

Phoenix Fire Department

False Alarms



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- November 1, 2009, the City of Phoenix will start billing for False Alarms that come in through any Monitored Alarm System, Commercial and Residential Occupancies (Ordinance G-5393)
- This new policy has been developed to encourage improvement in reliability of Monitored Alarm Systems



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Why was the policy created?

False alarms cost lives, time and money



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This policy will:

Decrease number of False Alarms for firefighters

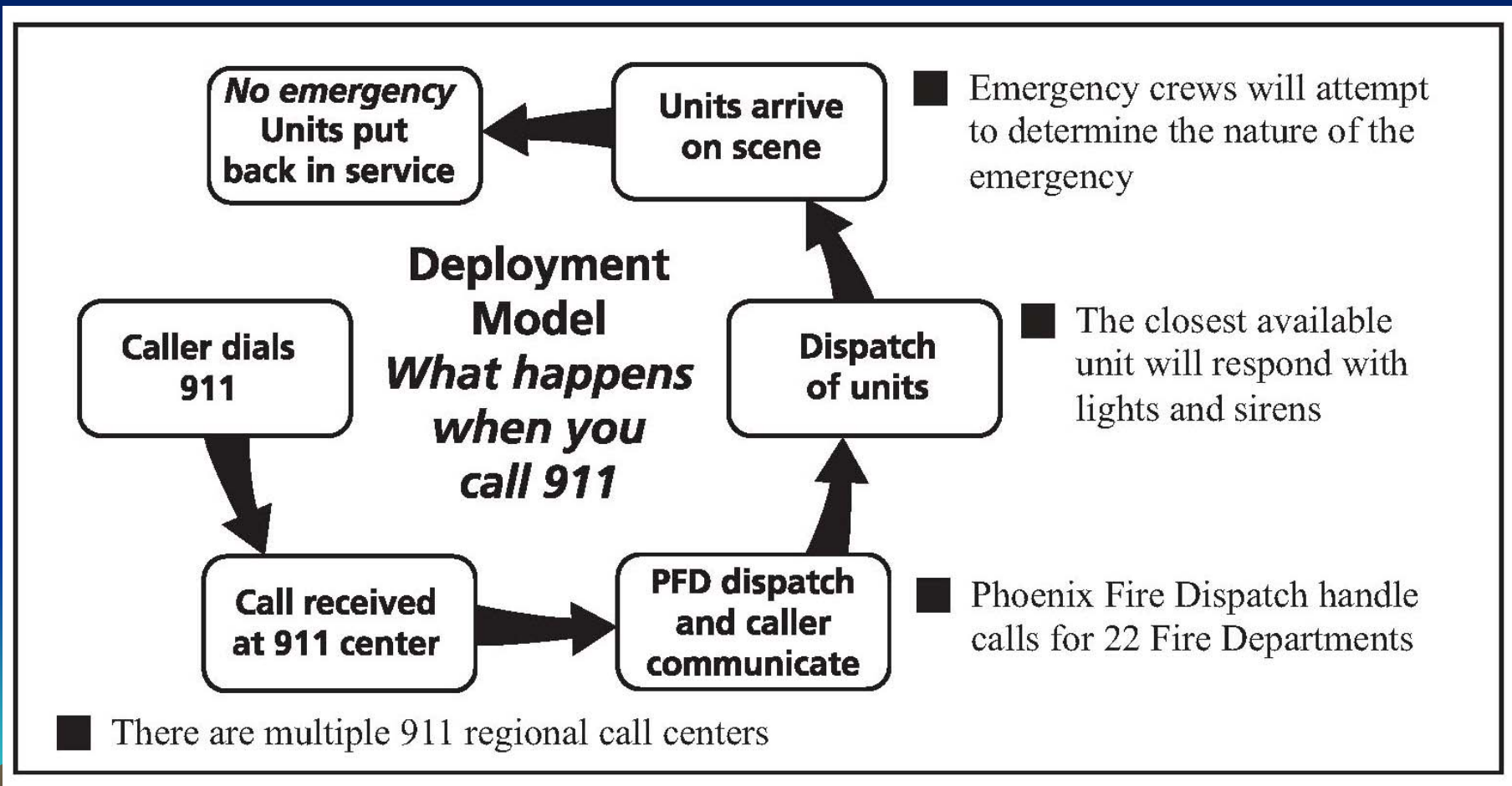
Save wear and tear on equipment

Increased firefighter availability for more urgent calls*



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What happens when you call 9-1-1?



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What is a “false alarm”?

Any activation of an alarm which is caused
by equipment malfunction

AND

which results in a fire response to the
premises on which the alarm is located



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What's NOT included in false alarms?

Alarms that are activated by possible or known weather conditions (monsoons, wind storms, etc.)

Smoke alarms in single family residences that are not connected to an Alarm Monitoring System



Phoenix Fire Department Sequence of Occurrences

- First Occurrence: No charge if current alarm subscriber has permit on file.
- Second and subsequent False Alarms within consecutive 365 day period: Automatically generate service fee of \$105.00 to responsible party
- Collected fees go into General Fund
- Billing processed by Phoenix Police Department
- Appeals Board will have fire department and police department representative

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- Phoenix Fire Department offers a False Alarm Prevention Program for fire alarm users.
- Program provides reasons for false alarm activations and how to prevent them.
- Includes educational information for fire alarm system users and a certificate for one-time waiving of the \$105 False Fire Alarm Assessment.



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For more information about
False Alarm Prevention:

602-262-6771

