5299 | Bourne FD | Bourne FD |
| Boxborough ⁹ | 5,171 over 10.36 sq mi | Nashoba Valley RDC | 11/33 1 group of 4d/2n 1-2-1-5 shift 1 station | 563 512 493 558 | 1701 1068 1069 1172 | BoxboroughF D | Emerson Hospital Pro EMS |
| Boylston | 4,475 in 16.03 sq mi | Boylston PD | 9/12 4 shifts of 2 1 station | 735 853 767 770 | 942 1102 1022 1005 | Boylston FD | W. Boylston FD, UMass EMS |
| Braintree | 37,362 over 13.90 sq mi | Braintree PD | 93/0 4 groups of 21 10/14 shift (mod) 3 stations | 4440 4066 5347 5132 | 6880 6059 7459 7336 | Cataldo Ambulance | Cataldo Ambulance |
| Brewster | 9,954 over 22.98 sq mi | Barnstable CSO | 24/35 4 groups of 5 1-2-1-4 shift 1 station | 2074 2323 2384 2368 | 3052 3236 2991 3094 | Brewster FD | Brewster FD |
| Bridgewater | 27,472 over 27.49 sq mi | Bridgewater PD | 55/0 4 groups of 12 1-1-1-5 shift 2 stations | 2969 3198 3458 3681 | 4907 4677 4817 5066 | Bridgewater FD | Bridgewater FD |
| Brockton | 94,779 over 21.47 sq mi | Brockton PD | 215/0 4 groups of 46 10/14 shift 6 stations | 24,677 21,649 22,348 22,262 | 26,136 27,507 28,515 28,481 | Brewster Ambulance | Brewster Ambulance |
| Brookline | 59,334 over 6.79 sq mi | Self- Dispatch | 151/0 4 groups of 34 24/72 shift 6 stations | 4182 4432 4945 4739 | 8753 9134 9790 9976 | Coastal Medical Transport Svcs | Coastal Medical Transport Svcs |
| Burlington | 25,683 over 11.81 sq mi | Burlington PD | 68/0 4 groups of 15 1-2-1-4 shift 2 stations | 3268 3621 3597 3963 | 4065 5048 5358 5424 | Burlington FD | Burlington FD |
| Cambridge | 109,694 over 6.43 sq mi | Cambridge PD | 300/0 4 groups of 67 1-2-1-4 shift 8 stations | 7021 8017 7496 7387 | 14,995 16,694 16,012 16,182 | Professional Ambulance | Cambridge FD |
| Canton | 22,510 over 18.93 sq mi | Holbrook RECC | 54/0 4 groups of 12 1-1-1-5 shift 2 stations | 2808 3180 3215 2919 | 4901 4921 5023 5400 | Canton FD | Canton FD |
| Charlton | 13,312 over 42.53 sq mi | Charlton PD | 28/9 4 groups of 6 1-2-1-4 shift 2 stations* | 1759 1827 1876 2404 | 2426 2574 2565 3138 | Charlton FD | Charlton FD |
| Chatham | 6,151 over 16.22 sq mi | Chatham FD | 32/4 4 groups of 7 1-1-1-5 shift 2 stations* | 1862 2053 2048 2056 | 3108 3241 3275 3259 | Chatham FD | Chatham FD |
| Chelmsford | 34,960 over 22.65 sq mi | Chelmsford PD | 63/0 4 groups of 13 1-2-1-4 shift 5 stations | No Data Avail | No Data No Data 6364 No Data | Trinity EMS | Trinity EMS |

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

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|-------------------------------|----------------------------------|-------------------------------------|---|------------------------------------|--------------------------------------|--------------------------|--|
| Chelsea | 38,861 over 2.19 sq mi | Chelsea ECC | 106/0 4 groups of 25 1-1-1-5 shift 3 stations | 5300 5958 6106 6521 | 7911 8862 9149 9515 | Cataldo Ambulance | Cataldo Ambulance |
| Chicopee | 55,795 over 22.87 sq mi | WestComm RECC | 145/0 4 groups of 34 1-1-1-5 shift 6 stations | 8505 10,052 10,225 10,834 | 13,385 14,125 14,461 15,088 | Chicopee FD | Multiple Paramedic Intercept Agencies |
| Clinton | 13,749 over 5.70 sq mi | Clinton PD | 25/12 4 groups of 6 1-2-1-4 shift 1 station | 1475 1488 1382 No Data | 2200 3163 3149 3600 | Clinton FD | Marlboro- Hudson Ambulance |
| Cohasset | 8,334 over 9.89 sq mi | South Shore Regional Comm Ctr | 23/8 4 shifts of 5 1-2-1-4 shift 1 station | 850 939 1010 950 | 1775 1681 1917 1769 | Cohasset FD | Cohasset FD |
| Concord | 19,935 over 24.92 sq mi | Concord PD | 43/1 4 groups of 10 1-1-1-5 shift 2 stations | 2069 2375 2423 2516 | 3611 3951 4197 4145 | Concord FD | Emerson Hospital Pro EMS |
| Dalton Fire District | 6,693 in 21.81 sq mi | Dalton Comm Ctr | 10/15 4 groups of 2 1-1-1-5 shift 1 station | 820 799 982 1117 | 1233 1462 1315 1473 | Dalton FD | Dalton FD |
| Danvers | 26,493 over 13.28 sq mi | Danvers PD | 53/0 4 groups of 12 1-1-1-5 shift 2 stations | 3100 3151 3527 3286 | 7048 7462 6534 5898 | NE Regional Amb | NE Regional Amb |
| Dartmouth Fire District #3 | 17,500 in 32.0 sq mi | Dartmouth PD | 16/25 3 stations | 279 332 325 297 | 1032 1082 1106 1084 | Southcoast EMS | Southcoast EMS |
| Dedham | 27,460 over 10.45 sq mi | Dedham PD | 67/0 4 groups of 16 1-1-1-5 shift 2 stations | 3297 3698 3947 3863 | 4737 5391 5765 5637 | Cataldo Ambulance | Cataldo Ambulance |
| Dennis | 14,037 over 20.60 sq mi | Barnstable CSO | 52/3 4 groups of 12 1-1-1-5 shift 2 stations | 3579 3865 3840 3720 | 5474 5595 5508 5371 | Dennis FD | Dennis FD |
| Dighton ¹⁰ | 7,315 over 22.38 sq mi | Dighton PD | 10/19 3 groups of 3 24/48 shift 2 stations | 811 882 898 957 | 1149 1113 1220 1469 | Dighton FD | Dighton FD |
| Douglas | 8,681 in 36.37 sq mi | Douglas PD | 11/17 4 groups of 2 1-1-1-1-1-4 shift 2 stations | 766 815 916 745 | 1152 1222 1298 1051 | Douglas FD | Douglas FD |
| Dracut | 31,079 over 20.90 sq mi | Northern Middlesex RECC | 44/1 4 groups of 10 10/14 shift 3 stations | 2600 2981 2761 2608 | 3952 4495 4362 4103 | Trinity EMS | Trinity EMS |
| Dudley | 11,818 in 21.05 sq mi | So. Worcester County RECC | 18/22 4 groups of 4 1-2-1-4 shift 1 station | 824 831 1325 1362 | 1468 1455 1941 1993 | Dudley FD | Dudley FD |

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

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|------------------------|----------------------------------|------------------------------|--|---------------------------------------|--------------------------------------|---------------------------|-------------------------------|
| Duxbury | 15,384 over 23.75 sq mi | Regional Old Colony CC | 28/2 4 groups of 6 1-1-1-5 shift 2 stations | 1583 1933 1835 1925 | 2750 3211 2929 2970 | Duxbury FD | Duxbury FD |
| East Bridgewater | 14,243 over 17.24 sq mi | Holbrook RECC | 30/6 4 groups of 6 1-2-1-4 shift 1 station | 2010 2050 2042 2035 | 2643 2541 2555 2604 | East Bridgewater FD | East Bridgewater FD |
| East Longmeadow | 16,123 over 12.97 sq mi | WestComm RECC | 32/2 4 groups of 7 1-2-1-4 shift 1 station | 3057 3253 3552 3691 | 3833 3986 4354 4473 | East Longmeadow FD | East Longmeadow FD |
| Eastham | 4,928 over 13.99 sq mi | Barnstable CSO | 23/0 4 groups of 5 1-2-1-4 shift 1 station | 1593 1667 1575 1593 | 2377 2437 2176 2343 | Eastham FD | Eastham FD |
| Easthampton | 16,036 over 13.42 sq mi | Easthampton RECC | 38/0 4 groups of 8 1-2-1-4 shift 1 station | 2343 2785 2931 2966 | 3247 3662 3696 3825 | Easthampton FD | Easthampton FD |
| Easton | 23,907 over 28.44 sq mi | Southeastern Mass RECC | 48/0 4 groups of 11 1-1-1-5 shift 3 stations | 2920 3023 2933 3307 | 4100 4224 4267 4383 | Easton FD | Easton FD |
| Everett | 44,231 over 3.38 sq mi | Everett Comm Center | 115/0 4 groups of 28 24/72 shift 3 stations | 5193 5084 5670 6183 | 7292 7122 7692 8327 | Everett FD | Cataldo Ambulance |
| Fairhaven | 16,034 over 12.40 sq mi | Holbrook RECC | 35/24 4 groups of 7 1-1-1-5 shift 2 stations* | 3004 3192 3329 3266 | 3766 3990 4198 4191 | Fairhaven FD | Fairhaven FD |
| Fall River | 88,712 over 31.02 sq mi | Fall River PD | 187/0 4 groups of 44 6 stations | 21,238 21,839 21,870 No Data | 7034 7181 7288 7132 | Fall River EMS | Fall River EMS |
| Falmouth | 31,631 over 44.24 sq mi | Self- Dispatch | 84/0 4 groups of 18 1-1-1-5 shift 5 stations | 6305 7029 7046 7052 | 8445 8929 8493 8958 | Falmouth FD | Falmouth FD |
| Fitchburg | 40,445 over 27.76 sq mi | Fitchburg FD | 81/0 4 groups of 19 24/72 shift 3 stations | 7718 7643 7918 7830 | 10,224 10,226 11,125 11,041 | Fitchburg FD | Fitchburg EMS |
| Foxborough | 17,376 over 20.08 sq mi | Southeastern Mass RECC | 44/1 4 groups of 9/10 1-1-1-5 shift 1 station | 2706 2461 2600 3029 | 3771 4085 4260 4458 | Foxborough FD | Foxborough FD |
| Framingham | 70,746 over 25.12 sq mi | Self- Dispatch | 154/0 4 groups of 35 1-2-1-4 shift 5 stations | 7628 9100 8852 9358 | 13,070 13,785 14,136 13,840 | Framingham FD | AMR |
| Franklin | 32,836 over 26.74 sq mi | Metacommet ECC | 60/12 4 groups of 14 1-1-1-5 shift 2 stations | 3025 3311 3280 3669 | 4723 5120 5276 5506 | Franklin FD | Franklin FD |

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|------------------------|----------------------------------|-------------------------------------|--|----------------------------------|------------------------------------|--------------------------|-------------------------------|
| Freetown | 9,093 over 36.61 sq mi | Freetown PD | 17/14 4 groups of 3 1-1-1-5 shift 3 stations | 1415 1539 1676 1245 | 2271 2256 2500 2246 | Freetown FD | Freetown FD |
| Gardner | 20,381 over 22.19 sq mi | Gardner PD | 41/9 4 groups of 8 24/72 shift 2 stations | 3691 3854 3679 3944 | 5254 5430 5698 6060 | Gardner FD | Gardner FD |
| Gloucester | 29,626 over 25.96 sq mi | Gloucester PD | 83/0 4 groups of 17 1-1-1-5 shift 4 stations | 3681 4103 3870 3864 | 5380 5811 5550 5549 | Gloucester FD | Gloucester FD |
| Greenfield | 17,368 over 21.73 sq mi | Greenfield PD | 33/2 4 groups of 7 1-1-1-5 shift 1 station | 1987 1974 2410 2286 | 3094 3055 3828 3597 | Greenfield FD | AMR |
| Hadley | 5,301 in 23.31 sq mi | Hadley PD | 11/17 4 groups of 2 12h shifts 1 station | 912 953 1063 1292 | 1385 1529 1673 2014 | Hadley FD | Action EMS |
| Halifax | 7,767 over 16.15 sq mi | Regional Old Colony CC | 12/16 4 groups of 2/3 1-1-1-5 shift 1 station | 1125 1150 1202 1419 | 1625 1541 1664 1865 | Halifax FD | Halifax FD |
| Hanover | 14,360 over 15.61 sq mi | Regional Old Colony CC | 31/16 4 groups of 6/7 1-1-1-5 shift 4 stations | 1676 2882 2225 2526 | 3770 3829 3346 3406 | Hanover FD | Hanover FD |
| Hanson | 10,441 over 15.01 sq mi | Regional Old Colony CC | 18/8 4 groups of 4 1-1-1-5 shift 2 stations* | 1311 1429 1439 1476 | 1990 2090 2076 2157 | Hanson FD | Hanson FD |
| Harwich | 12,188 over 21.04 sq mi | Barnstable CSO | 40/0 4 groups of 9 1-2-1-4 shift 2 stations | 3636 3620 3634 3733 | 4864 4857 4840 5006 | Harwich FD | Harwich FD |
| Haverhill | 62,488 over 33.33 sq mi | Haverhill PD | 108/0 4 groups of 24 1-2-1-4 shift 6 stations | 4949 4757 4746 4645 | 8363 8418 7506 8227 | Trinity EMS | Trinity EMS |
| Hingham | 22,964 over 22.47 sq mi | South Shore Regional Comm Ctr | 51/0 4 groups of 12 24/72 shift 3 stations | 3237 3742 3690 3716 | 4993 5372 5382 5379 | Hingham FD | Hingham FD |
| Holbrook | 11,026 over 7.35 sq mi | Holbrook RECC | 26/8 4 groups of 6 1-1-1-5 shift 2 stations* | 1816 1884 1872 1904 | 3202 2965 3088 3007 | Holbrook FD | Holbrook FD |
| Holden | 18,476 over 34.99 sq mi | Wachusett RECC | 25/20 4 groups of 5/6 1-2-1-4 shift 2 stations* | 2033 2309 2451 2358 | 2574 2921 3066 3010 | Holden FD | Holden FD |
| Holyoke | 40,124 over 21.29 sq mi | Self- Dispatch | 131/0 4 groups of 30 1-1-1-5 shift 4 stations | No Data 2108 2691 2712 | 5188 5606 5984 5927 | Cataldo Ambulance | Cataldo Ambulance |
| Hopedale | 5,950 over 5.16 sq mi | Mendon PD | 10/16 4 groups of 2 1-2-1-4 shift 1 station | 1031 1066 1147 1111 | 1642 1621 1620 1574 | Hopedale FD | AMR or Mendon FD |

