False Fire Alarms

False fire alarms cost lives, time and money

How?
False fire alarms take firefighters away from real emergencies like fires, drownings, or heart attacks.

False fire alarms cost the fire alarm owner an assessment fee and costs taxpayers money.

Think about this – if firefighters take longer to get to your emergency because of a false fire alarm, it could mean the difference between a life saved or a life lost.

City of Phoenix Fire Department
Mission Statement

The Phoenix Fire Department is committed to providing the highest level of public safety services for our community. We protect lives and property through fire suppression, emergency medical and transportation services, disaster management, fire prevention, and public education.

Our members will:
• Prevent harm
• Survive
• Be nice

For more information on false fire alarms, please visit www.phoenix.gov/fire/fireprevention or call 602-262-6771

City of Phoenix Fire Department
Fire Prevention
150 South 12th Street
Phoenix, AZ 85034
602-262-6771

City of Phoenix Police Department
Alarm Detail Information:
602-534-0322

For a copy of this publication in an alternate format, contact the City of Phoenix Fire Department at 602-256-3179/voice or 602-495-5555/TTY

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Our Family Helping Your Family
How can you prevent false fire alarms?

1. Keep your fire alarm and its system clean and maintained by a professional on an annual basis.

2. Notify your fire alarm company if you are testing or fixing your fire alarm system. The alarm company is required to notify the fire department.

3. Know how to cancel a false fire alarm.

4. Have licensed professionals install your fire alarm properly.

5. Treat your system with care.

Firefighters, ambulance personnel and police officers want to get to your emergency as fast as they can to give you the help you need.

What happens if you have a “false fire alarm”?

First Time:
If the home or business has a current City of Phoenix Alarm Subscriber / Proprietor Alarm Permit, there is no charge for the first false fire alarm within a consecutive 365-day period; however, the residential or commercial subscriber will receive a False Alarm Warning notifying them of the incident.

If the home or business does not have a current City of Phoenix Alarm Subscriber / Proprietor Alarm Permit, the residential or commercial subscriber and the alarm company will receive a notice indicating a permit is required to be submitted within ten days or an assessment of $105 will be issued.

Additional Times:
An assessment of $105 will be issued for the second and each subsequent false fire alarm within a consecutive 365-day period.

The Phoenix Fire Department offers a False Fire Alarm Prevention Program for fire alarm system users. The program provides reasons for false fire alarm activation and ways to prevent them. It also includes educational information for fire alarm system users and a certificate for one time waiving of the $105 False Fire Alarm Assessment.