



# NH TEMSIS

New Hampshire's Trauma & EMS Information System

# 2016 Annual Report



Purchased in 2016, the ambulance enables EMS staff to conduct trainings community wide.

The Mini-Pumper purchased in 2016 enhances fire training at NH Fire Academy



**New Hampshire Department of Safety  
Division of Fire Standards and Training  
& Emergency Medical Services**

<b>Contents</b>	
<b>Introduction</b>	<b>2</b>
<b>Director’s Message</b>	<b>3</b>
<b>Community Partners</b>	<b>4</b>
Education and Training	5
<b>EMS Providers</b>	<b>7</b>
<b>Organization Types</b>	<b>8</b>
<b>Patient Disposition</b>	<b>9</b>
<b>Incident Descriptors</b>	<b>10</b>
<b>Primary Symptoms</b>	<b>13</b>
<b>Aspirin Administration</b>	<b>14</b>
<b>Stroke Scale</b>	<b>15</b>
<b>Cardiac Arrest</b>	<b>16</b>
<b>Narcan Administration</b>	<b>17</b>
<b>Average Validity by Service</b>	<b>19</b>

## **Introduction**

The New Hampshire Division of Fire Standards and Training & EMS (FSTEMS) is responsible for training, educating, and certifying emergency care providers and first responders. The Division’s Bureau of EMS (BEMS) works in conjunction with public and private agencies in a cooperative effort to plan and provide the most appropriate emergency medical care to New Hampshire’s residents and visitors.

Additionally, the Bureau of EMS also oversees the collection and management of all emergency medical care data gathered by licensed EMS providers throughout the state. Our Trauma and EMS Information System, or NHTEMSIS, is a secure, web based, mandatory electronic reporting system that is provided free of charge to every licensed EMS service in New Hampshire.

TEMSIS plays an important role in our communities’ healthcare. Patterns within the data reflect significant trends and changing conditions in the community, such as the current Opioid crisis. Based on these trends, healthcare resources in the community can be tailored to meet specific needs; resulting in the improved health outcomes of community members.

## Director's Message

### Bureau of Emergency Medical Services

**Deborah A. Pendergast**  
Director

Our EMS providers and first responders strive daily to deliver the most appropriate, high quality, emergency medical care with professionalism, integrity, and respect. We are committed to supporting these providers with the knowledge and resources needed to carry out their mission as safely and skillfully as possible.



Director Deborah Pendergast

I am pleased to report that during 2016 the Bureau of EMS completed the roll out of the new ELITE version of NHTEMSIS, that allows EMS providers to better record the care they provide within the community. Additionally, providers can access and track vital data regarding the emergency medical services they deliver; which can be used to improve health outcomes in the community.

As our communities continue to face challenges like the opioid crisis, NHTEMSIS is playing an important role in providing data to care providers and community leaders. We expect this role will continue to grow. The Bureau will consistently welcome and be responsive to feedback from the responders, agencies, and communities that we serve; to ensure your safety and success.

Yours in service,

Director Deborah A. Pendergast

## Our Mission

We are committed to training, educating, and certifying emergency and community responders to protect the citizens and visitors of New Hampshire.

## Our Goals

- ◆ Save lives by improving patient safety
- ◆ Ensure high quality emergency care is delivered by professional EMS providers
- ◆ Support and educate EMS responders in the community
- ◆ Raise awareness of public safety within the community
- ◆ Empower community members to collaborate in public safety

## Our EMS Providers

New Hampshire's EMS providers are nationally registered and certified to provide the most appropriate emergency medical care in a timely manner. Working alongside fire, law enforcement, and other first responders, our EMS providers protect and care for NH communities every day; often risking their own personal safety to do so.

## Community Partners

As mandated by state RSA 153-A , the Bureau of EMS works in conjunction with the three boards below to oversee the operation of a statewide system of emergency medical services. The boards are comprised of a diverse group of community members including healthcare professionals, emergency services providers, and representatives of various professional associations involved in the field of trauma and EMS.

Working together, the board members review the delivery of emergency medical services; ensuring that all care is provided according to recommended protocols. All protocols are reviewed regularly by the boards and revised as needed to reflect best practices.

### NH Emergency Medical and Trauma Services Coordinating Board

The Coordinating Board is tasked with developing and routinely updating an operating plan for a statewide EMS system that reflects the abilities and needs of each municipality. Other mandated duties include:

- ◆ Assessing delivery of emergency medical services, particularly for quality and availability
- ◆ Reviewing rules and submitting recommendations to the Commissioner when necessary
- ◆ Designating EMS regions and districts within the state
- ◆ Approving statewide trauma policies, procedures, and protocols
- ◆ Establishing minimum standards for EMS system performance and patient care
- ◆ Coordinating interstate cooperation and delivery of emergency medical and trauma services.

### NH EMS Medical Control Board

The Medical Control Board is comprised of various members including a minimum of 5 physicians representing different geographic areas of the State of NH. The control board is responsible for:

- ◆ Assisting and advising the coordinating board in the coordination of a comprehensive EMS system; and establishment of minimum standards through policies, procedures, and protocols
- ◆ Providing technical services as required
- ◆ Serving as a liaison with medical personnel throughout the state
- ◆ Reviewing and approving standardized protocols for submission to the Commissioner
- ◆ Collaborating with other boards regarding the usage of prescription drugs by EMS providers
- ◆ Approving protocols and procedures for use by emergency medical care providers under their own licenses or through medical control.

### NH Trauma Medical Review Committee (TMRC)

The TMRC is tasked with overseeing the establishment and continuous improvement of the NH Trauma System by:

- ◆ Developing and routinely updating the adult and pediatric trauma system plan
- ◆ Reviewing statewide trauma system operations, monitoring adherence to guidelines/standards
- ◆ Reviewing the delivery of EMS by providers and units regarding provision of trauma care
- ◆ Making recommendations to the coordinating board based on above mentioned reviews
- ◆ Recommending modifications of trauma care protocols to the control board
- ◆ Assist trauma hospitals in developing/implementing trauma quality improvement programs
- ◆ Establishing subcommittees/workgroups as appropriate

## Education and Training

The NH Division of Fire Standards and Training & Emergency Medical Services (FSTEMS) offers a diverse catalog of Fire and EMS training courses online, at the Academy, and throughout the community. Courses at the Academy are offered at both our Concord facility as well as the Raymond S. Burton Training Facility located in the North Country. Online courses are available through the NHOODLE Online Learning Academy. Altogether, 11,447 students participated in 159 courses in 2016.

EMS Focused Classes	Students	Courses
EMS ConEd	1147	20
Warm Zone	1548	1
Law Enforcement Narcan	549	4
AEMT Exam Prep	24	1
<b>EMS Class Totals</b>	<b>3268</b>	<b>26</b>

Fire Focused Classes	Students	Courses
ARFF Certification	123	1
Fire Fighter I	602	4
Fire Fighter II	187	3
Fire Inspections	184	3
Fire Investigations	152	7
Fire Officer	96	4
Hazmat	827	9
Vehicle Operations	113	4
Wildland Firefighter	295	1
Technical Specialties	502	17
Other Fire Related Classes	1149	23
<b>Fire Class Totals</b>	<b>4230</b>	<b>76</b>

Classes for both EMS and Fire	Students	Courses
CPR / First Aid	2476	6
Incident Command	739	17
Instructor	218	4
Leadership/Management	516	30
<b>EMS and Fire Class Totals</b>	<b>3949</b>	<b>57</b>

Pictured below: Firefighter training in the North Country



## Education and Training (Continued)

From 2013-2015 the Division produced or adapted 16 EMS, 4 Fire related, and 3 other online courses. In 2016, the Division created or modified the following 9 courses for NHOODLE:

Course Title	Content hours	# of Students Completed
Building Construction	3	373
Interoperability/Communications	1	211
Hazardous Materials Awareness/Terrorism Awareness	3.5	160
EMS in the Warm Zone: Awareness	1	2591
High Performance CPR	1	2272
Parkinson's Awareness	1	104
Workplace Violence	1	140
Ergonomics	1	142
Bloodborne Pathogens	1	189
<b>Total Content Hours and Student Completion</b>	<b>13.5</b>	<b>6182</b>

## Capital Equipment and Training Resources

In 2016, the Division obtained the following capital resources to support training and certifying NH emergency responders:

- ◆ Ambulance\* for use with EMS Simulation Manikin scenarios and Driver/Operator courses
- ◆ Full featured Zoll Cardiac Monitor for use in EMS Simulation Manikin scenarios
- ◆ High-fidelity obstetrical/birthing simulator manikin
- ◆ Upgrade of existing high-fidelity adult simulator manikin software and components
- ◆ Mini Pumper\* for use in fire certification and other fire response training
- ◆ Live Fire Flashover Building for use in fire certification and other fire response training