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|------------------------|----------------------------------|-------------------------------------|--|----------------------------------|------------------------------------|--------------------------|--------------------------------|
| Hopkinton | 16,311 over 26.56 sq mi | Hopkinton PD | 33/4 4 groups of 7 1-1-1-5 shift 2 stations* | 1515 1580 1724 1599 | 2435 2513 2893 2252 | Hopkinton FD | Hopkinton FD |
| Hudson | 19,754 over 11.50 sq mi | Nashoba Valley RDC | 35/2 4 groups of 8 1-1-1-5 shift 3 stations | 2168 2333 2266 2358 | 3267 3384 3345 3456 | Patriot Ambulance | Patriot Ambulance |
| Hull | 10,365 over 3.03 sq mi | South Shore Regional Comm Ctr | 33/0 4 groups of 7/8 1-1-1-5 shift 3 stations | 1686 1491 1679 1608 | 2525 2424 2459 2410 | Hull FD | Hull FD |
| Ipswich | 13,661 over 32.58 sq mi | Ipswich PD | 19/10 4 groups of 4 1-1-1-5 shift 2 stations* | 1042 1165 1136 1076 | 2152 2183 2352 2290 | Action Ambulance | Action Ambulance |
| Kingston | 13,154 over 18.53 sq mi | Kingston PD | 26/5 4 groups of 6 1-2-1-4 shift 2 stations* | 1877 2105 2295 2394 | 2690 2814 3057 3184 | Kingston FD | Kingston FD |
| Lakeville | 11,208 over 29.90 sq mi | Lakeville PD | 15/22 4 groups of 3 1-2-1-4 shift 1 station | 1366 1520 1450 1537 | 2030 2191 2182 2226 | Lakeville FD | Lakeville FD |
| Lawrence | 78,197 over 6.96 sq mi | Lawrence PD | 137/0 4 groups of 30 1-1-1-5 shift 6 stations | 3134 4054 4417 4261 | 6924 7813 8345 7970 | LGH EMS | LGH EMS |
| Lee | 5,861 in 26.40 sq mi | Berkshire CSO | 12/24 4 groups of 2 48/96 shift 2 stations | 1274 1329 1463 1434 | 1543 1630 1688 1713 | Lee Muni Ambulance | Lee Muni Ambulance |
| Lenox | 5,004 over 21.22 sq mi | Berkshire CSO | 9/36 4 groups of 2 ¹¹ 1-1-1-5 shift 3 stations | 1250 1523 1638 1552 | 1873 2103 2350 2216 | Lenox FD | County Ambulance |
| Leominster | 41,150 over 28.88 sq mi | Leominster PD | 89/0 4 groups of 20 24/72 shift 3 stations | 6289 6808 6778 6999 | 8730 9263 9880 9780 | Leominster FD | Leominster FD |
| Lexington | 33,075 over 16.40 sq mi | Lexington PD | 65/0 4 groups of 14 1-1-1-5 shift 2 stations | 1908 2509 3152 3353 | 3825 4523 4736 4990 | Lexington FD | Lexington FD |
| Lincoln ¹² | 7,289 over 14.37 sq mi | Lincoln PD | 14/10 4 groups of 4 1-1-1-5 shift 1 station | 758 899 817 727 | 1409 1514 1485 1428 | Lincoln FD | Emerson Hospital Pro EMS |
| Littleton | 9,396 in 16.62 sq mi | Littleton PD | 22/11 4 shifts of 5 1 station | 1405 1515 1485 1428 | 2085 2308 2330 2458 | Littleton FD | Littleton FD |

¹¹ Lenox relies on per-diem firefighters to staff 2 per shift

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

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|-------------------------|-----------------------------------|---------------------------|---|--------------------------------------|--------------------------------------|--------------------------|-------------------------------------|
| Longmeadow | 15,882 over 9.02 sq mi | WestComm RECC | 27/3 4 groups of 5/6 1-2-1-4 shift 1 station | 1825 2080 2145 2268 | 2786 2836 2993 3077 | longmeadow FD | longmeadow FD |
| Lowell | 109,945 over 13.77 sq mi | Lowell PD | 214/0 4 groups of 49 24/72 shift 8 stations | 21,592 23,001 21,221 21,967 | 16,188 14,625 13,745 14,712 | Trinity EMS | Greater Lowell EMS |
| Ludlow | 21,436 over 27.15 sq mi | Ludlow PD | 39/4 4 groups of 8 24/72 shift 1 station | 3631 3833 4010 4081 | 4706 4827 5148 5304 | Ludlow FD | Ludlow FD |
| Lunenburg ¹³ | 11,107 in 26.42 sq mi | Nashoba Valley RDC | 11/32 3 groups of 3 24/48 shift 1 station | 962 1143 1193 1193 | 1312 1544 1567 2083 | Lunenburg FD | Townsend FD (n) & MedStar (s) |
| Lynn | 92,137 over 10.82 sq mi | Self- Dispatch | 185/0 4 groups of 45 10/14 shift 8 stations | 9178 9629 10,032 9770 | 15,329 16,404 16,855 16,374 | Cataldo Ambulance | Cataldo Ambulance |
| Lynnfield | 12,668 in 10.14 sq mi | Lynnfield PD | 13/22 4 groups of 7/4 ¹⁴ 12h shift 2 stations | 1158 1482 1441 1346 | 1910 2402 2306 2266 | Lynnfield FD | Lynnfield FD |
| Malden | 60,859 over 5.07 sq mi | Malden PD | 110/0 4 groups of 26 1-1-1-5 shift 4 stations | 6784 7320 6670 7089 | 9717 10,415 9966 10,430 | Cataldo Ambulance | Cataldo Ambulance |
| Manchester | 5,336 over 9.29 sq mi | North Shore RECC | 17/6 4 groups of 4 1-1-1-5 shift 1 station | 630 528 643 515 | 1001 1075 1237 1067 | Manchester FD | Manchester FD |
| Mansfield | 23,595 over 20.46 sq mi | Southeastern Mass RECC | 42/0 4 groups of 9 1-1-1-5 shift 2 stations | 2385 2574 2598 2662 | 3566 3785 3905 3958 | Mansfield FD | Mansfield FD |
| Marblehead | 20,454 over 4.53 sq mi | Marblehead PD | 43/0 4 groups of 10 1-1-1-5 shift 2 stations | 1212 1395 1476 1564 | 2932 2961 3115 3606 | Beaumont Ambulance | Beaumont Ambulance |
| Marlborough | 39,612 over 21.09 sq mi | Marlboro PD | 76/0 4 groups of 18 1-2-1-4 shift 3 stations | 5678 6352 6710 6230 | 8163 9082 9563 8769 | Patriot Ambulance | Patriot Ambulance |
| Marshfield | 25,635 over 28.45 sq mi | Marshfield PD | 52/13 4 groups of 12 1-2-1-4 shift 3 stations | 3104 3421 3153 3096 | 4433 4863 4509 4487 | Marshfield FD | Marshfield FD |
| Mashpee | 14,049 over 23.48 sq mi | Barnstable CSO | 42/1 4 groups of 9 1-1-1-5 shift 1 station | 2942 3014 3101 3245 | 4189 4224 4428 4477 | Mashpee FD | Mashpee FD |
| Maynard | 10,474 over 5.24 sq mi | Maynard PD | 22/2 4 groups of 4/6 1-1-1-5 shift 1 station | 1054 1170 1207 1232 | 1860 1999 2142 2094 | Maynard FD | Emerson Hospital Pro EMS |

¹³ Lunenburg has 3 shifts of career FFs Monday thru Saturday. Use 3 per-diem FFs on Sunday

¹⁴ Lynnfield is staffed by day with 7 FFs and at night with 4 per-diem FFs

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|-------------------------|----------------------------------|---------------------|--|----------------------------------|--------------------------------------|--|--|
| Medfield | 12,394 over 14.51 sq mi | Medfield PD | 17/11 4 groups of 4 1-2-1-4 shift 1 station | 745 840 908 919 | 1307 1405 1576 1549 | Medfield FD | Mutual Aid Fire Depts |
| Medford | 57,437 over 8.14 sq mi | Medford PD | 114/0 4 groups of 26 1-1-1-5 shift 6 stations | 7470 7880 8579 8882 | 11,995 11,085 12,453 12,553 | Armstrong Ambulance | Armstrong Ambulance |
| Medway | 13,184 over 11.45 sq mi | Medway PD | 23/26 4 shifts of 4/5 1-2-1-4 shift 2 stations | 1376 1778 1964 1914 | 2216 2602 2914 2965 | Medway FD | Medway FD |
| Melrose | 27,969 over 4.69 sq mi | Melrose PD | 53/0 4 groups of 12 1-1-1-5 shift 6 stations | 2383 2668 2714 2771 | 4420 4630 4403 4342 | Melrose FD | Armstrong Ambulance |
| Mendon ¹⁵ | 5,960 in 18.10 sq mi | Metacomet ECC | 8/15 4 groups of 2 48/96 shift 1 station | 455 682 668 709 | 778 946 941 1058 | Mendon FD | Mendon FD |
| Methuen | 49,112 over 22.40 sq mi | Methuen PD | 98/0 4 groups of 23 1-1-1-5 shift 4 stations | 6258 6952 6869 6915 | 8591 9454 9448 9628 | Methuen FD | LGH Paramedics |
| Middleborough | 24,103 over 69.55 sq mi | Middleboro PD | 36/25 4 groups of 7/8 1-1-1-5 shift 3 stations | 2384 2420 3364 2095 | 5262 5115 5180 5405 | Coastal Medical Transport Svc | Coastal Medical Transport Svc |
| Middleton ¹⁶ | 9,578 over 13.97 sq mi | North Shore RECC | 14/24 4 groups of 4 1-1-1-5 shift 1 station | 1194 1284 1256 1000 | 2223 2251 2241 1832 | Middleton FD | Middleton FD |
| Milford | 28,439 over 14.60 sq mi | Milford PD | 46/0 4 groups of 10 24/72 shift 2 stations | 4072 4471 4241 4348 | 5642 5933 5884 5956 | Coastal Medical Transport Svc | Coastal Medical Transport Svc |
| Millis | 8,009 over 12.16 sq mi | Millis PD | 17/11 4 groups of 4 24/72 shift 2 stations | 856 895 957 1286 | 1756 1781 1728 2258 | Millis FD | Millis FD |
| Milton | 27,360 over 13.04 sq mi | Milton PD | 58/0 4 groups of 14/13 1-2-1-4 shift 3 stations | 2400 2575 2556 2968 | 4551 3895 3916 4482 | Coastal Medical Transport Svc | Coastal Medical Transport Svc |
| Monson | 8,754 in 44.28 sq mi | WestComm RECC | 10/18 3 groups of 2 24/48 shift 1 station | 1014 836 980 No Data | 1194 1100 1184 1304 | Monson FD | Monson FD |
| Nahant | 3,479 over 1.24 sq mi | Lynn FD | 9/12 4 groups of 2 1-1-1-5 shift 1 station | 353 360 345 422 | 611 591 612 694 | Nahant FD | Coastal Medical Transport Svc |
| Nantucket | 10,856 over 47.81 sq mi | Nantucket PD | 29/20 4 groups of 6 1-1-1-5 shift 4 stations | 1270 1290 1375 1437 | 3249 2978 3119 3282 | Nantucket FD | Nantucket Cottage Hospital |

¹⁵ Mendon shifts have a per-diem firefighter weekdays

¹⁶ Middleton utilizes a part-time firefighter for each shift to staff 4 per shift

