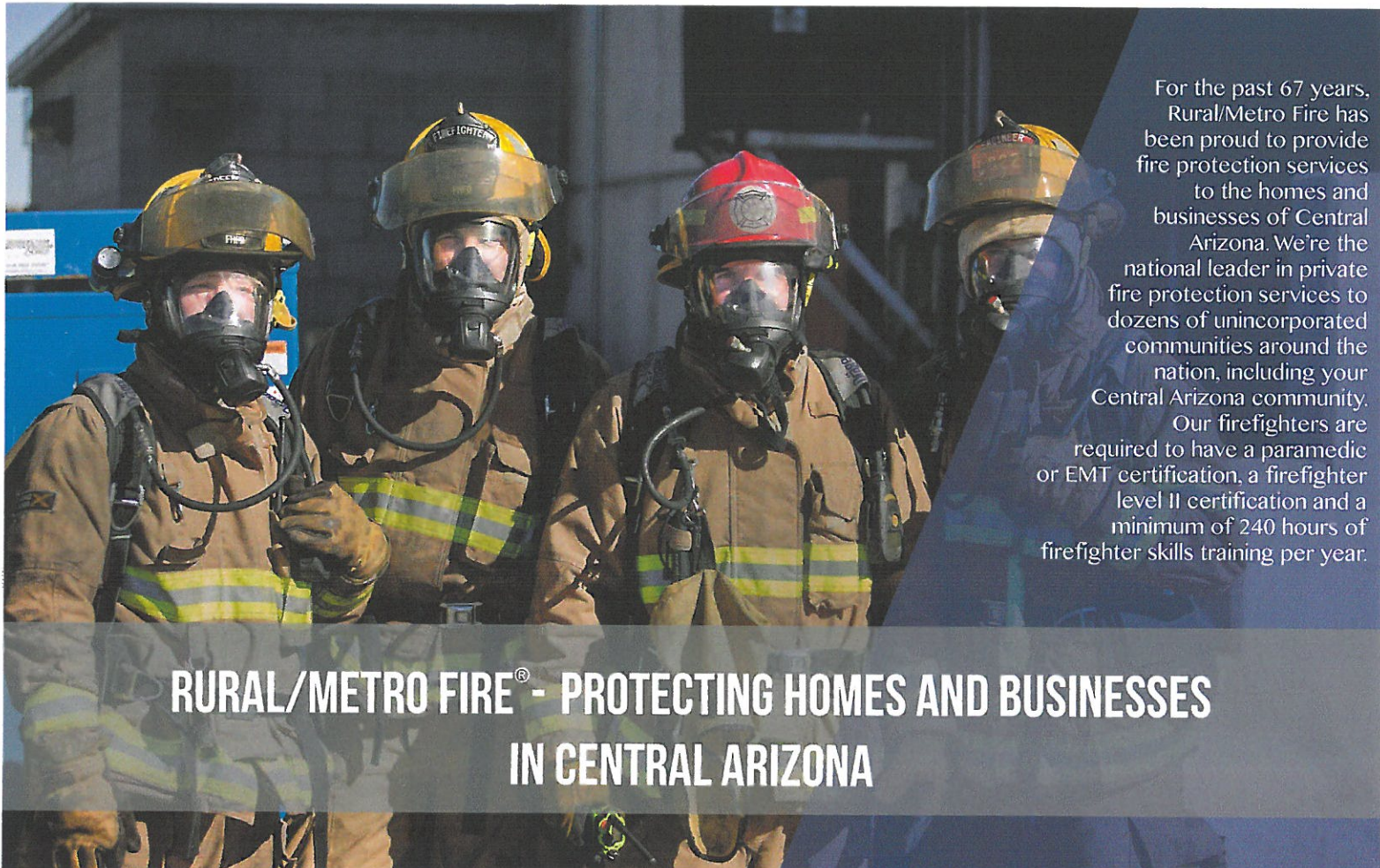




RURAL/METRO FIRE

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



For the past 67 years, Rural/Metro Fire has been proud to provide fire protection services to the homes and businesses of Central Arizona. We're the national leader in private fire protection services to dozens of unincorporated communities around the nation, including your Central Arizona community. Our firefighters are required to have a paramedic or EMT certification, a firefighter level II certification and a minimum of 240 hours of firefighter skills training per year.

RURAL/METRO FIRE® - PROTECTING HOMES AND BUSINESSES IN CENTRAL ARIZONA

We operate in areas where there is no public, municipal or city fire department. In these areas, fire service is not covered by taxes. That's where we come in. Homeowners sign up to receive a Rural/Metro Fire membership to ensure they have fire and response to medical emergencies coverage.