\* Pictured on the Report Cover

Pictured below: Fire Flashover Building in action

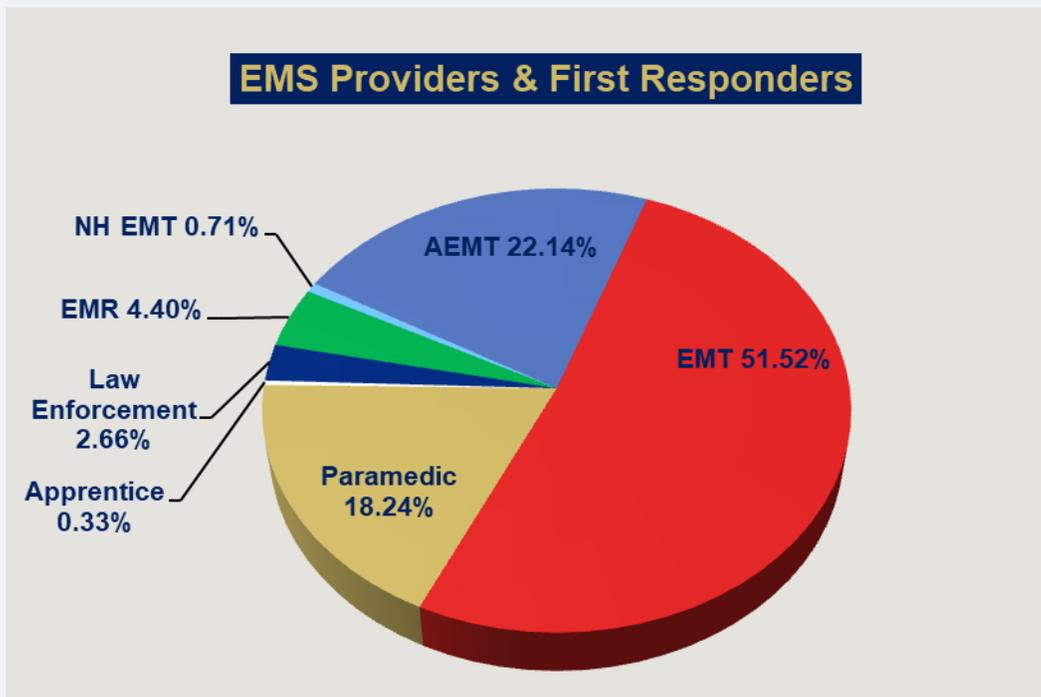


## EMS Providers

New Hampshire's EMS providers and community responders are committed to protecting the health and safety of community members. In 2016, over 5,000 providers were licensed to deliver various levels of high quality, emergency medical care.

Providers licensed as Emergency Medical Responders (EMR), Emergency Medical Technicians (EMT), Advanced Emergency Medical Technicians (AEMT), and Paramedics are required to have their National Registry Certification. The following levels, specific to NH, are not required to hold a National Registry Certification:

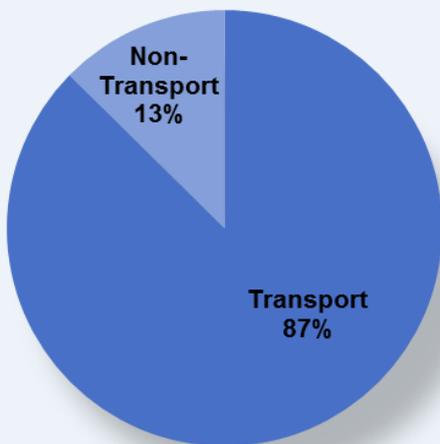
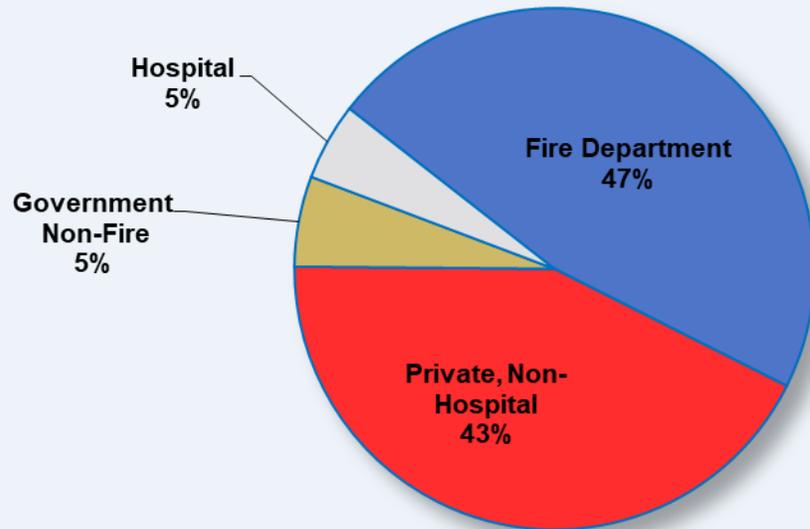
- ◆ **Law Enforcement Providers (LEO)** are required to maintain a focus on CPR and Narcan administration.
- ◆ **NH EMTs** are a grandfathered level who must maintain continuous annual certification of their EMT-basic skills and knowledge in order to retain this license status.
- ◆ **Apprentices** are under 18 years old and certified in CPR



Licensed EMS Providers in 2016		
Provider Type	Count	%
EMT	2774	51.52%
AEMT	1192	22.14%
Paramedic	982	18.24%
EMR	237	4.40%
Law Enforcement	143	2.66%
NH EMT	38	0.71%
Apprentice	18	0.33%
	<b>5384</b>	<b>100.00%</b>

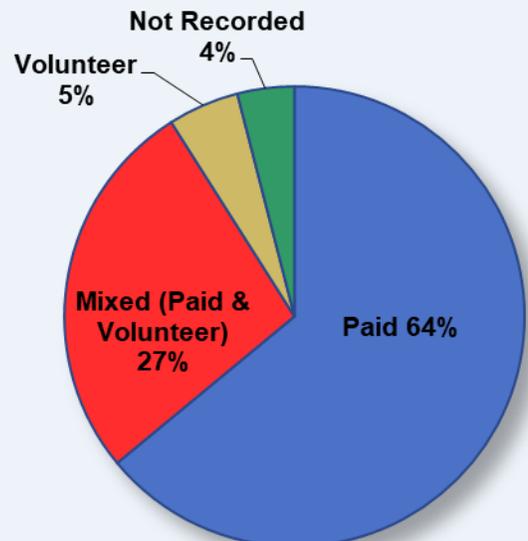
## Organizational Types

Various agencies respond to emergency medical calls in New Hampshire. As shown in the chart below, 90% of the calls in 2016 were covered by EMS responders based in fire departments or private agencies.



19 services include Law Enforcement Officers (LEO) among their EMS providers.

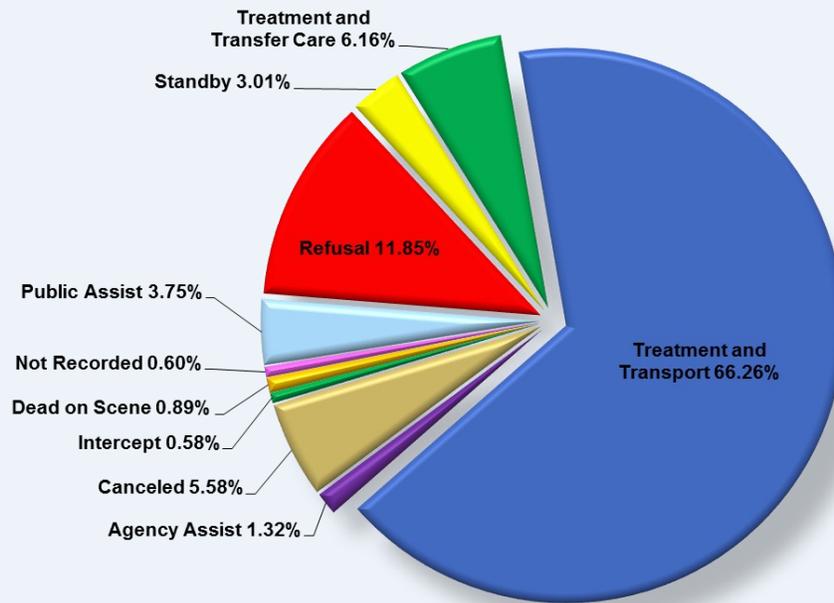
A diverse group of EMS providers respond to calls. **64%** are paid responders, the remainder consist of volunteers and other groups.



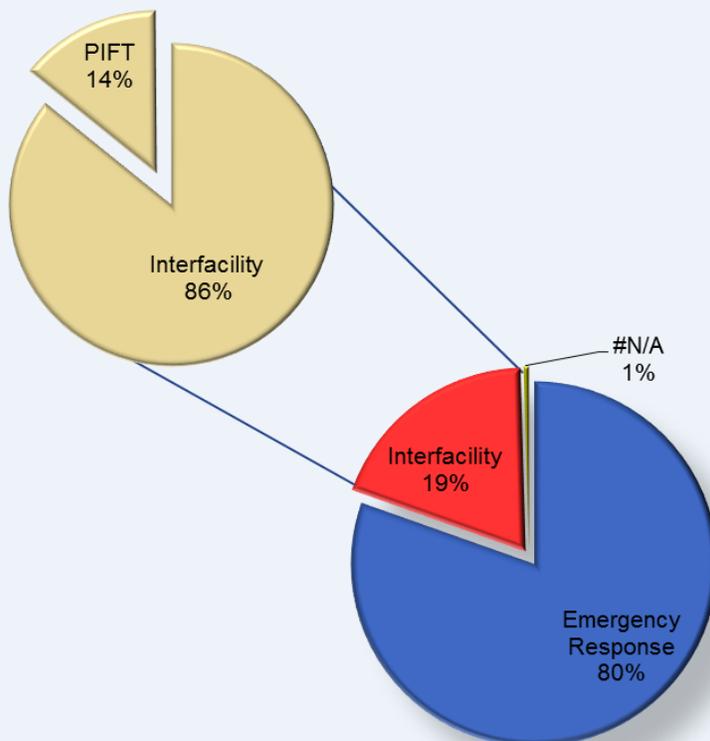
## Patient Disposition

The data below represent the nature of possible actions taken by EMS responders. Out of 234,183 dispatched calls in 2016, responders provided treatment in more than 72% of the incidents.