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|------------------------|----------------------------------|-------------------------------------|--|--------------------------------------|--------------------------------------|------------------------------|---|
| Natick | 35,523 over 15.08 sq mi | Natick PD | 92/0 4 groups of 21 1-2-1-4 shift 4 stations | 3216 3496 3509 4012 | 5347 5622 5854 6142 | Natick FD | Natick FD |
| Needham | 30,205 over 12.61 sq mi | Self- Dispatch | 80/0 4 groups of 17/16 24/72 shift 2 stations | 1923 2613 2833 2633 | 3707 4009 4313 4335 | Needham FD | Needham FD |
| New Bedford | 94,845 over 20.12 sq mi | New Bedford PD | 219/0 4 groups of 48 1-1-1-5 shift 7 stations | 19,679 20,404 21,040 22,528 | 10,109 11,327 11,855 13,064 | New Bedford EMS | New Bedford EMS |
| Newburyport | 17,926 over 8.38 sq mi | Town PD | 39/12 4 groups of 9 1-1-1-5 shift 3 stations | 1830 1831 2010 2141 | 2677 3160 3385 3468 | Cataldo Ambulance | Cataldo Ambulance |
| Newton | 88,287 over 18.05 sq mi | Newton PD | 199/0 4 groups of 46 24/72 shift 6 stations | 5123 5190 4945 5345 | 9532 10,434 10,950 11,450 | Cataldo Ambulance | Cataldo Ambulance |
| Norfolk | 11,800 over 14.84 sq mi | Metacomet ECC | 17/5 4 groups of 4 1-1-1-5 shift 1 station | 1070 1319 1306 1413 | 1941 2026 2051 1955 | Norfolk FD | Norfolk FD |
| North Adams | 13,354 over 20.44 sq mi | North Adams PSAP | 28/0 4 groups of 6 10/14 shift 1 station | No Data Avail | 1373 1280 1480 1389 | Northern Berkshire EMS | Northern Berkshire EMS |
| North Andover | 29,478 over 26.65 sq mi | North Andover PD | 59/0 4 groups of 13 1-2-1-4 shift 2 stations | 3066 4009 3687 4449 | 4775 5625 6387 6312 | North Andover FD | LGH Paramedics |
| North Attleboro | 28,908 over 18.64 sq mi | North Attleboro PD | 62/7 4 groups of 14 1-1-1-5 shift 3 stations | 3363 3553 3789 3896 | 5020 5372 5613 5558 | North Attleboro FD | North Attleboro FD |
| North Reading | 15,509 over 13.25 sq mi | North Shore RECC | 23/5 4 groups of 5 1-1-1-5 shift 1 station | 1458 1638 1687 1669 | 2537 2694 2874 3010 | North Reading FD | Action Ambulance |
| Northampton | 28,554 over 34.46 sq mi | northampton ECC | 63/0 4 groups of 14 1-1-1-5 shift 2 stations | 5701 6384 6980 6910 | 7645 8352 9147 9127 | Northampton FD | Northampton FD (day) or Am-B-Care |
| Northborough | 14,834 over 18.53 sq mi | Town PD | 21/13 4 groups of 4 1-2-1-4 shift 1 station | 1502 1643 1666 1562 | 2375 2551 2453 2365 | Northboro FD | Northboro FD |
| Northbridge | 16,407 over 17.18 sq mi | Northbridge PD | 20/10 4 groups of 4 10/14 shift 2 stations | 2287 2777 2903 2587 | 3249 3502 3609 3252 | Northbridge FD | Northbridge FD |
| Norton | 19,396 over 28.71 sq mi | Southeastern Mass RECC | 42/10 4 groups of 9 1-1-1-5 shift 2 stations | 2121 2203 2218 2382 | 3720 3891 3925 3521 | Norton FD | Norton FD |
| Norwell | 10,817 over 20.87 sq mi | South Shore Regional Comm Ctr | 26/7 4 groups of 5 10/14 shift 3 stations | 1611 1746 1820 1852 | 2606 2646 2727 2656 | Norwell FD | Norwell FD |

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|------------------------|----------------------------------|------------------------------------|--|----------------------------------|--------------------------------------|--------------------------|-------------------------------|
| Norwood | 29,056 over 10.48 sq mi | Holbrook RECC | 70/0 4 groups of 16 1-1-1-5 shift 1 station | 4865 5205 5182 5538 | 6152 6678 6764 7154 | Norwood FD | Norwood FD |
| Orange | 7,713 over 35.36 sq mi | Shelburne Falls State Police | 18/17 3 groups of 3 24/48 shift 2 stations | 1503 1579 1510 1436 | 2565 2569 2382 2506 | Orange FD | Orange FD |
| Orleans | 5,863 over 14.17 sq mi | Barnstable CSO | 24/8 4 groups of 5 1-1-1-5 shift 1 station | 2063 1989 1831 2009 | 2749 2683 2507 2812 | Orleans FD | Orleans FD |
| Oxford | 13,853 over 26.63 sq mi | Oxford PD | 23/10 4 groups of 5 1-2-1-4 shift 2 stations | 2074 2329 2042 2099 | 2588 2974 2660 2797 | Oxford FD | Oxford FD |
| Peabody | 52,376 over 16.40 sq mi | Peabody PD | 113/0 4 groups of 25 24/72 shift 5 stations | No Data 5341 6479 6352 | No Data 7785 9434 8834 | Cataldo Ambulance | Cataldo Ambulance |
| Pembroke | 18,197 over 21.84 sq mi | Pembroke PD | 32/21 4 groups of 7 1-1-1-5 shift 4 stations | 2453 2695 2774 2733 | 3554 3737 3789 3833 | Pembroke FD | Pembroke FD |
| Pepperell | 11,975 over 22.56 sq mi | Patriot Regional ECC | 7/38 4 groups of 2 ¹⁷ 1-2-1-4 shift 2 stations | 996 1115 1076 1153 | 1401 1554 1658 1688 | Pepperell FD | Pepperell FD |
| Pittsfield | 43,697 over 40.73 sq mi | Pittsfield PD | 99/0 4 groups of 22 1-1-1-5 shift 5 stations | 3779 3896 3945 3805 | 6557 6837 7056 6790 | County Ambulance | County Ambulance |
| Plainville | 8,910 over 11.06 sq mi | Metacomet ECC | 28/16 4 groups of 6 1-2-1-4 shift 1 station | 1526 1602 1839 2023 | 2548 2532 2805 3102 | Plainville FD | Plainville FD |
| Plymouth | 58,271 over 96.46 sq mi | Plymouth CSO | 145/0 4 groups of 32 10/14 shift 7 stations | 9848 8120 14,134 14,994 | 10,073 12,376 12,371 12,667 | Brewster Ambulance | Brewster Ambulance |
| Plympton | 2,873 in 14.79 sq mi | Regional Old Colony CC | 6/30 2 groups of 2 1 station | 454 513 542 541 | 750 757 785 808 | Plympton FD | Plympton FD |
| Quincy | 93,397 over 16.78 sq mi | Quincy PD | 205/0 4 groups of 48 1-2-1-4 shift 8 stations | 8136 7211 6637 7026 | 12,362 11,705 11,145 11,442 | Brewster Ambulance | Brewster Ambulance |
| Randolph | 33,629 over 10.07 sq mi | Randolph PD | 58/3 4 groups of 13/14 1-1-1-5 shift 2 stations | 4613 5500 5628 5760 | 6618 6344 6534 6679 | Randolph FD | Randolph FD |
| Raynham | 13,691 over 20.50 sq mi | Raynham PD | 28/5 4 groups of 6 1-1-1-5 shift 1 station | 2498 2770 2598 2625 | 3560 3812 3779 3704 | Raynham FD | Raynham FD |

¹⁷ Pepperell uses 3 per diems per shift

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|-------------------------|----------------------------------|----------------------|---|----------------------------------|--------------------------------------|--------------------------|-------------------------------|
| Reading | 25,508 over 9.93 sq mi | Reading PD | 52/0 4 groups of 12 1-1-1-5 shift 2 stations | 2238 2366 2543 2512 | 4248 4456 4602 4579 | Reading FD | Reading FD |
| Revere | 54,154 over 5.91 sq mi | Metro North RECC | 122/0 4 groups of 27 1-1-1-5 shift 4 stations | 8005 7850 7843 7637 | 11,655 11,452 11,306 11,108 | Cataldo Ambulance | Cataldo Ambulance |
| Rockland | 17,761 over 10.02 sq mi | Holbrook RECC | 31/5 4 groups of 7 1-1-1-5 shift 1 station | 2733 3084 2795 2942 | 3713 4069 3627 3905 | Rockland FD | Rockland FD |
| Rutland | 8,349 in 35.26 sq mi | Central Mass RECC | 12/18 4 groups of 3 1-1-1-5 shift 1 station | 1126 1170 1099 1194 | 1535 1655 1546 1689 | Rutland FD | Rutland FD |
| Salem | 42,824 over 8.10 sq mi | Salem PD | 99/0 4 groups of 21 1-1-1-5 shift 5 stations | 3780 4043 4468 4689 | 6270 7388 7790 8151 | Cataldo Ambulance | Cataldo Ambulance |
| Salisbury ¹⁸ | 8,706 over 15.43 sq mi | Salisbury PD | 21/12 4 groups of 3 1-2-1-4 shift 1 station | 1283 1291 1152 1396 | 2117 2011 1766 1981 | Cataldo Ambulance | Cataldo Ambulance |
| Sandwich | 20,536 over 43.04 sq mi | Sandwich PD | 49/0 4 groups of 11 1-1-1-5 shift 3 stations | 3332 3526 3589 3685 | 4778 4756 4913 4958 | Sandwich FD | Sandwich FD |
| Saugus | 27,921 over 10.99 sq mi | Saugus PD | 59/0 4 groups of 12 1-1-1-5 shift 2 stations | 3029 3545 3417 3388 | 4931 5221 5299 5258 | Armstrong Ambulance | Armstrong Ambulance |
| Scituate | 18,413 over 17.18 sq mi | Scituate PD | 51/0 4 groups of 12 24/72 shift 3 stations | 1946 2244 2158 2108 | 3410 3535 3531 3438 | Scituate FD | Scituate FD |
| Seekonk | 14,683 over 18.32 sq mi | Seekonk PD | 42/10 4 groups of 9 1-2-1-4 shift 3 stations | 2485 2463 2495 2579 | 2485 2463 2495 2579 | Seekonk FD | Seekonk FD |
| Sharon | 18,121 over 23.31 sq mi | Holbrook RECC | 33/3 4 groups of 7 1-1-1-5 shift 1 station | 1562 1788 1824 1944 | 2720 2780 3059 3317 | Sharon FD | Sharon FD |
| Shirley | 7,372 in 15.82 sq mi | Ayer-Shirley RDC | 8/23 4 groups of 2 ¹⁹ 24/72 shift 1 station | 701 740 773 1034 | 985 1300 1200 1380 | Shirley Muni Amb | |
| Shrewsbury | 36,580 over 20.73 sq mi | Shrewsbury PD | 49/15 4 groups of 10 1-1-1-5 shift 3 stations | 3202 3118 3087 3318 | 4422 4598 4551 4657 | UMASS Memorial EMS | UMASS Memorial EMS |
| Somerset | 18,231 over 7.1 sq mi | Somerset PD | 36/0 4 groups of 8 1-2-1-4 shift 1 station | 2996 2956 3131 3435 | 3492 3446 3664 4034 | Somerset FD | Somerset FD |

¹⁸ Salisbury uses career personnel during weekdays and per diem firefighters nights and weekends.

¹⁹ Two of the four shifts covered using a per-diem or call firefighter

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|----------------------------------|-----------------------------------|-------------------------------|--|------------------------------------|---------------------------------------|-------------------------------------|-------------------------------------|
| Somerville | 78,901 over 4.11 sq mi | Somerville PD | 169/0 4 groups of 37 24/72 shift 5 stations | 6822 7187 7721 7788 | 13,809 14,836 15,668 16,865 | Cataldo Ambulance | Cataldo Ambulance |
| South Hadley Fire District #1 | 17,691 over 17.71 sq mi | South Hadley PD | 22/21 4 groups of 5 10/14 shift 1 station | 2252 2338 2566 2343 | 2774 2915 3183 2897 | South Hadley Fire District #1 | South Hadley Fire District #1 |
| Southborough | 9,943 over 14.15 sq mi | Town PD | 23/6 4 groups of 4/5 1-1-1-5 shift 2 stations | 851 906 977 980 | 1418 1444 1579 1576 | Southboro FD | Southboro FD |
| Southbridge | 16,825 over 20.36 sq mi | Southbridge PD | 25/8 4 groups of 6/4 1-2-1-4 shift 1 station | 2758 3156 3392 3519 | 3454 3819 4225 4378 | Southbridge FD | Southbridge FD |
| Southwick | 9,689 in 30.96 sq mi | Westfield RECC | 10/37 4 groups of 2 1-2-1-4 shift 1 station | 1188 1286 1436 1668 | 1533 1669 1785 2061 | Southwick FD | Agawam FD & Westfield FD |
| Springfield | 153,991 over 32.10 sq mi | Springfield PD | 288/0 4 groups of 64 10/14 shift 8 stations | 6988 11,265 12,741 13,188 | 14,251 19,311 21,516 21,993 | Chapin Ambulance | Chapin Ambulance |
| Stoneham | 21,886 over 6.15 sq mi | Stoneham PD | 43/0 4 groups of 10 1-1-1-5 shift 1 station | 2399 2453 2611 2899 | 3735 3859 3985 4344 | Armstrong Ambulance | Armstrong Ambulance |
| Stoughton | 28,396 over 16.04 sq mi | Holbrook RECC | 55/0 4 groups of 11/12 1-2-1-4 shift 2 stations | 3962 4340 4289 4460 | 5891 6478 6378 6822 | Stoughton FD | Stoughton FD |
| Sturbridge | 9,463 over 37.41 sq mi | Sturbridge PD | 17/20 3 groups of 4 24/48 shift 1 station | 1650 1703 1624 1568 | 2519 2557 2385 2379 | Sturbridge FD | Sturbridge FD |
| Sudbury | 18,766 over 24.37 sq mi | Holbrook RECC | 41/1 4 groups of 9 1-1-1-5 shift 3 stations | 1420 1609 1535 1646 | 2277 2458 2559 2798 | Sudbury FD | Sudbury FD |
| Swampscott | 14,014 over 3.05 sq mi | Lynn FD | 35/0 4 groups of 8 1-1-1-5 shift 1 station | 1428 1397 1497 1472 | 2323 2366 2473 2398 | Beaumont Ambulance | Beaumont Ambulance |
| Taunton | 56,544 over 46.61 sq mi | Self Dispatch | 156/0 4 groups of 36 1-1-1-5 shift 6 stations | No Data No Data 7606 8562 | 10,710 No Data 11,571 11,981 | Brewster Ambulance | Brewster Ambulance |
| Tewksbury | 30,260 over 20.72 sq mi | Northern Middlesex RECC | 61/0 4 groups of 14 1-1-1-5 shift 3 stations | 4292 4467 4740 4793 | 9320 9629 10,375 10,186 | Tewksbury FD | Greater Lowell EMS |
| Townsend | 9,404 in 32.87 sq mi | Patriot Regional ECC | 10/20 4 groups of 2 1-2-1-4 shift 3 stations | 1051 1130 1121 1073 | 1451 1659 1671 1575 | Townsend FD | Townsend FD |
| Truro | 2,011 | Truro PD | 16/8 4 groups of 4 ²⁰ | 641 634 | 1438 1297 | Truro RS | Truro RS |

