

2025 Annual Department Report



Easthampton Fire Department

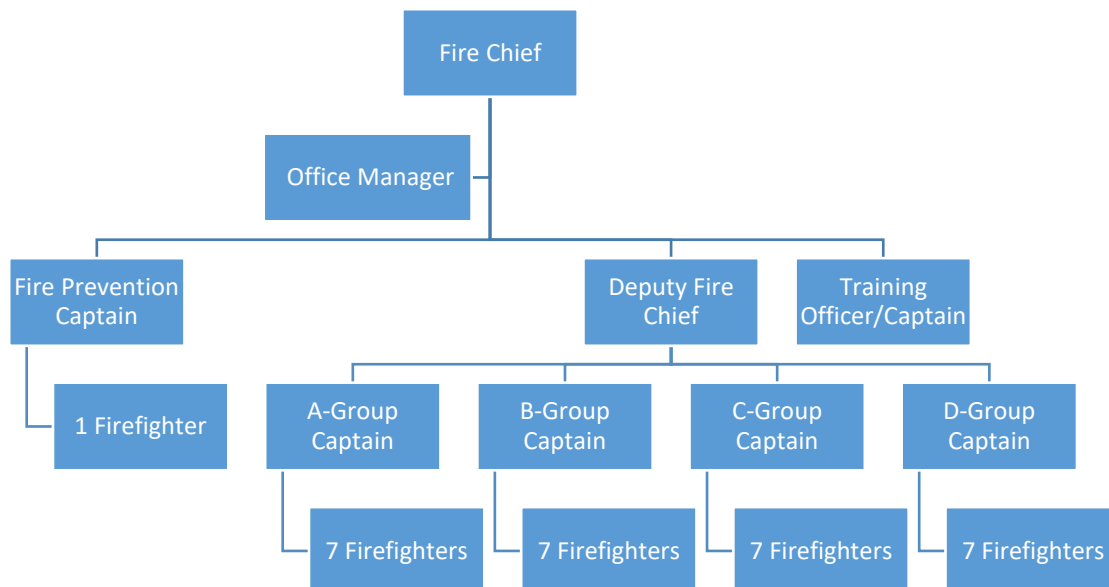
Christopher W. Norris

January 9, 2026

2025 Annual Report- Easthampton Fire Department

The Easthampton Fire Department is a full-time career department consisting of thirty-seven fulltime positions and one fulltime Officer Manager. Positions within the department are the Fire Chief, the Deputy Fire Chief, six Fire Captains, and twenty-nine Firefighters. All of these personnel are cross-trained in emergency medical services and have varying degrees of capabilities based on the national EMS scope of practice model. Out of our thirty-seven fulltime career members, we have six (6) Basic Emergency Medical Technicians (EMT's) and thirty-one (31) Paramedics. Each shift currently has one Captain and seven Firefighters but can drop down to as low as five personnel based on contractual requirements.

Out of the six Captains, one Captain is assigned to the Fire Prevention & Community Risk Reduction Division and one Captain is assigned to the Training Division. The Deputy Fire Chief position is responsible for the overall daily operations of the department and oversees all of the administration and operations for emergency medical services (EMS) in the organization.



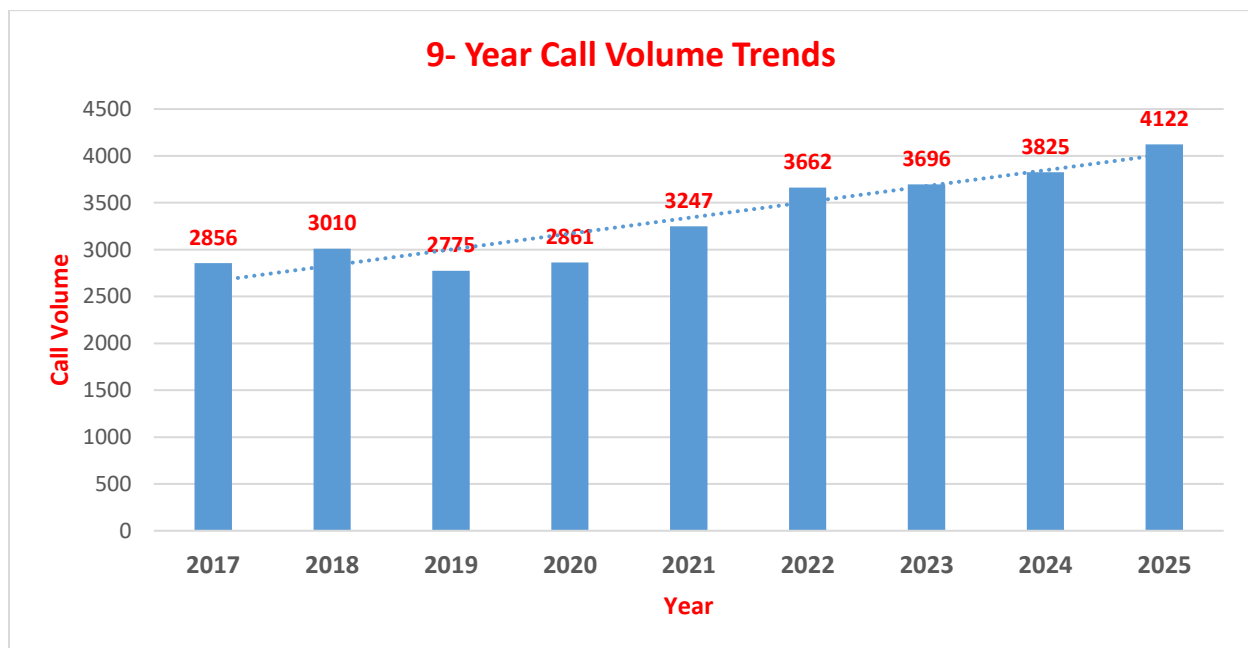
The Easthampton Fire Department is an all-hazards response organization providing emergency response for fire suppression, emergency medical services, hazardous materials response, extrication from motor vehicles, technical rescue, carbon monoxide alarm activations, utility wires down, water/ice rescue, and response to environmental events throughout the city and region. The city responds out of one fire station strategically located near the center of the community and has mutual aid agreements for both fire and EMS for many other communities throughout the county. In addition to the mutual aid agreements, the fire department currently has signed contracts in place with the Town of Westhampton to provide all emergency medical services (EMS) response and transports and also the Town of Southampton to provide emergency EMS response when they are unable to staff their shifts.

