



Pinnacle Peak County Island

Frequently Asked Questions



1) **My house is half the size of my neighbors, why do I have to pay as much?**

- The fee is an average cost to provide services in the area. The Peoria Fire-Medical Department subscription rate is based on a response model not a business model. For example, our response to a heart attack call is the same no matter the size or value of the house we respond to.

2) **Will my fire insurance rate really go down if I sign with Peoria Fire-Medical?**

- Yes, check with your insurance company. There is a Peoria Fire-Medical Station right across the street with a four person Paramedic Fire Engine, a 3000 gallon Water Tanker, and a two person Battalion Chief Command Vehicle.

3) **Why should I subscribe to Peoria Fire-Medical?**

Peoria Fire-Medical Department:

- Provides exceptional service
- Quicker response
- More reasonable rate
- Full service provider

Why pay more through a middle man if you get the same department?

4) **Does Peoria Fire-Medical provide any other services (smoke alarms, CPR training, car-seat installments)?**

- Yes, the Peoria Fire-Medical Department is a full service Fire, Medical, Technical Rescue, Hazardous Material Mitigation, and Public Education department.

Additional Questions and Answers on the next page.

Feel free to contact the Peoria Fire-Medical Department at 623-773-7279 or visit our webpage at www.peoriaaz.gov/firesignup for more information.

5) **I already have coverage with _____ . How do I switch to the Peoria Fire-Medical subscription? Can I wait to subscribe with Peoria when my current subscription runs out?**

- Check with your current provider on their cancellation policy.
- You can purchase a subscription from Peoria Fire-Medical Department at any time.

6) **After I subscribe to Peoria Fire-Medical, can I cancel my subscription at any time?**

- Yes, notify the City of Peoria in writing. We will prorate your subscription and issue a refund if any.

7) **When you say provide “Emergency Medical Services” what does that mean?**

- The highest level of customer service and paramedic level treatment - an Emergency Room on Wheels. The Peoria Fire-Medical Department has been given the status of Premier EMS Agency and designated a HEART Safe City by the Arizona Department of Health Services.

8) **Is the Peoria Fire-Medical Department subscription different for a renter vs. a home owner?**

- No difference between subscription coverage or cost for a renter or home owner.

9) **How do I sign up?**

- First time sign up - Complete an application and return it to the Peoria Fire-Medical Department with full payment either in person or by mail. Applications are available in person (addresses below) or online. www.peoriaaz.gov/firesignup
- Renewing - You must renew your subscription by its 1 year expiration date. Renewal payments may be taken over the phone, by mail or in person.
 - If you do not renew by your annual expiration date, you will need to complete a new application.

Drop-off application in person at:
8351 West Cinnabar Ave
Peoria, AZ 85345

Peoria Fire-Medical Mailing Address
8401 West Monroe Street
Peoria, AZ 85345