

# PRESS RELEASE

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## Golder Ranch Fire District Residents Can Dial 311 Directly for Non-Emergency Services

**TUCSON, Ariz.** — Beginning May 5, 2025, residents in the Golder Ranch Fire District (GRFD) will be able to dial 311 directly for non-emergency requests. This will only be for smoke alarm battery replacements and snake removals—services that previously required calling 911.

This update is part of the City of Tucson’s expansion of its 311 non-emergency line, offering a faster and more efficient way for GRFD community members to get the help they need while helping to keep 911 lines clear for true emergencies.

The services themselves aren’t new—but the process is. Instead of calling 911, Golder Ranch Fire District residents will be able to simply call 311 and be connected directly to the right resource.

311 will only be available in the Golder Ranch Fire District for:

- Smoke alarm battery replacements (Please provide batteries, if possible.)
- Snake removals (Crews will respond when the snake’s location may be dangerous for community members)

“This is about improving access to the right resources without burdening emergency systems,” said Public Safety Communications Department (PSCD) Administrator Bill Fitzgerald. “Now, Golder Ranch Fire District residents can reach us more easily by dialing 311 for these non-emergency services.”

Fire officials at Golder Ranch Fire District view the expanded access as a valuable tool for improving how non-emergency needs are handled in the community.

“This program helps streamline how residents connect with the right resources,” said GRFD Fire Chief Tom Brandhuber. “By encouraging people to dial 311 directly, we

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can reduce unnecessary calls to 911 while still ensuring timely responses to important, non-emergency issues.”

“This is a great example of regional collaboration that helps us better serve our community,” added GRFD Assistant Chief of Community Risk Reduction Eric Perry. “311 makes it easier for people to request things like smoke alarm help or snake removal—requests that may not be emergencies, but still require timely attention.”

Direct dialing to 311 in the Golder Ranch Fire District goes live on May 5, 2025.

For media inquiries, please contact Lydia Camarillo, Community and Media Relations Supervisor for Golder Ranch Fire District, and Alicia Rubio, Public Information Officer for the Public Safety Communications Department.