In August of this year, Robert Dragon was promoted to the position of Fire Captain. Captain Dragon was hired in July 2017 and has since completed numerous training classes, obtained his paramedic certification, and is a veteran of the United States military. We look forward to Captain Dragon's leadership as he continues to help move the organization forward.

In 2025, Easthampton Fire responded to 4,122 calls for emergency service. Below is a breakdown of those emergency responses:

2025 Total Incident Types

MAJOR INCIDENT TYPE	# INCIDENTS	% Of TOTAL
Fires	25	1.42%
Overpressure rupture, explosion, overheating - no fire	2	0.19%
Rescue & Emergency Medical Service	3,276	78.06%
Hazardous Condition (No Fire)	61	1.33%
Service Call	140	3.25%
Good Intent Call	297	7.21%
False Alarm & False Call	318	8.48%
Special Incident Type	3	0.06%
TOTAL	4,122	100%



Motor vehicle Response with Entrapment- New Stabilizing Struts Utilized



Training-

One area of continued focus is the ongoing implementation of a comprehensive training program for both fire and EMS. Captain Robert Dragon oversees all of the department training. This year, we were able to balance various classes for both fire and EMS to all personnel. Personnel also utilized the enhancements made with our technology capabilities internally to complete numerous remote learning classes while on duty as well.

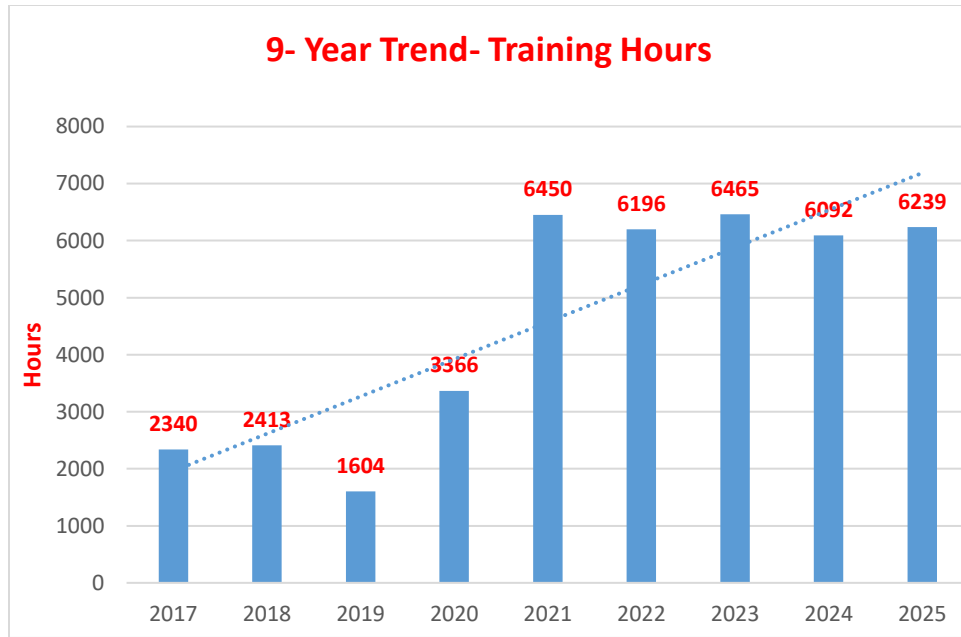
One area identified that needs to have continued attention for ongoing training is in the area of live fires. The contents within houses have changed dramatically over the years and this has led to more severe fires. These are low frequency, but high risk events that need to have ongoing training evolutions completed throughout the year. A goal of the organization is to have at least two live burn training sessions each year to provide all personnel the opportunity to practice and refine these skills. In addition, these live fire training opportunities provide the venue to have all of our Officers train on their Incident Command System (ICS) capabilities and fireground management practices. This past year, we coordinated with the Massachusetts Firefighting Academy and had their mobile live fire training props come to Easthampton to provide live fire training opportunities. This was a great resource and well attended by department personnel.

Live Fire Flashover Training – March 2025



Ice Rescue Training – January 2025





As an organization, we also emphasized the ongoing development of our Officers and their continued training this year. Officers attended classes at the National Fire Academy and Massachusetts Fire Academy for leadership, incident command and control, and customer service and communication. Collectively, personnel completed 6,239 hours of training in 2025.

