

# **Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

**2021/FY21-2024/FY24**



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# INTRODUCTION

Municipalities 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 departments<sup>1</sup> but protect 2/3rds of the population. Not knowing how many full-time departments there were in New Hampshire, I did a little research and put the information in this document. There are a total of 228 local fire departments in New Hampshire of which only ten (10) fire departments are true full-time departments (use full-time personnel exclusively). The other “full-time” fire departments are combination departments.

New Hampshire has 234 incorporated municipalities of which 13 are cities. Interestingly, not all the cities are big as several are very small population-wise.

- New Hampshire has 25 unincorporated towns called townships with one in Grafton County (Livermore), one in Carroll County (Hale's Location), and the rest in Coos County. None of them have their own fire department but contract out for fire and ambulance services.
- New Hampshire has 22 fire districts with taxing authority to provide either just fire services or water and fire services. However, some of these fire districts are under pressure to merge. For example, Ossipee just completed a fire study that concluded it was more cost effective to consolidate the three fire districts into one town department. Andover voters approved a warrant article to study the consolidation of their two districts into one town department after agreeing to make Andover Rescue a town department.

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. Specifically, it says that a minimum response of 13 to 15 firefighters must arrive within 8 minutes, 90% of the time. To provide EMS care (including transport), the State of New Hampshire 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” rule, 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. However, OSHA’s “2-in/2-out” rule may be considered a standard of care and a municipality may be liable if it is not followed.

The coverage information is provided in four 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 and land mass area in square miles, who dispatches the fire department, the budget numbers for fire and ambulance/EMS, ambulance revenue, staffing information, and call volume.

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<sup>1</sup> U.S. Fire Department Profile 2020. September 2022. Rita Fahy, Ben Evarts and Gary P. Stein.

## Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire

The third table 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. Specifically, it says that a minimum response of six firefighters must arrive within 14 minutes 80% of the time.

The fourth table lists those towns with no fire department along with who they contract out for fire and ambulance service, and the costs for those services.

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 friction between volunteer and career members<sup>2</sup>. As a result, many volunteer or on-call fire departments are starting to hire two daytime firefighters as this is considered to be the time period of greatest need. This can be seen here in NH as several towns (Auburn, Bridgewater, Carroll, Campton-Thornton, Chester, East Kingston, Farmington, Greenland in 2019, Lee, Milton, New Hampton, New London, and Tuftonboro) have done this over the last decade or so. In order to handle the increase in paperwork and inspections, a couple of towns hired a daytime firefighter but several towns have hired a full-time chief.

- A full-time chief was hired in Bristol in 2000, Tuftonboro in 2001; Hampton Falls, Holderness, Jaffrey, and Sanbornton in 2002; Amherst and Lancaster in 2003; Loudon, and New Castle in 2004; Kingston, Sandown and Tamworth in 2005; Farmington and Pittsfield in 2006; Barrington, and New London in 2007; Freedom, Hampstead and Swanzeay in 2008; Hopkinton in 2009, Bethlehem and Epping in 2010, Lee and Strafford in 2014, Bow in 2017, New Hampton and Wilton in 2020, Mason in 2021, and Canaan in 2022.
- Alton hired a full-time chief in 2004 but when he retired in 2008, it reverted back to a part-time chief position.
- East Kingston hired a full-time chief in 2007 but it reverted back to a part-time position in 2010.
- There are a total of 83 full-time fire chiefs employed in NH with 144 on-call/part-time fire chiefs. To see the list of full-time fire chiefs and when that position was first made full-time, please see Appendix A.

## **Fire Budgets**

Many towns follow the MS-2 budget layout by the Department of Revenue. The MS2 is defined in the Rev1700 rules using a Uniform Chart of Accounts. The DRA rules for the chart of accounts were fashioned after a nationwide standard numbering system and were designed for general-purpose external financial reporting. Municipalities are free to use any format for internal financial reporting such as for budgeting or cost accounting. As such, most municipalities employ it as an accounting-based budget rather than a full-cost budget based on department. For example, the MS2 budget allows a municipality to roll up life insurance, disability insurance, workers comp, unemployment insurance, and property & liability insurance as well as employee benefits (medical insurance – health and dental) into the insurance account (4196); legal fees can be rolled up into the legal account (4153); and building maintenance into the buildings account (4194) which are all part of the General Government budget

Full-cost budgeting 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, legal fees, utilities, fuel, equipment repairs, mechanic, and hydrant rentals (if appropriate) in its departmental operating budget. I am keeping capital budget (including debt service) separate since most towns do capital outlays as warrant articles.

The only municipalities that I am aware of that do a full-cost operating budget are Bow, Campton-Thornton, Derry, Durham, Goffstown, Hanover, Henniker, Laconia, Plymouth, Rye, Salem, Tilton-Northfield, Wolfeboro, and the various fire districts in Andover, Chesterfield, Conway, Haverhill, Ossipee, Plainfield, and Walpole.

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<sup>2</sup> "Retention and Recruitment in the Volunteer Emergency Services". FEMA, May 2023

## **Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

One possible way to assess a fire department is by determining the cost to protect all property in the municipality it serves. This includes not just taxable properties but all properties.

- The town of Durham and the University of New Hampshire jointly fund the Durham fire budget with UNH paying about 45% of the budget. Similarly, Plymouth State University pays 28% of the fire budget to the town of Plymouth and guarantees ambulance payment for on-campus responses. Dartmouth College pays just under 20% of the Hanover Fire budget though this is not based on a contractual agreement but based on properties the college owns and pays property taxes on. Keene State College recently agreed to pay a yearly fixed fee to the Keene fire department.
- The Campton-Thornton fire district budget is shared by three towns (Campton, Thornton, and Ellsworth) via an intergovernmental agreement with Campton paying 58%, Thornton 38%, and Ellsworth 4% of the operating budget. For the capital budget, Campton pays 60% and Thornton 40%.
- The Tilton-Northfield fire district budget is shared with Tilton paying 61% and Northfield 39%.
- The Croydon Volunteer Fire Department is a private, non-profit organization and is not funded by the town. The Alexandria and Colebrook Fire Departments are private organizations partially funded by the town.
  - The Alexandria Fire Department (not the town) owns its fire station and most of its fire apparatus. There is a contract between the town and the fire department for fire services. The town does provide some funding toward fire operations via a warrant article each year.
  - The Croydon Fire Department owns its fire station as well as the fire apparatus. The town provides workers compensation coverage but contributes nothing else to their budget.

### **Fire Department Merges and/or Transitions**

Several fire and rescue departments have merged together over the years and several private fire departments have transitioned to municipal fire departments.

- Amherst fire department became a town department in 1960. Amherst Fire and Amherst EMS merge to become Amherst Fire-Rescue in 2016.
- Barnstead merged its two fire departments and rescue department into one single entity in 1995. It subsequently became a municipal department in 2010.
- The Bartlett Fire Department was formed in 1897. The Glen Fire Department was formed in 1948. The two departments merged into the Bartlett Fire Department in 1984.
- The Enfield Fire Department became a municipal department in 1957. Prior to that, it was a fire precinct formed in 1866.
- The Gilmanton Hills Fire Department became the Gilmanton Iron Works Fire Department in 1962 and the Peaked Hill Fire Department became the Gilmanton Corners Fire Department in 1974. Gilmanton merged its two fire departments into one department in 1988.
- The Hinsdale Fire Department was formed in 1893 with the merger of the Hinsdale Hose Company and the Hinsdale Hook and Ladder Company.
- The Lancaster EMS department became a municipal department in 1970 after the local funeral home stopped offering the service. Lancaster merged its fire and EMS departments in 2003.
- Derry merged its remaining two fire districts into one department in 2005.
- The Jefferson FAST Squad merged with the fire department in 2005.
- Fremont merged its fire and rescue departments in 2007. Barrington merged its ambulance squad with the fire department as did Bradford Rescue in 2007.

### **Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

- The Canterbury fire department was private organizations funded by the town but it became municipal departments in 2010.
- Tamworth Rescue merges with Tamworth Fire to become the Tamworth Fire and Rescue Department in 2017.
- Deerfield Fire merges with Deerfield Rescue to become Deerfield Fire-Rescue at the start of 2018.
- The private Plainfield Fire and Meriden Fire Departments merge and become a municipal department in 2019.
- Gorham EMS merges with the Gorham Fire Department in 2020.
- Haverhill Corner and North Haverhill Fire Departments merged into a town fire department in 2021.
- Berlin EMS merges with the Berlin Fire Department in 2025.

## **Ambulance Service**

EMS services are coordinated through the State's Bureau of Emergency Medical Services. For ambulance service, New Hampshire has two levels: Basic level service (Amb) and Advanced level service (Amb) with each community deciding what EMT level is needed for ambulance staffing. However, the state requires two (2) licensed personnel to be in a transporting ambulance at all times.

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

### **Types of Ambulance**

A new ambulance will cost between \$150K and \$200K 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.

### **Types of Ambulance Services**

There are basically four types of ambulance service:

#### **I. 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.

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**

Fire departments in Connecticut that provide EMS transport services do so mostly at the basic life support (BLS) level.

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

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.

- Laconia has a unique arrangement with the local hospital. Laconia hires the firefighters to staff the ambulance but is reimbursed by the local hospital. The hospital buys the ambulances and is responsible for maintaining them. In return, the hospital does all the billing and keeps all the revenue from ambulance fees. However, this arrangement ended at the start of FY2019 and Laconia now assumes all financial responsibility for the ambulance service.
- Plymouth divides the cost of funding its ambulance service among the participating towns. So, to get the actual cost, one needs to add the ambulance service costs of Plymouth plus the other towns and it is this number that is reflected in the ambulance budget column.
- Peterborough's ambulance service has undergone a transformation over the last few years. It started off as a self-sustaining service (no cost to the participating towns in 2004). Then, Peterborough asked towns to share the cost of the lease payments on the new ambulance starting in 2005. Being a volunteer service, it became more difficult to get volunteers to roll the ambulance. So, Peterborough hired full-time staff and the participating towns were asked to share in that cost starting in 2007.
- Auburn, Claremont, Durham, Freedom, Holderness, Manchester, Milford, Nashua, Swanzey, and Warner provide a paramedic-level non-transport first responder service to its residents.
- Allenstown, Chester, Croydon, Danbury, Dublin, Frankestown, Fremont, Goshen, Gilsum, Grantham, Greenville, Harrisville, Jaffrey, Litchfield, Mason, Moultonborough, New Castle, New Ipswich, New London, Newbury, Rindge, Sandwich, Somersworth, Springfield, Sunapee, Surry, Sutton, Tuftonboro, Westmoreland, Wilmot, and Wolfeboro provide an intermediate-level non-transport first responder service to its residents

#### 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 no considered part of the formula at this time.

## **Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

The ambulance member fees, patient receipts, and paramedic intercepts are a significant revenue source. The fees and patient receipts are revenue deposited in either the General Fund or into a special reserve fund. Ultimately, both mechanisms are used to reduce taxes in some form. For example, ambulance fees for Antrim, Deering, Goffstown, Hampton and Hollis go into a special EMS reserve fund, which is then used to fund the ambulance/EMS budget for the following year.

- The collection rate (of allowable billables) for towns offering ambulance service ranges from the mid-fifties to the upper-eighties.
- The service fee paid by towns to their billing company ranges from 6.5% to 10%. Nottingham does its own billing.
- Brookline provides ambulance service free of charge to its residents.
- Antrim and Greenland start charging for ambulance service in late 2004. Bridgewater started charging for ambulance service in late 2005. Alstead and Deering started charging for ambulance service in 2006. Plymouth and Seabrook started charging for ambulance service in 2007. Washington Rescue and Fitzwilliam started charging for ambulance service in 2008. Bradford Rescue started charging for ambulance service in 2009. Andover Rescue becomes a town department and starts charging for ambulance service in 2010. Kensington started charging for ambulance service in 2010. Bethlehem and New Boston started charging for ambulance service in 2011. Marlow started charging for ambulance service in 2012. Salisbury started charging for ambulance service in 2016. Plaistow starts its own fire department based ambulance service in 2024. Atkinson, Danville, Hampstead, and Newton start their own fire department based ambulance service in 2025.
- South Hampton starts its own fee-based ambulance service in 2007. Campton-Thornton starts its own fee-based ambulance service in 2008. East Kingston and Hampton Falls start their own fee-based ambulance service in 2009. Lisbon starts its own fee-based ambulance service in 2011. Plaistow started its own fee-based ambulance service in 2024. Atkinson, Danville, Hampstead started its own fee-based ambulance service in 2025.
- Loudon provides ambulance service to Chichester during the weekday. Loudon and Chichester alternate coverage on weekends with each town keeping the ambulance revenue for the weekends they cover.

### **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.

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

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. This staffing is provided through temporary agencies or by hiring an in-house person from a private firm.

- The Upper Connecticut Valley Hospital (UCVH) ran the Colebrook and Pittsburg Ambulance Corps as volunteer organizations. Due to a lack of volunteers, this ambulance service stopped during 2008. It was replaced by the 45<sup>th</sup> Parallel EMS, a non-profit ambulance service. The UCVH donated its

### **Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

three ambulances and emergency services equipment to this new organization. This new organization also purchased the ambulance from the town of Pittsburg.

- Wilton takes over the non-profit Wilton ambulance service in 2007.