²⁰ Truro tries to have one per diem per shift to have 4 FFs on duty

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|----------------------------------|----------------------------------|------------------------------------|--|---------------------------------|------------------------------|---|---|
| | in 21.05 sq mi | | 1-2-1-4 shift 1 station | 590 541 | 1250 953 | | |
| Turner Falls (Montague) | 6,360 over 21.67 sq mi | Shelburne Falls State Police | 13/10 3 groups of 4 24/48 shift 1 station | 1088 1176 1117 1171 | 1531 1650 1535 1612 | Turner Falls FD | AMR |
| Uxbridge | 13,783 over 29.54 sq mi | Uxbridge PD | 27/18 4 groups of 5 1-1-1-5 shift 3 stations | 1686 1887 1941 1959 | 2414 2716 2826 2898 | Uxbridge FD | Uxbridge FD |
| Wakefield | 26,774 over 7.47 sq mi | Wakefield PD | 56/0 4 groups of 13 1-1-1-5 shift 2 stations | 2922 3257 3167 3299 | 3999 4387 4325 4726 | Cataldo Ambulance | Cataldo Ambulance |
| Walpole | 24,933 over 20.54 sq mi | Walpole PD | 52/0 4 groups of 12 1-2-1-4 shift 3 stations | 2764 2822 2942 3160 | 4296 4278 4369 4678 | Walpole FD | Walpole FD |
| Waltham | 63,014 over 12.70 sq mi | Waltham Comm Center | 169/0 4 groups of 41 24/72 shift 6 stations | 4549 5321 5739 5632 | 8037 8743 9558 9860 | Armstrong Ambulance | Armstrong Ambulance |
| Ware | 9,878 over 34.41 sq mi | WestComm RECC | 18/25 4 groups of 4 1-2-1-4 shift 1 station | 2261 2198 2113 2206 | 2595 2445 2461 2644 | Ware FD | Ware FD |
| Wareham Fire District | 18,232 over 35.80 sq mi | Self Dispatch | 30/29 4 groups of 6 1-1-1-5 shift 4 stations* | 5371 5723 5723 5515 | 2871 2837 2765 2772 | Wareham EMS | Wareham EMS |
| Watertown | 34,127 over 4.11 sq mi | Watertown PD | 89/0 4 groups of 20 24/72 shift 3 stations | 3337 3362 3527 3631 | 6365 7287 7404 7001 | Watertown FD | Watertown FD |
| Wayland | 13,541 over 15.23 sq mi | Wayland PD | 31/10 4 groups of 7 1-1-1-5 shift 2 stations | 1082 1274 1332 1367 | 3391 3387 2725 2521 | Wayland FD | Wayland FD |
| Webster ²¹ | 16,844 in 12.49 sq mi | So. Worcester County RECC | 17/15 4 groups of 4 1 station | 4953 5019 6925 No Data | 840 803 806 881 | Webster Muni EMS | Webster Muni EMS |
| Wellesley | 29,362 over 10.18 sq mi | Wellesley PD | 60/0 4 groups of 13 1-1-1-5 shift 2 stations | 2024 2251 1993 2101 | 3534 4001 4040 4716 | Coastal Medical Transport Svcs | Coastal Medical Transport Svcs |
| Wellfleet | 2,754 over 19.83 sq mi | Barnstable CSO | 22/13 4 groups of 5 1-2-1-4 shift 2 stations* | 869 840 861 897 | 1406 1301 1370 1419 | Wellfleet FD | Wellfleet FD |
| West Barnstable Fire District | 3,500 in 13.5 sq mi | Barnstable CSO | 12/51 4 groups of 2 1-1-1-5 shift 1 station | 398 408 490 410 | 636 673 733 665 | West Barnstable FD | West Barnstable FD |
| West Bridgewater | 7,060 over 15.74 sq mi | West Bridgewater PD | 18/10 4 groups of 4 1-1-1-5 shift 1 station | 1301 1287 1300 1399 | 2680 2469 2454 2551 | West Bridgewater FD | West Bridgewater FD |

²¹ Webster staffs its station with two additional firefighters per shift using per-diem firefighters.

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|---------------------------|----------------------------------|---------------------------|---|---------------------------------------|---|----------------------------------|----------------------------------|
| West Springfield | 28,627 over 16.75 sq mi | West Springfield PD | 78/0 4 groups of 18 1-1-1-5 shift 3 stations | 7242 7511 8190 7891 | 8526 8836 9635 9258 | West Springfield FD | West Springfield FD |
| Westborough | 17,756 over 20.52 sq mi | Westboro PD | 49/8 4 groups of 11 1-2-1-4 shift 1 station | 3089 3517 3640 3878 | 4693 5014 5375 5273 | Westboro FD | Westboro FD |
| Westfield | 41,608 over 46.58 sq mi | Westfield RECC | 90/0 4 groups of 21 1-1-1-5 shift 3 stations | No Data No Data 7912 No Data | No Data No Data 11,090 No Data | Westfield FD | Westfield FD |
| Westford | 23,678 over 30.61 sq mi | Westford PD | 47/0 4 groups of 11 1-1-1-5 shift 3 stations | 1923 2180 2384 2423 | 3077 3360 3450 3868 | Westford FD | Greater Lowell EMS |
| Westminster ²² | 7,463 over 35.51 sq mi | Westminster PD | 15/2 4 groups of 4 1-2-1-4 shift 1 station | 1045 1205 1243 1322 | 1783 1903 1919 1960 | Westminster FD | Westminster FD |
| Weston | 11,992 over 17.02 sq mi | Weston PD | 32/5 4 groups of 7 1-1-1-5 shift 2 stations | 1223 1387 1761 1619 | 2306 2454 3010 2872 | Weston FD | Emerson Hospital Pro EMS |
| Westport | 15,742 over 50.05 sq mi | Westport PD | 25/14 4 groups of 5 1-2-1-4 shift 2 stations | 2337 2356 2570 2613 | 3051 3178 3226 3401 | Westport FD | Westport FD |
| Westwood | 14,979 over 10.97 sq mi | Westwood PD | 45/0 4 groups of 10 1-1-1-5 shift 2 stations | 1741 2096 2138 2230 | 3428 3743 4098 4023 | Westwood FD | Westwood FD |
| Weymouth | 55,643 over 17.01 sq mi | Weymouth PD | 92/0 4 groups of 22 1-1-1-5 shift 4 stations | 3923 4479 4042 4973 | 6538 7066 6411 8015 | South Shore Health Systems | South Shore Health Systems |
| Whitman | 14,790 over 6.96 sq mi | Holbrook RECC | 27/14 4 groups of 6 1-1-1-5 shift 1 station | 1700 1903 1698 1856 | 2575 2735 2741 2675 | Whitman FD | Whitman FD |
| Wilbraham | 14,509 over 22.22 sq mi | Wilbraham RECC | 31/6 4 groups of 6 1-1-1-5 shift 2 stations | 2360 2663 2846 2669 | 3372 3615 3743 3580 | Wilbraham FD | Wilbraham FD |
| Wilmington | 23,370 over 17.13 sq mi | Wilmington PD | 48/0 4 groups of 11 1-2-1-4 shift 1 station | 2766 2947 2809 3004 | 3965 4230 4151 4246 | Wilmington FD | Action Ambulance |
| Winchendon ²³ | 10,615 over 43.28 sq mi | Winchendon RECC | 11/36 2 groups of 4 24/48 shift 1 station | 1566 1819 1685 1728 | 2136 2382 2315 2434 | Winchendon FD | Winchendon FD |
| Winchester | 22,270 over 6.04 sq mi | Winchester PD | 52/0 4 groups of 12 1-1-1-5 shift 2 stations | 1612 1727 1423 1666 | 2757 2815 2815 2783 | Winchester FD | Winchester FD |

²² Westminster augments the career FFs with per diem FFs

²³ Winchendon FT personnel work a 24h on, 48h off schedule with 5d off every 3rd week. Sundays are covered by part-time firefighter.

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls (21-24) | Total Calls (21-24) | BLS Transport | Paramedic Services |
|------------------------|-----------------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------|-------------------------------|
| Winthrop | 18,352 over 1.99 sq mi | Metro North RECC | 39/0 4 groups of 9 1-1-1-5 shift 2 stations | 2308 2364 2314 2023 | 3547 3916 3767 3013 | Cataldo Ambulance | Cataldo Ambulance |
| Woburn | 39,272 over 12.67 sq mi | Woburn PD | 87/0 4 groups of 17 1-1-1-5 shift 5 stations | 4396 4652 4999 5255 | 6376 6793 7266 7338 | Woburn FD | Action Ambulance |
| Worcester | 183,016 over 37.56 sq mi | Worcester Comm Center | 457/0 4 groups of 104 1-2-1-4 shift 10 stations | 22,345 25,630 22,014 23,740 | 33,731 33,591 33,927 33,914 | UMASS Memorial EMS | UMASS Memorial EMS |
| Wrentham | 11,422 over 22.20 sq mi | Metacomet ECC | 28/17 4 groups of 6 1-1-1-5 shift 2 stations | 1712 2017 2018 2238 | 2598 2807 2825 3009 | Wrentham FD | Wrentham FD |
| Yarmouth | 23,592 over 24.25 sq mi | Self Dispatch | 80/0 4 groups of 18 1-1-1-5 shift 3 stations | 5957 6281 6369 6537 | 7567 7822 7955 8194 | Yarmouth FD | Yarmouth FD |

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

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls 22-24 | Total Calls 22-24 | BLS Transport | Paramedic Svcs |
|---------------------------------------|-----------------------------|-------------------------------|-------------------------------------|-----------------------|-------------------------|--------------------------|---------------------------------|
| Barre ²⁴ | 5,463 in 44.33 sq mi | Central Mass RECC | 6/35 3 groups of 2 4 stations | 1058 1186 1142 | 1447 1635 1655 | Barre Muni EMS | Barre Muni EMS |
| Bolton ²⁵ | 5,132 in 19.93 sq mi | Nashoba Valley RDC | 5/15 2 shifts of 2 1 station | 863 956 NoData | 1226 1277 1389 | Bolton Fire-EMS | Bolton Fire-EMS |
| Boxford | 8,213 in 23.97 sq mi | Boxford PD | 3/37 1 group of 2 2 stations | 532 528 571 | 942 1013 1040 | Boxford FD | Boxford FD |
| Carver | 11,583 in 37.55 sq mi | Carver PD | 3/70 1 group of 2 3 stations | 1870 1824 1816 | 377 383 425 | Carver Muni EMS | Carver Muni EMS |
| Dartmouth Fire District #1 | 15,000 in 18.0 sq mi | Dartmouth PD | 1/46 1 group of 2 1 station | No EMS Svc | 564 526 501 | Southcoast EMS | Southcoast EMS |
| East Brookfield ²⁶ | 2,186 in 9.84 sq mi | New Braintree State Police | 2/32 1 station | 297 310 NoData | 402 445 NoData | East Brookfield FD | East Brookfield FD |
| Georgetown ²⁷ | 8,530 in 12.94 sq mi | Georgetown PD | 9/20 2 shifts 2 stations | 712 874 679 | 1187 1433 1148 | Georgetown FD | Coastal Medical Transport |
| Groton ²⁸ | 11,222 in 32.77 sq mi | Patriot Regional ECC | 5/45 2 groups of 2 3 stations | 900 870 1126 | 1423 1475 1723 | Groton FD | Townsend FD |
| Hamilton | 8,188 in 14.60 sq mi | Hamilton PD | 6/26 1 group of 3 1 station | 568 823 807 | 989 1230 1226 | Beauport Ambulance | Beauport Ambulance |
| Hatfield ²⁹ | 3,290 in 16.02 sq mi | Northampton State Police | 3/28 1 shift of 2 1 station | 425 443 490 | 562 588 670 | Hatfield Muni Amb | Hatfield Muni Amb |
| Hubbardston | 4,522 in 41.03 sq mi | Central Mass RECC | 3/30 1 group of 2 2 stations | 387 397 431 | 749 789 839 | Hubbardston FD | Hubbardston FD |
| Lancaster ³⁰ | 8,111 in 27.68 sq mi | Nashoba Valley RDC | 7/10 3 groups of 2 1 station | 900 1100 1188 | 1266 1375 1478 | Lancaster Muni Amb | Lancaster Muni Amb |
| Palmer Fire District ³¹ | | Palmer PD | 9/20 2 groups of 4 1 station | 347 317 680 | 752 705 1186 | Palmer FD | |
| Rowley | 6,202 in 18.72 sq mi | North Shore RECC | 10/12 3 groups of 2 1 station | 509 542 524 | 928 1028 1077 | Action Ambulance | Action Ambulance |

²⁴ Barre staffs station with 1 FT Fire Fighter 24/7 and one FT fire fighter for 14h shift. At night, 2 on call FFs.

²⁵ Bolton has a full-time firefighter and a per-diem paramedic days and an EMT and paramedic nights

²⁶ There are two full-time firefighters weekdays and per diem paramedics weekends on 12h shift.

²⁷ Georgetown station staffed with 3 FFs from 6AM to 9PM and 2 FFs from 9PM to 8AM

²⁸ Firefighters work three 12h shifts one week, three 12h shifts the second week, and four 12h shifts the third week. There is a per-diem firefighter that also works during the day.

²⁹ Hatfield used 6 per-diem paramedics and 10 per-diem EMT-Bs to supplement fulltime staff

³⁰ Lancaster full-time FFs work 24h shifts Sun-Fri and per-diem FFs to augment Full-time FFs plus Saturdays.