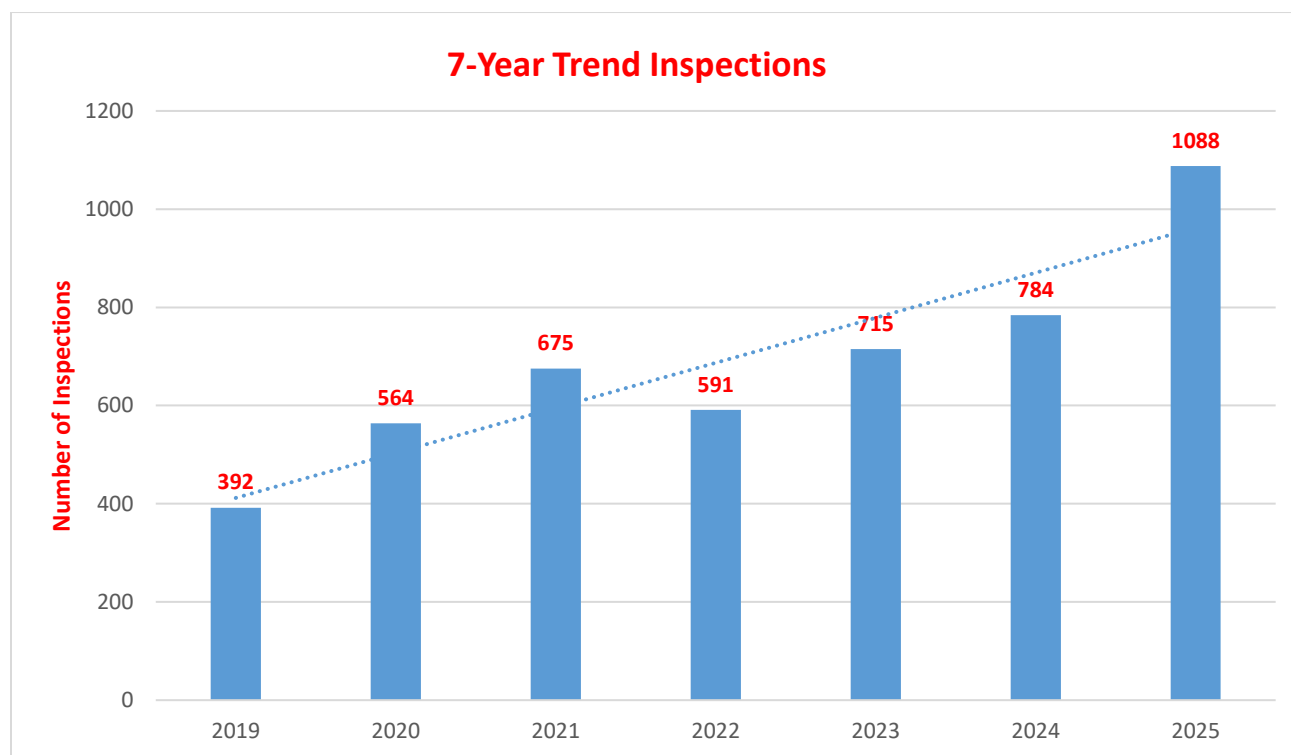
Vehicle Extrication Training



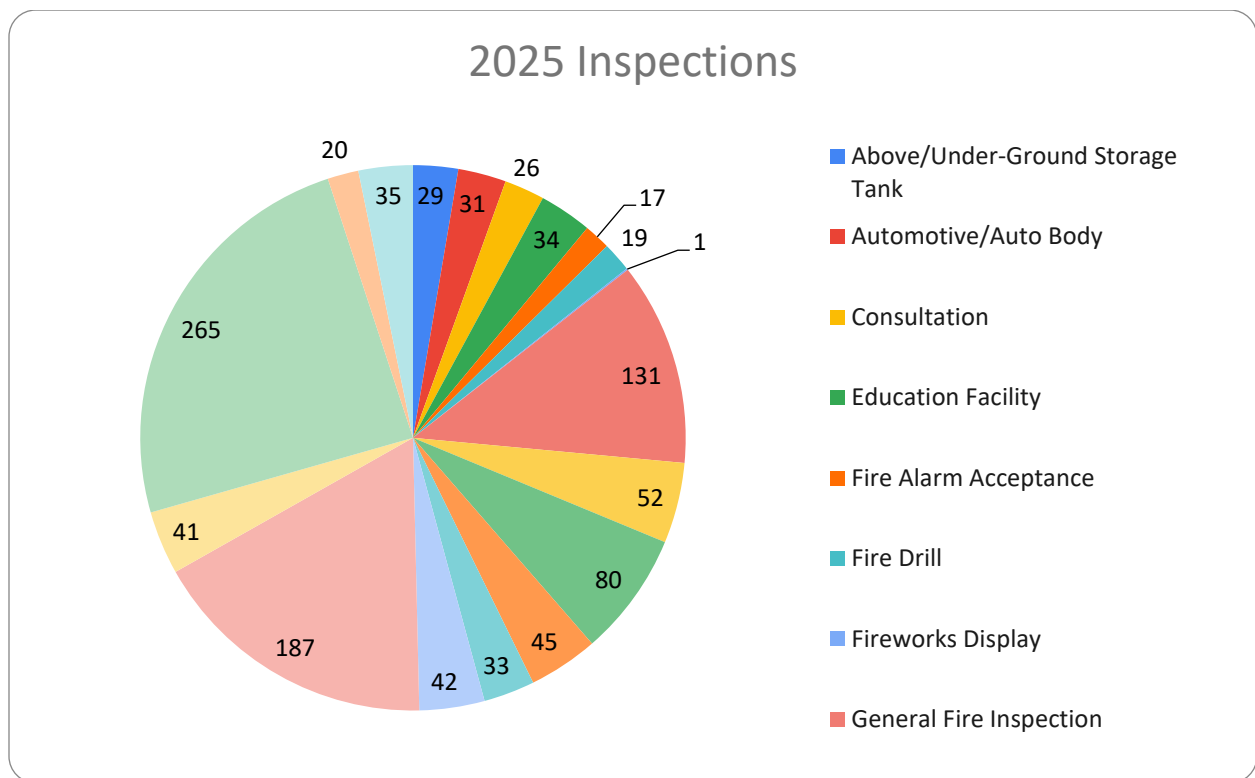
Fire Prevention & Inspections-

Community Risk Reduction is a key component to our organization and provides a significant increase in life safety throughout the community. Fire Captain Dan Constantine has been working diligently over the past few years building out this program within the fire department and continues to improve our public outreach through these preventative efforts. Given the recent upswing in residential, commercial, and industrial growth throughout the city, continued enforcement of fire and building codes in both new and existing facilities will continue to be a critical factor in managing the significant risk throughout the city. An increased demand has been placed on this fire prevention bureau over the last year due to the fire code changes requiring fire department inspection on all solar installations and energy storage systems.

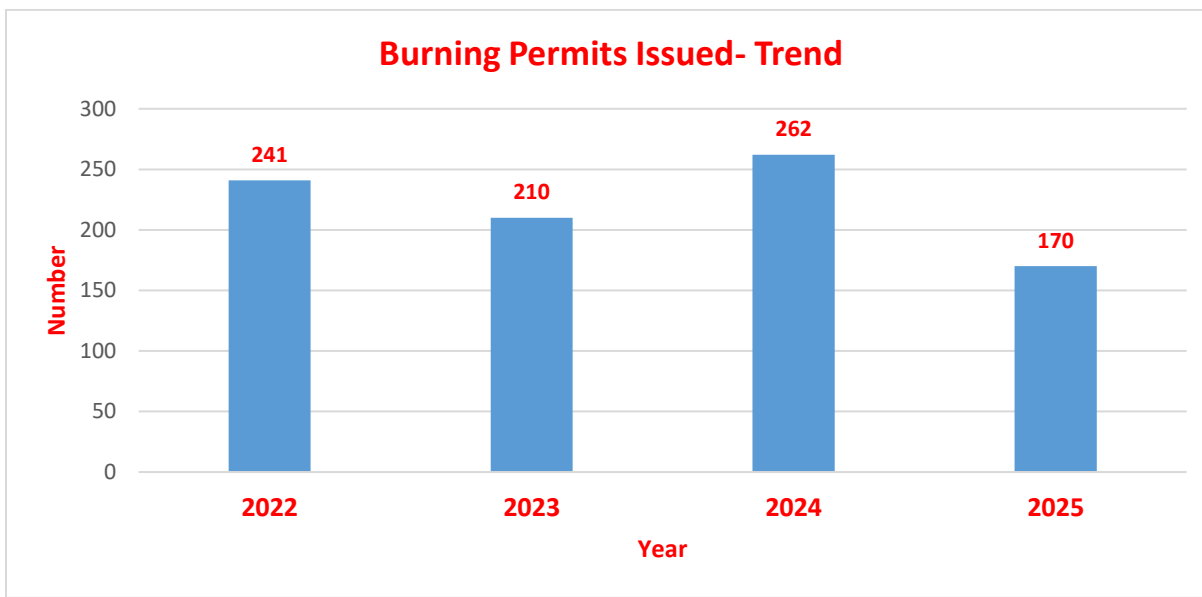
Continuing to work off of a grant that was received by our organization for conducting joint inspections with the Town of Southampton, both Captain Constantine and FF Kyle Gagnon completed all of the inspections in both communities this year through November 1, 2025. At that time, Southampton elected to continue doing inspections on their own and our staff was able to continue the number of inspections needed in Easthampton.



Inspection Type Name	Number of Inspections
Above/Under-Ground Storage Tank	29
Automotive/Auto Body	31
Consultation	26
Education Facility	34
Fire Alarm Acceptance	17
Fire Drill	19
Fireworks Display	1
General Fire Inspection	131
LPG AST Installation	52
Liquor License	80
Mobile Food Vendor	45
Non-Alcoholic Restaurant	33
Oil Burner Inspection	42
Photovoltaic	187
Plan Review	41
Smoke Detector/Carbon Monoxide Inspection	265
Sprinkler/Standpipe Acceptance	20
Other	35
	Total: 1088



Massachusetts allows open-burning each year from January 15th through May 1st. Anyone conducting open burning is required to have a permit issued to them on the day they would like to burn. Over the past five years, we have implemented an online process for issuing these permits. There is no cost for these permits, and they are good for only the day that they are issued. Below, you can see the number of permits issued online over the last four years for open burning in the City of Easthampton.