### Patient Dispositions by percentage



## Calls by Incident Type

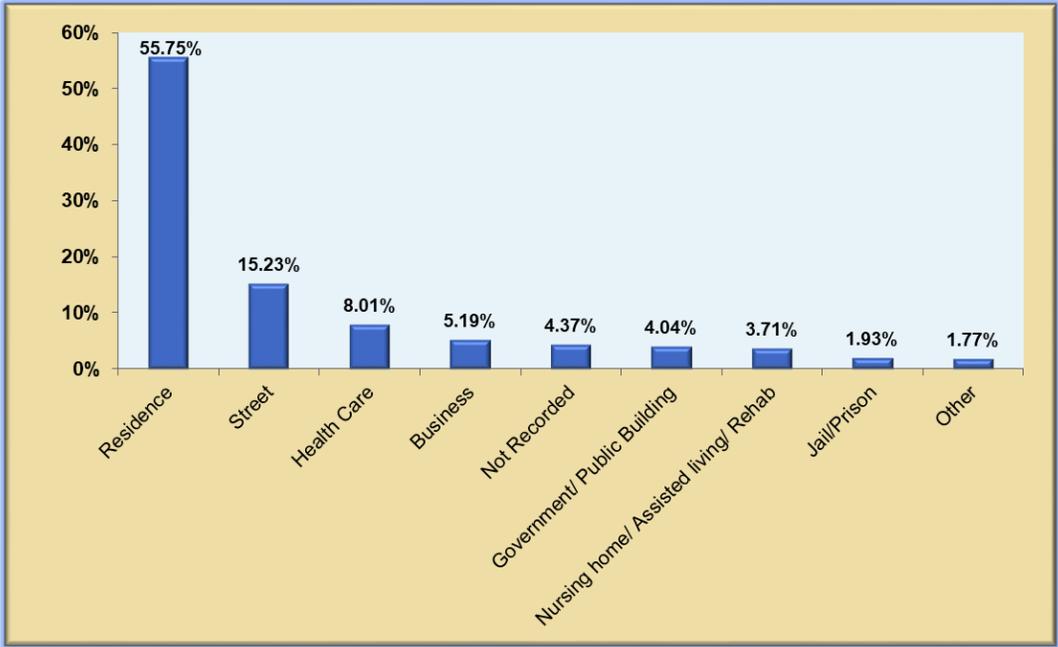


**80%** of dispatched calls were 911 emergencies.

**19%** of all patient transports were interfacility transfers. Among those, **14%** required advanced care by paramedics as outlined below.

# Incident Descriptors

## Top 911 Incident Location Types



Pictured above, students work with Hal, the high-fidelity adult simulator manikin used in patient care demonstrations.

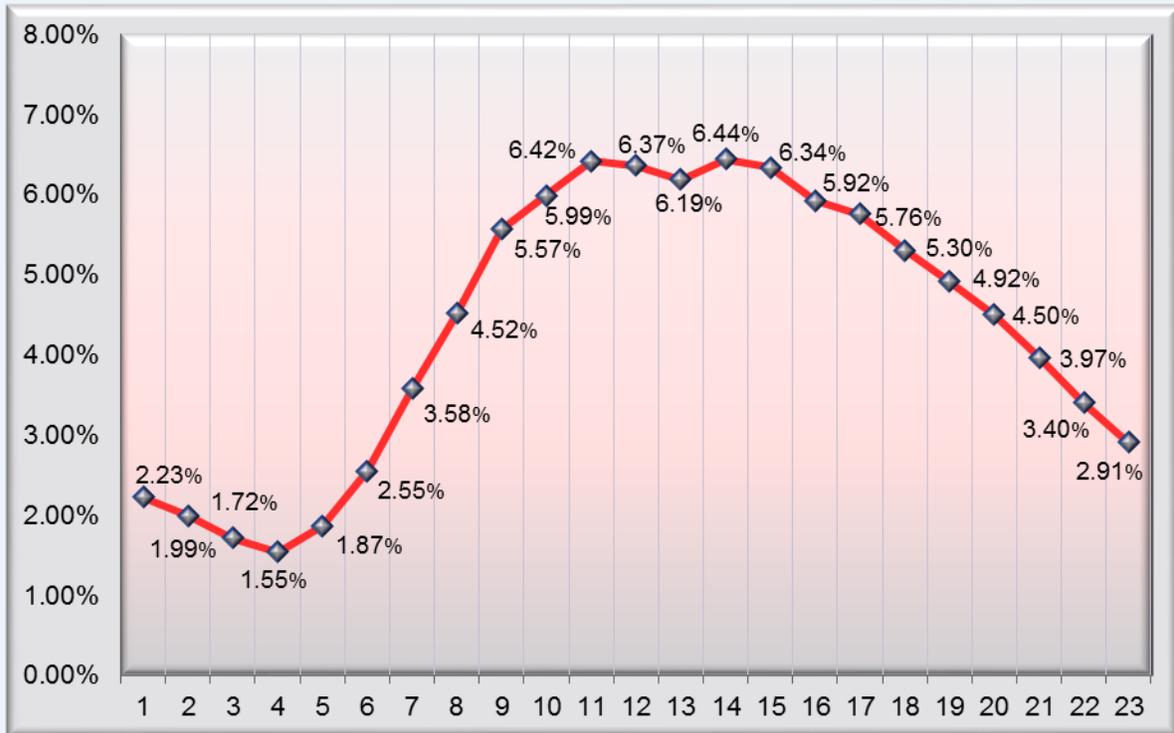


At right, senior paramedic students at NH Technical Institute work with Noel, the high-fidelity obstetrical/birthing simulator manikin during a training demonstration.

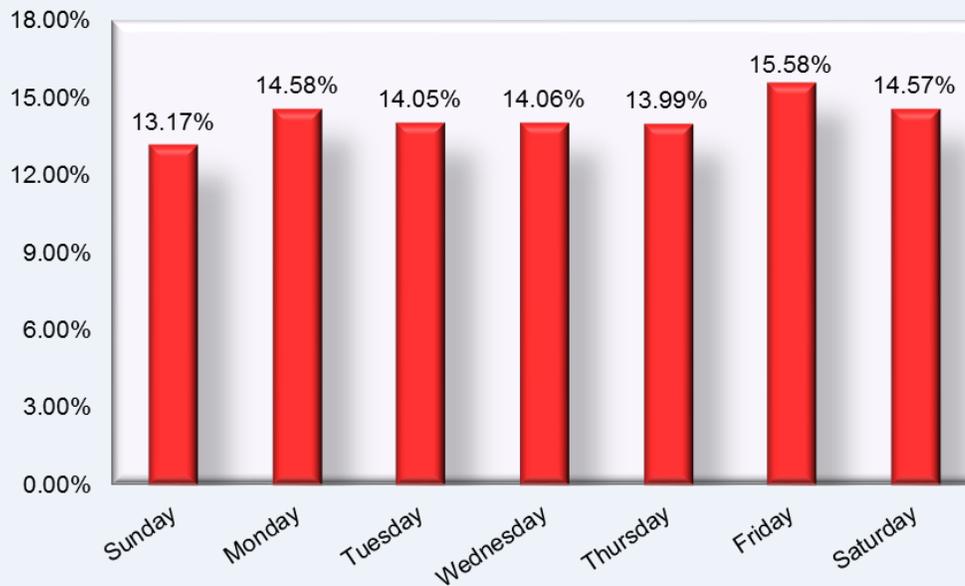
## Incident Descriptors (continued)

According to the TEMSIS data, the highest number of emergency medical calls occur between 10AM and 3PM.

