



TOWN OF SALEM, NEW HAMPSHIRE

33 GEREMONTY DRIVE, SALEM, NH 03079

(603) 890-2120 • FAX: (603) 890-2220

OFFICE OF THE TOWN MANAGER

Joseph R. Devine, Town Manager

Colleen P. Mailloux, Assistant Town Manager

August 29, 2025

Keith Hines
[REDACTED]

VIA EMAIL: [REDACTED]

Dear Mr. Hines,

The Town of Salem is in receipt of your request for documents under NH RSA 91-A, which we received on August 29, 2025.

As you know, in accordance with NH RSA 91-A:4, IV(b-1-3), the Town of Salem shall, within five business days, “make such record available, deny the request (to include a brief explanation of how the exemption applies to the record withheld), or provide a written statement of the time reasonably necessary to determine whether the request shall be granted or denied and the reason for the delay.” Please consider this letter as fulfillment of your request.

In your request, you specifically requested the following:

“records or aggregate reports showing calls for service handled by the Salem Fire Department for the calendar years 2023 and 2024.

Please provide counts broken down far enough to distinguish emergency vs. non-emergency activity, ideally aligned with NFIRS categories”

Enclosed are all files relating to your request. This should satisfy your request with the Town of Salem. If you have any questions, don’t hesitate to contact me at 603-890-2320.

Sincerely,

Colleen P. Mailloux
Assistant Town Manager

Salem Fire Department
2023 NFIRS Call Breakdown

Incident Type		Count	% of Incidents	
1 Fire				
100	Fire, other	4	0.06%	
111	Building fire	33	0.53%	
112	Fires in structure other than in a building	1	0.02%	
113	Cooking fire, confined to container	8	0.13%	
114	Chimney or flue fire, confined to chimney or flue	3	0.05%	
116	Fuel burner/boiler malfunction, fire confined	3	0.05%	
1162	Pellet stove malfunction, fire	1	0.02%	
130	Mobile property (vehicle) fire, other	1	0.02%	
131	Passenger vehicle fire	5	0.08%	
132	Road freight or transport vehicle fire	1	0.02%	
134	Water vehicle fire	1	0.02%	
140	Natural vegetation fire, other	3	0.05%	
142	Brush or brush-and-grass mixture fire	11	0.18%	
143	Grass fire	2	0.03%	
150	Outside rubbish fire, other	1	0.02%	
151	Outside rubbish, trash or waste fire	1	0.02%	
153	Construction or demolition landfill fire	4	0.06%	
154	Dumpster or other outside trash receptacle fire	1	0.02%	
160	Special outside fire, other	16	0.26%	
	Total	100	1.61%	

2 Overpressure Rupture, Explosion, Overheat(no fire)				
240	Explosion (no fire), other	1	0.02%	
251	Excessive heat, scorch burns with no ignition	1	0.02%	
Total		2	0.03%	

3 Rescue & Emergency Medical Service Incident				
300	Rescue, EMS incident, other	319	5.14%	
311	Medical assist, assist EMS crew	8	0.13%	
320	Emergency medical service incident, other	237	3.82%	
321	EMS call, excluding vehicle accident with injury	3392	54.64%	
322	Motor vehicle accident with injuries	93	1.50%	
323	Motor vehicle/pedestrian accident (MV Ped)	6	0.10%	
324	Motor vehicle accident with no injuries.	109	1.76%	
331	Lock-in (if lock out , use 511)	3	0.05%	
340	Search for lost person, other	1	0.02%	
353	Removal of victim(s) from stalled elevator	12	0.19%	
381	Rescue or EMS standby	7	0.11%	
	Total	4187	67.45%	

4 Hazardous Condition (No Fire)				
400	400 Hazardous condition, other	33	0.53%	
410	410 Combustible/flammable gas/liquid condition, other	2	0.03%	
411	411 Gasoline or other flammable liquid spill	11	0.18%	
412	412 Gas leak (natural gas or LPG)	26	0.42%	
413	413 Oil or other combustible liquid spill	9	0.14%	
421	421 Chemical hazard (no spill or leak)	2	0.03%	
422	422 Chemical spill or leak	1	0.02%	
423	423 Refrigeration leak	1	0.02%	
424	424 Carbon monoxide incident	21	0.34%	
440	440 Electrical wiring/equipment problem, other	19	0.31%	
441	441 Heat from short circuit (wiring), defective/worn	1	0.02%	
443	443 Breakdown of light ballast	2	0.03%	
444	Power line down	34	0.55%	
445	Arcing, shorted electrical equipment	11	0.18%	
460	Accident, potential accident, other	2	0.03%	
461	Building or structure weakened or collapsed	1	0.02%	