Other significant projects requiring numerous hours and oversight for fire prevention regulations include:

- Ferry Street mill renovations
- 95 Northampton Street complex developments
- Development of Pleasant Street Corridor with 40 units of housing and 9 condos
- Restaurant and liquor license inspections
- Gas station inspections
- Proposed development at 387 Main Street- 60 units of housing
- Proposed developments at the former elementary schools

Events-

This year, the department participated in a number of different outside events and collaborated with numerous other agencies on projects throughout the community.

Public outreach/Education Events	#	Contacts
Car seat installations	47	47
CPR classes	12	247
Fire Extinguisher Classes	5	87
Open house/station tours	15	950
Life Safety Presentations	10	285
SAFE education-schools	12	375
House Numbering	52	52
Assist Vaccine clinics	1	60
Senior Sand Deliveries	72	72
Smoke/Co installations	75	75
Public Sharps Disposal (gallons)		275 gallons
Total -		2,525

Our child safety car seat check program continues to get ongoing requests for assistance. This year, we have assisted with the installation of forty-seven (47) infant and child car seats. Motor vehicle collisions continue to be a leading cause of injuries to children. Further analysis has found that a contributing factor to these injuries were the improper use or lack of use of a child restraint system. We will continue our proactive approach in the future and continue to offer this critical service to the community.

The Department was able to continue our efforts and outreach for education with our school children in the fall of 2025. Through our Student Awareness and Fire Education (SAFE) program that is overseen by Firefighter/Paramedic Kyle Gagnon, our members were able to deliver fire safety lessons to over 375 children. These lessons were done directly in the classroom, in assembly format, and during our Department Open House. Firefighter Elizabeth Karolides conducted most of these in-person safety lessons and got to establish a great rapport with all of the students. This is such a valuable program for this vulnerable population and efforts need to be continued in the future towards educating these children.

Continuing our relationship with the Council on Aging and Enrichment, we delivered five fire extinguisher training classes for the public. In these classes, we trained eighty-seven people in the proper use of fire extinguishers. Attendees all were trained in the practical applications of the different types of extinguishers and at the completion of the program, all participants were given a free extinguisher for use at their homes. More of these classes are scheduled for 2026.



Community outreach and education in the proper techniques for Cardiopulmonary resuscitation (CPR) and the use of an automated external defibrillator (AED) continue to be a focus for our organization. In 2025, we conducted twelve classes for the public for CPR and AED. Many of these classes were taught for the teachers and paraprofessionals in the Easthampton School System. In addition, we worked with the Parks and Recreation Department to train all of their personnel for the summer camps.

Others events completed throughout 2025 include:

- Fire Department open house
- SAFE education at the Nonotuck Summer Camps
- Involvement with the Easthampton Healthy Youth Coalition on citywide preventative efforts
- Participant with Harvest Fest at Nonotuck Park
- Fire Safety Presentation at Bassett Brook Community
- School tours and open houses for fire safety education
- Worked with Boy Scouts group for first aid training
- Completed a series of home safety & educational videos in collaboration with Easthampton Neighbors and Easthampton River Valley market focusing on smoke detectors/CO detectors, house numbers, fire extinguishers, trips and fall hazards, and grilling safety.
- Partnered with the Easthampton WinterFest Committee to conduct our annual Easthampton Polar Plunge!
- Worked with Easthampton City Council on the City School initiative
- Worked with the Easthampton Community Center for Whobilation
- Participated in the Rag-Shag Parade
- Participated in the Easthampton Big Rig Truck parade
- Partnered with Baystate Health Systems for our annual blood drive

Department Vehicles-

National standards provide objective criterion that fire departments should use to evaluate whether an apparatus is still fit for duty. The National Fire Protection Association (NFPA) is a worldwide non-profit organization that was established in 1896 to help prevent death, injury, property, and economic loss due to fire or other related hazards both domestically and internationally. The NFPA has produced more than 300 consensus codes related to fire, electrical, and other hazards. The process for development of these consensus codes includes technical committee members from a diverse background fire and emergency medical services, insurance industry, manufacturing representatives, academic institutions, NFPA staff representatives, and professional emergency service organizations applicable to the respective standard.

The reasonable serviceable lifespan of fire apparatus will depend on a number of variables such as the level of use, local environment, and operating conditions, and very importantly, the scope of preventative maintenance. It is generally accepted that lower use fire apparatus, such as units serving communities that are suburban in nature, might still be mechanically sound after twenty years or more, due to their lower frequency of use. However, after twenty years, technical and functional obsolescence may make the apparatus less desirable to use even if mechanically sound and serviceable. Nevertheless, that does not mean that it will still not be serviceable as a spare or reserve apparatus.