BENEFITS OF A MEMBERSHIP

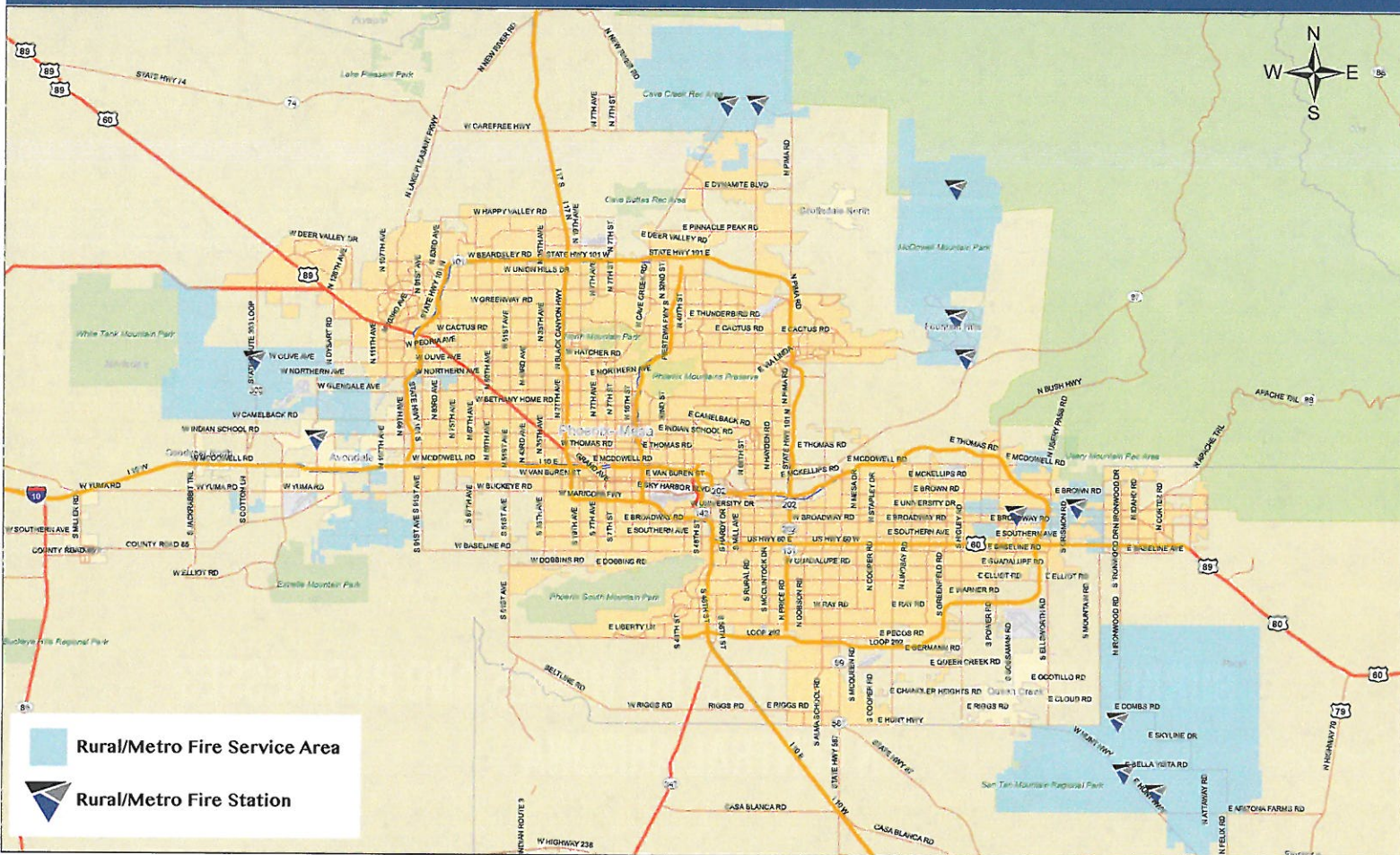
- ▼ Members will get serviced in case of a fire or response to a medical emergency free of charge
- ▼ Members receive discounts on homeowner's insurance which often offsets the cost of membership
- ▼ In Arizona, fire department response fees are excluded from coverage on homeowners insurance so non-members can face substantial fee-for-service charges - as much as tens of thousands of dollars
- ▼ Non-members are responsible for fees no matter the outcome of the incident or reason for the call
- ▼ Rural/Metro Fire has a strong community presence (see back to learn more)
- ▼ Members receive exclusive safety tips and important information through our member website
- ▼ New homeowners may be eligible to receive a credit from the seller while sellers can transfer their membership to their new home if within a service area and if it's included in Escrow

YOUR MEMBERSHIP INCLUDES:

- Fire suppression and response to medical emergencies
- Medical aid at vehicle crashes
- Residential and commercial fire prevention services including plan review, public education and inspections
- Poisonous desert reptile removal
- Water and rope rescues
- Large animal rescues
- Emergency vehicle lockout assistance
- Hazardous materials response*
 - Pet oxygen masks for the resuscitation of almost any pet during a fire incident, including cats and dogs
 - Annual Home Safety Inspection
 - Community health and safety programs and more!

Central Arizona Coverage

Rural/Metro Fire service areas cover Central Arizona communities within Pinal and Maricopa Counties. For your convenience, we've included our service area map. We have mutual aid agreements among fire departments in many service areas so we can lend assistance and share resources across jurisdictional boundaries when needed.



WE'RE PROUD TO BE PART OF YOUR CENTRAL ARIZONA COMMUNITY

From safety demonstrations at schools to food drives, Rural/Metro Fire has a strong community presence that includes:

- Multiple education programs including Hometown Heroes where firefighters visit schools and teach children about fire safety, bullying, automobile safety and drinking and driving
- Hosting multiple seasonal-related public safety events including Halloween safety and cooking safety leading up to Thanksgiving
- Child car seat safety demonstrations where members can bring in their seats to be inspected for safety requirements
- Hosting many public safety events in conjunction with fire safety week, which is aimed at engaging the community about fire safety
- Toy collections and food drives



Activate your membership today and view the most cost effective rate at membership.ruralmetro.com. Remember, we're the local fire protection service in your area!

Questions? Call Rural/Metro Fire at 1-800-624-5835, Monday through Friday, 8 a.m. to 5 p.m. MST or email memberships@rmetro.com.



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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 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.



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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?

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