

# Ambulance Service Providers for the Cities and Towns in New England



Compiled by

Bruce Kling

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# Introduction

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

## Municipal ambulance service

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

## Fire Department ambulance service

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

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

## Estimating Ambulance Service Costs

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

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

Several fire departments use this formula in determining the fee to charge towns contracting for ambulance service. There is some merit to taking the formula in part A and multiplying it by the number of shifts but that is no considered part of the formula at this time.

## Volunteer ambulance service

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

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

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

### Hospital-based ambulance service

This is a private ambulance service funded by a local hospital.

### Private ambulance service

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

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

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

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

State	Fire Dept	Muni Dept	Non-Profit	Hosp	Priv - Comm
Connecticut	33%	2%	47%	1%	17%
Maine	28%	14%	24%	22%	12%
Massachusetts	60%	8%	9%	3%	20%
New Hampshire	53%	12%	12%	4%	18%
Rhode Island	74%	10%	18%	0%	0%
Vermont	21%	10%	64%	0%	5%

Due to rounding the total percentages may be slightly below or above 100%. Please note that the above table does not take into consideration the ambulance services providing paramedic intercepts. It only reflects those ambulance service providers with emergency ambulance transport contracts with the municipalities in the New England States. For example, hospitals provide almost 25% of the paramedic services in the State.

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

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

Ambulance service providers may provide a BLS Ambulance and/or an ALS ambulance. There are generally two levels for ALS services: intermediate ALS care and paramedic ALS care. Hereafter, ALS-paramedic will be referred to as ALS and ALS-intermediate will be ILS. The EMT staffing for BLS or ALS ambulances varies

from state to state. Some towns and hospitals provide paramedic intercepts. This is a vehicle that brings an EMT-Paramedic to a non-paramedic ambulance.

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

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

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

### **Caveat Emptor**

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

## Ambulance Service Providers in New Hampshire

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

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

- For BLS service, one of the licensed personnel has to be at least an EMT-B.
- For 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.

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

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

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

- Wilton pays 55 percent of the ambulance budget while Lyndeborough pays 25 percent and Temple 20 percent.

EMS events over the last six years:

- 2004: Antrim and Greenland start charging for ambulance service
- 2005: Bridgewater starts charging for ambulance service
- 2006: Alstead and Deering start charging for ambulance service  
Franconia starts its own fee-based ambulance service.
- 2007: Plymouth and Seabrook start charging for its ambulance service  
South Hampton starts its own fee-based ambulance service.
- 2008: Campton-Thornton starts its own fee-based ambulance service.  
Washington Rescue starts charging for its ambulance service.  
45<sup>th</sup> Parallel EMS replaces Upper Connecticut Valley Hospital EMS which went out of business.
- 2009: East Kingston and Hampton Falls start their own fee-based ambulance service.  
Atkinson, Danville, Hampstead, Newton, Plaistow, and Sandown switched ambulance service from AMR to Trinity EMS in 2009.
- 2010: Andover Rescue becomes a town department and starts charging for ambulance service.  
Kensington starts charging for ambulance service.  
Tuftonboro and Freedom switch to North Conway Ambulance
- 2011: Eaton, Madison, and Tamworth switch to North Conway Ambulance  
Bethlehem and New Boston start charging for ambulance service.  
Lisbon starts its own fee-based ambulance service.
- 2012: Marlow starts charging for ambulance service.

- 2013: Easton, Littleton, Sugar Hill switch to Calex Ambulance Service
- 2014: Rollinsford switches to York Ambulance after South Berwick Rescue dissolves .
- 2015: Harrisville and Marlborough switch to DiLuzio Ambulance after Marl-Harris Ambulance shuts down.
- 2016: Salisbury starts charging for ambulance service.
- 2019: Greenfield switches ambulance service from Peterborough FD to Wilton Ambulance.  
Easton, Littleton, Sugar Hill switch from Calex Ambulance Service to Littleton Fire Dept.  
Canaan FAST Squad becomes Canaan Emergency Medical Services Municipal Department.