In the past two decades, critical enhancements in design, safety and technology have been added by manufacturers in response to changes in vehicle standards and customer demands. The department has worked with Dennis Routhier and Nate Millard, from the DPW Motor Repair, to provide upkeep and maintenance to the fleet of emergency vehicles. All of these vehicles have been serviced, and have completed the annual national fire protection association standard testing. The following is a list of all the current vehicles within the department:

Vehicle	Year	Type	Mileage (01/02/2026)	Comments
Car 1	2025	Support	8,685	New August of 2025
Car 2	2023	Support	21,859	Hybrid vehicle purchased in 2023 assigned to Deputy Chief
Car 3	2025	Support	3,348	New August of 2025- Assigned Fire Prevention Captain
Car 4	2015	Support	69,313	Shift / Support Pickup Truck
Car 5	2016	Support	61,363	Support Fire Prevention & Training
Utility 1	2019	Support	7,050	Owned by Homeland Security Council
Engine 1	2002	Suppression	21,623	Will need replacing by 2028
Engine 2	2018	Suppression	29,502	
Ladder 1	2008	Suppression	13,567	
Brush 1	1985	Wildland	27,631	New brush truck coming from grant award in Fall 2026
A1	2018	EMS	133,102	Will need replacing in 2025
A2	2023	EMS	49,566	Put in service July 2023
A3	2023	EMS	52,132	Put in service April 2023

Number of Responses Per Unit- 2025

Unit Name	Number of Emergency Responses / Unit
A1	667.0
A2	1,153.0
A3	1,710.0
BOAT	4.0
E1	172.0
E2	880.0
FC1	34.0
FC2	56.0
FC3	17.0
FC4	810.0
L1	16.0
UT1	192.0

Emergency Medical Services-

Easthampton Fire Department has three ambulances all licensed with the state at the paramedic level. These vehicles carry a host of equipment that provides the highest level of care in EMS prior to transferring the patient to a physician at a healthcare facility. We currently have signed Advanced Life Support (ALS) intercept agreements and mutual aid agreements with: Town of Southamptn, City of Westfield, City of Northampton, Action Ambulance, and Pioneer Valley Ambulance. A mutual aid call is required when a community has an emergency but no apparatus and personnel (or limited personnel) to send to the call. An ALS intercept is required when the community has a call; has an ambulance to respond with personnel, but needs a higher level of service than provided.

Easthampton A3- 2023 Paramedic Ambulance



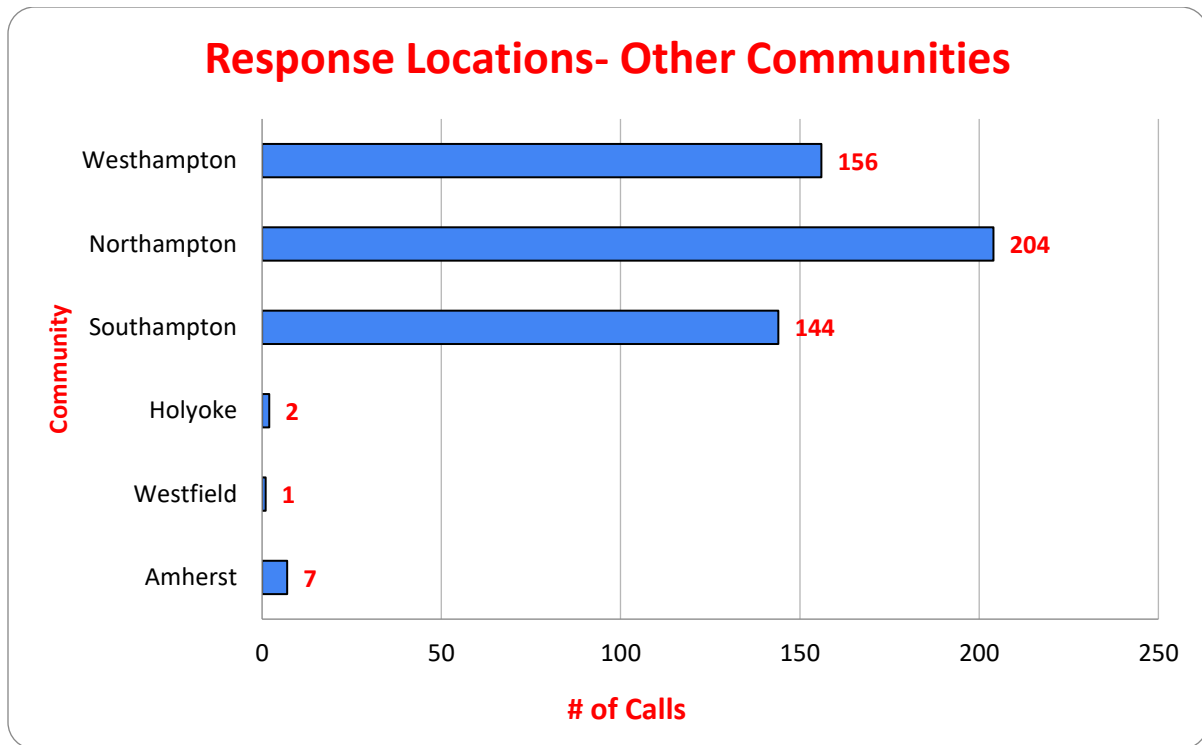
Easthampton Engine 2 (Paramedic Engine)



In January 2024, the department had Engine 2 licensed through the Department of Public Health as a paramedic engine. This allowed our organization to equip this vehicle with all of the EMS resources required on a paramedic ambulance. This vehicle now has the equipment and resources to provide the highest level of EMS pre-hospital prior to the arrival of any ambulance. Additionally, this increases the safety of our personnel on the scene of any fire response by having paramedic equipment available to all personnel operating on the scene of any fire.

