



**RURAL/METRO FIRE**

People taking care of people...Together we can do anything!

## FREQUENTLY ASKED QUESTIONS

### HOW DO I ESTABLISH EMERGENCY MEDICAL AND FIRE DEPARTMENT SERVICE FOR MY HOME?

Visit the Rural/Metro Fire® member website at [membership.ruralmetro.com](http://membership.ruralmetro.com) and follow the instructions to activate your account online.

### WHAT OTHER SERVICES DOES RURAL/METRO FIRE PROVIDE?

Your Rural/Metro Fire membership covers a lot more than fire prevention and suppression including:

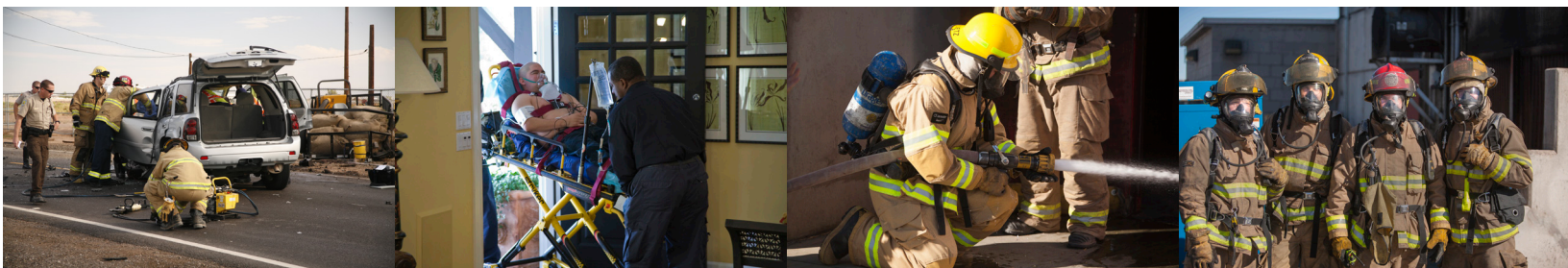
- Response to medical emergencies, which account for 63% of our calls
- Medical aid and rescue services at vehicle crashes
- Emergency vehicle lockout assistance
- Pet resuscitation of almost any pet
- Hazard materials response\*
- Dangerous reptile removal where applicable
- Annual Home Safety Inspection
- Community health and safety programs and more

### WHY DON'T MY TAXES COVER FIRE DEPARTMENT AND EMERGENCY MEDICAL SERVICES?

Rural/Metro Fire is a non-governmental fire department that has been providing fire and EMS services for over 60 years. In your area Rural/Metro receives no tax dollars. In order to provide the professional emergency service you expect when you call for help, we are fully dependent upon our annually prepaid members. We do not receive any money from Fire District Assistance Tax listed on your property tax statement. That money goes to other fire districts outside of Rural/Metro Fire's service area.

### WHY DOES THE FIRE TRUCK RESPOND WHEN I CALL FOR AN AMBULANCE?

All Rural/Metro firefighters are certified Paramedics or Emergency Medical Technicians (EMTs). The 911 dispatch center sends the closest, most appropriate paramedic to your call for help. This might be a fire truck because ambulances are on the street or at hospitals with a patient. Also, the firefighters on the fire engine assist the ambulance crew to further increase the level of patient care to you or your family member. This all depends on the nature of the call and the medical history of the patient we are responding to. Our mission is to take care of you or your family member with the highest level of care available to you.



## WHY DO I NEED TO PAY FOR AN ANNUAL MEMBERSHIP WHEN I HAVE HOMEOWNER'S INSURANCE AND MEDICAL INSURANCE?

Your homeowner's insurance will cover your home and contents if there is a fire and medical insurance will cover your ambulance transport, but neither will cover the fee for our response to you.

## HOW IS THE ANNUAL RATE CALCULATED FOR MY PROPERTY?

In most cases, Rural/Metro Fire uses the County Assessor record for your property to determine the total square footage of the enclosed structures on your property. This includes garages, guest houses, sheds and any other enclosed structures.

## I SAW A FIRE TRUCK DRIVE PAST ME WITH LIGHTS AND SIRENS. SUDDENLY, THEY SHUT OFF THE LIGHTS AND SIRENS AND RETURNED TO DRIVING THE NORMAL SPEED. WHY DO THEY THAT?

When a fire truck or ambulance is dispatched to an emergency 911 call, they use lights and sirens to move other vehicles out of their way to help decrease response times. This is an inherently dangerous function of the firefighter's job. Sometimes while enroute; more information is obtained in our communications center from the 911 caller that is relayed to the crew that informs them that the situation is not an emergency. At this point they slow down and turn off the lights and sirens and proceed normally. When a call is not an emergency, it is safer for our citizens and our firefighters to drive normally.

## WHY DO YOU SEND A FIRE TRUCK WITH FOUR FIREFIGHTERS TO PICK UP A POISONOUS SNAKE?

In Arizona, during the peak season for snakes (April to October) we staff a one-person community service truck to remove poisonous snakes. Occasionally, there are multiple calls for this service so we send the fire truck to help out so that you get the service you expect in a timely manner. The entire fire crew must stay with their vehicle, so they will all be on the truck when it arrives at your property.

## QUESTIONS?

Call Rural/Metro Fire at 1-800-624-5835 or email [memberships@rmetro.com](mailto:memberships@rmetro.com)