Brookline provides ambulance service free of charge to its residents.

<b>Municipality</b>	<b>Ambulance Provider BLS/ILS</b>	<b>Ambulance Provider ALS</b>
Acworth	Golden Cross Ambulance	Golden Cross Ambulance
Albany	Conway Village FD	Conway Village FD
Alexandria	Bristol FD	Bristol FD
Allenstown	Tri-Town Ambulance	Tri-Town Ambulance
Alstead	Alstead FD	DiLuzio Ambulance
Alton	Alton FD	Gilford FD Barnstead FD
Amherst	Amherst EMS	Amherst EMS
Andover	Andover Rescue	Franklin FD
Antrim	Antrim FD	Hillsborough FD
Ashland	Plymouth FD	Plymouth FD
Atkinson	Trinity EMS	Trinity EMS
Auburn	Derry FD	Derry FD
Barnstead	Barnstead FD	Barnstead FD
Barrington	Barrington FD	Frisbie Hospital EMS
Bartlett	Bartlett-Jackson Amb	North Conway Ambulance
Bath	Woodsville Ambulance	Woodsville Ambulance
Bedford	Bedford FD	Bedford FD
Belmont	Belmont FD	Belmont FD
Bennington	Antrim FD	Hillsborough FD
Benton	Warren-Wentworth Amb	Warren-Wentworth Amb
Berlin	Berlin Ambulance	Berlin Ambulance
Bethlehem	Bethlehem FD	Bethlehem FD
Boscawen	Penacook Rescue	Penacook Rescue
Bow	Bow FD	Concord FD
Bradford	Bradford FD	New London Hospital
Brentwood	Brentwood FD	Brentwood FD
Bridgewater	Bridgewater FD	Bridgewater FD
Bristol	Bristol FD	Bristol FD
Brookfield	Wakefield FD	Wakefield FD
Brookline	Brookline EMS	Brookline EMS
Campton	Campton-Thornton FD	Campton-Thornton FD
Canaan	CEMS	Lebanon FD



<b>Municipality</b>	<b>Ambulance Provider BLS/ILS</b>	<b>Ambulance Provider ALS</b>
Candia	AMR	AMR
Canterbury	Penacook Rescue	Penacook Rescue
Carroll	Carroll FD	Littleton Hosp Paramedics
Center Harbor	Stewart's Ambulance	Stewart's Ambulance
Charlestown	Charlestown Ambulance	Charlestown Ambulance
Chatham	Fryeburg Rescue	Fryeburg Rescue
Chester	Derry FD	Derry FD
Chesterfield	Keene FD & Rescue, Inc	Keene FD & Rescue, Inc
Chichester	Loudon FD	Loudon FD
Claremont	Golden Cross Ambulance	Golden Cross Ambulance
Clarksville	45 <sup>th</sup> Parallel EMS	45 <sup>th</sup> Parallel EMS
Colebrook	45 <sup>th</sup> Parallel EMS	45 <sup>th</sup> Parallel EMS
Columbia	45 <sup>th</sup> Parallel EMS	45 <sup>th</sup> Parallel EMS
Concord	Concord FD	Concord FD
Conway	Conway Village FD North Conway Ambulance	Conway Village FD North Conway Ambulance
Cornish	Golden Cross Ambulance Windsor VT FD	Golden Cross Ambulance Windsor VT FD
Croydon	Newport FD	Newport FD
Dalton	Whitefield FD	Whitefield FD
Danbury	Bristol FD	Bristol FD
Danville	Trinity EMS	Trinity EMS
Deerfield	Raymond Ambulance	Raymond Ambulance
Deering	Deering FD	Hillsborough FD
Derry	Derry FD	Derry FD
Dorchester	CEMS	CEMS
Dover	Dover FD	Dover FD
Dublin	Peterborough FD	Peterborough FD
Dummer	Milan & Dummer Amb	Berlin EMS
Dunbarton	Dunbarton FD	Dunbarton FD
Durham	Durham Ambulance Corps	Durham Ambulance Corps
East Kingston	East Kingston FD	Exeter Hosp Paramedics
Easton	Littleton FD	Littleton FD
Eaton	North Conway Ambulance	North Conway Ambulance
Effingham	Effingham FD	
Ellsworth	Campton-Thornton FD	Campton-Thornton FD
Enfield	Lebanon FD (day) Enfield FAST (night)	Lebanon FD (day) Enfield FAST (night)
Epping	Epping FD	Epping FD
Epsom	Epsom FD	Epsom FD
Errol	Errol Rescue Squad	
Exeter	Exeter FD	Exeter FD
Farmington	Farmington FD	Farmington FD
Fitzwilliam	Fitzwilliam FD	DiLuzio Ambulance
Fracestown	Peterboro FD	Peterboro FD
Franconia	Franconia Rescue	Littleton Hosp Paramedics