³¹ Palmer call numbers jumped in 2024 due to the taking over for Palmer ambulance

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Fire Department | Pop/ Cover Area | Dispatch | Staffing FT/Call | EMS Calls 22-24 | Total Calls 22-24 | BLS Transport | Paramedic Svcs |
|-------------------------------------|--------------------------------|------------------------------|---|--------------------------------|----------------------------------|--------------------------|-----------------------------------|
| Sterling ³² | 7,938 in 30.52 sq mi | Sterling Comm Center | 5/30 4 groups of 2 1 station | 1419 1282 1685 | 2151 2017 2206 | Sterling FD | Sterling FD |
| Stow | 7,033 in 17.62 sq mi | Stow PD | 7/50 1 group of 3 ³³ 1 station | 652 682 655 | 1034 1123 1058 | Stow FD | Emerson Hospital Pro EMS |
| Sutton | 9,202 in 32.38 sq mi | Sutton PD | 4/52 1 group of 2 3 stations | 251 340 341 | 625 695 657 | MedStar Ambulance | MedStar Ambulance |
| Topsfield | 6,505 in 12.74 sq mi | North Shore RECC | 9/15 3 groups of 2 1 station | 1071 953 1050 | 1713 1722 1877 | Topsfield FD | Topsfield FD |
| Tyngsborough | 12,149 in 16.86 sq mi | Town PD | 4/33 1 group of 3 3 stations | 1213 1117 1395 | 1700 1863 1922 | Tyngsboro FD | Greater Lowell EMS |
| Upton ³⁴ | 7,699 in 21.52 sq mi | Upton PD | 9/26 3 groups of 2 1 station | 752 993 751 | 1142 1364 1073 | Upton FD | Alert Ambulance |
| Wareham - Onset Fire District | 3,700 in 4.5 sq mi | Self-dispatch | 7/54 1-2-1-4 shift 2 stations | 1030 1038 907 | 1580 1643 1430 | Wareham Muni EMS | Wareham Muni EMS |
| Warren | 5,178 in 27.53 sq mi | Central Mass RECC | 3/27 2 sations | 789 777 905 | 1013 1207 1249 | Warren FD | Palmer, Sturbridge, Ware FD |
| Webster ³⁵ | 16,844 in 12.49 sq mi | So. Worcester County RECC | 0/34 2 groups of 2 1 station | 5019 6925 NoData | 803 806 881 | Webster Muni EMS | Webster Muni EMS |
| West Boylston ³⁶ | 7,060 in 12.90 sq mi | Wachusett RECC | 7/20 2 groups of 3 1 station | 1534 1488 1427 | 1992 1942 2031 | West Boylston FD | West Boylston FD |
| West Stockbridge | 1,282 in 18.48 sq mi | Berkshire CSO | 4/10 8h shift 1 station | 134 162 162 | 246 304 304 | Stockbridge FD | Richmond FD |

³² In Sterling, one of the four groups is composed of per-diem firefighters

³³ Stow uses 2 per diems to staff the night shifts

³⁴ One group works M,Tu,W from 7AM to 9PM. A second group works Th, F, Sa from 7AM to 9PM. A third group works M-Th from 7:30 to 4PM.

³⁵ Webster staffs its station with two firefighters during the weekday and three firefighters during the evening hours using per-diem firefighters.

³⁶ Two full-time firefighters and 1 per-diem during the 12h day shift.

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

Call/Volunteer Departments

| Department | Pop/ Cover Area | Dispatch | EMS Calls 21-24 | Total Calls 21-24 | BLS Transport | Paramedic Transport |
|------------------------|----------------------------|------------------------------------|-----------------------|-------------------------|------------------------------------|---|
| Adams Fire District | 8,271 in 22.94 sq mi | Berkshire CSO | 173 193 108 | 438 383 383 | Northern Berkshire EMS | Northern Berkshire EMS |
| Alford | 490 in 11.56 sq mi | Berkshire CSO | No EMS Svc | No Data Avail | Southern Berkshire Ambulance | Southern Berkshire Ambulance |
| Aquinnah (Gay Head) | 323 in 5.36 sq mi | Dukes CSO | No EMS Svc | 37 39 NoData | Tri-Town Ambulance | Tri-Town Ambulance |
| Ashby | 3,208 in 23.80 sq mi | Patriot Regional ECC | 327 316 292 | 617 685 625 | Ashby FD | Paramedic Intercept - Townsend |
| Ashfield | 1,731 in 40.30 sq mi | Shelburne Falls State Police | 248 277 147 | 358 360 344 | Highland EMS | Highland EMS |
| Becket | 1,777 in 46.26 sq mi | Berkshire CSO | 395 372 361 | 159 129 184 | Becket Muni Ambulance | Becket Muni Ambulance |
| Berlin ³⁷ | 2,978 in 12.93 sq mi | Nashoba Valley RDC | 461 489 572 | 737 767 859 | Berlin FD | Paramedic Intercept – Patriot Amb |
| Bernardston | 2,113 in 23.41 sq mi | Shelburne Falls State Police | 205 238 207 | 257 300 306 | Northfield EMS | Northfield EMS |
| Blandford | 1,255 in 51.74 sq mi | Berkshire CSO | 77 71 89 | 104 99 110 | Hilltown EMS | Hilltown EMS |
| Brimfield | 3,723 in 34.71 sq mi | New Braintree State Police | 494 415 NoData | 306 332 271 | Action Ambulance | Action Ambulance |
| Brookfield | 3,399 in 15.52 sq mi | New Braintree State Police | 808 776 810 | 135 218 208 | Brookfield Muni EMS | Brookfield Muni EMS |
| Buckland | 1,874 in 19.56 sq mi | Shelburne Falls State Police | No EMS Svc | 115 134 96 | South Hadley FD | South Hadley FD |
| Carlisle | 5,071 in 15.36 sq mi | Carlisle PD | 239 325 349 | 439 627 777 | Carlisle FD | Emerson Hospital Pro EMS |
| Charlemont | 1,246 in 26.10 sq mi | Shelburne Falls State Police | 109 148 177 | NoData 89 120 | Charlemont Ambulance | Charlemont Ambulance |
| Cheshire | 3,181 in 26.94 sq mi | Berkshire CSO | 274 290 278 | 399 397 355 | Northern Berkshire EMS | Northern Berkshire EMS |
| Chester | 1,365 in 36.73 sq mi | Northampton State Police | 112 130 112 | 135 153 155 | Hilltown EMS | Hilltown EMS |
| Chesterfield | 1,248 in 31.10 sq mi | Northampton State Police | 95 98 121 | 161 164 205 | Highland EMS | Highland EMS |
| Chilmark | 921 in 19.14 sq mi | Dukes CSO | 117 127 127 | 299 333 346 | Tri-Town Ambulance | Tri-Town Ambulance |

³⁷ Berlin staffs one FF 24/7

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Department | Pop/ Cover Area | Dispatch | EMS Calls 21-24 | Total Calls 21-24 | BLS Transport | Paramedic Transport |
|---------------------------------|--------------------------------|------------------------------------|--------------------------------|----------------------------------|------------------------------------|------------------------------------|
| Clarksburg | 1,672 in 12.76 sq mi | North Adams PSAP | No EMS Svc | No Data Avail | Northern Berkshire EMS | Northern Berkshire EMS |
| Colrain | 1,656 in 43.38 sq mi | Shelburne Falls State Police | 265 | 273 343 306 | Colrain Ambulance | Colrain Ambulance |
| Conway | 1,887 in 37.71 sq mi | Shelburne Falls State Police | 99 120 | 64 66 76 | Conway Muni Amb | |
| Cummington | 872 in 23.05 sq mi | Northampton State Police | 104 116 109 | 154 156 180 | Highland EMS | Highland EMS |
| Dartmouth Fire District #2 | 2,000 in 47.5 sq mi | Dartmouth PD | No EMS Svc | 164 164 190 | Southcoast EMS | Southcoast EMS |
| Deerfield Area Fire District | 5,054 in 32.29 sq mi | Shelburne Falls State Police | 600 635 622 | 97 89 110 | South County EMS | South County EMS |
| Dover | 5,879 in 15.33 sq mi | Dover PD | 249 344 374 | 623 733 776 | Dover FD | Mutual Aid Fire Depts |
| Dunstable | 3,389 in 16.55 sq mi | Patriot Regional ECC | 182 174 180 | 424 414 447 | Trinity EMS | Trinity EMS |
| Edgartown | 4,308 in 26.99 sq mi | Dukes CSO | 769 725 673 | 1600 1600 1633 | Edgartown FD | Edgartown FD |
| Egremont | 1,217 in 18.84 sq mi | Berkshire CSO | No EMS Svc | 228 176 260 | Southern Berkshire Ambulance | Southern Berkshire Ambulance |
| Erving | 1,788 in 13.87 sq mi | Shelburne Falls State Police | 199 209 245 | 329 360 395 | Northfield EMS | Northfield EMS |
| Essex | 3,637 in 14.16 sq mi | North Shore RECC | 299 374 245 | 531 599 544 | Essex FD | Beauport Ambulance |
| Florida | 738 in 24.36 sq mi | Berkshire CSO | 69 75 74 | 89 98 108 | Northern Berkshire EMS | Northern Berkshire EMS |
| Gill | 1,496 in 13.98 sq mi | Shelburne Falls State Police | | 296 275 305 | Northfield EMS | Northfield EMS |
| Goshen | 1,069 in 17.37 sq mi | Northampton State Police | 112 106 129 | 155 187 222 | Highland EMS | Highland EMS |
| Gosnold (Cuttyhunk) | 77 in 13.34 sq mi | Dukes CSO | No EMS Svc | No Data Avail | Falmouth Fire Dept | |
| Grafton | 18,381 in 22.74 sq mi | Grafton PD | No EMS Svc | 589 710 609 | MedStar Ambulance | MedStar Ambulance |
| Granby | 6,333 in 27.86 sq mi | Granby PD | 925 732 787 | 1205 1395 1233 | Granby FD | Granby FD |
| Granville | 1,620 in 42.24 sq mi | Northampton State Police | 158 164 160 | 217 269 250 | Granville FD | Granville FD |

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Department | Pop/ Cover Area | Dispatch | EMS Calls 21-24 | Total Calls 21-24 | BLS Transport | Paramedic Transport |
|------------------------|-----------------------------|--|-----------------------|-------------------------|------------------------------------|---------------------------------------|
| Great Barrington | 6,945 in 45.18 sq mi | Great Barrington PD | 739 645 759 | 1257 1156 1321 | Southern Berkshire Ambulance | Southern Berkshire Ambulance |
| Groveland | 7,059 in 8.94 sq mi | Groveland PD | 567 539 562 | 837 852 949 | Trinity EMS | Trinity EMS |
| Hampden | 5,195 in 19.64 sq mi | Wilbraham RECC | 673 403 366 | 538 603 584 | Coastal Medical Transport | Coastal Medical Transport |
| Hancock | 713 in 35.73 sq mi | Berkshire CSO | No EMS Svc | 133 168 157 | Northern Berkshire EMS | Northern Berkshire EMS |
| Harvard | 6,566 in 26.36 sq mi | Nashoba Valley RDC | 434 431 438 | 358 500 751 | Harvard Muni Amb | P. Intercepts Bolton or Ayer FD |
| Hardwick | 3,010 in 38.59 sq mi | New Braintree State Police | No EMS Svc | 129 86 144 | Ware & Barre FD | Ware & Barre FD |
| Hawley | 331 in 30.86 sq mi | Shelburne Falls State Police | 27 31 31 | 56 54 61 | Colrain Ambulance | Colrain Ambulance |
| Heath | 700 in 24.90 sq mi | Shelburne Falls State Police | 68 72 53 | 115 106 86 | Colrain Ambulance | Colrain Ambulance |
| Hinsdale | 1,980 in 20.84 sq mi | Dalton Comm Center | NoData 93 102 | NoData 182 151 | Hinsdale Ambulance | Hinsdale Ambulance |
| Holland | 2,502 in 12.39 sq mi | New Braintree State Police | 141 178 198 | 220 261 275 | Southwich & Westfield FD | Southwich & Westfield FD |
| Holliston | 14,388 in 18.71 sq mi | Holbrook RECC | 1103 1172 1152 | 1623 1769 1789 | Holliston FD | Holliston FD |
| Huntington | 2,179 in 26.64 sq mi | Northampton State Police | 224 228 191 | 231 242 204 | Hilltown EMS | Hilltown EMS |
| Lanesborough | 3,015 in 29.04 sq mi | Berkshire CSO | 570 638 716 | 619 414 138 | Lanesboro Ambulance | Lanesboro Ambulance |
| Leicester | 11,270 in 23.36 sq mi | Leicester PD | 2127 1735 2098 | 380 399 531 | Leicester Muni EMS | Leicester Muni EMS |
| Leverett | 1,856 in 22.85 sq mi | Shelburne Falls SP (f) Amherst (a) | 116 149 122 | 179 215 219 | Amherst FD | Amherst FD |
| Leyden | 718 in 17.99 sq mi | Shelburne Falls State Police | No EMS Svc | NoData 64 35 | Colrain Ambulance | Colrain Ambulance |
| Marion | 5,048 in 14.63 sq mi | Marion PD | 999 1009 1071 | 1417 1466 1498 | Marion Muni EMS | Marion Muni EMS |
| Mattapoisett | 6,221 in 16.48 sq mi | Mattapoisett PD | 529 376 | 614 528 502 | Police EMS | Police EMS |
| Merrimac ³⁸ | 6,724 in 8.53 sq mi | Merrimac PD | 779 788 680 | 1503 1557 1431 | Merrimac FD | Merrimac FD |

³⁸ Merrimac - The full-time line officers work a staggered 4 days on and 2 days off so the station is staffed with at least one person.