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

#### **3. Hospital-based ambulance service**

Hospitals and commercial carriers play a big role in providing paramedic services. It is difficult for a small town to provide paramedic service on its own because it cannot provide enough on-the-job training for their skills to stay “fresh”. Therefore, several towns and/or hospitals have banded together to provide regional paramedic intercepts.

- Woodsville Rescue Ambulance service takes over ambulance service from Cottage Hospital Volunteer Ambulance Service in 1988 and is run by the Woodsville Fire District.

#### **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 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.

- Easton, Littleton, and Sugar Hill switch ambulance service from Ross Ambulance to Calex Ambulance as Ross Ambulance goes out of business. Easton and Sugar Hill then switch to Littleton Fire for ambulance service in 2019 after Littleton Fire starts its own ambulance service.
- Acworth switches from Lefevre Ambulance to Golden Cross in 2010 as Lefevre Ambulance goes out of business.
- Somersworth switches from AMR to American Ambulance in 2013.
- Rollinsford switches to York Ambulance in 2014 after South Berwick Rescue ceases operations.
- Croydon switches from Newport Ambulance to New London Ambulance in 2016.
- Charlestown Ambulance service dissolved and Charlestown now gets ambulance service from Golden Cross Ambulance.
- Somersworth switches from American Ambulance to Stewart’s Ambulance in 2019.
- Eaton, Effingham, Freedom, Madison, Ossipee, and Tamworth switch ambulance service from North Conway Ambulance to Action EMS in 2020.
- Diluzio Ambulance ceases operations in 2023.

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. However, Connecticut insurance law does not allow ambulance companies to sell subscriptions, because they are not an insurance company.
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.

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

***The bottom line is that towns providing ambulance service are not consistent in how they fund their ambulance budget.***

The following table summarizes the number of emergency ambulance providers by category and the number of towns covered. New Hampshire has a total of 234 municipalities and the total covered shows 239. This is due to several towns covered by multiple providers.

<b>Category</b>	<b># Providers</b>	<b>% Providers</b>	<b>Towns Covered</b>	<b>% towns served</b>
Fire Department	87	68%	133	56%
Municipal Dept	21	16%	41	17%
Non-Profit	9	7%	20	8%
Hospital	2	2%	9	4%
Commercial	9	7%	36	15%
Total	128		239	

The last column in the above table shows what percentage of towns is serviced by emergency ambulance transport providers in New Hampshire. So, while 7% of emergency ambulance transport agencies are provided by commercial ambulance companies, they service 15% of the towns in New Hampshire.

Please note that the above table does not take into consideration the ambulance services providing paramedic intercepts. It only reflects those ambulance service providers with emergency ambulance transport contracts with the municipalities in the New Hampshire.

Appendix F shows the ambulance service providers and the towns they contractually service.

Several career departments will send an accompanying engine to EMS calls. This can increase fuel cost by \$10,000 to \$15,000. One fire chief indicated that there is also an increase in the wear and tear on the engine. A fire study done for Smithfield Fire Department in Rhode Island indicated that perhaps such a department invests up to \$150,000 per year in the fire departments making EMS runs, exclusive of the salaries. Hence by sending these engines, the fuel and maintenance budget increases by about 60% but the total fire department budget increases only by about 3%.

*Ambulance Service Changes*

**Staffing Levels**

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). The initial staffing levels in 2006/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 shifts using full-time personnel with the following exceptions:

- Newport provides immediate fire and EMS coverage during the weekday but nights and weekends are still on-call although they have one full-time firefighter on duty at all times.
- Farmington provides immediate fire and EMS coverage during the weekday but nights are still on-call although they have one full-time firefighter on duty to provide initial EMS coverage.
- Gorham and Peterborough provide immediate EMS coverage during the weekday using full-time and/or part-time personnel with nights and weekends being on-call.
- Conway Village provides immediate coverage during the weekday but nights and weekends are still on-call although they have two full-time firefighters on duty during the day on weekends.
- Goffstown started providing immediate 24/7 EMS coverage in 2005 with a night shift of two personnel. Immediate fire coverage is provided during the day from 6AM to 6PM.

## Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire

- Bow started providing immediate 24/7 coverage in late 2006. They rely on part-time and call firefighters for Saturdays but use full-time fighters for all other days.
- For Alton, the ambulance service is staffed each day during the summer months only.
- Henniker starts immediate ambulance coverage during the weekday in 2001 and 24/7 immediate ambulance coverage in 2009 Sunday through Thursday utilizing part-time help at night.
- For Pittsfield and Lancaster, the ambulance service is staffed round the clock using two personnel comprised of full-time, part time, and/or on-call personnel. For Pittsfield, these personnel are specific to the ambulance service and cannot be used as firefighters except when called in while off-duty.

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

Firefighters are trained for firefighting and for EMT duties. Emergency response has been consolidated into many fire departments such that the majority of the call volume for a fire department today is EMS-related not fire. In fact, over the last 20 years, the number of EMS responses has more than tripled while fires have decreased by almost 50%<sup>3</sup>. It is estimated that 64% of all fire department calls in 2020 were EMS-related and remains so today<sup>4</sup>. As we have seen with the floods that NH experienced in May 2005 and March 2006, 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 which does not show up in the call volume data.

### Shifts

The third line is the shift schedule (for those departments that provide 24/7 immediate coverage). A department with three shifts typically employs a 24/48 shift. This means one day (24-hour) on followed by two days off with one Kelly day every third week. A department with four shifts typically works 42 hours per week and the work shift is employed in a variety of ways. A 24/72 shift means one day (24-hour) on followed by three days off. A 10/14 shift means two 10-hour days followed by two 14-hour nights followed by four days off. A 12/12 shift means two 12-hour days followed by two 12-hour nights followed by 4 days off. An 11/13 shift means two 11-hour days followed by two 13-hour nights followed by four days off. A 1-1-1-5 shift means one day on followed by one day off followed by one day on then five days off. A 1-2-1-4 shift means one day on followed by two days off followed by one day on then four days off. All the different shifts are depicted in Appendix C at the end of this document. Goffstown has a 12-hour workday with a 2on/2off/3on/2off/2on/3off shift. This means 2 days on followed by 2 days off then 3 days on followed by 2 days off then 2 days on followed by 3 days off. This allows a three-day weekend every two weeks and averages out to a 42-hour workweek.

### 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 NFIRS or TEMSIS and that will be indicated with a footnote.

- The NH State Fire Marshal's office is in charge of the New Hampshire Fire Incident Reporting System (NHFIRS). RSA 153:11 requires that every fire occurring in the state be reported to the State Fire Marshal's office. The fire marshal's office now requires that every fire department report all incident data (fire or otherwise) to the State Fire Marshal's office. Any fire department applying for federal grants is required to submit all incident data to NHFIRS. If a fire department is found not to be in compliance with NHFIRS after receiving such a grant, that department could be asked to refund all grant monies.
- The NH Bureau of Emergency Medical Services maintains a Trauma Emergency Medical Services Information System or TEMSIS per RSA 153-A. Each EMS provider licensed in the state is expected to

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

<sup>4</sup> Fire Department Overall Run Profile as Reported to the National Fire Incident Reporting System (2020). June 2022, Volume 22, Issue 1

## Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire

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.

Roughly thirty of the towns listed in this document are on a fiscal year. However, except for Derry, Grantham, and Hanover the call volume numbers are for the calendar year. The calls for service are broken down into EMS and other calls. An EMS call is defined to be medical, motor vehicle accidents, 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 towns (like Salem) report only emergency calls; other towns report emergency and non-emergency calls. At least one fire department does not count a motor vehicle accident as an EMS call unless the accident victim requires transport. Motor Vehicle calls may actually show up in both EMS and other calls if the town has both a rescue squad and fire department.

- A '#' symbol in any call volume column indicates that the town report did not provide this information.
- Bridgewater, Franklin, Gilmanston, and Waterville Valley do not break down their call volume in their town reports so the breakdown was taken from the Lakes Region Mutual Fire Aid Association (LRMFA) web site. This is also true for many of the call departments dispatched by the LRMFA. The EMS-related call volume number for these towns represents the number of medical and motor vehicle accidents.
- The EMS call volume numbers for those towns with a private ambulance service are responses by the fire department not the private ambulance service. Manchester and Nashua send an engine on most ambulance calls to begin primary care and use a private ambulance service for transport.
- The following towns provide ambulance service to other towns. The number in parenthesis is the number of towns each town services including itself. Keene (7), Lancaster (7), Peterborough (6), Bristol (4), Plymouth (4), Groveton (4), Bradford (3), Campton-Thorton (3), Derry (3), Gorham (3), Hopkinton (3), Hanover (3), Lisbon (3), Wilton (3), Woodsville (3), Amherst (2), Antrim (2), Brookline (2), Hebron (2), Hillsborough (2), Hudson (2), Loudon (2), Marlow (2), Newmarket (2), Newport (2), Portsmouth (2), Wakefield (2), and Whitefield (2). So, the EMS call volume numbers for these communities are not specific to that town alone.
- Several towns (Bradford, Deerfield, Enfield, Franconia, Fremont, Goshen, Grantham, Lempster, Lisbon, Lyme, Mason, Monroe, Piermont, Rumney, Sandown, Shelburne, Springfield, Sutton, Tamworth, Temple, and Wilmot) have a rescue/first responder squad that may or may not be independent from the fire department. For those towns with such squads, their call volume is reflected in the EMS calls. If the rescue squad is separate from the fire department then its call volume will be reflected in green. If the rescue squad is part of the fire department then its call volume will be in black and the total calls will include the rescue calls. Some rescue squad numbers will cover other towns as well.
  - The Temple and Shelburne rescue squads were formed in 2004.
  - The Errol Rescue Squad, Lisbon Life Squad, and Canaan FAST Squad are not municipal departments. They are private.
- Center Conway fire district, Croydon, East Conway fire district, Errol, Milan, Richmond, and Randolph did not have call volume data in their town or district reports nor did NFIRS have any information so they are not shown in this document.

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 62% 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

## **Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

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 B to see if there are any trends in EMS and/or fire calls across New England.

### **Mutual Aid**

An issue of growing concern for some fire departments is the increase in the number of simultaneous calls. This is not an area that much attention has been paid to but it puts additional stresses on a department. When an incident or multiple simultaneous incidents occur such that the available local fire department resources are overwhelmed, then additional help is summoned from other nearby fire departments. When fire departments help each other in this fashion, it is called Mutual Aid. In fact, a recent survey conducted for ISO<sup>5</sup> indicates that over 50% of fire departments call on mutual aid to respond to initial alarms for a structure fire due to lack of responders.

In some communities, a fire department in an adjacent municipality can provide a quicker response than the local fire department. Typically, these fire departments enter into an Automatic Mutual Aid agreement. Automatic Aid provides for a fire department in another municipality to immediately respond to reported fires because it is closer, thus providing the quickest response of manpower and equipment to incidents, and allowing 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.

Mutual Aid is covered under RSA 154:30 for fire and RSA153A:19 for EMS. To form a Mutual Aid District, the communities involved must petition the State Fire Marshal. There are currently 13 Mutual Aid Districts (see Appendix D) in the state and they belong to the Federation of Mutual Aid. There are communities in Maine, Vermont, and Massachusetts that belong to various mutual aid organizations throughout the state. Besides providing mutual aid, these organizations may also be used for joint training, group purchases, coordination of equipment purchases, and dispatch.

### **Fire Dispatch**

One of the keys to limiting damage caused by fire is the response time. NFPA 1710 sets a goal for all 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.

New Hampshire has one primary PSAP located at the Department of Safety in Concord and a secondary PSAP in Laconia. New Hampshire and Rhode Island are the only states to have consolidated their PSAPs into one location. This saves money on upgrade costs because it is in one location rather than multiple locations.

All calls to 911 in New Hampshire are routed to a single PSAP managed by the Bureau of Emergency Communications and are paid for by a monthly user fee on all telephones (land and wireless). Police and fire

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

## **Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

calls are immediately transferred to the appropriate local dispatch center (of which there are about 86). For medical emergencies, the appropriate EMS responder is called but the PSAP dispatcher stays on the line to provide appropriate emergency medical instructions while waiting for the responder to arrive.

Of the 86 local dispatch centers, 38 do police-only dispatch and 48 do fire and EMS dispatch. The three biggest ones are Capital Area Compact, Lakes Region Fire Mutual Aid, and Southwestern New Hampshire District Fire Mutual Aid providing dispatch services to 23, 37, and 78 fire and EMS departments, respectively. Appendix E shows the local dispatch centers for fire and EMS.

## **Issues Facing Fire Departments in NH**

1. Aging apparatus and facilities. It is estimated that about 45% of all engines in NH fire departments are at least 15 years old<sup>6</sup>. This is close to the national average of 49%<sup>7</sup>. The industry standard for the life span of a fire engine is 15 years followed by 5 years of reserve status. Starting in 2007, the EPA's new emission standards go into effect to which the fire apparatus industry must comply. It is estimated that this will increase the cost of a new engine by as much as 50K. These new emission standards will significantly reduce the amounts of nitrous oxide, particulate matter, and non-methane hydrocarbon (NMHC) emissions.

Roughly one-third of the existing fire stations are estimated to be over 40 years old (compared with 44% nationwide), with about 30% having no backup power and just under half are not equipped for exhaust emission control per NFPA 1500 2002 9.1.6 (compared with 56% nationwide).