### 911 Calls by Hour of Day

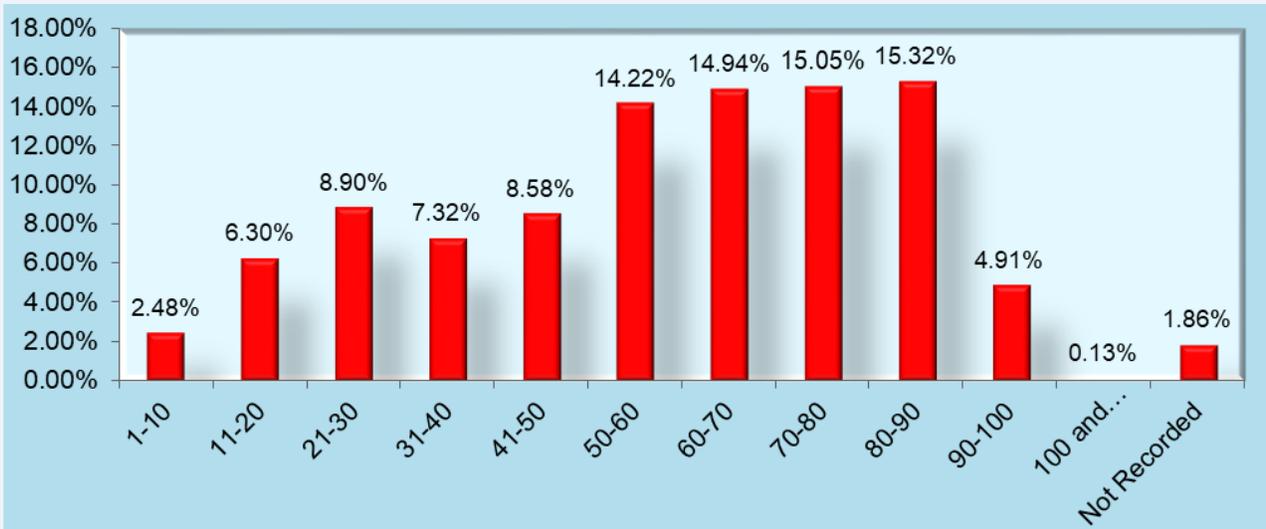


### 911 Calls by Day of Week



## Incident Descriptors (continued)

### Calls by Age Group

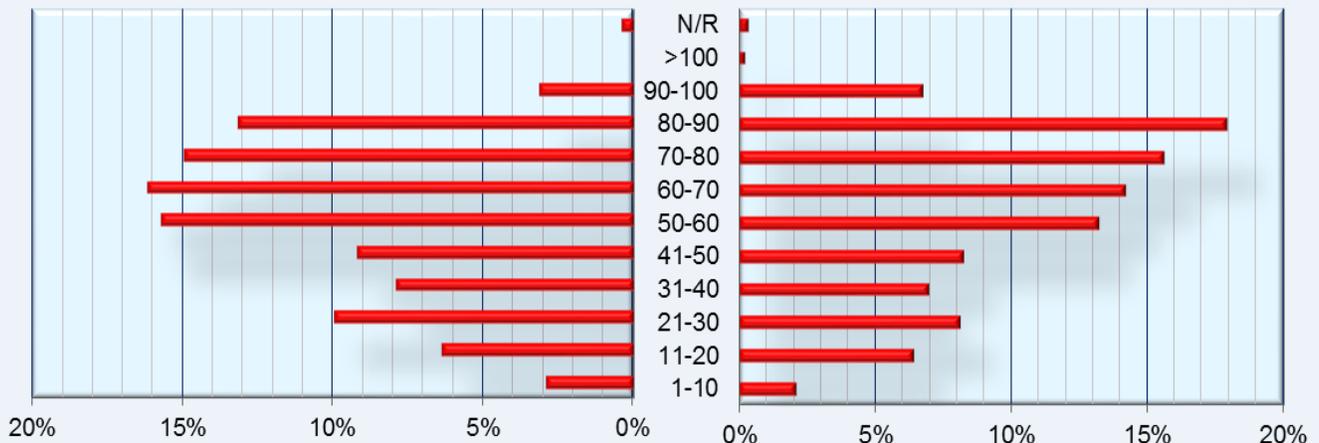


**65%** of EMS calls involve people over 50 years old. Interestingly, older males experience more emergencies between the ages of 50-70. Women have a much higher rate during their 80's.

### Calls by Gender & Age

#### Male

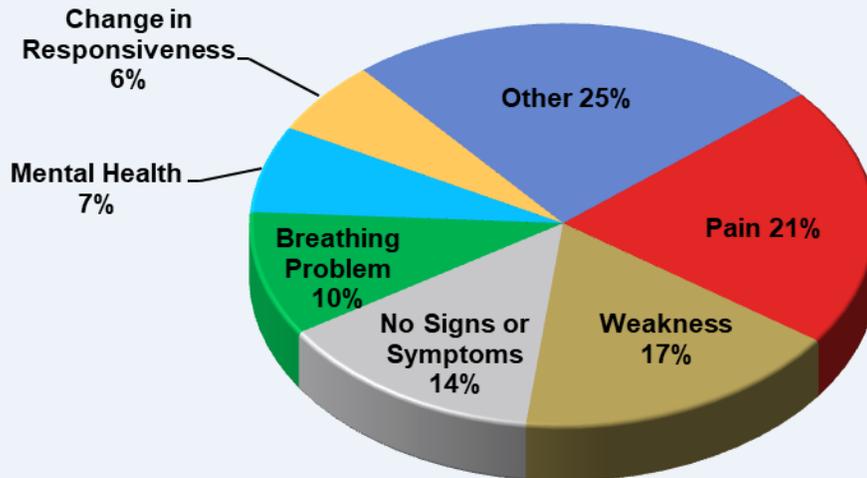
#### Female



## Diagnoses vs. Symptoms

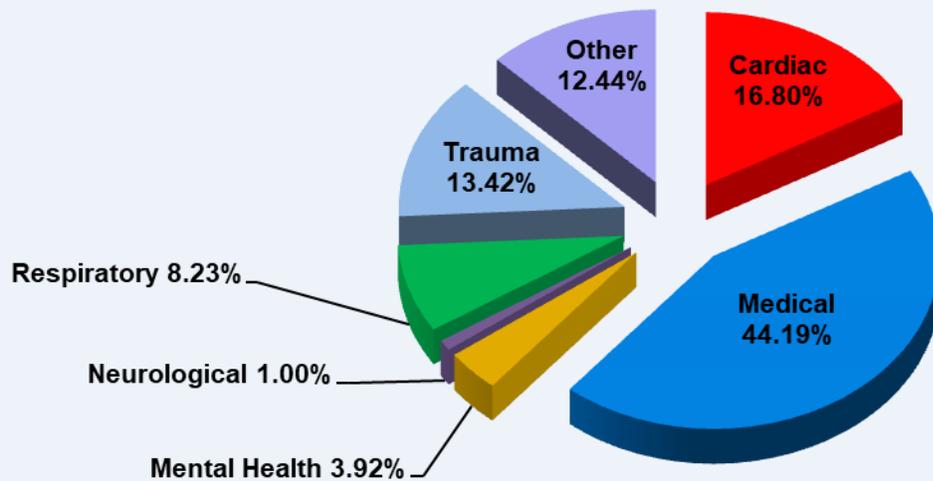
Pain was the leading symptom reported by patients, closely followed by weakness.

### Top Primary Symptoms (911)



EMS provider diagnoses on calls involving patient contact

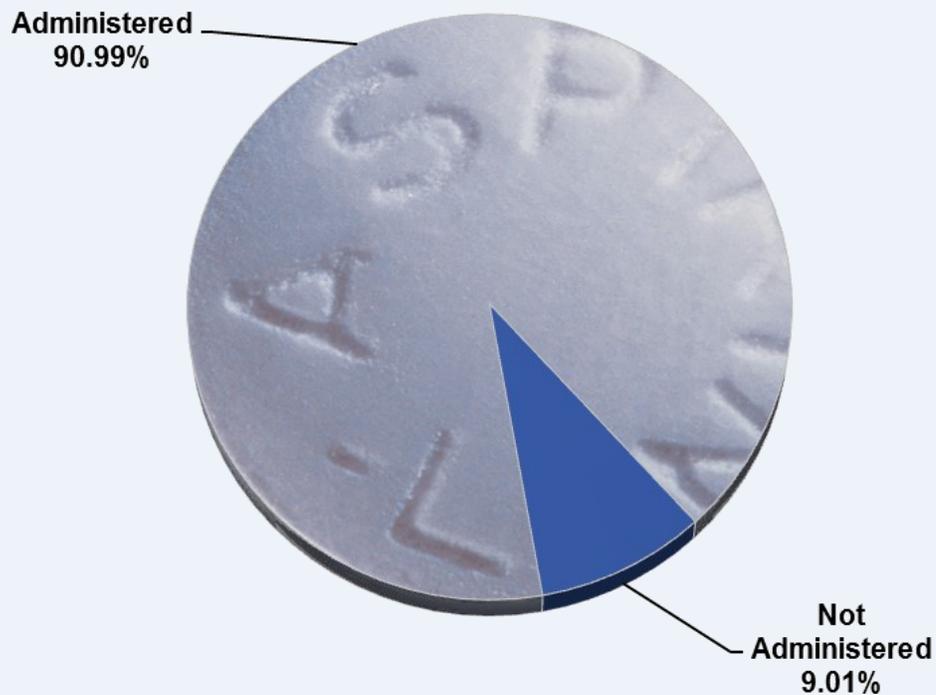
### Top Working Diagnoses (911)



## Aspirin Administration Rate

In 91% of cardiac related incidents Acetylsalicylic Acid(ASA) was either administered by EMS, taken by the patient prior to EMS arrival, or contraindicated. NH EMS providers continue to diligently document effectively that patients received ASA, regardless of how or when it was administered during the incident. Ongoing review of this benchmark is vital due to the clear standard of care recommended by the American Heart Association (AHA).