462	Aircraft standby	2	0.03%	
	Totals	178	2.87%	

5 Service Call				
500	Service Call, other	76	1.22%	
510	Person in distress, other	7	0.11%	
511	Lock-out	15	0.24%	
520	Water problem, other	29	0.47%	
521	Water evacuation	2	0.03%	
522	Water or steam leak	17	0.27%	
531	Smoke or odor removal	17	0.27%	
542	Animal rescue	1	0.02%	
550	Public service assistance, other	216	3.48%	
551	Assist police or other governmental agency	6	0.10%	
552	Police matter	2	0.03%	
553	Public service	5	0.08%	
5532	Assist homeless	1	0.02%	
554	Assist invalid	9	0.14%	
555	Defective elevator, no occupants	3	0.05%	
561	Unauthorized burning	14	0.23%	
571	Cover assignment, standby, moveup	38	0.61%	
	Total	458	7.38%	

6 Good Intent Call				
600	Good intent call, other	93	1.50%	
611	Dispatched & canceled en route	82	1.32%	
6112	Dispatched and cancelled en route	28	0.45%	
6113	Dispatched and cancelled en route	17	0.27%	
6114	Dispatched, No Response - EMS	1	0.02%	
621	Wrong location	3	0.05%	
622	No incident found on arrival at dispatch address	21	0.34%	
6221	No incident found on arrival at	3	0.05%	

6222	No incident found on arrival at	1	0.02%	
631	Authorized controlled burning	16	0.26%	
650	Steam, other gas mistaken for smoke, other	4	0.06%	
651	Smoke scare, odor of smoke	20	0.32%	
652	Steam, vapor, fog or dust thought to be smoke	9	0.14%	
671	HazMat release investigation w/no HazMat	13	0.21%	
	Totals	311	5.01%	

7 False Alarm & False Call				
700	False alarm or false call, other	24	0.39%	
710	Malicious, mischievous false call, other	1	0.02%	
711	Municipal alarm system, malicious false alarm	7	0.11%	
730	System malfunction, other	259	4.17%	
731	Sprinkler activation due to malfunction	12	0.19%	
733	Smoke detector activation due to malfunction	38	0.61%	
734	Heat detector activation due to malfunction	2	0.03%	
735	Alarm system sounded due to malfunction	15	0.24%	
736	CO detector activation due to malfunction	7	0.11%	
740	Unintentional transmission of alarm, other	16	0.26%	
7402	Unintentional transmission of	4	0.06%	
741	Sprinkler activation, no fire - unintentional	12	0.19%	
743	Smoke detector activation, no fire - unintentional	37	0.60%	
744	Detector activation, no fire - unintentional	8	0.13%	
745	Alarm system activation, no fire - unintentional	464	7.47%	
746	Carbon monoxide detector activation, no CO	20	0.32%	
	Totals	926	14.92%	

8 Severe Weather & Natural Disaster				
800	Severe weather or natural disaster, other	3	0.05%	
812	Flood assessment	7	0.11%	
813	Wind storm, tornado/hurricane assessment	29	0.47%	
8131	Tree limb burning/smoldering on	3	0.05%	

814	Lightning strike (no fire)	1	0.02%	
	Totals	43	0.69%	

9 Special Incident Type				
900	Special type of incident, other	3	0.05%	
	Totals	3	0.05%	
		6208		

2023 Total Calls for Service:	6208
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Salem Fire Department
2024 NFIRS Call Breakdown

Incident Type		Count	% of Incidents	
1 Fire				
100	Fire, other	4	0.06%	
111	Building fire	24	0.38%	
112	Fires in structure other than in a building	1	0.02%	
113	Cooking fire, confined to container	6	0.09%	
114	Chimney or flue fire, confined to chimney or flue	3	0.05%	
116	Fuel burner/boiler malfunction, fire confined	1	0.02%	
118	Trash or rubbish fire, contained	2	0.03%	
122	Fire in motor home, camper, recreational vehicle	1	0.02%	
130	Mobile property (vehicle) fire, other	1	0.02%	
131	Passenger vehicle fire	9	0.14%	
138	Off-road vehicle or heavy equipment fire	2	0.03%	
141	Forest, woods or wildland fire	5	0.08%	
142	Brush or brush-and-grass mixture fire	11	0.17%	
143	Grass fire	1	0.02%	
150	Outside rubbish fire, other	4	0.06%	
151	Outside rubbish, trash or waste fire	4	0.06%	
153	Construction or demolition landfill fire	2	0.03%	
154	Dumpster or other outside trash receptacle fire	3	0.05%	
160	Special outside fire, other	25	0.39%	
Totals		109	1.72%	