2. Providing firefighters with proper and up-to-date equipment such as portable radios, SCBA units, Personal Alert Safety System devices, and personal protective clothing. The protective clothing costs about \$7,700 and the SCBA units cost about \$6,300 on average.<sup>8</sup>

## **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 State's Office of Energy and Planning web site.

The information in this document came from various sources (town reports, town officials, fire personnel, NFIRS report from the State, EMS report from the State, and local dispatch centers) 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.

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<sup>6</sup> Third Needs Assessment of the Fire Service: New Hampshire. October 2011. NFPA Fire Analysis and Research, Quincy MA.

<sup>7</sup> Fifth Needs Assessment of the U.S. Fire Service. December 2021. NFPA Research, Quincy MA

<sup>8</sup> National Volunteer Fire Council 2020 Fact Sheet.

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

**Change Summary**

**2004/FY05:**

Lee starts providing immediate coverage during the day by hiring two full-time firefighters. Loudon, and New Castle fire chief position made full-time. Antrim and Greenland start charging for ambulance service in late 2004.

**2005/FY06:**

Auburn, Bridgewater, Peterborough start providing immediate coverage during the day  
Chester hires first full-time firefighter.  
Kingston, Sandown, and Tamworth hire first full-time fire chief.  
Goffstown starts providing 24/7 immediate EMS coverage.  
Hampton decreases staffing by six firefighters due to repeated default budgets.  
Kingston and Littleton increase firefighter staffing by one.  
Laconia increases shift staffing by one by hiring four additional firefighters.  
Bridgewater starts charging for ambulance service in late 2005.

**2006/FY07:**

Bedford, Hanover, and Somersworth increase shift staffing by one by hiring four additional firefighters.  
Bow starts providing 24/7 immediate coverage.  
Concord decreases staffing by one firefighter position.  
Campton-Thornton and Tuftonboro start providing immediate coverage during the day.  
Farmington and Pittsfield hire first full-time fire chief.  
Alstead and Deering start charging for ambulance service.

**2007/FY08:**

Bedford increases shift staffing by one by hiring three additional firefighters.  
Hudson increases staffing by two firefighters to increase daytime staffing levels.  
Lebanon increases shift staffing by one by hiring four additional firefighters.  
Littleton increases staffing by two firefighters and now provides 24/7 immediate coverage.  
Pelham increases shift staffing by one by hiring four additional firefighters.  
Salem increases shift staffing by hiring four additional firefighters.  
Portsmouth hires Fire Prevention Officer  
Chester, Milton and New London hire second full-time firefighter to provide immediate daytime coverage.  
New Hampton hires two full-time firefighters to provide immediate coverage during the day.  
Campton-Thornton hires two full-time firefighters to support their new ambulance service.  
Barrington, East Kingston and New London fire chief position becomes full-time  
Barrington ambulance merges with Barrington Fire department.  
Bradford Rescue merges with Bradford Fire department.  
Plymouth and Seabrook start charging for ambulance service.  
South Hampton starts its own fee-based ambulance service.  
Wilton takes over the non-profit Wilton-Lyndeborough-Temple ambulance service

**2008/FY09:**

Carroll hires second firefighter to provide daytime immediate coverage.  
Concord decreases shift staffing by one with 3 firefighter positions eliminated  
Barrington hires firefighter to provide faster response time during day.  
Keene increases shift staffing by one by hiring three additional firefighters.  
Goffstown increases staffing by hiring two additional firefighters.  
Hampton increases shift staffing by one by hiring four additional firefighters.  
Sanbornton hires second full-time firefighter to provide immediate daytime coverage.  
Portsmouth increases staffing by one by hiring paramedic  
Windham increases shift staffing by one by hiring four additional firefighters.  
Campton-Thornton starts its own fee-based ambulance service.  
Hopkinton increases staffing by one to provide better ambulance service.  
Freedom, Hampstead, and Swanzey fire chief positions become full-time.  
Washington Rescue and Fitzwilliam FD start charging for ambulance service.

**2009/FY10:**

## **Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

Atkinson, Danville, Hampstead, Newton, Plaistow, and Sandown switch ambulance service from AMR to Trinity EMS  
Bradford Rescue converts from a free service to a fee-based ambulance service.  
Concord decreases shift staffing by two with eight firefighter positions eliminated.  
Derry decreases shift staffing by one with four firefighter positions eliminated.  
East Kingston and Hampton Falls start their own fee-based ambulance service.  
Fitzwilliam converts from a free service to a fee-based ambulance service.  
Hopkinton fire chief position becomes full-time.  
Northwood hires two additional firefighters/EMTs for the purpose of extending ambulance coverage.

### **2010/FY11:**

Acworth switches to Golden Cross Ambulance when Lefevre Ambulance closes its doors.  
Andover Rescue becomes a town department and starts charging for ambulance service.  
Barnstead and Canterbury fire departments become municipal fire departments.  
Bethlehem fire chief position becomes full-time.  
Epping fire chief position becomes full-time.  
East Kingston fire chief position reverts back to part-time.  
Tuftonboro and Freedom switch to North Conway Ambulance

### **2011/FY12:**

Eaton, Madison, and Tamworth switch to North Conway Ambulance  
New Boston started charging for ambulance service.  
Lisbon starts its own fee-based ambulance service.

### **2012/FY13:**

### **2013/FY14:**

Easton, Littleton, and Sugar Hill switch ambulance service from Ross Ambulance to Calex Ambulance.  
Somersworth switches ambulance service from AMR to American Ambulance Service

### **2014/FY15:**

Lee's fire chief position becomes full-time.  
Rollinsford switches to York Ambulance after South Berwick Rescue closes operations.

### **2015/FY16:**

Harrisville and Marlborough switch to DiLuzio Ambulance after Marl-Harris Ambulance closes operations.

### **2016/FY17:**

Amherst EMS merges with Amherst Fire Department to become Amherst Fire Rescue.  
Croydon switches from Newport Ambulance to New London Hospital for ambulance service.  
Salisbury started charging for ambulance service.

### **2017/FY18:**

Meadowood Fire department dissolves after 64 years of service.  
Tamworth Rescue merges with the Tamworth Fire Department.

### **2018/FY19:**

Deerfield Rescue merges with the Deerfield Fire Department.  
Pelham Fire now dispatched by Londonderry Fire

### **2019/FY2019:**

Canaan FAST Squad ceased operations and the ambulance service was taken over by the town.  
Greenland Fire Department hires 2 full-time firefighters working a 12h workday shift.  
Littleton Fire takes over ambulance service from Littleton Regional Healthcare.  
Plainfield and Meriden Volunteer Fire Departments merge and become a municipal fire department.  
Somersworth switches from American Ambulance to Stewart's Ambulance

## **Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

2020/FY2020:

Gorham EMS merges with Gorham Fire Department.

Temple switches from Wilton Ambulance to Peterborough Fire Department for ambulance service.

2023/FY2023:

Allenstown Fire starts their own ambulance service.

Sanbornton adds two more full-time firefighters.

2024/FY2024:

Redstone Fire District merges with Center Conway Fire District.

Plaistow Fire starts its own ambulance service replacing PrideStar EMS

2025/FY2025:

Atkinson Fire starts its own ambulance service replacing PrideStar EMS

Berlin EMS ceases operations with the Berlin Fire Department taking on ambulance service.

Conway Village Fire Department becomes a town fire department.

Danville Fire starts its own ambulance service replacing PrideStar EMS

East Conway Fire District merges with Center Conway Fire District.

Hampstead Fire starts its own ambulance service replacing PrideStar EMS

Newton Fire starts its own ambulance service replacing PrideStar EMS.

Plaistow Fire now provides a paramedic intercept service taking over from Exeter Hospital EMS.

Sandown Fire switches to Hampstead Fire for ambulance service replacing PrideStar EMS

Sanbornton adds 24h per diem shift.

# Fire Departments Providing 24/7 Immediate Coverage

Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	ISO Rating	EMS Calls (21-24)	Total FD Call (21-24)	EMS Services	Transport Agency
Alton	5,282 in 62.9 sq mi	Lakes Region Dispatch	7/18 4 shifts of 2 1-1-1-5 shift 4 stations <sup>9</sup>	6/9	716 663 692 749	982 1099 1170 1257	Alton Fire-Rescue	Alton Fire-Rescue
Barnstead	4,597 over 42.0 sq mi	Lakes Region Dispatch	6/30 3 shifts of 2 24/48 shift 2 stations	9/10	539 540 515 513	811 792 801 871	Barnstead Fire-Rescue	Barnstead Fire-Rescue
Barrington	8,705 in 46.6 sq mi	Strafford CSO	5/5 4 shifts of 2 <sup>10</sup> 24/72 shift 1 station	9/10	883 837 721 754	1138 1127 1153 1215	Barrington Fire-Rescue	Barrington Fire-Rescue
Bedford	21,610 over 32.8 sq mi	Bedford PD	49/6 4 shifts of 11 24/72 shift 1 station	4/4Y	2672 3138 2990 3070	3545 3842 3745 3848	Bedford Fire	Bedford Fire
Belmont	7,268 over 30.5 sq mi	Lakes Region Dispatch	17/12 4 shifts of 3/4 24/72 shift 2 stations	2/2Y	1127 1177 1003 1060	1599 1695 1516 1566	Belmont Fire	Belmont Fire
Berlin	9,612 over 61.6 sq mi	Berlin PD	25/6 4 shifts of 6/5 10/14 shift 1 station	4	1759 2344 1953	904 1075 1005	Berlin Amb	Berlin Amb
Bow	7,658 over 28.0 sq mi	Capitol Area Dispatch	8/40 3 shifts of 3 <sup>11</sup> 24/48 shift 1 station	6/9	759 894 766 799	1168 1326 1207 1096	Bow Fire	Bow Fire
Bristol	3,062 over 17.1 sq mi	Lakes Region Dispatch	9/30 3 shifts of 2 24/48 shift 1 station	5/9	982 1065 935 1015	1365 1438 1351 1524	Bristol Fire	Bristol Fire
Claremont	13,051 over 43.1 sq mi	Claremont PD	19/20 4 shifts of 4 10/14 shift 1 station	4/8B	687 615 682 622	1468 1290 1449 1389	Golden Cross	Golden Cross
Concord	42,419 over 64.3 sq mi	Capitol Area Dispatch	103/4 4 shifts of 23 1-2-1-4 shift 4 stations	3/9	5534 7543 7844 7477	9721 10,147 10,710 10,311	Concord Fire	Concord Fire
Derry	33,251 over 35.6 sq mi	Derry Fire	76/0 4 shifts of 15 24/72 shift 4 stations	5/9	3091 3854 3664 3497	4735 5573 5443 5308	Derry Fire	Derry Fire
Dover	30,510 over 26.7 sq mi	Dover PD	65/4 4 shifts of 13 1-2-1-4 shift 3 stations	3/9	3888 4707 4955 4707	5932 6879 7760 6879	Dover Fire-Rescue	Dover Fire-Rescue
Durham	15,380 over 22.4 sq mi	Strafford CSO	26/13 4 shifts of 5 1-2-1-4 shift 1 station	4/10	1221 1289 1490 1408	2319 2225 2591 2309	Durham Fire	McGregor Memorial Amb

<sup>9</sup> Only the central station is manned with one FT firefighter and 2 per diem firefighters

<sup>10</sup> Barrington uses a part-time firefighter alongside a full-time firefighter to provide 24/7 coverage with two firefighters.

<sup>11</sup> Bow has one shift comprised of full-time firefighters. The other two shifts are augmented by one call firefighter.