Hospital- Transport Destination

Destination Location Name	Count of Incidents	Percent of Incidents
Cooley Dickinson Hospital	1,519.0	67.81%
Baystate Medical Center	404.0	18.04%
Holyoke Medical Center	271.0	12.10%
Mercy Medical Center	27.0	1.21%
Noble Hospital	15.0	0.67%
Franklin Medical Center	4.0	0.18%
Grand Total	2,240.0	100.00%



In July 2023, the City of Easthampton renewed a contract as the primary provider for EMS services for the Town of Westhampton. This agreement, is a three-year contract that allows us to charge an annual fee each year. That contract is slated to expire in June 2026. Both communities are in communications right now and will most likely be extending the contract for an additional three-year term beginning in July 2026.

Easthampton has the ability to bill the insurance companies for any patients transported to a healthcare facility to help offset some of the operational costs for providing the service. All of the revenue collected for EMS billing goes into the city general fund for appropriations.

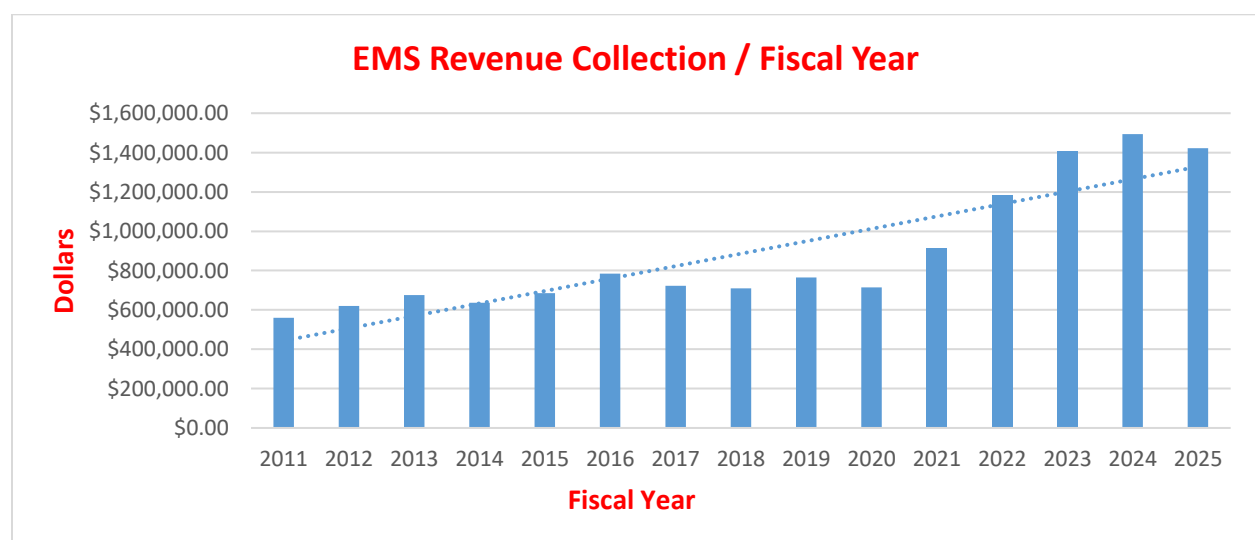
Concurrent/Overlapping Calls-EMS Only (Not including Fire Calls)

Vehicle	Number of Responses
First Ambulance Out	2,220
Second Ambulance Out	637
Third Ambulance Out	122
Fourth EMS Response	12
Overlapping Calls	35%

EMS Revenue- Revenue from EMS operations continue to trend in a positive direction. Each year, all of the revenue collected from EMS billing from patient transports goes into the city general fund. Analysis of the operations found the last time rates were changed in Easthampton was 2014. Working with our third-party billing agency and surveying surrounding communities in Western MA, in November 2021 we increased our billing rates to bring them more in line with communities in Western MA. In addition, we continued to participate in the Medicare Certified Public Expenditure (CPE) Program. This program allows participating communities to apply for reimbursement above and beyond what was already received from patients transported in the prior year.

Another component of the increase in revenue to the city is the contract for EMS services with the Town of Westhampton. In 2023, the City of Easthampton and Town of Westhampton successfully negotiated a renewal contract to have Easthampton Fire Department continue as the primary provider for EMS response and transport services for their community. The contract signed was a three-year deal that has Westhampton paying Easthampton \$35,000 in fiscal year 2024, \$37,500 in fiscal year 2025, and \$40,000 in fiscal year 2026. In addition, Easthampton Fire Department took ownership of their cardiac monitor as part of the negotiations which had a value of approximately \$30,000 at the time of negotiations. This monitor is being used as the required piece of equipment for the fire engine licensed as an emergency first response vehicle at the paramedic level.

In addition to the Westhampton EMS contract, in 2023, the fire department signed a contract with the Town of Southampton. The contract was to assist the Town of Southampton in the event they did not having the staffing to meet the state requirements for their ambulance license. In fiscal year 2025, we collected \$55,000 from the Town of Southampton.



