

GLENDALE FIRE DEPARTMENT

FIRE PREVENTION BUREAU

ENVIRONMENTAL MANAGEMENT CENTER

780 FLOWER ST.

GLENDALE, CA 91201-3057

PH: (818) 548-4810

FAX: (818) 549-9777

WWW.GLENDALEFIRE.ORG



False Fire Alarm Program Frequently Asked Questions

Q: Why are bills sent for false alarms?

A: The Glendale Fire Department responds to about 900 false alarms a year. 900 times our firefighters are responding "code-3" when they should not be going there at all. Responding to false alarms puts the public and our firefighters at risk, since driving "code-3" is a risk. While responding to what turns out to be a false alarm, a real emergency could be occurring in the same district meaning a different station will have to respond and possibly take longer to arrive.

Q: Is this to raise more money for the Fire Department's budget deficit?

A: No. The amount of the fines does not come close to recovering the costs of staffing fire engines / fire trucks, the fuel, maintenance, and repairs for our vehicles, all the support staff and equipment behind the scenes. The fines are intended to encourage you to eliminate false alarms.

Q: How will you be deciding which false alarms to bill for?

A: Once a month, the Fire Department will tally false alarm responses for that month. For each false alarm response, we will then check the past 12 months of false alarm history. If over the course of the past 12 months the third false alarm occurred during this month, you will be fined. If a fourth or more false alarms occurred, you will be fined for each occurrence.

Q: What if I disagree with what you call a false alarm? Can I appeal?

A: You may request an administrative review in writing. Submit a letter explaining why you feel the incident should not be considered, and we will review it and respond. The letter should include all pertinent details and be addressed to: Glendale Fire Department, Office of the Fire Marshal, 780 Flower Street, Glendale, CA 91201-3057.

Q: Why are you sending the bill to me? Why don't you send the bill to whoever caused the false alarm (tenant, contractor, or other)?

A: The bills are being sent to the recorded owner of the property since it is the owner's responsibility to ensure fire protection equipment is being properly maintained. The Fire Department will not engage in investigative activities to determine a responsible party. If you feel a different party was responsible for causing a false alarm, you may wish to pursue that party, but the Fire Department considers all false alarms against the owner.

Q: Can I remove my fire alarm system? I'm tired of paying for maintaining it and it causes a lot of trouble.

A: Generally speaking, fire alarm systems are installed because they are required, so removing them is not an option.

Q: What can I do to eliminate false alarms?

A: We strongly encourage you to take the issue of false alarms seriously. Please investigate each false alarm to determine its root cause and take the necessary steps to prevent them from occurring again. You should work with your fire alarm contractor to diagnose, troubleshoot, and take corrective action as needed.

Q: What can happen if false alarms continue chronically?

A: If you are not able to adequately maintain or repair the fire alarm system as needed, the Fire Department may require that you undertake an additional procedure to have your fire alarm system certificated by a fire alarm contractor which will subject the system to additional scrutiny.

Q: Who can I contact if I have further questions?

A: If you have any questions regarding this matter, or if you would like information regarding licensed fire protection contractors that can service your fire alarm system, you may contact the Fire Prevention Bureau at (818) 548-4810.