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

<b>Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>Staffing FT/Call</b>	<b>ISO Rating</b>	<b>EMS Calls (21-24)</b>	<b>Total FD Call (21-24)</b>	<b>EMS Services</b>	<b>Transport Agency</b>
Exeter	14,531 over 19.6 sq mi	Exeter PD	33/13 4 shifts of 7 24/72 shift 1 station	4/9	1637 1875 2233 2313	3104 3285 3600 3825	Exeter Fire	Exeter Fire
Franklin	8,438 over 27.3 sq mi	Lakes Region Dispatch	19/24 4 shifts of 4/3 1-2-1-4 shift 1 station	3/3X	1594 1781 1689 1599	2069 2305 2178 2213	Franklin Fire	Franklin Fire
Gilford	7,116 over 38.9 sq mi	Lakes Region Dispatch	18/20 4 shifts of 4 1-2-1-4 shift 1 station	5/5Y	1342 1387 1277 1202	1935 2039 1820 1807	Gilford Fire-Rescue	Gilford Fire-Rescue
Goffstown	17,802 over 36.9 sq mi	Goffstown PD	28/20 4 shifts of 6 24/72 shift 3 stations*	4/8B	1759 1796 1851 1856	2687 2770 2822 2813	Goffstown Fire	Goffstown Fire
Hampton	15,177 over 12.9 sq mi	Self Dispatch	53/0 4 shifts of 12 1-2-1-4 shift 2 stations	3	2718 2486 2273 2334	3562 3591 3437 3630	Hampton Fire-Rescue	Hampton Fire-Rescue
Hanover	11,320 over 49.0 sq mi	Upper Valley Regional Dispatch	23/6 4 shifts of 5 1-2-1-4 shift 2 stations*	3/3Y	976 1120 1234 1307	1732 2063 2104 2235	Hanover Fire	Hanover Fire
Hooksett	13,716 over 36.4 sq mi	Capitol Area Dispatch	33/3 4 shifts of 6/7 1-1-1-5 shift 2 stations	4/9	1595 1778 1801 1796	2208 2606 2669 2625	Hooksett Fire-Rescue	Hooksett Fire-Rescue
Hudson	24,645 over 28.3 sq mi	Self Dispatch	58/2 4 shifts of 10 1-2-1-4 shift 3 stations*	3/8B	2878 3494 3226 2517	4128 4943 4841 3857	Hudson Fire	Hudson Fire
Keene	23,419 over 37.3 sq mi	Southwest NH Dispatch	46/10 4 shifts of 10 2on/1off/2on/3 off 2 stations	4	3632 3791 3225 4639	5005 5302 4442 6544	Keene Fire	Keene Fire
Laconia	16,010 over 20.0 sq mi	Lakes Region Dispatch	47/7 4 shifts of 10 1-2-1-4 shift 2 stations*	3/9	3559 3491 3506 3156	4851 4663 4560 4341	Laconia Fire	Laconia Fire
Lebanon	13,599 over 40.4 sq mi	Lebanon PD	29/13 4 shifts of 6 10/14 shift 3 stations*	3/3X	2684 2957 2957 3163	3804 4090 4090 4390	Lebanon Fire	Lebanon Fire
Littleton	5,955 over 50.1 sq mi	Grafton CSO	11/11 4 shifts of 2/3 24/72 shift 1 station	5/9	946 1229 1273 1279	1276 1650 1721 1832	Littleton Fire-Rescue	Littleton Fire-Rescue
Londonderry	24,308 over 41.8 sq mi	Self Dispatch	54/3 4 shifts of 12 24/72 shift 3 stations	5/9	2491 2677 2530 2678	4161 4446 4444 4724	Londonderry Fire	Londonderry. Fire
Manchester	110,378 over 33.0 sq mi	Self Dispatch	224/0 4 shifts of 48 24/72 shift 10 stations	2	20,202 21,395 19,144 18,859	27,075 27,975 27,998 27,960	Manchester Fire	AMR
Merrimack	25,599 over 32.6 sq mi	Merrimack PD	48/15 4 shifts of 9 24/72 shift 3 stations*	5/9	2240 2388 2444 2512	3343 3650 3790 3675	Merrimack Fire-Rescue	Merrimack Fire-Rescue

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	ISO Rating	EMS Calls (21-24)	Total FD Call (21-24)	EMS Services	Transport Agency
Moultonborough	4,026 over 59.5 sq mi	Lakes Region Dispatch	10/18 4 groups of 2 24/72 shift 2 stations*	9/10	631 660 637 499	1069 1111 1066 1094	Moultnboro Fire	Stewart's Ambulance
Nashua	87,137 over 30.9 sq mi	Self Dispatch	180/0 4 shifts of 38 1-2-1-4 shift 6 stations	2	5421 6426 5994 5803	9633 10,336 10,594 10,212	Nashua Fire	AMR
Newington	755 over 8.2 sq mi	Rockinghm CSO	10/8 4 shifts of 2 24/72 shift 1 station	5/5X	225 295 261 256	986 1007 1084 1007	Newington Fire	Newington Fire
North Hampton	4,372 over 13.9 sq mi	Self Dispatch	14/5 4 shifts of 3 1-1-1-5 shift 1 station	5/9	981 1065 1093 521	1367 1437 1578 1175	North Hampton Fire	North Hampton Fire
Pelham	13,088 over 26.4 sq mi	London. Fire	23/31 4 shifts of 5 24/72 shift 1 station	4/4Y	1097 1150 1011 1119	1567 1646 1479 1588	Pelham Fire	Pelham Fire
Plymouth	6,987 over 28.1 sq mi	Lakes Region Dispatch	11/30 4 shifts of 2 24/72 shift 1 station	5/9	1315 1189 1263 1299	1834 1715 1782 1825	Plymouth Fire-Rescue	Plymouth Fire-Rescue
Portsmouth	21,440 over 15.6 sq mi	Portsmouth PD	66/0 4 shifts of 15 1-2-1-4 shift 3 stations	4	3332 3548 3741 3832	5943 6195 5083 5448	Portsmouth Fire	Portsmouth Fire
Raymond	10,216 over 28.8 sq mi	Raymond PD	6/29 1 shift of 2 24/48 shift 1 station	4/8B	1884 2053 1997 1957	605 806 1025 1174	Raymond Fire	Raymond Ambulance
Rochester	29,745 over 45.4 sq mi	Rochester PD	46/5 4 shifts of 10 1-2-1-4 shift 2 stations	3/3X	1333 1671 1104 1572	2770 3039 3182 3406	Frisbie Hospital	Frisbie Hospital
Rye	5,329 over 12.6 sq mi	Rockinghm CSO	12/10 4 shifts of 2 10/14 shift 1 station	5	637 637 660 761	937 1636 1049 1243	Rye Fire-Rescue	Rye Fire-Rescue
Salem	28,866 over 24.7 sq mi	Self Dispatch	84/0 4 shifts of 18 24/72 shift 3 stations	5/9	3956 4600 4741 4443	5572 5902 6208 6340	Salem Fire	Salem Fire
Sanbornton	2,968 over 47.6 sq mi	Lakes Region Dispatch	5/18 2 shifts of 2 2 stations*	9/10	263 253 255 249	487 479 490 491	Sanbornton Fire-Rescue	Sanbornton Fire-Rescue
Seabrook	8,749 over 8.9 sq mi	Self Dispatch	26/12 4 shifts of 6 24/72 shift 1 station	4	1433 1938 2132 2189	3317 3680 3815 4390	Seabrook Fire	Seabrook Fire
Somersworth	11,741 over 9.8 sq mi	City Police	19/12 4 shifts of 4 1-2-1-4 shift 1 station	4	857 941 767 866	1527 1764 1660 1629	Stewart's Ambulance	Stewart's Ambulance
Tilton- Northfield Fire District	8,391 over 39.9 sq mi	Lakes Region Dispatch	19/10 4 shifts of 4 1-2-1-4 shift 2 stations*	5/9	1340 1645 1481 1479	2014 2243 2124 2195	Tilton Northfield Fire	Tilton Northfield Fire

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

<b>Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>Staffing FT/Call</b>	<b>ISO Rating</b>	<b>EMS Calls (21-24)</b>	<b>Total FD Call (21-24)</b>	<b>EMS Services</b>	<b>Transport Agency</b>
Windham	14,113 over 26.8 sq mi	Derry Fire	26/10 4 shifts of 5 1-1-1-5 shift 1 station	6/9	1175 1465 1236 1208	1941 2058 2026 1930	Windham Fire	Windham Fire
Wolfeboro	6,215 over 47.9 sq mi	Wolfeboro PD	12/11 3 shifts of 4/3 48h Kelly sched. 2 stations*	6/8B	796 886 770 807	1382 1545 1402 1460	Stewarts Ambulance	Stewarts Ambulance

\*Includes 1 unmanned station, which is not staffed with career firefighters. The unmanned station is assigned to call personnel.

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

Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	ISO Rating	EMS Calls (21-24)	Total FD Call (21-24)	EMS Services	Transport Agency
Allenstown	4,276 over 20.3 sq mi	Capitol Area Dispatch	5/24 1 shift of 2 1 station	4/8B	584 456 539 537	809 851 884 960	Allenstown Fire	Tri-Town Amb
Amherst	11,261 over 34.3 sq mi	Amherst Comm. Center	3/36 1 shift of 3 2 stations*	4/9	975 966 983 1174	1474 1348 1447 1573	Amherst Fire-Rescue	Amherst Fire-Rescue
Atkinson	6,819 in 11.1 sq mi	Plaistow PD	3/12 1 shift of 2 1 station	9	492 484 505 579	713 728 845 897	Atkinson Fire	Atkinson Fire
Auburn	5,158 over 25.2 sq mi	Derry Fire	2/30 1 shift of 2 2 stations*	4/9	275 367 305 372	621 682 636 760	Auburn Fire	Derry Fire
Brentwood	4,693 over 16.8 sq mi	Rockingh. CSO	6/24 1 shift of 2 1 station	7	440 570 559 535	891 967 995 1030	Brentwood Fire-Rescue	Brentwood Fire-Rescue
Brookline	5,087 over 19.8 sq mi	Hollis PD	2/28 1 shift of 2 1 station	8B	533 567 576 580	797 910 945 804	Brookline EMS	Brookline EMS
Campton- Thornton Fire District	5,819 over 102.1 sq mi	Lakes Region Dispatch	1/30 => 4/30 1 shift of 4 3 stations*	6/8B	643 702 624 574	1005 1061 1110 990	Campton Thornton Fire	Campton Thornton Fire
Carroll	757 over 50.2 sq mi	CSO	1/22 => 2/22 1 shift of 2 1 station	6/9	191 219 216 247	274 332 312 360	Twin Mountain Fire	Twin Mountain Fire
Chester	4,880 over 25.9 sq mi	Derry Fire	0/38 => 2/37 1 shift of 2 1 station	9/10	184 238 272 243	472 512 545 545	Chester Fire	Derry Fire
Conway – Conway Village Fire Precinct	5,000 over 3.4 sq mi	Conway PD	9/32 4 shifts of 2 1 station	5/9	1104 987 1067 875	1397 1463 1510 1415	Conway Village Fire	Conway Village Fire
Conway – North Conway Fire District	2,069 over 10.1 sq mi	Conway PD	2/45 1 shift of 2 1 station		691 739 983 854	1321 1365 1591 1615	North Conway Fire	Action EMS
Epping	6,649 over 26.0 sq mi	Rockingh. CSO	7/36 1 shift of 2 2 stations*	5/9	912 955 918 1065	1400 1647 1509 1746	Epping FD	Epping FD
Epsom	4,592 over 34.2 sq mi	Capitol Area Dispatch	4/25 2 shifts of 2 1 station	5/9	808 817 876 825	1081 1123 1161 1098	Epsom Fire-Rescue	Epsom Fire-Rescue
Farmington	6,797 over 37.2 sq mi	Strafford CSO	5/40 1 shift of 4 1 station	5/9	976 1025 935 941	1348 1389 1271 1303	Farmington Fire-Rescue	Farmington Fire-Rescue

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	ISO Rating	EMS Calls (21-24)	Total FD Call (21-24)	EMS Services	Transport Agency
Gilmanton	3,774 over 57.2 sq mi	Lakes Region Dispatch	4/36 2 shifts of 2 2 stations*	4/10	393 457 426 363	649 776 713 661	Gilmanton Fire	Gilmanton Fire
Gorham	2,738 over 31.9 sq mi	Gorham PD	4/24 1 shift of 4 2 stations*	5/8B	581 611 690 710	833 931 1019 985	Gorham Fire & EMS	Gorham Fire & EMS
Hampstead	8,569 over 13.3 sq mi	London. Fire	4/32 1 shift of 2 2 stations*	9	775 817 742 784	1169 1329 1281 1250	Hampstead Fire-Rescue	Hampstead Fire-Rescue
Henniker	4,785 over 44.1 sq mi	Capitol Area Dispatch	2/40 1 shift of 2 1 station	6/9	799 940 907 934	1006 1103 1142 1238	Henniker Rescue	Henniker Rescue
Hillsborough	6,028 over 43.6 sq mi	Capitol Area Dispatch	2/24 1 shift of 2 1 station	5/9	838 931 1026 990	1029 1135 1281 1287	Hillsboro Fire-EMS	Hillsboro Fire-EMS
Hollis	7,730 over 31.8 sq mi	Hollis PD	7/40 2 shifts of 4 1 station	5/9	514 600 574 688	929 1025 1088 1107	Hollis Fire	Hollis Fire
Hopkinton	5,595 over 43.3 sq mi	Capitol Area Dispatch	7/31 2 shifts of 2 2 stations*	5/9	739 983 988 901	1407 1402 1372 1380	Hopkinton Fire	Hopkinton Fire
Kingston	6,091 over 19.6 sq mi	Rockingh. CSO	5/45 1 shift of 3 2 stations	6/8B	1036 923 879 862	1313 1205 1162 1114	Kingston Fire	Kingston Fire
Lancaster <sup>12</sup>	3,436 over 49.8 sq mi	Grafton CSO	2/50 1 shift of 2 2 stations*	6/9	723 836 774 818	837 977 899 960	Lancaster EMS	Lancaster EMS
Lee	4,366 over 20.0 sq mi	Strafford CSO	2/23 1 shift of 2 1 station	5/10	314 444 354 356	702 714 745 683	Lee Fire-Rescue	McGregor Memorial Ambulance
Litchfield	8,346 over 15.1 sq mi	Hudson Fire	2/29 1 shift of 2 1 station	5/9	421 430 455 455	663 728 776 901	Litchfield Fire	Hudson Fire
Loudon	5,343 over 46.8 sq mi	Capitol Area Dispatch	3/39 1 shift of 3 2 stations*	9/10	679 794 642 643	968 1188 916 1020	Loudon Fire	Loudon Fire
Milford	15,137 over 25.2 sq mi	MACC Base	4/44 1 shift of 4 1 station	3/8B	2142 2096 2120 2202	1156 1455 1511 1281	Milford Fire	Milford Fire
Milton	4,575 over 33.1 sq mi	Milton PD	3/33 1 shift of 2 2 stations*	6/9	622 621 569 559	894 905 843 888	Milton Fire-Rescue	Milton Fire-Rescue

<sup>12</sup> Lancaster does a lot of non-emergency interfacility transfers. The EMS calls would be over 2000 if these calls were included.