2 Overpressure Rupture, Explosion, Overheat(no fire)				
200	Overpressure rupture, explosion, overheat other	1	0.02%	
220	Overpressure rupture from air or gas, other	1	0.02%	
Totals		2	0.03%	

3 Rescue & Emergency Medical Service Incident				
300	Rescue, EMS incident, other	122	1.92%	
311	Medical assist, assist EMS crew	10	0.16%	
320	Emergency medical service incident, other	153	2.41%	
321	EMS call, excluding vehicle accident with injury	3856	60.84%	
3211	EMS transfer	2	0.03%	
322	Motor vehicle accident with injuries	62	0.98%	
323	Motor vehicle/pedestrian accident (MV Ped)	6	0.09%	
324	Motor vehicle accident with no injuries.	143	2.26%	
340	Search for lost person, other	1	0.02%	
353	Removal of victim(s) from stalled elevator	13	0.21%	
381	Rescue or EMS standby	4	0.06%	
	Totals	4372	68.98%	

4 Hazardous Condition (No Fire)				
400	Hazardous condition, other	23	0.36%	
410	Combustible/flammable gas/liquid condition, other	2	0.03%	
411	Gasoline or other flammable liquid spill	8	0.13%	
412	Gas leak (natural gas or LPG)	18	0.28%	
413	Oil or other combustible liquid spill	3	0.05%	
424	Carbon monoxide incident	42	0.66%	
440	Electrical wiring/equipment problem, other	16	0.25%	
442	Overheated motor	1	0.02%	
444	Power line down	20	0.32%	
445	Arcing, shorted electrical equipment	6	0.09%	
461	Building or structure weakened or collapsed	1	0.02%	
463	Vehicle accident, general cleanup	1	0.02%	
480	Attempted burning, illegal action, other	1	0.02%	
	Totals	142	2.24%	

5 Service Call				
500	Service Call, other	88	1.39%	

510	Person in distress, other	5	0.08%	
511	Lock-out	20	0.32%	
512	Ring or jewelry removal	1	0.02%	
520	Water problem, other	30	0.47%	
522	Water or steam leak	4	0.06%	
531	Smoke or odor removal	16	0.25%	
542	Animal rescue	8	0.13%	
550	Public service assistance, other	241	3.80%	
551	Assist police or other governmental agency	10	0.16%	
552	Police matter	6	0.09%	
553	Public service	6	0.09%	
554	Assist invalid	11	0.17%	
561	Unauthorized burning	27	0.43%	
571	Cover assignment, standby, moveup	29	0.46%	
	Totals	502	7.92%	

6 Good Intent Call				
600	Good intent call, other	103	1.63%	
611	Dispatched & canceled en route	59	0.93%	
6112	Dispatched and cancelled en route	56	0.88%	
6113	Dispatched and cancelled en route	32	0.50%	
621	Wrong location	1	0.02%	
622	No incident found on arrival at dispatch address	25	0.39%	
6221	No incident found on arrival at	2	0.03%	
631	Authorized controlled burning	4	0.06%	
650	Steam, other gas mistaken for smoke, other	4	0.06%	
651	Smoke scare, odor of smoke	27	0.43%	
661	EMS call, party transported by non-fire agency	1	0.02%	
671	HazMat release investigation w/no HazMat	10	0.16%	
	Totals	324	5.11%	

7 False Alarm & False Call

700	False alarm or false call, other	22	0.35%	
710	Malicious, mischievous false call, other	2	0.03%	
715	Local alarm system, malicious false alarm	1	0.02%	
730	System malfunction, other	216	3.41%	
731	Sprinkler activation due to malfunction	5	0.08%	
733	Smoke detector activation due to malfunction	43	0.68%	
734	Heat detector activation due to malfunction	1	0.02%	
735	Alarm system sounded due to malfunction	5	0.08%	
736	CO detector activation due to malfunction	7	0.11%	
740	Unintentional transmission of alarm, other	11	0.17%	
7402	Unintentional transmission of	12	0.19%	
741	Sprinkler activation, no fire - unintentional	9	0.14%	
743	Smoke detector activation, no fire - unintentional	19	0.30%	
744	Detector activation, no fire - unintentional	5	0.08%	
745	Alarm system activation, no fire - unintentional	471	7.43%	
746	Carbon monoxide detector activation, no CO	31	0.49%	
Totals		860	13.57%	

8 Severe Weather & Natural Disaster

800	Severe weather or natural disaster, other	1	0.02%	
813	Wind storm, tornado/hurricane assessment	22	0.35%	
8131	Tree limb burning/smoldering on	3	0.05%	
Totals		26	0.41%	

9 Special Incident Type

911	Citizen complaint	1	0.02%	
Totals		1	0.02%	

2024 Total Calls for Service:	6338
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