<b>Municipality</b>	<b>Ambulance Provider BLS/ILS</b>	<b>Ambulance Provider ALS</b>
Franklin	Franklin FD	Franklin FD
Freedom	North Conway Ambulance	North Conway Ambulance
Fremont	Raymond Ambulance	Raymond Ambulance
Gilford	Gilford FD	Gilford FD
Gilmanton	Gilmanton FD	Laconia FD Barnstead FD
Gilsum	Marlow Ambulance	DiLuzio Ambulance
Goffstown	Goffstown FD	Goffstown FD
Gorham	Gorham EMS	Gorham EMS
Goshen	Newport FD	Newport FD
Grafton	CEMS	Lebanon FD
Grantham	New London Hospital	New London Hospital
Greenfield	Wilton Ambulance	Wilton Ambulance
Greenland	Greenland FD	Exeter Hosp Paramedics
Greenville	Souhegan Ambulance	Peterborough FD
Groton	Hebron FD	Bristol or Plymouth FD
Hampton Falls	Hampton Falls FD	Exeter Hosp Paramedics
Hampstead	Trinity EMS	Trinity EMS
Hampton	Hampton FD	Hampton FD
Hancock	Peterborough FD	Peterborough FD
Hanover	Hanover FD	Hanover FD
Harrisville	DiLuzio Ambulance	DiLuzio Ambulance
Haverhill	Woodsville Ambulance	Woodsville Ambulance
Hebron	Hebron FD	Bristol or Plymouth FD
Henniker	Henniker Rescue	Henniker Rescue
Hill	Bristol FD	Bristol FD
Hillsborough	Hillsborough FD	Hillsborough FD
Hinsdale	Rescue, Inc	Rescue, Inc
Holderness	Plymouth FD	Plymouth FD
Hollis	Hollis FD	Hollis FD
Hooksett	Hooksett FD	Hooksett FD
Hopkinton	Hopkinton FD	Hopkinton FD
Hudson	Hudson FD	Hudson FD
Jackson	Bartlett-Jackson Amb	North Conway Ambulance
Jaffrey	VFW Ambulance	VFW Ambulance
Jefferson	Lancaster EMS	Lancaster EMS
Keene	Keene FD Ambulance	Keene FD Ambulance
Kensington	Kensington FD	Kensington FD
Kingston	Kingston FD	Kingston FD
Laconia	Laconia FD	Laconia FD
Lancaster	Lancaster EMS	Lancaster EMS
Landaff	Lisbon Life Squad	Lisbon Life Squad
Langdon	Golden Cross Ambulance	Golden Cross Ambulance
Lebanon	Lebanon FD	Lebanon FD
Lee	Durham Ambulance Corps	Durham Ambulance Corps