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Department | Pop/ Cover Area | Dispatch | EMS Calls 21-24 | Total Calls 21-24 | BLS Transport | Paramedic Transport |
|---|-----------------------------|------------------------------------|-----------------------|-------------------------|---------------------------------------|---------------------------------------|
| Middlefield | 528 in 24.16 sq mi | Berkshire CSO | No EMS Svc | 29 42 NoData | Hinsdale FD Becket Amb Hilltown | Hinsdale FD Becket Amb Hilltown |
| Millbury | 13,460 in 15.73 sq mi | Millbury PD | No EMS Svc | 350 349 502 | MedStar Ambulance | MedStar Ambulance |
| Millville | 3,223 in 4.93 sq mi | Metacomet ECC | 310 279 265 | 448 473 469 | Millville FD | Millville FD |
| Monroe | 120 in 10.71 sq mi | Shelburne Falls State Police | No EMS Svc | No Data Avail | Northern Berkshire EMS | Northern Berkshire EMS |
| Montague | 2078 in 9.8 sq mi | Shelburne Falls State Police | 113 157 156 | 184 252 240 | Turner Falls or Northfield | AMR |
| Monterey | 961 in 26.50 sq mi | Berkshire CSO | 86 79 80 | 200 174 186 | Southern Berkshire Ambulance | Southern Berkshire Ambulance |
| Montgomery | 860 in 15.05 sq mi | Northampton State Police | 100 64 70 | 95 64 83 | Hilltown EMS | Hilltown EMS |
| New Ashford | 224 in 13.54 sq mi | Berkshire CSO | No EMS Svc | 22 24 NoData | Northern Berkshire EMS | Northern Berkshire EMS |
| New Braintree | 1022 in 20.70 sq mi | New Braintree State Police | No EMS Svc | 70 62 77 | Barre FD | Barre FD |
| New Marlborough | 1,492 in 47.20 sq mi | Berkshire CSO | 149 161 140 | 256 232 238 | New Marlboro RS | Southern Berkshire Ambulance |
| New Salem | 1000 in 44.98 sq mi | Shelburne Falls State Police | 72 63 89 | 128 125 128 | Orange FD | Orange FD |
| Newbury – Newbury Fire District | | Newbury PD | 836 737 691 | 1355 1351 1386 | Newbury FD | Newbury FD |
| North Brookfield | 4,748 in 21.06 sq mi | New Braintree State Police | 438 475 585 | 580 275 373 | North Brookfield EMS | North Brookfield EMS |
| Northfield | 3,012 in 34.41 sq mi | Shelburne Falls State Police | 759 945 1200 | 154 187 163 | Northfield EMS | Northfield EMS |
| Oak Bluffs | 4,698 in 7.37 sq mi | Dukes CSO | 1021 973 905 | 1564 1694 1521 | Oak Bluffs Fire-EMS | Oak Bluffs Fire-EMS |
| Oakham | 1,921 in 21.12 sq mi | Central Mass RECC | No EMS Svcs | 73 83 205 | Rutland FD | Rutland FD |
| Otis | 1,585 in 35.84 sq mi | Berkshire CSO | 260 171 182 | 178 NoData 198 | Otis Muni RS | Southern Berkshire Ambulance |
| Palmer - Bondsville Fire District | 12,174 in 31.53 sq mi | Palmer PD | No EMS Svc | 752 705 1186 | Palmer Ambulance | Palmer Ambulance |
| Palmer - Three Rivers Fire District | | Palmer PD | 126 76 128 | 250 229 292 | Palmer Ambulance | Palmer Ambulance |
| Paxton | 4,854 in 14.73 sq mi | Wachusett RECC | 1070 965 863 | 1571 1424 1250 | Paxton FD | Paxton FD |

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Department | Pop/ Cover Area | Dispatch | EMS Calls 21-24 | Total Calls 21-24 | BLS Transport | Paramedic Transport |
|-----------------------------------|-----------------------------|--|-----------------------|-------------------------|------------------------------------|------------------------------------|
| Pelham | 1,327 in 25.07 sq mi | Northampton State Police (f) Amherst (a) | 107 135 136 | 150 193 169 | Amherst FD | Amherst FD |
| Peru | 846 in 25.98 sq mi | Berkshire CSO | No EMS Svc | NoData 106 NoData | Hinsdale FD | Hinsdale FD |
| Petersham | 1,247 in 54.24 sq mi | New Braintree State Police | No EMS Svc | 208 153 NoData | Athol FD | Athol FD |
| Phillipston | 1,715 in 24.26 sq mi | Phillipston PD | 163 140 187 | 263 300 388 | Phillipston FD | Phillipston FD |
| Plainfield | 650 in 21.05 sq mi | Northampton State Police | 81 102 168 | NoData NoData 181 | Highland EMS | Highland EMS |
| Princeton | 3,443 in 35.44 sq mi | Wachusett RECC | 241 207 303 | 417 414 482 | Princeton FD | Princeton FD |
| Provincetown | 2,980 in 9.66 sq mi | Barnstable CSO | 1453 1581 1605 | 1732 2029 2366 | Provincetwn FD | Provincetwn FD |
| Rehoboth | 11,926 in 46.50 sq mi | Rehoboth PD | 871 1138 NoData | 759 646 614 | Rehoboth Ambulance | Rehoboth Ambulance |
| Richmond | 1,440 in 18.96 sq mi | Berkshire CSO | 314 311 381 | 476 511 565 | Richmond FD | Richmond FD |
| Rochester | 5,443 in 33.93 sq mi | Regional Old Colony CC | 456 540 673 | 758 916 926 | Rochester FD | Rochester FD |
| Rockport | 7,175 in 7.07 sq mi | Rockport PD | 637 445 NoData | 256 220 253 | Rockport Muni Amb | Rockport Muni Amb |
| Rowe | 387 in 23.55 sq mi | Shelburne Falls State Police | 47 49 33 | 82 87 56 | Northern Berkshire EMS | Northern Berkshire EMS |
| Royalston | 1,269 in 41.89 sq mi | Winchendon RECC | 152 144 136 | 241 242 197 | Athol FD or Winchendon FD | Athol FD or Winchendon FD |
| Russell | 1,787 in 17.56 sq mi | Northampton State Police | 183 181 143 | 63 78 79 | Hilltown EMS | Hilltown EMS |
| Sandisfield | 919 in 52.32 sq mi | Berkshire CSO | 164 217 204 | 238 287 270 | Sandisfield FD | Southern Berkshire Ambulance |
| Savoy | 681 in 35.86 sq mi | Berkshire CSO | No EMS Svc | No Data Avail | Northern Berkshire EMS | Northern Berkshire EMS |
| Sheffield | 3,208 in 48.15 sq mi | Berkshire CSO | No EMS Svc | 462 467 NoData | Southern Berkshire Ambulance | Southern Berkshire Ambulance |
| Shelburne Center Fire District | 1,883 in 23.25 sq mi | Shelburne Falls State Police | No EMS Svc | No Data Avail | Shelburne Falls FD | Shelburne Falls FD |
| Shelburne Falls Fire District | 1,731 in 19.75 sq mi | Shelburne Falls State Police | NoData 324 389 | NoData 496 566 | Shelburne Falls FD | Shelburne Falls FD |
| Sherborn | 4,279 in 15.96 sq mi | Holbrook RECC | 345 324 389 | 621 714 741 | Sherborn FD | Sherborn FD |

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Department | Pop/ Cover Area | Dispatch | EMS Calls 21-24 | Total Calls 21-24 | BLS Transport | Paramedic Transport |
|----------------------------------|-----------------------------|--|-----------------------|-------------------------|-----------------------------------|-----------------------------------|
| Shutesbury | 1,770 in 26.61 sq mi | Shelburne Falls SP (f) Amherst (a) | 77 105 80 | 131 167 119 | Amherst FD | Amherst FD |
| South Deerfield Fire District | 5,054 in 32.29 sq mi | Shelburne Falls State Police | No EMS Svc | 263 248 363 | South County EMS | South County EMS |
| South Hadley Fire District #2 | 17,691 in 17.71 sq mi | South Hadley PD | 665 665 731 | 942 966 1020 | So. Hadley Fire District #2 | So. Hadley Fire District #2 |
| Southampton | 6,078 in 28.15 sq mi | Easthampton RECC | 622 819 839 | 819 993 1048 | southampton FD | southampton FD |
| Spencer | 11,805 in 32.85 sq mi | Central Mass RECC | 1126 1148 1646 | 1558 1588 2100 | Spencer RS | Spencer RS |
| Stockbridge | 1,950 in 22.94 sq mi | Berkshire CSO | 239 252 274 | 513 556 568 | Lee Muni Ambulance | Lee Muni Ambulance |
| Sunderland | 3,679 in 14.39 sq mi | Shelburne Falls State Police | 313 320 346 | 156 181 198 | South County EMS | South County EMS |
| Swansea | 16,150 in 23.06 sq mi | Swansea PD | 2979 2942 3040 | 545 533 558 | Swansea Ambulance | Swansea Ambulance |
| Templeton | 8,155 in 32.04 sq mi | Templeton PD | 1069 1168 1260 | 1380 1508 1629 | Templeton FD | Templeton FD |
| Tisbury | 4,128 in 6.56 sq mi | Dukes CSO | 692 585 612 | 551 523 530 | Police Ambulance | Police Ambulance |
| Tolland | 492 in 31.64 sq mi | Berkshire CSO | No EMS Svc | 48 38 43 | Sandisfield FD | Sandisfield FD |
| Tyringham | 324 in 18.70 sq mi | Berkshire CSO | No EMS Svc | No Data Avail | Lee Muni Ambulance | Lee Muni Ambulance |
| Wales | 1,878 in 15.75 sq mi | New Braintree State Police | NoData 112 113 | 108 176 191 | Cataldo Ambulance | Cataldo Ambulance |
| Warwick | 769 in 37.27 sq mi | Shelburne Falls State Police | No EMS Svc | 120 95 87 | Orange FD | Orange FD |
| Wendell | 871 in 31.99 sq mi | Shelburne Falls State Police | No EMS Svc | 68 60 70 | Orange FD | Orange FD |
| Wenham | 5,165 in 7.72 sq mi | North Shore RECC | 436 436 452 | 869 831 984 | Wenham FD | Beauport Ambulance |
| W. Brookfield | 3,763 in 20.47 sq mi | New Braintree State Police | 800 1250 NoData | 214 414 448 | West Brookfield EMS | West Brookfield EMS |
| West Newbury | 4,495 in 13.52 sq mi | West Newbury PD | 266 244 261 | 510 545 612 | Cataldo Ambulance | Cataldo Ambulance |
| West Tisbury | 2,901 in 25.01 sq mi | Dukes CSO | 237 233 233 | 388 269 304 | Tri-Town Ambulance | Tri-Town Ambulance |
| Westhampton | 1,634 in 27.14 sq mi | Northampton State Police | 128 111 123 | 189 178 232 | Easthampton FD | Easthampton FD |

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Department | Pop/ Cover Area | Dispatch | EMS Calls 21-24 | Total Calls 21-24 | BLS Transport | Paramedic Transport |
|-------------------------------|----------------------------|------------------------------------|------------------------|-------------------------|------------------------------|------------------------------|
| Whately | 1,515 in 20.18 sq mi | Shelburne Falls State Police | 158 175 228 | 75 67 131 | South County EMS | South County EMS |
| Williamsburg | 2,472 in 25.63 sq mi | Northampton State Police | 287 301 304 | 423 639 569 | Highland EMS | Highland EMS |
| Williamstown Fire District | 7,605 in 46.89 sq mi | Williamstown PD | 1212 1448 NoData | 227 249 381 | Northern Berkshire EMS | Northern Berkshire EMS |
| Windsor | 897 in 34.99 sq mi | Dalton Comm Ctr | 72 60 70 | 78 104 100 | Windsor Fire | County Ambulance |
| Worthington | 1,179 in 32.06 sq mi | Northampton State Police | No EMS Svc | No Data Avail | Hilltown EMS | Hilltown EMS |

Towns with No Fire Department

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

Appendix A - EMS and Fire Emergency Calls across New England

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

| New England State | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 5yr Avg |
|--------------------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------|
| Connecticut | | | | | | | |
| Muni EMS calls | 236,152 | 190,151 | 211,591 | 246,582 | 214,896 | 263,086 | 227,076 |
| Fire calls | 10,925 | 11,578 | 9,427 | 12,152 | 10,011 | 11,374 | 10,911 |
| Non-fire calls | 128,868 | 116,441 | 116,635 | 132,477 | 115,926 | 141,449 | 125,299 |
| Total Muni Calls | 375,945 | 318,170 | 337,653 | 391,211 | 340,833 | 415,909 | 363,287 |
| % Muni EMS calls | 62.8% | 59.8% | 62.7% | 63.0% | 63.0% | 63.1% | 62.5% |
| % Muni Fire Calls | 2.9% | 3.6% | 2.8% | 3.1% | 3.1% | 2.9% | 3.0% |
| Maine | | | | | | | |
| Muni EMS calls | 101,614 | 87,922 | 107,621 | 113,464 | 126,264 | 129,462 | 111,058 |
| Fire calls | 6,573 | 7,404 | 7,131 | 7,347 | 7,615 | 7,715 | 7,298 |
| Non-fire calls | 42,260 | 42,584 | 43,209 | 47,222 | 57,587 | 57,587 | 48,408 |
| Total Muni Calls | 150,447 | 137,910 | 157,961 | 168,033 | 191,466 | 195,293 | 166,852 |
| % Muni EMS calls | 67.5% | 63.8% | 68.1% | 67.5% | 65.9% | 66.3% | 66.6% |
| % Muni Fire Calls | 4.4% | 5.4% | 4.5% | 4.4% | 4.0% | 4.0% | 4.4% |
| New Hampshire | | | | | | | |
| Muni EMS calls | 112,655 | 103,247 | 112,810 | 133,059 | 134,313 | 133,943 | 121,671 |
| Fire Calls | 4,568 | 5,183 | 4,370 | 5,173 | 4,910 | 6,234 | 5,073 |
| Non-fire calls | 55,953 | 56,177 | 60,806 | 67,148 | 73,426 | 75,660 | 64,862 |
| Total Muni Calls | 173,176 | 164,607 | 177,986 | 205,380 | 212,649 | 215,837 | 191,606 |
| % Muni EMS calls | 65.1% | 62.7% | 63.4% | 64.8% | 63.2% | 62.1% | 63.5% |
| % Muni Fire Calls | 2.6% | 3.1% | 2.5% | 2.5% | 2.3% | 2.9% | 2.6% |
| Vermont | | | | | | | |
| Muni EMS calls | 22,439 | 23,182 | 28,297 | 35,325 | 37,775 | 35,002 | 30,337 |
| Fire Calls | 2,274 | 2,693 | 2,376 | 3,106 | 2,653 | 1,517 | 2,437 |
| Non-fire calls | 16,947 | 18,350 | 18,605 | 20,899 | 21,848 | 23,371 | 20,003 |
| Total Muni Calls | 41,660 | 44,225 | 49,278 | 59,330 | 62,276 | 59,890 | 52,777 |
| % Muni EMS calls | 53.9% | 52.4% | 57.4% | 59.5% | 60.7% | 58.4% | 57.5% |
| % Muni Fire Calls | 5.5% | 6.1% | 4.8% | 5.2% | 4.3% | 2.5% | 4.6% |
| Massachusetts | | | | | | | |
| Muni EMS calls | 584,336 | 540,093 | 632,647 | 697,723 | 724,541 | 744,675 | 654,003 |
| Fire calls | 25,364 | 29,531 | 25,521 | 29,122 | 25,790 | 26,638 | 26,994 |
| Non-fire calls | 362,765 | 353,370 | 372,808 | 378,187 | 410,002 | 411,938 | 381,512 |
| Total Muni Calls | 972,465 | 922,994 | 1,030,976 | 1,105,032 | 1,160,333 | 1,183,251 | 1,062,509 |
| % Muni EMS calls | 60.1% | 58.5% | 61.4% | 63.1% | 62.4% | 62.9% | 61.6% |
| % Muni Fire Calls | 2.6% | 3.2% | 2.5% | 2.6% | 2.2% | 2.3% | 2.5% |
| Rhode Island | | | | | | | |
| Muni EMS calls | 126,458 | 117,467 | 135,623 | 126,652 | 126,956 | 128,008 | 126,861 |
| Total Muni Calls | 146,965 | 142,866 | 159,357 | 157,459 | 168,420 | 164,015 | 156,513 |
| % Muni EMS calls | 86.0% | 82.2% | 85.1% | 80.4% | 75.4% | 78.0% | 81.1% |
| % Muni Fire Calls | 14.0% | 17.8% | 14.9% | 19.6% | 24.6% | 22.0% | 18.9% |