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

Department	Pop/ Cover Area	Dispatch	Staffing FT/Call	ISO Rating	EMS Calls (21-24)	Total FD Call (21-24)	EMS Services	Transport Agency
New Hampton	2,188 over 36.7 sq mi	Lakes Region Dispatch	2/16 1 shift of 2 1 station	6/9	404 465 365 403	711 774 727 707	New Hampton Fire	New Hampton Fire
New London	4,574 over 22.5 sq mi	New London PD	3/45 1 shift of 2 1 station	5/5Y	362 396 402 441	812 819 912 995	N London Fire	N London Hospital
Newport	6,382 over 43.6 sq mi	Newport PD	7/28 1 shift of 2 1 station	4/4X	1112 1206 1261 1296	1559 1718 1736 1759	Newport Fire	Newport Fire
Northwood	4,281 over 28.0 sq mi	Capitol Area Dispatch	4/30 2 shifts of 2 2 stations*	9/10	477 517 478 512	716 774 700 843	Northwood Fire-Rescue	Northwood Fire-Rescue
Nottingham	4,881 over 46.5 sq mi	Rockingh. CSO	4/30 1 shift of 3 1 station	9/10	373 347 361 350	672 620 585 570	Nottingham Fire-Rescue	Nottingham Fire-Rescue
Peterborough	6,410 over 37.7 sq mi	Southwest NH Dispatch	9/52 1 shift of 3 1 station	5/5X	1517 1654 1721 1636	2514 2180 2075 1980	Peterboro Fire-Rescue	Peterboro Fire-Rescue
Pittsfield	4,082 over 23.9 sq mi	Capitol Area Dispatch	6/45 1 shift of 2 1 station	6/6X	692 609 782 608	1017 954 1011 953	Pittsfield Fire	Pittsfield Fire
Plaistow	7,623 over 10.5 sq mi	Plaistow PD	5/32 1 shift of 2 1 station	4/4Y	782 996 932 935	1110 1397 1486 1461	Plaistow Fire	Plaistow Fire
Rindge	5,894 over 37.2 sq mi	Southwest NH Dispatch	3/21 1 shift of 2 1 station	6/9	485 559 518 482	877 974 907 906	Rindge Fire	VFW Ambulance
Tuftonboro	2,350 over 41.0 sq mi	Carroll CSO	1/20 => 2/20 1 shift of 4 2 stations*	6/8B	279 316 273 281	641 613 586 720	Tuftonboro Fire-Rescue	Lord Ambulance
Wakefield	5,013 over 39.5 sq mi	Carroll CSO	7/19 3 shifts of 2 3 stations*	6/9	792 963 737 841	1202 1374 1177 1213	Wakefield Fire-Rescue	Wakefield Fire-Rescue
Waterville Valley	248 over 64.9 sq mi	Lakes Region Dispatch	8/20 1 shift of 8 2 stations*	4/9	159 133 167 144	246 255 291 263	Waterville Valley FD	Waterville Valley FD

\*Includes 1 unmanned station, which is not staffed with career firefighters. The unmanned station is assigned to call personnel.

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

## Call/Volunteer Departments

Department	Pop/ Cover Area	Dispatch	ISO Rating	EMS Calls (22-24)	Total FD Call (22-24)	EMS Services	Transport Agency
Acworth	890 over 38.9 sq mi	Southwest NH Dispatch	9/10	72 64 81	116 102 139	Acworth Fire	Golden Cross Ambulance
Alexandria	1,613 in 43.0 sq mi	Lakes Region Dispatch	9/10	142 167 190	225 254 281	Alexandria Fire	Bristol Fire
Alstead	1,931 in 38.8 sq mi	Southwest NH Dispatch	9/10	168 179 187	82 94 93	Alstead Ambulance	Alstead Ambulance
Andover – Andover Fire District	2,366 in 40.5 sq mi	Lakes Region Dispatch	7/9	211 172 201	94 88 120	Andover Rescue	Andover Rescue
Antrim	2,640 in 35.7 sq mi	Southwest NH Dispatch	6/9	438 460 442	132 127 128	Antrim Fire	Antrim Ambulance
Ashland	2,070 in 11.0 sq mi	Lakes Region Dispatch	5/9	344 370 306	531 583 560	Ashland Fire	Plymouth Fire-Rescue
Bartlett	2,764 in 74.9 sq mi	Carroll CSO	6/9	648 701 771	330 340 344	Bartlett– Jackson Ambulance	Bartlett– Jackson Ambulance
Bath	1,082 in 37.7 sq mi	Grafton CSO	6/9	No EMS Svc	67 65 67	Woodsville Ambulance	Woodsville Ambulance
Bennington	1,470 in 11.1 sq mi	Southwest NH Dispatch	5/9	144 151 137	224 236 223	Bennington Fire-Rescue	Antrim Ambulance
Bethlehem	2,552 in 90.6 sq mi	Grafton CSO	6/9	394 358 239	577 461 No Data	Bethlehem Fire	Bethlehem Fire
Boscawen	3,912 in 24.7 sq mi	Capitol Area Dispatch	6/9	756 792 881	273 280 328	Penacook Rescue	Penacook Rescue
Bradford	1,654 in 35.3 sq mi	Capitol Area Dispatch	9/10	133 117 156	218 193 249	Bradford Rescue	Henniker Rescue
Bridgewater	1,088 in 21.3 sq mi	Lakes Region Dispatch		137 132 154	212 191 232	Bridgewater Fire	Bristol Fire
Canaan	3,902 in 53.2 sq mi	Upper Valley Reg Dispatch	4/4Y	565 484 524	418 449 388	Canaan FAST	Canaan FAST
Candia	3,902 in 30.3 sq mi	Rockingham CSO	9/10	388 411 399	579 586 607	Candia Fire-Rescue	AMR
Canterbury	2,390 in 43.6 sq mi	Capitol Area Dispatch	6/9	117 181 192	302 342 386	Canterbury Fire-Rescue	Penacook Rescue
Center Harbor	1,099 in 13.4 sq mi	Lakes Region Dispatch	5/8B	142 171 172	367 352 494	Center Harbor Fire	Stewart’s Ambulance
Charlestown	4,981 in 35.8 sq mi	Charlestown PD	6/9	601 676 676	394 496 379	Golden Cross Amb	Golden Cross Amb
Chesterfield – Chesterfield Fire District	3,607 in 45.6 sq mi	Southwest NH Dispatch	8/9	158 168 201	297 306 298	Chesterfield Fire	Rescue, Inc

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

<b>Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>ISO Rating</b>	<b>EMS Calls (22-24)</b>	<b>Total FD Call (22-24)</b>	<b>EMS Services</b>	<b>Transport Agency</b>
Chesterfield – Spofford Fire District		Southwest NH Dispatch	9	No Data Avail	210 224 255	Spofford Fire	Keene FD
Chichester	2,559 in 21.1 sq mi	Capitol Area Dispatch	9/10	415 354 381	583 545 610	Chichester Fire	Loudon FD
Colebrook	2,233 in 40.7 sq mi	Colebrook RDC	5/9	No Data Avail	132 99 105	45 <sup>th</sup> Parallel EMS	45 <sup>th</sup> Parallel EMS
Dalton	938 in 27.5 sq mi	Grafton CSO	9/10	115 91 80	180 145 142	Dalton Fire-Rescue	Whitefield Fire-Rescue
Danbury	1,177 in 37.5 sq mi	Lakes Region Dispatch	9/10	111 106 102	194 201 200	Danbury Fire	Bristol Fire
Danville	4,439 in 11.7 sq mi	Rockingham CSO	9/10	278 337 322	463 513 497	Danville Fire	Danville Fire
Deerfield	4,360 in 50.9 sq mi	Rockingham CSO	6/9	224 380 335	486 507 520	Deerfield Fire-Rescue	Raymond Ambulance
Deering	1,899 in 30.8 sq mi	Capitol Area Dispatch	6/9	217 161 237	288 265 321	Deering Fire-Rescue	Deering Fire-Rescue
Dublin	1,582 in 28.0 sq mi	Southwest NH Dispatch	9/10	131 147 126	271 255 141	Dublin Fire	Peterboro Fire-Rescue
Dunbarton	2,789 in 30.9 sq mi	Capitol Area Dispatch	9/10	169 166 183	266 265 288	Dunbarton VFD	Dunbarton VFD
East Kingston	2,383 in 10.0 sq mi	Rockingham CSO	9	179 197 178	416 497 457	E. Kingston Fire	E. Kingston Fire
Easton	393 over 31.2 sq mi	Carroll CSO		No Data Avail	9 13 31	Littleton Fire-Rescue	Littleton Fire-Rescue
Effingham	1,540 in 38.4 sq mi	Carroll CSO	9/10	318 No Data 231	526 No Data 445	Effingham Fire-Rescue	Action EMS
Enfield	4,568 in 40.2 sq mi	Upper Valley Reg Dispatch	6/9	357 361 453	273 238 276	Enfield FAST or Lebanon	Enfield FAST, Lebanon
Fitzwilliam	2,379 in 34.6 sq mi	Southwest NH Dispatch	6/9	476 541 311	620 740 700	Fitzwilliam Fire	Fitzwilliam Fire
Francestown	1,559 in 30.2 sq mi	Southwest NH Dispatch	9/10	84 98 103	152 155 160	Francestown Fire	Peterboro Fire-Rescue
Franconia	1,112 in 65.7 sq mi	Grafton CSO	9/10	No EMS Svc	102 100 147	Franconia RS	Littleton FD
Freedom	1,486 in 35.0 sq mi	Carroll CSO	8/9	260 350 356	387 376 443	Freedom Fire	Action EMS
Fremont	4,424 in 17.2 sq mi	Raymond PD	9/10	379 424 410	495 532 537	Fremont Fire-Rescue	Raymond Ambulance
Gilsum	815 over 16.7 sq mi	Southwest NH Dispatch	9/10	53 61 67	87 102 114	Gilsum 1 <sup>st</sup> Responders	Marlow Ambulance

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

Department	Pop/ Cover Area	Dispatch	ISO Rating	EMS Calls (22-24)	Total FD Call (22-24)	EMS Services	Transport Agency
Goshen	799 over 22.5 sq mi	Southwest NH Dispatch	9/10	63 61 55	100 89 92	Goshen Fire	Newport Fire-EMS
Grafton	1,336 in 41.7 sq mi	Upper Valley Reg Dispatch	9/10	149 153 151	158 201 105	Grafton VFD	Grafton Amb Corp
Grantham	2,955 in 27.2 sq mi	Upper Valley Reg Dispatch	9/10	160 160 160	280 270 271	Grantham Fire-EMS	Lebanon FD
Greenfield	1,800 in 26.1 sq mi	Southwest NH Dispatch	9/10	139 116 141	379 235 222	Greenfield VFD	Wilton Ambulance
Greenland	3,734 in 10.5 sq mi	Rockingham CSO	6/9	326 281 285	570 530 576	Greenland Fire	Greenland Fire
Greenville	2,071 in 6.9 sq mi	Hillsboro CSO	7/9	270 264 274	116 95 128	Greenville Fire	Souhegan Ambulance
Hampton Falls	2,293 in 12.2 sq mi	Hampton Fire	8/9	237 231 199	440 374 372	Hampton Falls Fire	Hampton Falls Fire
Hancock	1,642 in 30.0 sq mi	Southwest NH Dispatch	6/9	101 114 112	168 213 190	Peterboro Fire	Peterboro Fire
Harrisville	957 over 18.6 sq mi	Southwest NH Dispatch	9/10	51 42 53	134 106 106	Harrisville Fire	Keene Fire
Haverhill – Haverhill FD	4,648 in 48.75 sq mi	Grafton CSO	6/9	1482 1489 1509	No Data 170 No Data	Haverhill Fire Dept	Woodsville Ambulance
Haverhill – Woodsville Fire District	In 3.75 sq mi	Grafton CSO	6/9		No Data Avail	Woodsville Fire-Rescue	Woodsville Ambulance
Hebron	613 over 16.5 sq mi	Lakes Region Dispatch	9/10	152 187 155	243 271 219	Hebron Fire	Hebron Fire
Hill	1,088 in 26.7 sq mi	Lakes Region Dispatch	6/9	89 68 74	139 102 127	Hill Fire	Bristol Fire
Hinsdale	3,972 in 20.6 sq mi	Southwest NH Dispatch	5/9	292 387 291	481 550 428	Hinsdale Fire	Rescue, Inc
Holderness	2,097 in 30.5 sq mi	Lakes Region Dispatch	6/9	158 170 194	344 393 385	Holderness Fire	Plymouth Fire-Rescue
Jackson	811 over 66.9 sq mi	Carroll CSO	5/9	No EMS Svc	160 153 163	Bartlett- Jackson Ambulance	Bartlett- Jackson Ambulance
Jaffrey	5,403 in 38.3 sq mi	Southwest NH Dispatch	6/9	165 194 226	460 471 458	Jaffrey Fire	VFW Ambulance
Jefferson	1,072 in 50.2 sq mi	Grafton CSO	9/10	74 88 51	125 145 99	Jefferson Fire	Lancaster EMS
Kensington	2,127 in 11.9 sq mi	Rockingham CSO	9	103 117 132	185 159 221	Kensington Fire	Kensington Fire
Landaff	428 over 28.4 sq mi	Grafton CSO	9/10	43 35 27	No Data 29 50	Lisbon Life Squad	Lisbon Life Squad