EMS Revenue 2010 – 2025

Year	Revenue	Year	Revenue
2010	\$643,095.00	2018	\$709,996.00
2011	\$560,247.00	2019	\$764,776.00
2012	\$620,044.00	2020	\$713,861.00
2013	\$675,192.00	2021	\$911,515.00
2014	\$635,872.00	2022	\$1,181,963.00
2015	\$685,608.00	2023	\$1,405,603.00
2016	\$784,401.00	2024	\$1,460,626.00
2017	\$722,948.00	2025	\$1,421,943.00

2026 Goals & Initiatives-

There are a number of goals the department has going into the new year. Many of the initiatives are dependent upon financial support and/or grants while others are internal operational and administrative actions that can be worked towards. Below are a few initiatives that will be explored in 2026:

- Maintain the safety of our personnel and minimize the potential for injuries
- Continue our replacement plan and process of obtaining backup set of personal protective equipment (PPE) for each member per NFPA 1500, A.7.2.1
- Replace our three cardiac monitors and automated CPR machines
- Replace our aging automated stretchers and power load systems on the ambulances
- Replace our communications infrastructure including portable radios and mobile radios
- Order new ambulance for front line emergency response
- Procurement and installation of a new station alerting system
- Installation of a new communication repeating system
- Continue maintenance program of all equipment and vehicles in order to prolong life expectancy and keep in a state of readiness for emergency response
- Utilized website for brush burning permits
- Work with Fire Dispatch to obtain more accurate response data and times for analysis and benchmarks against national standards and best practices
- Put in service new brush truck- Fall 2026
- Continue public outreach and education in areas such as CPR/AED, nasal narcan, airway obstructions, child car seat check points, smoke and carbon monoxide detector installations, and fire extinguisher training
- Update the department EMS service zone plan with the Regional EMS office
- Develop department standard operating guidelines for emergency operational responses
- Improve the overall fire coverage to the city and reduce the number of hours/times the city is without fire protection/response.

- Complete annual live fire training for all personnel
- Implement compliance engine (IROL-inspection reporting online) to help capture outstanding inspection activities
- Collaborate with Easthampton Police on joint training for active shooter, hostile events, and our fire mutual aid partners in fire suppression and operations
- Work with the Community Emergency Response Team (CERT) for ongoing training and responses
- Complete the final updates and receive FEMA approval for the city 5-year hazard mitigation plan
- Work with MEMA to update city comprehensive emergency management plan, develop a continuity of operations of government plan, and host a regional table top exercise to prepare for natural disasters
- Begin the process on working towards ambulance accreditation based on the Commission on Accreditation of Ambulance Services

In closing, I want to thank all of the members of the Easthampton Fire Department. These personnel are absolutely exceptional people and I am so proud and humble to work for all of them.

Finally, the Easthampton Fire Department would like to thank the community, City Council, and Mayor for all their continued support throughout the year. We will continually work towards improving all of the services provided to the city to ensure we meet the ongoing needs and help to keep everyone safe in the City of Easthampton. It continues to be an honor and privilege to work for and with all of the members of the Easthampton Fire Department and the entire city. Thank you.

Respectfully submitted,

Christopher W. Norris, PhD
Fire Chief / Paramedic
Easthampton Fire Department

2025 Report Dedication

This year's report is dedicated to Easthampton Firefighter / Paramedic Richard Blomstrom who retired from the department this year on December 22, 2025.

Firefighter Blomstrom began his career with the Easthampton Fire Department on August 29, 1997. He became one of the first members to graduate from the Massachusetts Firefighting Academy Career Recruit program. Additionally, he was part of a small group of paramedics who helped transition the Easthampton Fire Department to the highest level of ambulance response care, Advanced Life Support. Firefighter Blomstrom filled many roles in the Department throughout his career; however, his legacy will be highlighted by his passion for Emergency Medical Services and his push to raise the standard of training and education within the Easthampton Fire Department. The results of his efforts continue to benefit the even newest providers that come through our door. His knowledge and experience cannot be replaced.

On behalf of the Easthampton Fire Department, we all thank Firefighter / Paramedic Richard Blomstrom for his dedication and service to the City of Easthampton. Our organization and personnel are stronger because of Richard Blomstrom and the service and dedication he provided to all of us. Thank you!

Easthampton Fire Department Members- 2025

Christopher Norris- Fire Chief
Kevin Benson- Deputy Fire Chief
Dan Constantine- Captain
Sean O'Leary- Captain
Tom Rice- Captain
Sandi Krauss- Captain
Matthew Sandler- Captain
Jason Dunham- Captain
Robert Dragon- Captain
Brenda Routhier- Officer Manager

Patrick Eline- Firefighter
John Ferraro- Firefighter
Matt Annis- Firefighter
Michael Greany- Firefighter
Drew Nalewanski- Firefighter
David Nalewanski- Firefighter
Kelly Stanton- Firefighter
Ben Lesko- Firefighter
Kyle Pouliot- Firefighter
Tyler Struthers- Firefighter
Kyle Gagnon- Firefighter
Dean Riel- Firefighter
Cody Potasky- Firefighter
Zachary Goodwin-Boyd- Firefighter
Samuel Schrader- Firefighter
Richard Gallo- Firefighter
Kevin Truong- Firefighter
Brennan Struthers- Firefighter
Riley Sorenson- Firefighter
Jacob Antosz- Firefighter
Aaron Bannish- Firefighter
Elizabeth Karolides- Firefighter
Roseanna Lacas- Firefighter
Danny Mam- Firefighter
Michael Radke- Firefighter
Aaron Almeda- Firefighter
Ryan Chenevert- Firefighter

Retired in 2025-

Richard Blomstrom – December 22, 2025