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

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

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

Appendix B – Mutual Aid Associations

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

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| | | | | |
|--|----|-----------------|---------------|-----------------|
| Plymouth County Fire District (Mutual Aid District 2) Control - Plymouth County Sheriff's Department | MA | Abington | Bridgewater | Brockton |
| | | Carver | Cohasset | Duxbury |
| | | E. Bridgewater | Halifax | Hanover |
| | | Hanson | Hingham | Hull |
| | | Kingston | Lakeville | Marion |
| | | Marshfield | Mattapoisett | Middleborough |
| | | Norwell | Pembroke | Plymouth |
| | | Plympton | Rochester | Rockland |
| | | Scituate | Wareham | W. Bridgewater |
| | | Whitman | | |
| Norfolk County Fire District (Mutual Aid District 4) Control – Holbrook Fire | MA | Avon | Bellingham | Canton |
| | | Dover | Easton | Foxboro |
| | | Franklin | Holbrook | Mansfield |
| | | Medfield | Medway | Millis |
| | | Norfolk | Norwood | Randolph |
| | | Sharon | Stoughton | Walpole |
| | | Westwood | Wrentham | |
| Southern Essex County Fire District (Mutual Aid District 5) Control – Beverly Fire | MA | Beverly | Danvers | Essex |
| | | Gloucester | Hamilton | Ipswich |
| | | Lynnfield | Manchester | Marblehead |
| | | Middleton | Nahant | Peabody |
| | | Rockport | Salem | Saugus |
| | | Swampscott | Topsfield | Wenham |
| North Middlesex County Fire District (Mutual Aid District 6) (1999) Control – Westford Fire | MA | Andover | Ayer | Bedford |
| | | Billerica | Burlington | Chelmsford |
| | | Dracut | Dunstable | Groton |
| | | Littleton | Lowell | North Reading |
| | | Pepperell | Shirley | Tewksbury |
| | | Tyngsboro | Westford | Wilmington |
| Southern Worcester County Fire District (Mutual Aid District 7) www.massfiredistrict7.com Control – Southbridge Fire | MA | Auburn | Blackstone | Brookfield |
| | | Charlton | Douglas | Dudley |
| | | East Brookfield | Grafton | Leicester |
| | | Mendon | Millbury | Millville |
| | | No. Brookfield | Northbridge | Oxford |
| | | Southbridge | Spencer | Sturbridge |
| | | Sutton | Upton | Uxbridge |
| | | Warren | Webster | West Brookfield |
| | | Worcester | | |
| Northern Worcester County Fire District (Mutual Aid District 8) | MA | Ashburnham | Ashby | Barre |
| | | Berlin | Bolton | Boylston |
| | | Clinton | Fitchburg | Gardner |
| | | Hardwick | Harvard | Holden |
| | | Hubbardston | Lancaster | Leominster |
| | | Lunenburg | New Braintree | Oakham |
| | | Paxton | Petersham | Phillipston |
| | | Princeton | Royalston | Rutland |
| | | Sterling | Templeton | Townsend |
| | | West Boylston | Westminster | Winchendon |

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| | | | | |
|---|----|----------------|-----------------|------------------|
| Franklin County Fire District (Mutual Aid District 9) Control – Shelburne State Police | MA | Ashfield | Athol | Bernardston |
| | | Buckland | Charlemont | Colrain |
| | | Conway | Deerfield | Erving |
| | | Gill | Greenfield | Hawley |
| | | Heath | Leverett | Leyden |
| | | Monroe | Montague | New Salem |
| | | Northfield | Orange | Rowe |
| | | Shelburne | Shutesbury | Sunderland |
| | | Warwick | Wendell | Whately |
| Hampshire County Fire District (Mutual Aid District 10) Control – Northampton State Police | MA | Amherst | Belchertown | Chesterfield |
| | | Cummington | Easthampton | Goshen |
| | | Granby | Hadley | Hatfield |
| | | Huntington | Northampton | Pelham |
| | | Plainfield | South Hadley | Southampton |
| | | Ware | Westhampton | Williamsburg |
| | | Worthington | | |
| | | | | |
| Hampden County Fire Mutual Aid Association (Mutual Aid District 11) | MA | Agawam | Blanford | Brimfield |
| | | Chester | Chicopee | E. Longmeadow |
| | | Granville | Hampden | Holland |
| | | Holyoke | Longmeadow | Ludlow |
| | | Monson | Montgomery | Palmer |
| | | Russell | Southwick | Springfield |
| | | Tolland | Wales | W. Springfield |
| | | Westfield | Wilbraham | |
| Berkshire County Fire District (Mutual Aid District 12) (2000) | MA | Adams | Alford | Becket |
| | | Cheshire | Clarksburg | Dalton |
| | | Egremont | Florida | Great Barrington |
| | | Hancock | Hinsdale | Lanesborough |
| | | Lee | Lenox | Monterey |
| | | New Ashford | New Marlborough | North Adams |
| | | Otis | Peru | Pittsfield |
| | | Richmond | Sandisfield | Savoy |
| | | Sheffield | Stockbridge | Tyringham |
| | | W. Stockbridge | Williamstown | Windsor |
| Metro Fire (Mutual Aid District 13) www.massmetrofire.org (1976) Control – Boston Fire | MA | Arlington | Belmont | Boston |
| | | Braintree | Brookline | Burlington |
| | | Cambridge | Chelsea | Dedham |
| | | Everett | Lexington | Lynn |
| | | Malden | Medford | Melrose |
| | | Milton | Needham | Newton |
| | | Quincy | Reading | Revere |
| | | Saugus | Somerville | Stoneham |
| | | Wakefield | Waltham | Watertown |
| | | Wellesley | Weston | Weymouth |
| | | Winchester | Winthrop | Woburn |
| | | | | |

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| | | | | |
|--|----|--------------|-------------|---------------|
| South Middlesex County Fire District (Mutual Aid District 14) Control – Ashland Fire | MA | Acton | Ashland | Boxborough |
| | | Carlisle | Concord | Framingham |
| | | Holliston | Hopedale | Hopkinton |
| | | Hudson | Lincoln | Marlborough |
| | | Maynard | Milford | Natick |
| | | Northborough | Sherborn | Shrewsbury |
| | | Southborough | Stow | Sudbury |
| | | Wayland | Westborough | |
| Northern Essex County Fire District (Mutual Aid District 15) Control – Lawrence Fire | MA | Amesbury | Boxford | Byfield |
| | | Georgetown | Groveland | Haverhill |
| | | Lawrence | Merrimack | Methuen |
| | | Newbury | Newburyport | North Andover |
| | | Rowley | Salisbury | West Newbury |

**Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts
Out of State Mutual Aid to which some MA Towns have Joined**

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

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

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

APPENDIX C – Massachusetts Emergency Medical Service Agencies

| Municipal Ambulance Service Operated by Fire Department | | |
|--|-----------|--|
| Amherst Fire Department | BLS & ALS | Amherst, Leverett, Pelham, Shutesbury |
| Athol Fire Department | BLS & ALS | Athol, Petersham, Royalston |
| Barre Fire Department | BLS & ALS | Barre, Hardwick (half), New Braintree |
| Barnstable Fire Department, Cotuit Fire Department, COMM Fire Department Hyannis Fire Department West Barnstable Fire Department | BLS & ALS | Barnstable |
| Easthampton Fire Department | BLS & ALS | Easthampton, Westhampton |
| Hinsdale Fire Department | BLS | Hinsdale, Peru, Washington |
| Lee Ambulance | BLS & ALS | Lee, Stockbridge, Tyringham |
| Northfield EMS | BLS & ALS | Bernardston, Erving, Gill, Northfield |
| Orange Fire Department | BLS & ALS | New Salem, Orange, Warwick, Wendell |
| Richmond Fire Department | BLS | Richmond, West Stockbridge |
| Sandisfield Fire Department | BLS | Sandisfield, Tolland |
| Ware Fire Department | BLS & ALS | Hardwick (half), Ware |
| Town Fire Department | BLS | Andover, Arlington, Ashby, Berlin, Boxborough, Boylston, Carlisle, Chicopee, Clinton, Concord, Conway, Dover, Essex, Everett, Fitchburg, Georgetown, Granby, Granville, Greenfield, Groton, Hadley, Hampden, Harvard, Lancaster, Lanesborough, Lincoln, Maynard, Methuen, Millville, Nahant, New Marlborough, North Andover, Palmer, Phillipston, Shelburne Falls, Sherborn, Shirley, South Hadley FD #2, Stow, Tewksbury, Turner Falls, Tyngsborough, Wenham, Weston, Wilmington, Windsor, Woburn |
| Town Fire Department | BLS & ALS | Abington, Acton, Acushnet, Agawam, Amesbury, Ashburnham, Ashland, Attleboro, Auburn, Avon, Ayer, Bedford, Belchertown, Belmont, Bellingham, Berkley, Blackstone, Bolton, Bourne, Brewster, Bridgewater, Burlington, Canton, Charlton, Chatham, Cohasset, Dennis, Dighton, Douglas, Dudley, Duxbury, Easton, East Bridgewater, East Brookfield, East Longmeadow, Eastham, Edgartown, Fairhaven, Falmouth, Foxborough, Franklin, Freetown, Gardner, Gloucester, Halifax, Hanover, Hanson, Harwich, Hingham, Holbrook, Holden, Holliston, Hopedale, Hopkinton, Hubbardston, Hull, Kingston, Lakeville, Lenox, Leominster, Lexington, Littleton, Longmeadow, Ludlow, Lunenburg, Lynnfield, Manchester, Mansfield, Marion, Marshfield, Mashpee, Medfield, Medway, Melrose, Mendon, Merrimac, Middleton, Millis, Monson, Nantucket, Natick, Needham, Newbury, Norfolk, North Attleboro, North Reading, Northampton, Northborough, Northbridge, Norton, Norwell, Norwood, Oak Bluffs, Orleans, Oxford, Pembroke, Pepperell, Plainville, Plympton, Princeton, Provincetown, Randolph, Raynham, Reading, Rochester, Rockland, Rutland, Sandwich, Scituate, Seekonk, Sharon, Shirley, Somerset, South Hadley FD #1, Southborough, Southbridge, Southampton, Southwick, Sterling, Stoughton, Sturbridge, Sudbury, Templeton, Townsend, Truro, Upton, Uxbridge, Walpole, Warren, Watertown, Wayland, Wellfleet, West Boylston, West Bridgewater, West Springfield, Westborough, Westfield, Westford, Westminster, Westport, Westwood, Whitman, Wilbraham, Winchendon, Winchester, Wrentham, Yarmouth |

| Municipal Ambulance Service Independent of Fire Department | | |
|---|-----------|--------|
| Becket Ambulance | BLS & ALS | Becket |

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| | | |
|----------------------------|-----------|----------------------------------|
| Billerica Police Ambulance | BLS & ALS | Billerica |
| Boston EMS | BLS & ALS | Boston |
| Brookfield Emergency Squad | BLS & ALS | Brookfield |
| Charlemont Ambulance | BLS | Charlemont |
| Fall River EMS | BLS & ALS | Fall River |
| Hatfield Ambulance | BLS & ALS | Hatfield |
| Leicester EMS | BLS & ALS | Leicester |
| Mattapoissett Police EMS | BLS & ALS | Mattapoissett |
| New Bedford EMS | BLS & ALS | New Bedford |
| Rockport Town Ambulance | BLS | Rockport |
| 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 |

Hospital-based Ambulance Service

| | | |
|-------------------------------|-----------|-----------------------|
| Lawrence General Hospital EMS | BLS & ALS | Lawrence |
| South Short Health Systems | BLS & ALS | Weymouth |
| UMass Memorial EMS | BLS & ALS | Shrewsbury, Worcester |

Non-profit Ambulance Service

| | | |
|------------------------------------|-----------|--|
| Carver EMS | BLS & ALS | Carver |
| Colrain Ambulance | BLS & ALS | Colrain, Hawley, Heath, Leyden |
| Dalton Ambulance | BLS & ALS | Dalton |
| Hilltown EMS | BLS & ALS | Blanford, Chester, Huntington, Montgomery, Russell, Worthington |
| Northern Berkshire Ambulance | BLS & ALS | Adams, Cheshire, Clarksburg, Florida, Hancock, Monroe, New Ashford, North Adams, Rowe, Savoy, Williamstown |
| North Brookfield EMS | BLS | North Brookfield |
| Otis Rescue Squad | BLS | Otis |
| Rehoboth Ambulance | BLS & ALS | Rehoboth |
| Southern Berkshire Ambulance Squad | BLS & ALS | Alford, Egremont, Great Barrington, Monterey, Mount Washington, Sheffield |
| Spencer EMS | BLS & ALS | Paxton, Spencer |
| Swansea Ambulance Corps | BLS & ALS | Swansea |
| Webster EMS | BLS & ALS | Webster |
| West Brookfield Rescue Squad | BLS | West Brookfield |