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

Department	Pop/ Cover Area	Dispatch	ISO Rating	EMS Calls (22-24)	Total FD Call (22-24)	EMS Services	Transport Agency
Langdon	683 over 16.3 sq mi	Southwest NH Dispatch	9	98 79 54	146 119 88	Golden Cross Ambulance	Golden Cross Ambulance
Lempster	1,141 in 32.3 sq mi	Southwest NH Dispatch	9/10	87 72 96	137 118 189	Lempster Rescue	Marlow Ambulance
Lincoln	1,663 in 130.3 sq mi	Lincoln PD	6/9	892 829 850	235 258 242	LinWood Ambulance	LinWood Ambulance
Lisbon	1,582 in 26.2 sq mi	Grafton CSO	5/9	329 303 336	96 80 92	Lisbon Life Squad	Lisbon Life Squad
Lyme	1,700 in 53.8 sq mi	Upper Valley Reg Dispatch	8B/10	123 107 126	210 257 281	Lyme FAST squad	Hanover Fire
Lyndeborough	1,691 in 30.4 sq mi	Southwest NH Dispatch	9/10	133 121 132	197 294 298	Wilton Ambulance	Wilton Ambulance
Madbury	1,797 in 11.7 sq mi	Strafford CSO	8/9	128 103 173	212 204 280	McGregor Memorial Ambulance	McGregor Memorial Ambulance
Madison	2,521 in 38.5 sq mi	Carroll CSO	9/10	197 228 220	309 350 367	Action EMS	Action EMS
Marlborough	2,049 in 20.4 sq mi	Southwest NH Dispatch	6/9	143 104 129	206 185 215	Cheshire EMS	Cheshire EMS
Marlow	742 over 26.0 sq mi	Southwest NH Dispatch	9/10	54 47 76	85 79 118	Marlow Fire-Rescue	Marlow Ambulance
Mason	1,396 in 23.9 sq mi	Hollis PD	9/10	138 138 154	88 212 218	Mason FD 1 <sup>st</sup> Responders	Brookline Ambulance
Meredith	6,299 in 39.9 sq mi	Lakes Region Dispatch	5/8B	2457 2526 2484	491 514 576	Stewart's Ambulance	Stewart's Ambulance
Middleton	1,781 in 18.1 sq mi	Strafford CSO	9	169 99 121	297 198 No Data	Middleton Fire-Rescue	Middleton Fire-Rescue
Monroe	787 over 57.7 sq mi	Grafton CSO	7/9	55 66 55	38 32 26	Monroe FAST Squad	Woodsville Ambulance
Mont Vernon	2,436 in 16.6 sq mi	MACC Base	9	No EMS Svc	97 140 149	Amherst Fire-Rescue	Amherst Fire-Rescue
Nelson	734 over 21.9 sq mi	Southwest NH Dispatch	9/10	54 67 36	94 109 66	Nelson Fire	Keene Fire
New Boston	5,412 in 42.8 sq mi	Goffstown PD	6/9	484 396 458	815 768 752	New Boston Fire	New Boston Fire
New Castle	974 over 0.8 sq mi	Rockingham CSO	5	105 76 72	225 160 195	New Castle Fire	Portsmouth Fire
New Durham	2,650 in 41.5 sq mi	Lakes Region Dispatch	9/10	197 212 261	318 342 401	New Durham Fire	New Durham Fire
New Ipswich	5,128 in 32.8 sq mi	Southwest NH Dispatch	5/9	321 257 248	198 172 237	New Ipswich Fire	Souhegan Ambulance

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

Department	Pop/ Cover Area	Dispatch	ISO Rating	EMS Calls (22-24)	Total FD Call (22-24)	EMS Services	Transport Agency
Newbury	2,112 in 35.8 sq mi	N London PD	9/10	155 142 185	397 395 450	Newbury Fire-Rescue	N. London Hospital
Newfields	1,697 in 7.0 sq mi	Newmarket PD	5/9	118 131 124	255 292 312	Newmarket Fire-Rescue	Newmarket Fire-Rescue
Newmarket	8,940 in 12.6 sq mi	Newmarket PD	5/9	868 937 970	1181 1248 1372	Newmarket Fire-Rescue	Newmarket Fire-Rescue
Newton	4,747 in 9.9 sq mi	Rockingham CSO	8/9	240 314 262	581 667 629	Newton Fire-Rescue	Newton Fire-Rescue
Northumberland Groveton Fire District	2,229 in 35.7 sq mi	Grafton CSO	7/9	497 467 538	No Data 76 82	Groveton Ambulance	Groveton Ambulance
Orford	1,244 in 46.7 sq mi	Upper Valley Reg Dispatch	9/10	79 110 103	186 232 188	Orford Fire	Upper Valley Ambulance
Ossipee – Ctr Ossipee Fire District	1,600 in 21.0 sq mi	Carroll CSO	4/9		656 507 585	Center Ossipee Fire	Action EMS
Ossipee – Ossipee Corner Fire	1,600 in 36.0 sq mi	Carroll CSO	5/9	1240 1326 2023	538 503 506	Ossipee Corner Fire	Action EMS
Ossipee – West Ossipee Fire District	1,200 in 15.0 sq mi	Carroll CSO	9/10		304 289 264	West Ossipee Fire	Action EMS
Pembroke	7,127 in 22.8 sq mi	Capitol Area Dispatch	5/9	699 640 648	359 342 412	Pembroke Fire	Tri-Town Ambulance
Piermont	779 over 38.5 sq mi	Upper Valley Reg Dispatch	8/9	135 60 60	77 102 112	Piermont 1 <sup>st</sup> Responders	Upper Valley Ambulance
Pittsburg	848 over 281.4 sq mi	Colebrook & Beecher Falls FD (s)	9/10	No Data Avail	No Data Avail	45 <sup>th</sup> Parallel EMS	45 <sup>th</sup> Parallel EMS
Plainfield – Plainfield Fire District	2,337 in 52.2 sq mi	Upper Valley Reg Dispatch	9/10	No EMS Svc	152 140 128	Lebanon & Windsor VT FD	Lebanon & Windsor VT FD
Rollinsford	2,523 in 7.3 sq mi	Dover PD	6/9	82 71 62	237 321 217	Rollinsford Fire	York Ambulance
Rumney	1,487 in 41.7 sq mi	Lakes Region Dispatch	9/10	105 131 174	239 232 300	Rumney FAST Squad	WW Ambulance
Salisbury	1,393 in 40.0 sq mi	Capitol Area Dispatch	9/10	109 87 143	174 152 198	Salisbury Fire	Penacook Rescue
Sandown	6,184 in 13.9 sq mi	Rockingham CSO	7/9	437 410 415	606 588 609	Sandown Fire	Hampstead Fire-Rescue
Sandwich	1,318 in 90.2 sq mi	Lakes Region Dispatch	9/10	147 163 155	281 277 387	Sandwich Fire	Stewart's Ambulance
Shelburne	363 over 47.9 sq mi	Gorham PD	9/10	47 38 30	14 54 10	Gorham EMS	Gorham EMS
South Hampton	816 over 7.9 sq mi	Rockingham CSO	8/9	No Data 50 50	No Data 83 83	South Hampton Fire-Rescue	South Hampton Fire-Rescue

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

Department	Pop/ Cover Area	Dispatch	ISO Rating	EMS Calls (22-24)	Total FD Call (22-24)	EMS Services	Transport Agency
Springfield	1,304 in 43.2 sq mi	Upper Valley Reg Dispatch	6/9	81 85 87	185 182 195	Springfield Fire	N. London Hospital
Stark	532 over 58.7 sq mi	Grafton CSO	9/10	No Data 62 44	28 18 25	Groveton Ambulance	Groveton Ambulance
Stoddard	1,253 in 50.9 sq mi	Southwest NH Dispatch	9/10	102 113 79	158 177 133	Stoddard Fire	Cheshire EMS
Strafford	4,023 in 49.2 sq mi	Lakes Region Dispatch	9/10	338 317 312	511 460 513	Strafford Fire	Strafford Fire
Stratford	716 over 79.5 sq mi	Grafton CSO	9/10	93 83 88	62 30 31	Groveton Ambulance	Groveton Ambulance
Stratham	7,338 in 15.1 sq mi	Rockingham CSO	8/9	549 597 560	782 787 823	Stratham Fire	Stratham Fire
Sugar Hill	570 over 17.0 sq mi	Grafton CSO	9/10	No EMS Svc	71 112 127	Littleton Fire-Rescue	Littleton Fire-Rescue
Sullivan	673 over 18.5 sq mi	Southwest NH Dispatch	9/10	38 57 56	58 90 90	Sullivan Fire-Rescue	Keene Fire
Sunapee	3,349 in 21.1 sq mi	New London PD	5/9	300 405 405	616 703 629	Sunapee Fire	N London Hospital
Surry	737 over 15.6 sq mi	Southwest NH Dispatch	9/10	71 78 58	102 123 85	Surry Fire	Keene Fire
Sutton	1,848 in 42.3 sq mi	New London PD		85 136 174	153 305 214	N London Hospital	N London Hospital
Swanzy	7,242 in 45.0 sq mi	Southwest NH Dispatch	6/9	849 932 992	1163 1181 1135	Swanzy Fire	Cheshire EMS
Tamworth	2,847 in 59.7 sq mi	Carroll CSO	9/10	452 308 477	645 603 723	Tamworth Fire-Rescue	Action EMS
Temple	1,403 in 22.2 sq mi	Southwest NH Dispatch	9/10	114 91 62	155 134 124	Temple Rescue	Peterboro Fire
Troy	2,126 in 17.4 sq mi	Southwest NH Dispatch	6/9	476 550 232	224 270 251	Troy Fire	Fitzwilliam/ Troy Amb
Unity	1,640 in 36.9 sq mi	Southwest NH Dispatch		141 158 126	220 242 230	Unity Fire	Golden Cross Ambulance
Walpole – Walpole Fire District	3,710 in 35.2 sq mi	Southwest NH Dispatch	6/9	427 563 525	678 753 676	Walpole Fire	Walpole Fire
Walpole – N. Walpole Fire District		Southwest NH Dispatch	7/9	80 79 78	139 141 135	North Walpole Fire	Golden Cross Ambulance
Warner	2,865 in 55.6 sq mi	Capitol Area Dispatch	7/9	370 408 312	542 601 530	Warner Fire	Hopkinton Fire
Warren	896 over 48.5 sq mi	Lakes Region Dispatch	9/10	158 130 199	52 47 57	WW Ambulance	WW Ambulance

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

<b>Department</b>	<b>Pop/ Cover Area</b>	<b>Dispatch</b>	<b>ISO Rating</b>	<b>EMS Calls (22-24)</b>	<b>Total FD Call (22-24)</b>	<b>EMS Services</b>	<b>Transport Agency</b>
Washington	1,109 in 45.4 sq mi	Capitol Area Dispatch	9/10	165 161 128	188 No Data No Data	Washingtn Rescue	Washingtn Rescue
Weare	8,892 in 58.8 sq mi	Goffstown PD	9/10	533 606 622	831 837 931	Weare Fire	Weare Fire
Webster	1,901 in 27.9 sq mi	Capitol Area Dispatch	9/10	139 122 136	222 219 227	Webster Fire	Hopkinton Fire
Wentworth	919 over 41.4 sq mi	Lakes Region Dispatch	9/10	102 103 100	68 87 98	WW Ambulance	WW Ambulance
Westmoreland	1,718 in 35.9 sq mi	Southwest NH Dispatch	9/10	121 139 156	212 221 216	Westmoreld Fire	Cheshire EMS
Whitefield	2,269 in 34.2 sq mi	Grafton CSO	6/9	549 496 491	710 648 648	Whitefield Fire	Whitefield Fire
Wilmot	1,377 in 29.6 sq mi	New London PD	9/10	76 79 76	155 174 165	Wilmot FAST Squad	N London Hospital
Wilton	3,670 in 25.8 sq mi	Southwest NH Dispatch	4/9	677 643 684	263 335 294	Wilton Ambulance	Wilton Ambulance
Winchester	4,279 in 54.9 sq mi	Southwest NH Dispatch	6/9	828 643 735	No Data No Data 229	Winchester Ambulance	Winchester Ambulance
Woodstock	1,385 in 58.7 sq mi	Grafton CSO	5/9	892 829 850	156 168 174	Linwood Ambulance	Linwood Ambulance

## Towns with No Fire Department

Town	Pop (09-11)	Dispatch	ISO Rating	Fire Coverage Provider	Transport Agency
Albany	724 over 74.6 sq mi	Conway PD	9/10	Conway Village FD	North Conway Ambulance
Benton	364 over 48.2 sq mi	Grafton CSO		Haverhill FD	Woodsille Ambulance
Brookfield	709 over 22.9 sq mi	Carroll CSO	6/9	Wakefield FD	Wakefield FD
Chatham	337 over 56.7 sq mi	Saco Valley Fire Assn	9/10	Saco Valley Fire	Fryeburg Rescue
Clarksville	263 over 60.1 sq mi	Colebrook Comm Ctr	9/10	Pittsburg FD & Beecher Falls	45 <sup>th</sup> Parallel EMS
Columbia	748 over 60.3 sq mi	Colebrook Comm Ctr		Colebrook FD	45 <sup>th</sup> Parallel EMS
Dorchester	355 over 44.7 sq mi	UVRDC & LRMFA	9/10	WW Amb (n) Canaan FD (s)	WW Amb (n) Canaan fast (s)
Dummer	301 over 48.2 sq mi	Berlin PD	9/10	Milan FD	Milan & Dummer Amb
Eaton	391 over 24.3 sq mi	Conway PD	9/10	Freedom FD & Center Conway	Freedom FD & Center Conway FD
Ellsworth	83 over 21.4 sq mi	Lakes Region Dispatch	8B/10	Campton- Thornton FD	Campton- Thornton FD
Groton	592 over 40.8 sq mi	Lakes Region Dispatch	9/10	Rumney FD (n) Hebron FD (s)	Hebron FD
Hart's Location	41 over 18.5 sq mi	Carroll CSO		Bartlett FD	North Conway Ambulance
Lyman	531 over 28.5 sq mi	Grafton CSO	9/10	Lisbon FD	Lisbon Life Squad
Orange	330 over 23.2 sq mi	Upper Valley RDC	4/4Y	Canaan FD	Canaan FAST
Roxbury	228 over 11.9 sq mi	Southwest NH Dispatch	4/9	Keene FD	Keene FD
Sharon	354 over 15.6 sq mi	Southwest NH Dispatch	9/10	Peterboro FD	Peterboro FD
Stewartstown	993 over 46.2 sq mi	Beecher Falls	9/10	Colebrook FD & Beecher Falls FD	45 <sup>th</sup> Parallel EMS
Windsor	225 over 8.3 sq mi	Capitol Area Dispatch	10	Hillsboro FD	Hillsboro FD

## Appendix A – Full-time Fire Chiefs

This appendix lists the towns with full-time fire chiefs and when that position first became full-time. It is not meaningful information but provides a historical perspective.