### Aspirin Administration Rate for Cardiac Chest Pain



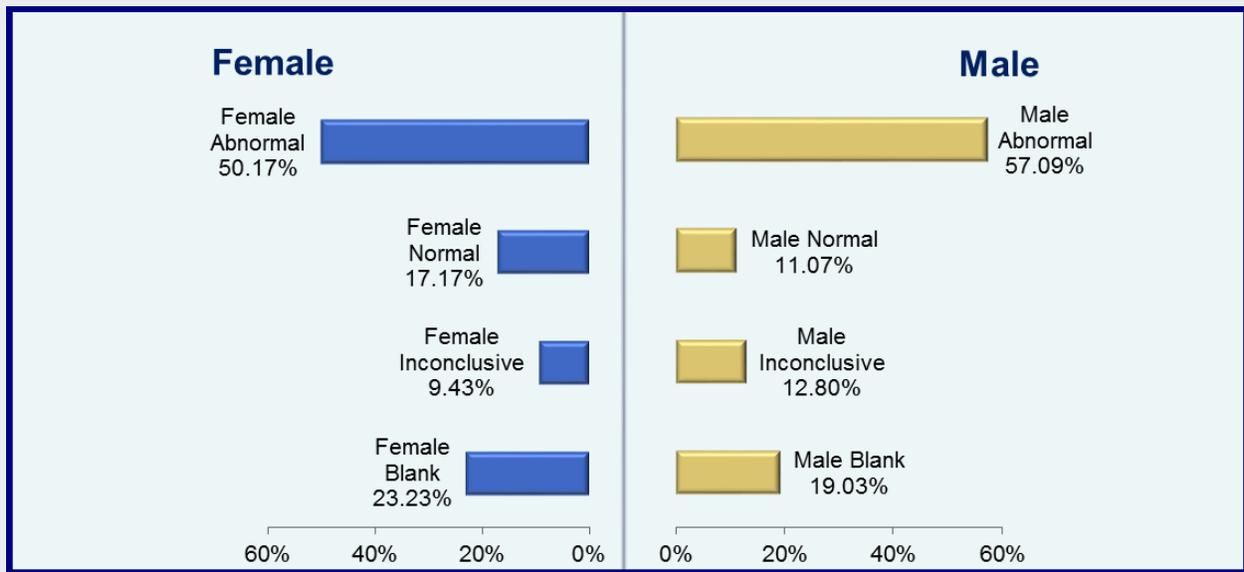
### Chest Pain by Hour of Day



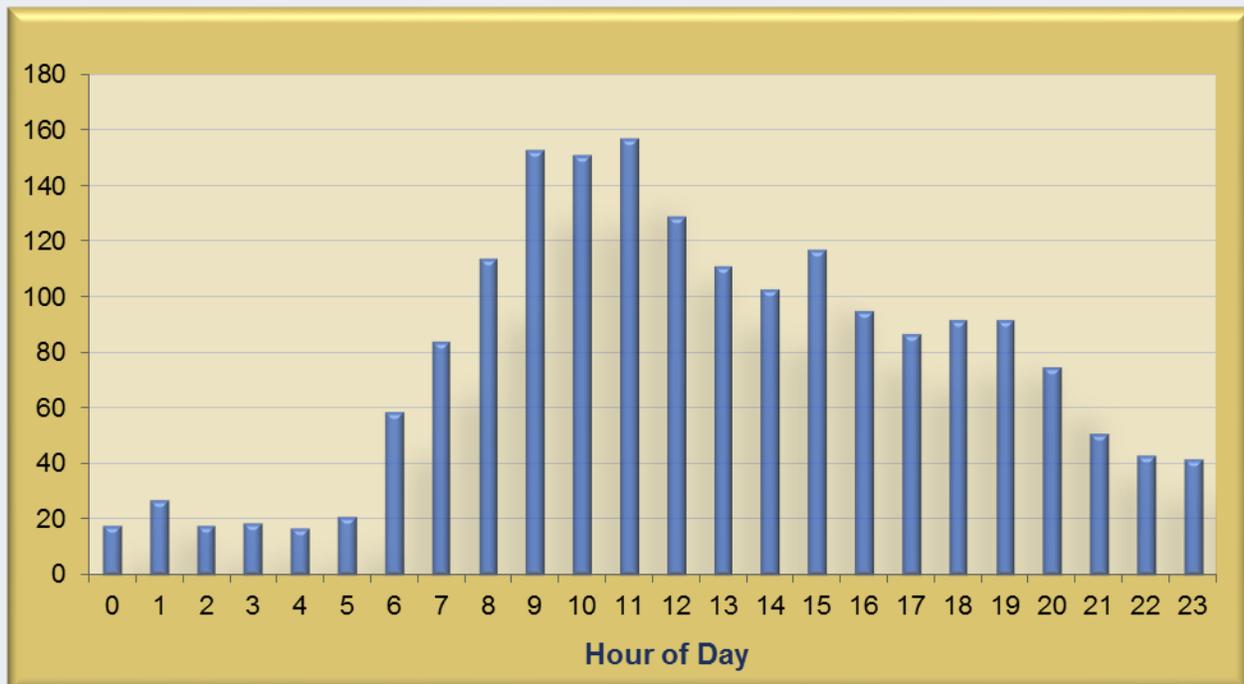
## EMS Provider Impressions of Stroke

In 2016, NH EMS Protocols identify the Cincinnati Stroke Scale as the preferred stroke assessment. TEMSIS data for 2016 shows that males experienced a slightly higher rate of abnormal stroke scale findings than females. However, patients with a stroke scale of normal or inconclusive can still have a stroke. The following data represent all cases with an EMS provider impression of stroke.

### Stroke Scales by Gender



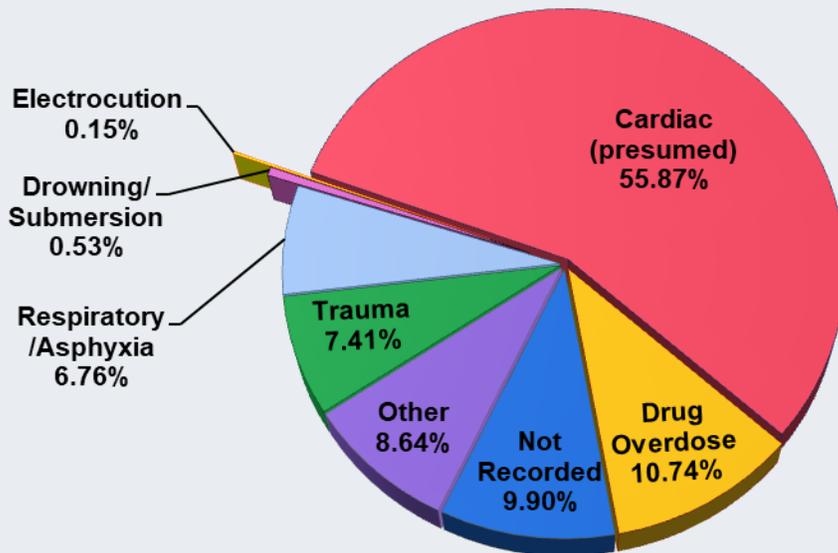
### Stroke Impressions by Hour of Day



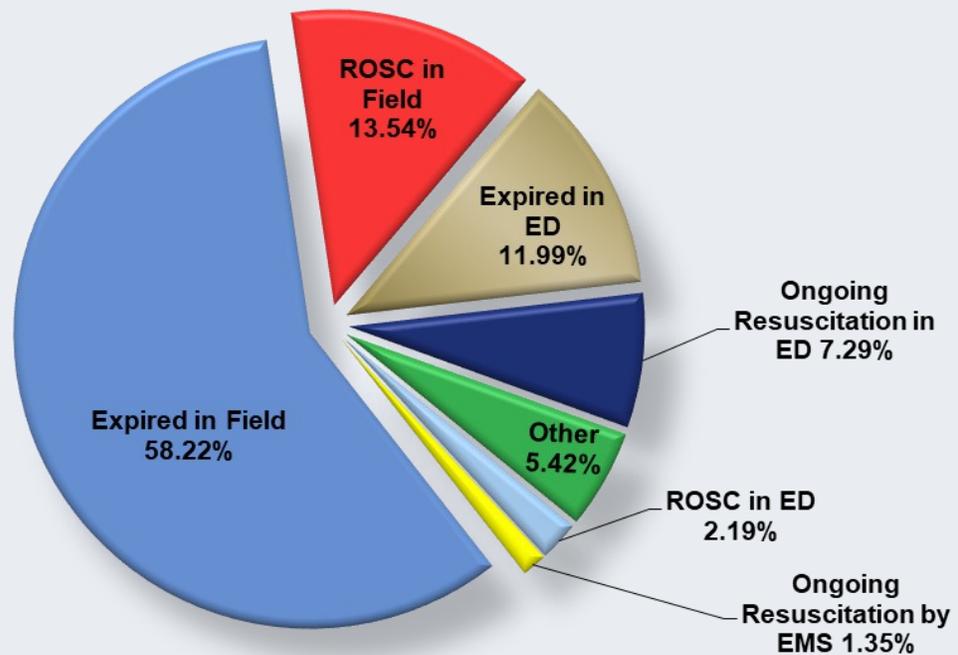
## Cardiac Arrest

These charts represent data from services reporting in Elite only (NEMSIS V3.4). As a result, data from the cities of Manchester, Nashua, and Rochester are not included; as agencies in those areas are still using NHTEMSIS V2.