Private Ambulance Service – Commercial

| | | |
|-----------------------------------|-----------|---|
| Action Ambulance | BLS & ALS | Brimfield, Hadley, Ipswich, Pittsfield, Rowley, Wilmington |
| Armstrong Ambulance | BLS & ALS | Medford, Saugus, Stoneham, Waltham, Arlington and Melrose (ALS only) |
| Beaumont Ambulance | BLS & ALS | Hamilton, Marblehead, Swampscott |
| Brewster Ambulance | BLS & ALS | Braintree, Brockton, Framingham, Plymouth, Quincy, Taunton |
| Cataldo Ambulance | BLS & ALS | Boxford (e), Chelsea, Everett, Holyoke, Lynn, Malden, Newburyport, Peabody, Revere, Salem, Salisbury, Somerville, Wakefield, W. Newbury, Winthrop |
| Chapin Ambulance | BLS & ALS | Springfield |
| Coastal Medical Transport Systems | BLS & ALS | Brookline, Dedham, Hampden, Milford, Milton, Middleborough, Newton, Wellesley |
| County Ambulance | BLS & ALS | Pittsfield |
| Highland EMS | BLS & ALS | Ashfield, Chesterfield, Cummington, Goshen, Plainfield, Williamsburg |

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| | | |
|------------------------------|-----------|--|
| MedStar | BLS & ALS | Grafton, Millbury, Sutton |
| Northeast Regional Ambulance | BLS & ALS | Beverly, Danvers |
| Patriot Ambulance | BLS & ALS | Hudson, Marlborough |
| Professional Ambulance | BLS & ALS | Cambridge |
| Stat/Southcoast EMS | BLS & ALS | Dartmouth |
| Trinity Ambulance | BLS & ALS | Boxford (w), Dracut, Dunstable, Groveland, Haverhill, Lowell |

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts
APPENDIX D – Massachusetts PSAP and Fire Dispatch Centers

Massachusetts PSAP Centers

| Municipality | Dispatch Center |
|--|--|
| Ayer, Shirley | Ayer RECC |
| Brewster, Chatham, Eastham, Falmouth, Harwich, Mashpee, Orleans, Wellfleet | Barnstable CSO |
| Adams, Alford, Becket, Blanford, Cheshire, Egremont, Florida, Hancock, Lanesborough, Lee, Lenox, Middlefield, Monterey, New Ashford, New Marlborough, Otis, Peru, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tolland, Tyringham, West Stockbridge | Berkshire CSO |
| Barre, Hubbardston, Oakham, Rutland, Spencer, Warren | Central Mass RECC (formerly Rutland RECC) |
| Dalton, Hinsdale, Windsor | Dalton Comm. Center |
| Aquinnah, Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury | Dukes CSO |
| Easthampton, Southampton | Easthampton Regional PS |
| Amesbury, Essex, Manchester, Middleton, Rowley, Topsfield, Wenham | North Shore RECC (formerly Essex County RECC) |
| Abington, Canton, East Bridgewater, Fairhaven, Holbrook, Holliston, Norwood, Rockland, Sharon, Sherborn, Stoughton, Sudbury, Whitman | Holbrook RECC |
| Lynn, Nahant, Swampscott | Lynn Regional Comm Center |
| Franklin, Mendon, Millville, Norfolk, Plainville, Wrentham | Metacomet RECC |
| Revere, Winthrop | Metro North RECC |
| Berlin, Bolton, Boxborough, Devens, Harvard, Hudson, Lancaster, Lunenburg | Nashoba Valley RDC |
| Brimfield, Brookfield, East Brookfield, Hardwick, Holland, New Braintree, North Brookfield, Petersham, Wales, West Brookfield | New Braintree State Police |
| Clarksburg, North Adams | North Adams RECC |
| Chester, Chesterfield, Cummington, Goshen, Granville, Hatfield, Huntington, Montgomery, Pelham, Plainfield, Russell, Westhampton, Williamsburg, Worthington | Northampton State Police |
| Dracut, Tewksbury | Northern Middlesex RECC |
| Ashby, Dunstable, Groton, Pepperell, Townsend | Patriot RECC |
| Plymouth | Plymouth CSO |
| Duxbury, Halifax, Hanover, Hanson, Plympton, Rochester | Regional Old Colony CC |
| Ashfield, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Hawley, Heath, Leverett, Leyden, Monroe, Montague, New Salem, Northfield, Orange, Rowe, Shelburne, Shutesbury, Sunderland, Warwick, Wendell, Whateley | Shelburne Falls State Police |
| Easton, Foxborough, Mansfield, Norton | Southeastern Mass RECC |
| Cohasset, Hingham, Hull, Norwell | South Shore RECC |
| Dudley, Webster | South Worcester Cty CC |
| Phillipston, Templeton | Templeton RECC |
| Hopedale, Upton | Upton Regional Dispatch |
| Holden, Paxton, Princeton, West Boylston | Wachusett RECC |
| Chicopee, East Longmeadow, Longmeadow, Monson, Ware | WestComm Regional Dispatch |
| Southwick, Westfield | Westfield PSCC |
| Belchertown, Hampden, Wilbraham | Wilbraham RECC |
| Royalston, Winchendon | Winchendon RECC |
| Leicester, Worcester | Worcester RECC |
| Taunton | Town FD |

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Municipality | Dispatch Center |
|---|------------------------|
| Abington, Acton, Acushnet, Agawam, Amesbury, Amherst, Andover, Arlington, Ashburnham, Ashland, Athol, Attleboro, Auburn, Avon, Barnstable, Bedford, Bellingham, Belmont, Berkley, Beverly, Billerica, Blackstone, Boston, Bourne, Boxford, Boylston, Braintree, Bridgewater, Brockton, Brookline, Burlington, Cambridge, Canton, Carlisle, Carver, Charlton, Chelmsford, Chelsea, Clinton, Concord, Danvers, Dartmouth, Dedham, Dennis, Dighton, Douglas, Dover, Everett, Fall River, Fitchburg, Framingham, Freetown, Gardiner, Georgetown, Gloucester, Grafton, Granby, Granville, Great Barrington, Groveland, Greenfield, Hadley, Hamilton, Haverhill, Holyoke, Hopkinton, Ipswich, Kingston, Lakeville, Lawrence, Leominster, Lexington, Lincoln, Littleton, Lowell, Ludlow, Lynnfield, Malden, Marblehead, Marion, Marlboro, Marshfield, Mattapoisett, Maynard, Medfield, Medford, Medway, Melrose, Merrimac, Methuen, Middleboro, Milford, Millbury, Millis, Milton, Montague, Nantucket, Natick, Needham, New Bedford, Newbury, Newburyport, Newton, North Andover, North Attleboro, North Reading, Northborough, Northbridge, Northampton, Oxford, Palmer, Peabody, Pembroke, Pittsfield, Quincy, Randolph, Raynham, Reading, Rehoboth, Rockport, Salem, Salisbury, Sandwich, Saugus, Scituate, Seekonk, Shrewsbury, Somerset, Somerville, South Hadley, Southborough, Southbridge, Springfield, Sterling, Stoneham, Stow, Sturbridge, Sutton, Swansea, Truro, Tyngsborough, Uxbridge, Wakefield, Walpole, Waltham, Wareham, Watertown, Wayland, Wellesley, West Bridgewater, West Newbury, West Springfield, Westborough, Westford, Westminster, Weston, Westport, Westwood, Weymouth, Williamstown, Wilmington, Winchester, Woburn, Yarmouth | Town PD |

These towns are considering the following Regional PSAPs:

- Chelsea to join MetroNorth
- Framingham and Natick to form Middlesex RECC
- Grafton, Westborough, Southborough to form MetroWest RECC
- Barnstable, Sandwich, and Yarmouth to form Barnstable RECC
- Braintree and Randolph to build regional dispatch center

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

Massachusetts Fire/EMS Dispatch Centers

| Municipality | Dispatch Center |
|---|--|
| Ayer, Shirley | Ayer RECC |
| Barnstable Fire District, Bourne, Brewster, Chatham, Dennis, Eastham, Harwich, Mashpee, Orleans, West Barnstable Fire District, Wellfleet | Barnstable CSO |
| Adams Fire District, Alford, Becket, Blanford, Cheshire, Egremont, Florida, Hancock, Lanesborough, Lee, Lenox, Middlefield, Monterey, New Ashford, New Marlborough, Otis, Peru, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tolland, Tyringham, West Stockbridge | Berkshire CSO |
| Barre, Hubbardston, Oakham, Rutland, Spencer, Warren | Central Mass RECC (formerly Rutland RECC) |
| COMM Fire District, Cotuit Fire District | COMM Dispatch |
| Dalton Fire District, Hinsdale, Windsor | Dalton Comm. Center |
| Aquinnah, Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury | Dukes CSO |
| Easthampton, Southampton | Easthampton Regional PS |
| Amesbury, Essex, Manchester, Middleton, North Reading, Rowley, Topsfield, Wenham | North Shore RECC (formerly Essex County RECC) |
| Abington, Canton, East Bridgewater, Fairhaven, Holbrook, Holliston, Norwood, Rockland, Sharon, Sherborn, Stoughton, Sudbury, Whitman | Holbrook RECC |
| Lynn, Nahant, Swampscott | Lynn Regional Comm Center |
| Franklin, Mendon, Millville, Norfolk, Plainville, Wrentham | Metacomet RECC |
| Revere, Winthrop | Metro North RECC |
| Berlin, Bolton, Boxborough, Devens, Harvard, Hudson, Lancaster, Lunenburg | Nashoba Valley RDC |
| Brimfield, Brookfield, East Brookfield, Hardwick, Holland, New Braintree, North Brookfield, Petersham, Wales, West Brookfield | New Braintree State Police |
| Clarksburg, North Adams | North Adams RECC |
| Chester, Chesterfield, Cummington, Goshen, Granville, Hatfield, Huntington, Montgomery, Pelham (fire), Plainfield, Russell, Westhampton, Williamsburg, Worthington | Northampton State Police |
| Dracut, Tewksbury | Northern Middlesex RECC |
| Bondsville Fire District, Palmer Fire District, Thorndike Fire District, Three Rivers Fire District | Palmer PD |
| Ashby, Dunstable, Groton, Pepperell, Townsend | Patriot RECC |
| Plymouth | Plymouth CSO |
| Duxbury, Halifax, Hanover, Hanson, Plympton, Rochester | Regional Old Colony CC |
| Ashfield, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Hawley, Heath, Leverett, Leyden, Monroe, Montague, New Salem, Northfield, Orange, Rowe, Shelburne Center Fire District, Shelburne Falls Fire District, Shutesbury, Sunderland, Turner Falls FD, Warwick, Wendell, Whateley | Shelburne Falls State Police |
| Easton, Foxborough, Mansfield, Norton | Southeastern Mass RECC |
| Cohasset, Hingham, Hull, Norwell | South Shore RECC |
| Dudley, Webster | South Worcester Cty CC |
| Phillipston, Templeton | Templeton RECC |
| Hopedale, Upton | Upton Regional Dispatch |
| Holden, Paxton, Princeton, West Boylston | Wachusett RECC |
| Chicopee, East Longmeadow, Longmeadow, Monson, Ware | WestComm Regional Dispatch |
| Southwick, Westfield | Westfield PSCC |
| Belchertown, Hampden, Wilbraham | Wilbraham RECC |
| Royalston, Winchendon | Winchendon RECC |
| Leicester, Worcester | Worcester RECC |

Fire Departments, Dispatch Services, and Emergency Medical Services in Massachusetts

| Municipality | Dispatch Center |
|--|------------------------|
| Attleboro, Hyannis Fire District, Framingham, Needham, Onset Fire District, Sandwich, Taunton, Wareham Fire District, Yarmouth | Town FD |
| Acton, Acushnet, Agawam, Andover, Arlington, Ashburnham, Ashland, Athol, Auburn, Avon, Bedford, Bellingham, Belmont, Berkley, Billerica, Blackstone, Boston, Boxford, Boylston, Braintree, Bridgewater, Brockton, Brookline, Burlington, Cambridge, Carlisle, Carver, Charlton, Chelmsford, Chelsea, Chester, Clinton, Concord, Danvers, Dartmouth (all 3 fire districts), Dedham, Dighton, Douglas, Dover, Everett, Fall River, Falmouth, Fitchburg, Freetown, Gardiner, Georgetown, Gloucester, Grafton, Granby, Groveland, Greenfield, Hadley, Hamilton, Haverhill, Holyoke, Hopkinton, Ipswich, Kingston, Lakeville, Lawrence, Leominster, Lexington, Lincoln, Littleton, Lowell, Ludlow, Lynnfield, Malden, Marblehead, Marion, Marlboro, Marshfield, Mattapoisett, Maynard, Medfield, Medford, Medway, Melrose, Merrimac, Methuen, Middleboro, Millbury, Milford, Millis, Milton, Nantucket, Natick, New Bedford, Newbury (both fire districts), Newburyport, Newton, North Andover, North Attleboro, Northborough, Northbridge, Northampton, Oxford, Peabody, Pembroke, Pittsfield, Quincy, Randolph, Raynham, Reading, Rehoboth, Rockport, Salem, Salisbury, Saugus, Scituate, Seekonk, Shrewsbury, Somerset, Somerville, South Hadley (both fire districts), Southborough, Southbridge, Springfield, Sterling, Stoneham, Stow, Sturbridge, Sutton, Swansea, Truro, Tyngsborough, Uxbridge, Wakefield, Walpole, Waltham, Watertown, Wayland, Wellesley, West Bridgewater, West Newbury, West Springfield, Westborough, Westford, Westminster, Weston, Westport, Westwood, Weymouth, Williamstown, Wilmington, Winchester, Woburn | Town PD |