Municipality	Made FT
Amherst	2003
Barnstead	1995
Barrington	2007
Bartlett	1989
Bedford	1976
Belmont	1962
Berlin	1898
Bethlehem	2010
Bow	2017
Bristol	2000
Campton-Thornton	1988
Canaan	2022
Carroll	2005
Claremont	1917
Concord	1848
Conway Village	1994
Derry	1964
Dover	Unk
Durham	1936
Epping	2010
Exeter	1963
Farmington	2006
Franklin	1933
Freedom	2008
Gilford	1979
Gilmanton	1987
Goffstown	1992
Gorham	1988
Hampstead	2008
Hampton	1916
Hampton Falls	2002
Hanover	1960s
Holderness	2002
Hollis	1997
Hooksett	1987
Hopkinton	2009
Hudson	1975
Jaffrey	2002
Keene	1952
Kingston	2005
Laconia	1894

Municipality	Made FT
Lancaster	2003
Lebanon	1950s
Lee	2014
Littleton	Unk
Londonderry	1976
Loudon	2004
Manchester	1879
Mason	2021
Meredith	1986
Merrimack	1970
Milford	1986
Moultonborough	1994
Nashua	1915
New Castle	2004
New Hampton	2020
New London	2007
Newington	1984
North Conway	1965
North Hampton	1968
Pelham	1988
Peterborough	1988
Pittsfield	2006
Plaistow	1988
Plymouth	1966
Portsmouth	1927
Raymond	1973
Rindge	1996
Rochester	1918
Rye	1955
Salem	1943
Sanbornton	2002
Sandown	2005
Seabrook	1966
Somersworth	1956
Swanzey	2008
Tamworth	2005
Tilton-Northfield	2000
Tuftsboro	2002
Waterville Valley	2003
Wilton	2020
Windham	1988
Wolfeboro	1940s

## Appendix B - 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. Rhode Island is data I compiled.

<b>New England State</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>5yr Avg</b>
<b>Connecticut</b>								
Muni EMS calls	203,422	222,609	225,621	245,978	236,152	190,151	211,591	222,017
Fire calls	11,740	11,884	11,584	11,710	10,925	11,578	9,427	11,185
Non-fire calls	107,797	113,860	121,262	141,532	128,868	116,441	116,635	123,100
Total Muni Calls	322,959	348,353	358,467	399,220	375,945	318,170	337,653	356,301
% Muni EMS calls	63.0%	63.9%	62.9%	61.6%	62.8%	59.8%	62.7%	62.3%
% Muni Fire Calls	3.6%	3.4%	3.2%	2.9%	2.9%	3.6%	2.8%	3.1%
<b>Maine</b>								
Muni EMS calls	81,947	81,864	70,410	95,272	101,614	87,922	107,621	90,784
Fire calls	5,749	6,422	5,623	7,029	6,573	7,404	7,131	6,697
Non-fire calls	34,262	35,998	35,987	40,254	42,260	42,584	43,209	40,049
Total Muni Calls	121,958	124,284	112,020	142,555	150,447	137,910	157,961	137,530
% Muni EMS calls	67.2%	65.9%	62.9%	66.8%	67.5%	63.8%	68.1%	66.0%
% Muni Fire Calls	4.7%	5.2%	5.0%	4.9%	4.4%	5.4%	4.5%	4.9%
<b>New Hampshire</b>								
Muni EMS calls	98,746	111,147	114,796	111,089	112,655	103,247	112,810	110,957
Fire Calls	6,793	7,375	4,121	5,267	4,568	5,183	4,370	5,147
Non-fire calls	55,260	58,261	59,607	59,678	55,953	56,177	60,806	58,414
Total Muni Calls	160,799	176,783	178,524	176,034	173,176	164,607	177,986	174,518
% Muni EMS calls	61.4%	62.9%	64.3%	63.1%	65.1%	62.7%	63.4%	63.6%
% Muni Fire Calls	4.2%	4.2%	2.3%	3.0%	2.6%	3.1%	2.5%	2.9%
<b>Vermont</b>								
Muni EMS calls	23,535	23,208	21,295	25,012	22,439	23,182	28,297	23,906
Fire Calls	3,575	3,269	2,458	2,660	2,274	2,693	2,376	2,622
Non-fire calls	16,332	16,332	17,011	18,199	16,947	18,350	18,605	17,574
Total Muni Calls	45,763	44,085	40,764	45,871	41,660	44,225	49,278	44,314
% Muni EMS calls	51.4%	52.6%	52.2%	54.5%	53.9%	52.4%	57.4%	53.9%
% Muni Fire Calls	7.8%	7.4%	6.0%	5.8%	5.5%	6.1%	4.8%	5.9%
<b>Massachusetts</b>								
Muni EMS calls	510,956	525,726	561,350	563,406	584,336	540,093	632,647	567,926
Fire calls	31,709	32,245	27,895	27,731	25,176	29,461	25,366	27,979
Non-fire calls	327,521	332,924	348,065	353,109	362,953	353,440	372,963	353,909
Total Muni Calls	870,186	890,895	937,310	965,176	972,465	922,994	1,030,976	953,303
% Muni EMS calls	58.7%	59.0%	59.9%	58.4%	60.1%	58.5%	61.4%	59.6%
% Muni Fire Calls	3.6%	3.6%	3.0%	2.9%	2.6%	3.2%	2.5%	2.9%
<b>Rhode Island</b>								
Muni EMS calls	144,298	143,038	120,883	128,413	126,458	117,467	135,623	128,647
Total Muni Calls	171,723	169,057	148,725	152,668	162,830	152,083	159,357	157,453
% Muni EMS calls	84.0%	84.6%	81.3%	84.1%	77.7%	77.2%	85.1%	81.7%
% Muni Fire Calls	16.0%	15.4%	18.7%	15.9%	22.3%	22.8%	14.9%	18.3%

### **Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

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 C – Work Shift Schedule Examples

In discussing shift schedules in this document, it may be difficult at times for the reader to understand these different schedules. So, here are examples of the different shifts for those department deploying four shifts. The different shifts are labeled A, B, C, and D.

1 day on/3 days off						
Sun	Mon	Tues	Wed	Thurs	Fri	Sat
A	B	C	D	A	B	C
D	A	B	C	D	A	B
C	D	A	B	C	D	A
B	C	D	A	B	C	D
A	B	C	D	A	B	C

24/24/24/120 shift						
Sun	Mon	Tues	Wed	Thurs	Fri	Sat
A	B	A	B	C	D	C
D	A	B	A	B	C	D
C	D	A	B	A	B	C
D	C	D	A	B	A	B
C	D	C	D	A	B	A

24/48/24/96 shift						
Sun	Mon	Tues	Wed	Thurs	Fri	Sat
A	D	B	A	C	B	D
C	A	D	B	A	C	B
D	C	A	D	B	A	C
B	D	C	A	D	B	A
C	B	D	C	A	D	B

10/14 shift, 11/13 shift, 12/12 shift													
Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
B	A	B	A	C	B	C	B	D	C	D	C	A	D
A	D	B	A	B	A	C	B	C	B	D	C	D	C
A	D	A	D	B	A	B	A	C	B	C	B	D	C
D	C	A	D	A	D	B	A	B	A	C	B	C	B
D	C	D	C	A	D	A	D	B	A	B	A	C	B

Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire

2 days on/1 day off/2 nights on/3 days off													
Sun		Mon		Tues		Wed		Thurs		Fri		Sat	
A	C	A	D	B	D	B	A	C	A	C	B	D	B
D	C	A	C	A	D	B	D	B	A	C	A	C	B
D	B	D	C	A	C	A	D	B	D	B	A	C	A
C	B	D	B	D	C	A	C	A	D	B	D	B	A
C	A	C	B	D	B	D	C	A	C	A	D	B	D

## Appendix D – Mutual Aid Associations

Mutual Aid Association	Year Form	Towns
Border Area Mutual Aid Association	1982?	NH: Atkinson, Auburn, Bedford, Candia, Chester, Derry, Goffstown, Hampstead, Hooksett, Hudson, Litchfield, Londonderry, Manchester, Merrimack, Nashua, Pelham, Plaistow, Salem, Windham MA: Chelmsford, Dracut, Groton, Lawrence, Lowell, Methuen, Westford, Tyngsboro
Capital Area Mutual Aid Compact		Allenstown, Boscawen, Bow, Bradford, Canterbury, Chichester, Concord, Deering, Dunbarton, Epsom, Henniker, Hooksett, Hopkinton, Loudon, Northwood, Pembroke, Pittsfield, Salisbury, Warner, Webster
Interstate Emergency Unit		NH: Atkinson, Auburn, Barrington, Brentwood, Candia, Chester, Danville, Deerfield, Derry, Dover, Durham, East Kingston, Epping, Exeter, Fremont, Greenland, Hampstead, Hampton, Hampton Falls, Kensington, Lee, Kingston, Londonderry, Madbury, New Castle, Newfields, Newington, Newmarket, Newton, North Hampton, Northwood, Nottingham, Plaistow, Portsmouth, Raymond, Rochester, Rollinsford, Rye, Salem, Sandown, Seabrook, Somersworth, South Hampton, Stratham, Windham MA: Amesbury, Merrimac, Newburyport, Salisbury, West Newbury ME: Eliot, Kittery, S. Berwick
Kearsage Mutual Aid Association	1968?	Andover, Bradford, Hopkinton, Henniker, New London, Newbury, Newport, Springfield, Sunapee, Sutton, Warner, Weare, Wilmot
Lakes Region Fire Mutual Aid Association	1971	Alexandria, Alton, Andover, Ashland, Barnstead, Belmont, Bridgewater, Bristol, Campton, Center Harbor, Danbury, Dorchester, Ellsworth, Franklin, Gilford, Gilmanton, Groton, Hebron, Hill, Holderness, Laconia, Meredith, Moultonborough, New Durham, New Hampton, Northfield, Plymouth, Rumney, Sanbornton, Sandwich, Strafford, Thornton, Tilton, Warren, Waterville Valley, Wentworth
Mt Washington Valley Mutual Aid		Bartlett, Jackson, Center Conway, Conway Village, East Conway, North Conway, Redstone
Northern New Hampshire Fire Mutual Aid Pact (Norpac)	1989	NH: Bethlehem, Carroll, Colebrook, Columbia, Dalton, Errol, Gorham, Groveton (Northumberland), Jefferson, Lancaster, Littleton, Milan, Pittsburg, Randolph, Shelburne, Stark, North Stratford, Whitefield VT: Beecher Falls, Lunenburg
Ossipee Valley Mutual Aid Association		Bartlett, Brookfield, Conway Village, Effingham, Freedom, Jackson, Madison, Milton, Tamworth, Tuftonboro, Wakefield, Wolfboro, Center Ossipee, Ossipee Corner, West Ossipee
Souhegan Mutual Aid Association	1949	NH: Amherst, Bedford, Brookline, Goffstown, Greenville, Hollis, Hudson, Litchfield, Lyndeborough, Mason, Merrimack, Milford, Mont Vernon, Nashua, New Boston, New Ipswich, Temple, Weare, Wilton MA: Pepperell
Seacoast Chiefs Fire Net	1974	NH: Barrington, Brentwood, Deerfield, 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, Rochester, Rollingsford, Rye, Seabrook, Somersworth, South Hampton, Stratham, Portsmouth Naval Shipyard, Pease Air National Guard Base, and Seabrook Nuclear Power Plant.