<b>Municipality</b>	<b>Ambulance Provider BLS/ILS</b>	<b>Ambulance Provider ALS</b>
Lempster	Marlow Ambulance	DiLuzio Ambulance
Lincoln	LinWood Ambulance	LinWood Ambulance
Lisbon	Lisbon Life Squad	Lisbon Life Squad
Litchfield	Hudson FD	Hudson FD
Littleton	Littleton FD	Littleton FD
Londonderry	Londonderry FD	Londonderry FD
Loudon	Loudon FD	Loudon FD
Lyman	Lisbon Life Squad	Lisbon Life Squad
Lyme	Hanover FD	Hanover FD
Lyndeborough	Wilton Ambulance	Wilton Ambulance
Madbury	Durham Ambulance Corps	Durham Ambulance Corps
Madison	North Conway Ambulance	North Conway Ambulance
Manchester	AMR	AMR
Marlborough	DiLuzio Ambulance	DiLuzio Ambulance
Marlow	Marlow Ambulance	DiLuzio Ambulance
Mason	Brookline EMS	Brookline EMS
Meredith	Stewarts Ambulance	Stewarts Ambulance
Merrimack	Merrimack FD	Merrimack FD
Middleton	Middleton FD	Huggins Hospital (n) Frisbie Hospital EMS (s)
Milan	Milan & Dummer Amb	
Milford	Milford Ambulance	Milford Ambulance
Milton	Milton FD	Frisbie Hospital EMS
Monroe	Woodsville Ambulance	Woodsville Ambulance
Mont Vernon	Amherst EMS	Amherst EMS
Moultonborough	Stewarts Ambulance	Stewarts Ambulance
Nashua	AMR	AMR
Nelson	Keene FD Ambulance	Keene FD Ambulance
New Boston	New Boston FD	New Boston FD
New Castle	Portsmouth FD	Portsmouth FD
New Durham	New Durham FD	Frisbie Hospital EMS
New Ipswich	Souhegan Ambulance	Peterborough FD
New Hampton	New Hampton FD	New Hampton FD
New London	New London Hospital	New London Hospital
Newbury	New London Hospital	New London Hospital
Newfields	Newmarket FD	Newmarket FD
Newington	Newington FD	Portsmouth FD
Newmarket	Newmarket FD	Exeter Hosp Paramedics
Newport	Newport FD	Newport FD
Newton	Trinity EMS	Trinity EMS
North Hampton	North Hampton FD	Exeter Hosp Paramedics
Northfield	Tilton-Northfield FD	Tilton-Northfield FD
Northumberland	Groveton Ambulance	Weeks Hosp Paramedics
Northwood	Northwood FD	Northwood FD
Nottingham	Nottingham FD	Exeter Hosp Paramedics