### Cardiac Arrest Etiology



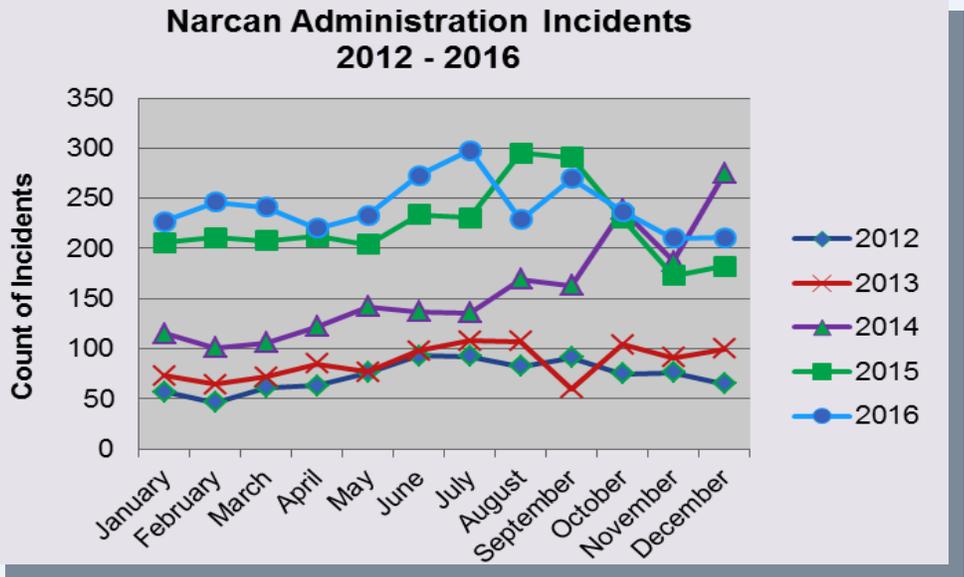
### Cardiac Arrest Outcomes



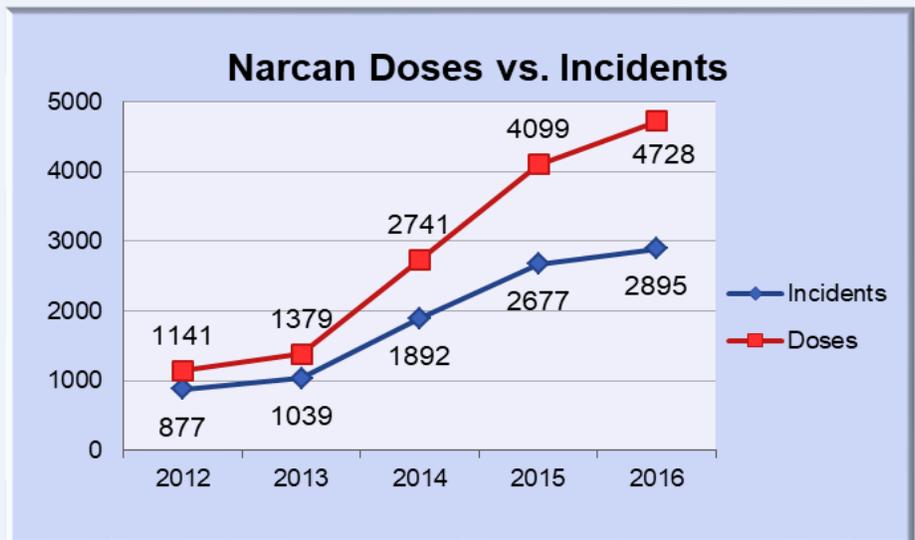
# Narcan Administration

Like the rest of the nation, New Hampshire has experienced a significant increase in opioid overdoses. As a result, incidents involving Narcan administration have climbed steadily from an average of :

**73 per month in 2012**  
to  
**241 per month in 2016**



**Average Doses per Incident**  
**2012 = 1.3**  
**2016 = 1.6**



## Efficacy of Narcan



# Narcan Administration

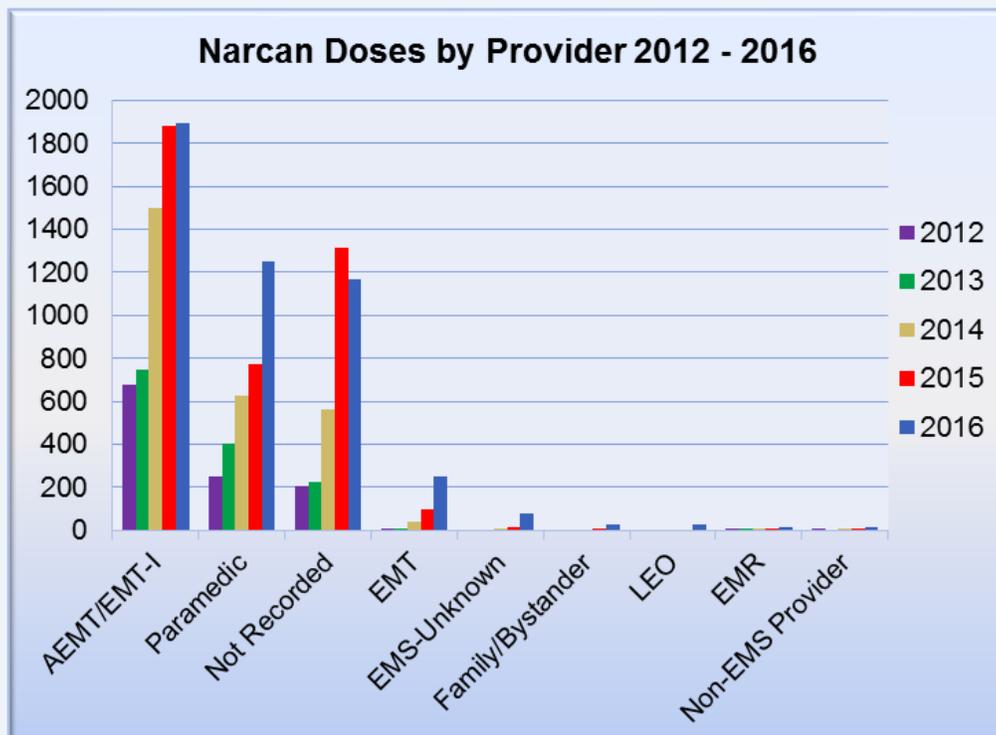
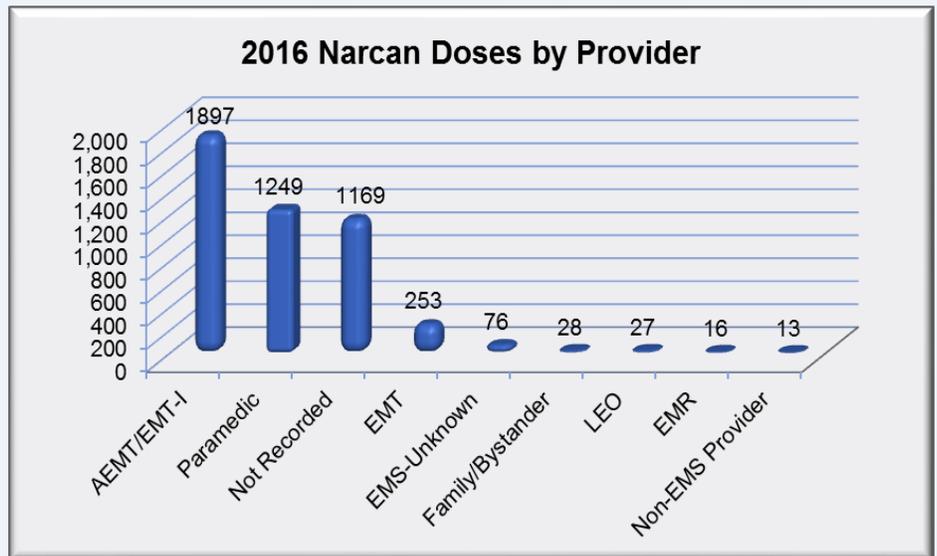
## Doses given by Provider

**AEMT/EMT-I = 40%**

**Paramedic = 26%**

**EMT = 5%**

**Other = 29%**



## Runs Reported and Average Validity by Service

The average validity score in the NHTEMSIS database reflects the quality of the data entered. EMS runs recorded with complete and appropriate data score 100. Runs entered with incomplete data result in a lower or negative validity score.

Agencies reporting numerous incidents while maintaining a high validity score are providing meaningful data used to improve health outcomes in the community.