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

		MA: Amesbury, Merrimac, Newburyport, Salisbury, West Newbury ME: Eliot, Kittery
Southwest New Hampshire Mutual Aid Association	1958	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, Saxton's River, Winhall, Springfield, Stratton, Townshend, Vernon, Wardsboro, Westminster, Weston, Whitingham, Wilmington, Windham
Twin State Mutual Aid Association	1960	NH: Bath, Bethlehem, Carroll, Easton, Franconia, Haverhill Corner, Landaff, Lincoln, Lisbon, Littleton, Lyman, Monroe, North Haverhill, Piermont, Sugar Hill, Warren, Whitefield, Woodstock, Woodsville VT: Barnet, Bradford, Groton, Newbury, Peacham, Ryegate, Wells River
Upper Valley Mutual Aid Association	1978	NH: Canaan, Claremont, Cornish, Enfield, Goshen, Grafton, Grantham, Hanover, Lebanon, Lyme, Meriden, Orange, Orford, Piermont, Plainfield, Springfield VT: Ascutney, Barnard, Bradford, Bridgewater, Fairlee, Hartford, Hartland, Norwich, Pomfret?, Sharon, S. Royalston, Strafford, Teago, Thetford, Vershire, West Fairlee, Windsor, Woodstock, White River Valley
No Mutual Aid Affiliation		Croydon, Farmington, Middleton

**Out-of-State Mutual Aid Associations that some NH Towns belong to**

Connecticut River Valley Mutual Aid		VT: Ascutney, Bellows Falls, Bridgewater, Cavendish, Chester, Hartland, Killington, Ludlow, Mount Holly, Plymouth, Proctorsville, Putney, Reading, Rockingham, Saxton's River, S. Londonderry, S. Woodstock, Springfield, Weathersfield, West Windsor, Westminster, Weston, Windsor, Woodstock NH: Charlestown, Claremont, Cornish
TriState Fire Mutual Aid Association		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 Center, Shelburne Falls, South Deerfield, Sunderland, Turner Falls, Warwick, Wendell, Whately, Williamsburg NH: Hinsdale, Keene, Swanzey VT: Brattleboro, Guilford, Halifax, Vernon

## Appendix E – Local Dispatch Centers for Fire and EMS Agencies

Municipality	Dispatch Center
Amherst	Amherst PS Comm Center
Berlin, Dummer, Milan, Milan-Dummer Ambulance, Berlin Ambulance	Berlin PD
Allenstown, Boscawen, Bow, Bradford, Canterbury, Chichester, Concord, Deering, Dunbarton, Epsom, Henniker, Hillsborough, Hooksett, Hopkinton, Loudon, Northwood, Pembroke, Pittsfield, Salisbury, Warner, Washington, Webster, Windsor, Penacook Rescue, Tri-Town Ambulance	Capital Area Mutual Fire Aid Compact
Bartlett (fire), Brookfield (served by Wakefield), Center Ossipee, Effingham, Freedom, Glen (fire), Jackson (fire), Madison, Ossipee Corner, Tamworth, Wakefield, Milton, West Ossipee, Lords Amb, LifeStar	Carroll CSO
Claremont, Goshen	Claremont PD
Clarksville (40%), Colebrook, Columbia (served by Colebrook), Dixville, Errol (EMS), Pittsburg (northern part), Stewartstown (35%)	Colebrook RDC
Albany (served by Conway Village FD), Eaton (served by Center Conway FD), Conway (all 5 fire districts), Hales Location (served by North Conway FD), North Conway Ambulance	Conway PD
Clarksville (60%), Stewartstown (65%), Pittsburg (southern part)	Beecher Falls, VT
Dover, Rollinsford	Dover PD
Auburn, Chester, Derry, Windham	Derry Fire Department
Goffstown, New Boston, Weare	Goffstown Comm Center
Gorham, Randolph, Shelburne	Gorham PD
Bath, Benton (served by Haverhill), Bethlehem, Carroll, Easton, Franconia, Haverhill, Landaff, Lincoln, Lisbon, Littleton, Lyman (served by Lisbon), Monroe, Piermont, Sugar Hill, Whitefield, Woodstock, Woodsville Ambulance, Franconia RS, Linwood Ambulance	Grafton CSO
Hampton, Hampton Falls	Hampton Fire Department
Greenville, Souhegan Ambulance	Hillsborough CSO
Brookline, Hollis, Mason, Brookline Ambulance	Hollis Communication Ctr
Hudson, Litchfield	Hudson Fire Department
Hampstead, Londonderry, Pelham	Londonderry Fire Dept
Alton, Alexandria, Andover, Ashland, Barnstead, Belmont, Bridgewater, Bristol, Campton, Center Harbor, Danbury, Dorchester (portion served by Rumney), Franklin, Ellsworth (served by Campton), Gilford, Gilmanton, Groton (served by Hebron and Rumney), Hebron, Hill, Holderness, Laconia, Meredith, Moultonborough, New Hampton, Northfield, Plymouth, Rumney, Sanbornton, Sandwich, Strafford, Thornton, Tilton, Warren, Waterville Valley, Wentworth, Andover RS, Stewarts Ambulance, Warren-Wentworth Amb	LRMFA Communications Center ( <a href="http://www.lrmfa.org">www.lrmfa.org</a> )
Milford, Milford Ambulance, Mont Vernon, Wilton, Wilton Ambulance	Milford Comm Center
Croydon, New London, Newbury, Sunapee, Sutton, Wilmot, New London Hospital Ambulance	New London PD
Newfields, Newmarket	Newmarket PD
Atkinson, Plaistow	Plaistow PD
Fremont, Raymond, Raymond Ambulance	Raymond PD
Errol (fire)	Red Phone Network
Brentwood, Candia, Danville, Deerfield, East Kingston, Epping, Greenland, Kensington, Kingston, New Castle, Newington, Newton, Nottingham, Rye, Sandown, South Hampton, Stratham	Rockingham CSO
Alstead, Acworth, Antrim, Bennington, Charlestown, Chesterfield, Dublin, Fitzwilliam, Francestown, Gilsum, Greenfield, Hancock, Harrisville, Hinsdale, Jaffrey, Keene, Langdon, Lempster, Lyndeborough, Marlborough, Marlow, Nelson, New Ipswich, Peterborough, Richmond, Rindge, Roxbury, Sharon (served by Peterborough), Stoddard, Sullivan, Surry, Swanzey, Temple, Troy, Unity, Walpole, Westmoreland, Winchester, Alstead Ambulance, Antrim Amb, Charlestown Amb, Jaffrey VFW Amb, Winchester Ambulance	Southwestern NH District Fire Mutual Aid System ( <a href="http://www.firemutualaid.com">www.firemutualaid.com</a> )

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

<b>Municipality</b>	<b>Dispatch Center</b>
Chatham	Saco Valley Fire Assoc.
Dalton, Jefferson, Lancaster, Northumberland, Stark, Stratford, Groveton Amb	State Highway Dispatch
Durham, Farmington, Middleton, New Durham	Strafford CSO
Manchester, Nashua, North Hampton, Salem, Seabrook	Town Fire Department.
Bedford, Exeter, Franklin, Lebanon, Merrimack, Newport, Portsmouth, Rochester, Somersworth, Wolfeboro	Town Police Department
Barrington, Lee, Madbury, MacGregor EMS	UNH Dispatch Center
Canaan, Cornish, Dorchester (serviced by Canaan and Rumney), Enfield, Grafton, Grantham, Hanover, Lyme, Orange (serviced by Canaan), Orford, Piermont, Plainfield, Springfield, Canaan FAST, Enfield FAST, Upper Valley Ambulance	Upper Valley Regional Dispatch Center

## Appendix F – Emergency Ambulance Transport Providers

Ambulance Service Provided by	Municipalities Served
<b>Municipal Ambulance Service Operated by Fire Department</b>	
Amherst Fire Department	Amherst, Mont Vernon
Bristol Fire Department	Alexandria, Bristol, Danbury, Hill
Campton-Thornton Fire Department	Campton, Ellsworth, Thornton
Conway Village Fire Department	Albany, Conway
Derry Fire Department	Auburn, Chester, Derry
Gorham EMS	Gorham, Randolph, Shelburne UTG: Green’s Grant, Martin’s Location, and Pinkham’s Grant.
Hampstead Fire-Rescue	Hampstead, Sandown
Hanover Fire Department	Hanover, Lyme
Hebron Fire Department	Groton, Hebron
Hopkinton Fire Department	Hopkinton, Warner, Webster
Hillsborough Fire Department	Hillsborough, Windsor
Hudson Fire Department	Hudson, Litchfield
Keene Fire Department	Chesterfield (e), Keene, Nelson, Roxbury, Sullivan, Surry, Westmoreland
Lancaster EMS	Jefferson, Lancaster,
Lebanon Fire Department	Enfield (day), Lebanon, Plainfield
Lisbon Life Squad	Landaff, Lisbon, Lyman
Littleton Fire Department	Easton, Littleton, Sugar Hill
Loudon Fire Department	Chichester, Loudon
Marlow Ambulance	Lempster, Marlow
Newmarket Fire Department	Newmarket, Newfields
Newport Fire Department	Croydon, Goshen, Newport
Peterborough Fire Department	Dublin, Francestown, Hancock, Sharon, Temple, Peterborough
Plymouth Fire Department	Ashland, Holderness, Plymouth, Rumney
Portsmouth Fire Department	New Castle, Portsmouth
Twin Mountain Fire Department	Carroll UTG: Bean’s Grant, Chandler’s Purchase, Cutt’s Grant, Low & Burbank Grant, Sargent’s Purchase, Thompson & Meserve Purchase
Wakefield Fire Department	Brookfield, Wakefield
Whitefield Fire Department	Dalton, Whitefield
Windsor (VT) Fire Department	Cornish, Plainfield
Town Fire Department	Allenstown, Alton, Atkinson, Barnstead, Barrington, Bedford, Belmont, Berlin, Bethlehem, Bow, Bradford, Brentwood, Bridgewater, Candia, Concord, Danville, Deering, Dover, Dunbarton, East Kingston, Effingham, Epping, Epsom, Exeter, Farmington, Fitzwilliam, Franklin, Gilford, Gilmanton, Goffstown, Greenland, Hampton, Henniker, Hollis, Hooksett, Kensington, Kingston, Laconia, Londonderry, Merrimack, Middleton, Milton, New Boston, New Durham, New Hampton, Newington, Newham, North Hampton, Northwood, Nottingham, Pelham, Pittsfield, Plaistow, Rye, Salem, Sanbornton, Seabrook, South Hampton, Strafford, Stratham, Tilton-Northfield, Troy, Walpole (s), Washington Rescue, Waterville Valley, Weare, Winchester, Windham
<b>Municipal Ambulance Service Independent of Fire Department</b>	
Alstead Ambulance	Alstead
Andover Rescue	Andover
Antrim Fire Department	Antrim, Bennington
Bartlett-Jackson Ambulance	Bartlett, Jackson
Brookline Ambulance	Brookline, Mason
Canaan FAST Squad	Canaan, Orange
Charlestown Ambulance	Charlestown
Enfield FAST, Inc	Enfield (night)

**Fire Departments, Dispatch Services, and Emergency Medical Services in New Hampshire**

<b>Ambulance Service Provided by</b>	<b>Municipalities Serviced</b>
Franconia Rescue	Franconia
Grafton Volunteer Ambulance	Grafton
Groveton Ambulance	Northumberland, Stark, Stratford
Jaffrey VFW Memorial Amb	Jaffrey, Rindge
LinWood Ambulance Service	Lincoln, Woodstock
Milan and Dummer Ambulance	Dummer, Milan
Milford Ambulance Service	Milford
Pembroke EMS	Pembroke
Penacook Rescue	Boscawen, Canterbury, Salisbury
Rumney EMS	Rumney
Warren-Wentworth Amb Service	Benton, Dorchester, Piermont, Warren, Wentworth
Wilton Ambulance	Greenfield, Lyndeborough, Wilton
Woodsville Ambulance	Bath, Haverhill, Monroe
<b>Non-profit Ambulance Service</b>	
45 <sup>th</sup> Parallel EMS	Clarksville, Colebrook, Columbia, Pittsburg, Stewartstown UTG: Dixville
Cheshire EMS	Gilsum, Harrisville, Marlborough, Richmond, Stoddard, Swanzey, Westmoreland
Errol Rescue Squad	Errol UTG: Atkinson & Gilmanton Academy Grant, Cambridge, Dix's Grant, Dixville, Millsfield, Second College Grant, and Wentworth Location
Fryeburg Rescue (ME)	Chatham
McGregor Memorial Ambulance Corps	Durham, Lee, Madbury
Raymond Ambulance, Inc.	Deerfield, Fremont, Raymond
Rescue, Inc (VT)	Chesterfield (w), Hinsdale
Souhegan Valley Ambulance	Greenville, New Ipswich
Upper Valley Ambulance (VT)	Orford
<b>Hospital-based Ambulance Service</b>	
Frisbie Memorial Hospital EMS	Rochester
New London Hospital Ambulance	Grantham, New London, Newbury, Springfield, Sunapee, Sutton, Wilmot
<b>Private Ambulance Service – Commercial</b>	
AMR	Manchester, Nashua
Golden Cross Ambulance, Inc	Acworth, Claremont, Cornish, Langdon, Walpole (n), Unity
North Conway Ambulance	Eaton, Effingham, Freedom, Madison, North Conway, Ossipee, Tamworth
Stewarts Ambulance	Center Harbor, Meredith, Moultonborough, Sandwich, Somersworth, Tuftonboro, Wolfeboro
York Ambulance (ME)	Rollinsford