<b>Municipality</b>	<b>Ambulance Provider BLS/ILS</b>	<b>Ambulance Provider ALS</b>
Orange	CEMS	Lebanon FD
Orford	Upper Valley Ambulance	Upper Valley Ambulance
Ossipee	North Conway Ambulance	North Conway Ambulance
Pelham	Pelham FD	Pelham FD
Pembroke	Tri-Town Ambulance	Tri-Town Ambulance
Peterborough	Peterborough FD	Peterborough FD
Piermont	Warren-Wentworth Amb	Warren-Wentworth Amb
Pittsburg	45 <sup>th</sup> Parallel EMS	45 <sup>th</sup> Parallel EMS
Pittsfield	Pittsfield FD	Pittsfield FD
Plainfield	Lebanon FD Windsor VT FD	Lebanon FD Windsor VT FD
Plaistow	Trinity EMS	Trinity EMS
Plymouth	Plymouth FD	Plymouth FD
Portsmouth	Portsmouth FD	Portsmouth FD
Randolph	Gorham EMS	Gorham EMS
Raymond	Raymond Ambulance	Raymond Ambulance
Richmond	DiLuzio Ambulance	DiLuzio Ambulance
Rindge	VFW Ambulance	VFW Ambulance
Rochester	Frisbie Hospital EMS	Frisbie Hospital EMS
Rollinsford	York Ambulance	York Ambulance
Roxbury	Keene FD Ambulance	Keene FD Ambulance
Rumney	Plymouth FD	Plymouth FD
Rye	Rye FD	Rye FD
Salem	Salem FD	Salem FD
Salisbury	Salisbury FD	Concord FD
Sanbornton	Sanbornton FD	Sanbornton FD
Sandown	Trinity EMS	Trinity EMS
Sandwich	Stewarts Ambulance	Stewarts Ambulance
Seabrook	Seabrook FD	Seabrook FD
Sharon	Peterborough FD	Peterborough FD
Shelburne	Gorham EMS	Gorham EMS
Somersworth	American Ambulance	American Ambulance
South Hampton	South Hampton FD	Exeter Hosp Paramedics
Springfield	New London Hospital	New London Hospital
Stark	Groveton Ambulance	Weeks Hosp Paramedics
Stewartstown	45 <sup>th</sup> Parallel EMS	45 <sup>th</sup> Parallel EMS
Stoddard	DiLuzio Ambulance	DiLuzio Ambulance
Strafford	Strafford FD	Frisbie Hospital EMS
Stratford	Groveton Ambulance	Weeks Hosp Paramedics
Stratham	Stratham FD	Exeter Hosp Paramedics
Sugar Hill	Littleton FD	Littleton FD
Sullivan	Keene FD Ambulance	Keene FD Ambulance
Sunapee	New London Hospital	New London Hospital
Surry	Keene FD Ambulance	Keene FD Ambulance
Sutton	New London Hospital	New London Hospital

<b>Municipality</b>	<b>Ambulance Provider BLS/ILS</b>	<b>Ambulance Provider ALS</b>
Swanzey	DiLuzio Ambulance	DiLuzio Ambulance
Tamworth	North Conway Ambulance	North Conway Ambulance
Temple	Wilton Ambulance	Wilton Ambulance
Thornton	Campton-Thornton FD	Campton-Thornton FD Waterville Valley PS
Tilton	Tilton-Northfield FD	Tilton-Northfield FD
Troy	Troy FD	Keene FD Ambulance
Tuftonboro	North Conway Ambulance	North Conway Ambulance
Unity	Golden Cross Ambulance	Golden Cross Ambulance
Wakefield	Wakefield FD	Wakefield FD
Walpole	Walpole FD Amb (s) Golden Cross Amb (n)	Keene FD Ambulance (s) Golden Cross Amb (n)
Warner	Hopkinton FD	Hopkinton FD
Warren	WW Ambulance	WW Ambulance
Washington	Washington Rescue	Hillsborough FD
Waterville Valley	Waterville Valley PS	Waterville Valley PS
Weare	Weare FD	Weare FD
Webster	Hopkinton FD	Hopkinton FD
Wentworth	WW Ambulance	WW Ambulance
Westmoreland	Keene FD Ambulance	Keene FD Ambulance
Whitefield	Whitefield FD	Whitefield FD
Wilmot	New London Hospital	New London Hospital
Wilton	Wilton Ambulance	Wilton Ambulance
Winchester	Winchester Ambulance	DiLuzio Ambulance
Windham	Windham FD	Windham FD
Windsor	Hillsboro FD	Hillsboro FD
Wolfeboro	Stewart's Ambulance	Stewart's Ambulance
Woodstock	Linwood Ambulance	Linwood Ambulance

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.

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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.

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Rhode Island	47	77%	8%	15%	0%	0%
Vermont	75	25%	17%	53%	0%	4%

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

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

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

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

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

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

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

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

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

### **Caveat Emptor**

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

## Ambulance Service Providers in New Hampshire

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

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

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

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

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

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

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

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

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

EMS events over the last five years:

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

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

Brookline provides ambulance service free of charge to its residents.

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

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

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

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