Agency Name	Reported Incidents	Average Validity
45TH PARALLEL EMERGENCY MEDICAL SERVICES	875	99.4
ACTION AMBULANCE	0	0
ACWORTH VOLUNTEER FIRE - RESCUE COMPANY, INC.	25	100.0
ALEXANDRIA VOLUNTEER FIRE-RESCUE	2	-56.0
ALLENSTOWN FIRE DEPARTMENT	36	94.1
ALSTEAD AMBULANCE	82	76.2
ALTON FIRE/RESCUE DEPARTMENT	557	94.6
AMERICAN AMBULANCE INC	6079	98.0
AMERICAN RED CROSS NH REGION	2	20.0
AMHERST FIRE RESCUE	917	93.1
AMR OF MASSACHUSETTS, INC	40552	85.7
ANDOVER EMS	39	92.2
ANTRIM AMBULANCE	458	98.7
ASHLAND FIRE DEPARTMENT	218	94.4
ATKINSON FIRE DEPARTMENT	441	99.7
BARNSTEAD FIRE RESCUE	381	99.6
BARRINGTON FIRE & RESCUE EMS DIVISION	702	98.6
BARTLETT-JACKSON EMERGENCY SERVICES	527	96.0
BEDFORD FIRE DEPARTMENT	2144	97.0
BELKNAP COUNTY SHERIFF REGIONAL SPECIAL OPERATIONS	1	-310.0
BELMONT FIRE DEPARTMENT	857	99.3
BENNINGTON FIRE - RESCUE	126	97.7
BERLIN EMS	1769	93.1
BESTCARE AMBULANCE SERVICES INC	1372	98.0
BETHLEHEM FIRE DEPARTMENT	328	92.1
BOW FIRE DEPARTMENT	584	98.8
BRADFORD RESCUE SQUAD	61	87.0
BRENTWOOD FIRE DEPARTMENT	198	89.6
BRIDGEWATER FIRE RESCUE AND EMS	130	90.0
BRISTOL FIRE DEPARTMENT	709	97.2
BROOKLINE AMBULANCE SERVICE	415	98.1
BROOKLINE FIRE DEPARTMENT	14	31.8
CALEDONIA-ESSEX AREA AMBULANCE SERVICE, INC	1124	96.3
CAMPTON-THORNTON FIRE RESCUE	344	86.8
CANAAN F.A.S.T	480	99.1
CANAAN FIRE DEPARTMENT	1	-164.0
CANDIA VOLUNTEER FIRE DEPARTMENT	227	100.0
CANTERBURY FIRE & RESCUE	156	94.3

## Average Validity by Service (continued)

Agency Name	Reported Incidents	Average Validity
CAREPLUS AMBULANCE SERVICE, INC	10228	96.8
CENTER CONWAY FAST SQUAD	51	47.5
CENTER HARBOR FIRE RESCUE	29	18.3
CENTER OSSIPEE FIRE & RESCUE	229	82.4
CENTRAL NH SPECIAL OPERATIONS UNIT	1	-142.0
CFAES ROGERS RANGERS INC	4	-11.3
CHARLESTOWN AMBULANCE SERVICE	292	89.8
CHARLESTOWN FIRE DEPARTMENT	0	0
CHESHIRE COUNTY SHERIFF'S OFFICE	0	0
CHESHIRE MEDICAL CENTER/DARTMOUTH EMS	23	91.1
CHESTER FIRE DEPARTMENT	156	96.5
CHESTERFIELD FIRE & RESCUE	82	98.2
CHICHESTER FIRE-RESCUE DEPARTMENT	153	98.4
CITY OF CONCORD	5411	98.3
CITY OF DOVER FIRE & RESCUE	3089	99.0
CITY OF FRANKLIN NH FIRE DEPARTMENT	1353	98.7
CITY OF LACONIA FIRE DEPARTMENT	3239	97.3
CITY OF PORTSMOUTH	3553	94.3
CLAREMONT FIRE DEPARTMENT	59	81.0
CONCORD HOSPITAL EMS	3	-313.7
CONWAY FIRE DEPARTMENT	847	99.0
CORNISH RESCUE SQUAD	117	66.8
CROYDON FIRE & RESCUE	21	43.4
DALTON FIRE RESCUE	107	100.0
DANBURY VOLUNTEER FIRE DEPARTMENT	57	99.4
DANVILLE FIRE DEPARTMENT	226	-150.0
DARTMOUTH EMS	282	99.3
DARTMOUTH-HITCHCOCK ADVANCED RESPONSE TEAM	721	-11.0
DEERFIELD RESCUE SQUAD	123	88.1
DEERING FIRE & RESCUE	102	96.2
DUBLIN FIRE DEPARTMENT	40	99.0
DUNBARTON FIRE DEPARTMENT	131	84.3
DURHAM FIRE DEPARTMENT	1348	97.4
EAST KINGSTON FIRE DEPARTMENT	139	97.4
EFFINGHAM FIRE DEPARTMENT RESCUE	19	100.0
ENFIELD FAST INC	117	84.7
EPPING FIRE DEPARTMENT	787	99.6
EPSOM FIRE & RESCUE	477	99.5
ERROL RESCUE SQUAD, INC	74	84.3
EXETER FIRE DEPARTMENT	1963	95.7
EXETER HOSPITAL PARAMEDIC INTERCEPT SERVICE	2193	94.8
FARMINGTON FIRE & RESCUE	1070	99.6

## Average Validity by Service (continued)

Agency Name	Reported Incidents	Average Validity
FITZWILLIAM FIRE DEPARTMENT AMBULANCE	218	89.7
FRANCESTOWN VOLUNTEER FIRE DEPARTMENT	93	93.5
FRANCONIA AMBULANCE	289	97.4
FRANKLIN PIERCE UNIVERSITY EMT SQUAD	77	94.6
FREEDOM FIRE-RESCUE DEPARTMENT	165	85.9
FREMONT FIRE/RESCUE	190	98.7
FRISBIE MEMORIAL HOSPITAL EMS	6481	61.2
FRYEBURG RESCUE	1	-256.0
GILFORD FIRE- RESCUE	947	97.7
GILMANTON FIRE RESCUE	226	99.2
GILSUM VOL FIRE DEPT & RESCUE SQUAD	28	100.0
GLOBAL RESCUE	0	0
GOFFSTOWN FIRE DEPARTMENT	1158	87.8
GOLDEN CROSS AMBULANCE INC.	4182	-182.5
GORHAM EMERGENCY MEDICAL SERVICE	577	97.4
GOSHEN RESCUE	24	94.8
GRAFTON VOLUNTEER AMBULANCE SERVICE	123	97.1
GRANITE GORGE SKI PATROL	0	0
GRANTHAM FIRE-EMS	111	91.6
GREAT BROOK EMS LLC	28	78.8
GREENLAND VOLUNTEER FIRE DEPARTMENT	226	95.2
GREENVILLE FIRE & RESCUE	9	94.3
GROVETON AMBULANCE	601	99.3
GUNSTOCK SAFETY SERVICE	7	-18.3
HAMPSTEAD FIRE AND RESCUE	749	95.8
HAMPTON FALLS FIRE DEPARTMENT	128	99.9
HANCOCK FIRE DEPARTMENT	111	85.1
HANOVER FIRE DEPARTMENT AMBULANCE SERVICE	1110	96.6
HARRISVILLE FIRE DEPARTMENT	45	88.0
HARTFORD FIRE DEPARTMENT	10	93.3
HAVERHILL CORNER FIRE MEDICAL UNIT	0	0
HEBRON FIRE DEPARTMENT	116	77.9
HENNIKER RESCUE SQUAD	473	91.3
HIGHLAND MOUNTAIN BIKE PATROL	163	93.6
HILL FIRE DEPARTMENT	0	0
HILLSBORO FIRE AND RESCUE	804	98.0
HINDSDALE FIRST RESPONSE	0	0
HOLDERNESS FIRE DEPARTMENT	23	94.1
HOLLIS FIRE DEPARTMENT	467	100.0
HOOKSETT FIRE-RESCUE DEPARTMENT	1617	99.6
HOPKINTON FIRE DEPARTMENT	690	97.0
HUDSON FIRE DEPARTMENT	2556	96.8

## Average Validity by Service (continued)

Agency Name	Reported Incidents	Average Validity
HUGGINS EMS	96	88.2
JAFFREY FIRE DEPARTMENT	37	85.0
JAFFREY-RINDGE MEMORIAL AMBULANCE, INC	1066	98.9
KEENE FIRE DEPARTMENT	3183	64.3
KEENE POLICE TACTICAL TEAM	0	0
KENSINGTON FIRE & RESCUE	82	94.2
KER WESTERLUND AMBULANCE SERVICE	198	65.0
KINGSTON FIRE DEPARTMENT	811	93.1
LAKES REGION EMS	1287	99.5
LANCASTER FIRE DEPARTMENT	2030	99.5
LANGDON FIRE AND RESCUE	0	0
LEBANON FIRE DEPARTMENT	2745	98.3
LEE FIRE AND RESCUE	410	95.8
LEMPSTER FIRE	2	-130.0
LEMPSTER RESCUE	91	65.5
LIFELINE AMBULANCE SERVICE, LLC - CH (MAIN)	9459	-40.0
LIFESTAR EMERGENCY MEDICAL SERVICES LLC	916	98.4
LINWOOD AMBULANCE SERVICE	649	97.1
LISBON LIFE SQUAD	271	99.2
LITCHFIELD FIRE AND RESCUE	219	99.7
LITTLETON FIRE RESCUE	22	97.8
LONDONDERRY FIRE DEPARTMENT	2117	97.0
LOUDON FIRE DEPARTMENT	668	95.0
LRGH HEALTHCARE EMERGENCY MEDICAL SERVICE	0	0
LYME FAST SQUAD	23	67.3
LYNDEBOROUGH FIRE/RESCUE	41	87.3
LYNDON RESCUE	0	0
MADBURY FIRE DEPARTMENT	54	97.5
MADISON FIRE RESCUE	5	44.0
MANCHESTER FIRE DEPARTMENT	9941	88.9
MANCHESTER POLICE DEPARTMENT SWAT	1	100.0
MANCHESTER-BOSTON REGIONAL AIRPORT FIRE DEPARTMENT	130	92.1
MARLOW AMBULANCE	43	96.5
MARY HITCHCOCK MEMORIAL HOSPITAL DBA/ DHMC EMS	0	0
MASON FIRE - EMS	99	38.5
MCGREGOR MEMORIAL AMBULANCE INC	2326	96.2
MERRIMACK FIRE RESCUE	2123	97.9
MIDDLETON FIRE & RESCUE	136	95.1
MILAN & DUMMER AMBULANCE SERVICE	67	98.8
MILFORD AMBULANCE SERVICE	1877	99.3
MILFORD FIRE DEPARTMENT	59	94.8
MILTON FIRE - RESCUE	584	96.6

## Average Validity by Service (continued)

Agency Name	Reported Incidents	Average Validity
MONADNOCK BIBLE CONFERENCE	0	0
MONROE F.A.S.T. SQUAD	42	66.6
MOULTONBOROUGH FIRE RESCUE	96	83.5
MOUNT SUNAPEE SKI PATROL	5	35.0
NASHUA FIRE RESCUE	5662	53.2
NASHUA POLICE DEPARTMENT	0	0
NELSON FIRE AND RESCUE	32	83.0
NEW BOSTON FIRE & RESCUE DEPARTMENT	275	98.5
NEW CASTLE FIRE DEPARTMENT	85	84.6
NEW DURHAM FIRE DEPARTMENT	237	98.0
NEW ENGLAND DRAGWAY, INC	11	34.2
NEW HAMPSHIRE CPR, LLC	3	-94.0
NEW HAMPSHIRE FISH AND GAME	0	0
NEW HAMPSHIRE STATE POLICE OPERATIONS	0	0
NEW HAMPTON FIRE DEPARTMENT	481	95.1
NEW IPSWICH FIRE DEPARTMENT	2	100.0
NEW LONDON FIRE DEPARTMENT	0	0
NEW LONDON HOSPITAL EMS	1871	93.5
NEWBURY FIRE DEPARTMENT	135	99.7
NEWFIELDS FIRE AND RESCUE	0	0
NEWINGTON FIRE DEPARTMENT	367	98.9
NEWMARKET FIRE AND RESCUE	592	99.2
NEWPORT FIRE-EMS	1161	99.9
NEWTON FIRE DEPARTMENT	191	99.9
NEXTERA ENERGY SEABROOK	0	0
NH FIRE ACADEMY EMERGENCY RESPONSE TEAM	5	100.0
NH MMRS-MEDICAL TASK FORCE	0	0
NHDRED-P&R-Monadnock State Park	2	-98.5
NORTH CONWAY FIRE/RESCUE DEPARTMENT	499	90.9
NORTH HAMPTON FIRE RESCUE	511	98.3
NORTH WALPOLE FIRE & RESCUE	63	100.0
NOTTINGHAM FIRE-RESCUE	301	94.2
ORFORD FIRE DEPARTMENT	15	99.4
OSSIPEE CORNER FIRE DEPARTMENT	305	97.5
PALACE ENTERTAINMENT DBA WATER COUNTRY	47	99.3
PEACEMAKER MEDICAL RESPONSE	0	0
PEASE FIRE & EMERGENCY SERVICES	31	83.3
PEMBROKE FIRE DEPARTMENT	0	0
PENACOOK CIVIL DEFENSE RESCUE SQUAD	864	99.9
PETERBOROUGH FIRE AND RESCUE	2135	95.0
PIERMONT FAST SQUAD	34	75.4
PITTSBURG FIRE DEPARTMENT	52	97.2

## Average Validity by Service (continued)

Agency Name	Reported Incidents	Average Validity
PITTSFIELD FIRE DEPARTMENT	576	99.8
PLAISTOW FIRE DEPARTMENT	597	98.6
PLYMOUTH FIRE - RESCUE	879	94.4
PORTSMOUTH NAVAL SHIPYARD FIRE DEPARTMENT	301	95.8
PRIDESTAR EMS	4084	90.4
R J DILUZIO AMBULANCE SERVICE, LLC	4997	98.8
RAYMOND AMBULANCE, INC	1737	98.8
RAYMOND FIRE DEPARTMENT	154	89.6
RESCUE INC	368	62.3
RICHMOND VOL FIRE DEPT RESCUE SQUAD	4	95.0
RINDGE FIRE DEPARTMENT	121	98.0
ROCHESTER FIRE DEPARTMENT	62	75.4
ROCKINGHAM COUNTY SHERIFFS DEPT	0	0
ROLLINSFORD FIRE DEPARTMENT	2	45.0
RUMNEY EMERGENCY MEDICAL SERVICES	10	97.0
RYE FIRE AND RESCUE	556	96.1
SALEM FIRE DEPARTMENT	3511	99.3
SALISBURY VOLUNTEER FIRE & RESCUE DEPARTMENT	42	89.3
SANDOWN FIRE RESCUE	304	94.4
SANDWICH FIRE/RESCUE DEPARTMENT	71	89.5
SANTAS VILLAGE INC	1	45.0
SEABROOK FIRE DEPARTMENT	1099	99.5
SOLO RESCUE	0	0
SOMERSWORTH FIRE & RESCUE	41	81.6
SOUTH HAMPTON FIRE RESCUE	44	97.2
SPEEDWAY SAFETY SERVICE INC	68	82.7
SPOFFORD FIRE & RESCUE	3	-87.3
SPRINGFIELD FIRE-RESCUE DEPARTMENT	19	88.0
ST. ANSELM COLLEGE EMERGENCY MEDICAL SERVICES	44	97.9
STEWARTS AMBULANCE SERVICE LLC	4209	82.2
STODDARD FIRE & RESCUE DEPARTMENT	64	62.8
STRAFFORD FIRE & RESCUE	171	96.4
STRATHAM VOLUNTEER FIRE DEPARTMENT	467	87.5
SUGAR HILL FIRE-RESCUE	2	98.0
SULLIVAN FIRE & RESCUE	28	99.2
SUNAPEE FIRE/ EMS	172	92.0
SURRY VOLUNTEER FIRE DEPARTMENT	12	100.0
SUTTON RESCUE SQUAD	103	84.0
SWANZEY FIRE DEPARTMENT	272	91.8
TAMWORTH RESCUE SQUAD	407	93.4
TEMPLE VOLUNTEER FIRE DEPARTMENT	35	57.5
THE SOUHEGAN VALLEY AMBULANCE SERVICE, INC	508	99.1

## Average Validity by Service (continued)

Agency Name	Reported Incidents	Average Validity
TILTON-NORTHFIELD FIRE & EMS	1174	99.5
TOWN OF AUBURN FIRE DEPARTMENT	164	95.3
TOWN OF DERRY	3659	92.0
TOWN OF HAMPTON FIRE/ RESCUE	2382	95.4
TOWN OF JEFFERSON DEPARTMENT OF EMERGENCY SERVICES	22	70.8
TOWN OF MARLBOROUGH FIRE DEPARTMENT	62	78.8
TOWN OF NORTHWOOD FIRE-RESCUE	349	90.4
TOWN OF PELHAM FIRE DEPARTMENT	1007	99.3
TOWN OF PEMBROKE DBA TRI-TOWN EMERGENCY MEDICAL SERVICES	1065	99.1
TOWN OF SANBORNTON FIRE DEPARTMENT	265	90.1
TOWN OF WILTON AMBULANCE	493	95.0
TRINITY EMS	3328	56.7
TROY AMBULANCE INC	59	-95.5
TROY FIRE DEPARTMENT	122	97.3
TUFTONBORO FIRE RESCUE DEPARTMENT	307	98.8
TWIN MOUNTAIN AMBULANCE	175	94.2
UNITY VOLUNTEER FIRE DEPARTMENT	108	100.0
UNIVERSITY OF NEW HAMPSHIRE POLICE DEPARTMENT	0	0
UPPER VALLEY AMBULANCE, INC	319	88.9
USBP SWANTON SECTOR EMRU	0	0
WAKEFIELD FIRE DEPARTMENT AMBULANCE	661	95.8
WALPOLE FIRE- EMS	312	89.6
WARNER FIRE & RESCUE	150	94.7
WARREN-WENTWORTH AMBULANCE SERVICE	514	99.5
WASHINGTON POLICE DEPARTMENT	2	100.0
WASHINGTON RESCUE SQUAD	99	91.7
WATERVILLE VALLEY DEPARTMENT OF PUBLIC SAFETY	94	71.6
WEARE FIRE RESCUE	425	92.3
WEBSTER FIRE DEPARTMENT	113	71.7
WEEKS MEDICAL CENTER PARAMEDIC INTERCEPT PROGRAM	245	74.9
WENTWORTH- DOUGLAS HOSPITAL	2	-169.5
WEST FAIRLEE FIRE DEPARTMENT	0	0
WEST OSSIPEE FIRE / RESCUE	125	96.3
WESTMORELAND FIRE/ RESCUE DEPARTMENT	33	73.2
WHITEFIELD FIRE RESCUE DEPARTMENT	472	98.0
WILMOT FAST SQUAD	57	97.5
WINCHESTER FIRE DEPARTMENT AMBULANCE	328	95.2
WINDHAM FIRE DEPARTMENT	1142	99.1
WINDSOR FIRE DEPARTMENT	650	93.5
WOLFEBORO FIRE- RESCUE DEPARTMENT	610	97.3
WOODSVILLE RESCUE AMBULANCE	1514	93.5
YORK AMBULANCE ASSOCIATION	155	98.5
<b>Total 2016 Reported Incidents</b>	<b>233,607</b>	<b>74.9</b>



New Hampshire Department of Safety  
Division of Fire Standards and Training  
& Emergency Medical Services