

LIST OF FREQUENTLY ASKED PHONE QUESTIONS

1. I own an **Apartment Complex and need Equipment Servicing done**. I want to know how often my fire sprinkler system, fire extinguishers, and fire alarm system must be serviced? Where do I find the information about who can assist me with servicing this equipment?

Answer: Fire alarm systems **must** be serviced in accordance with an inspection/maintenance table or as specified by the equipment manufacturer. At a minimum, an annual certification by a fire alarm company. Typically, extinguishers are visually inspected monthly (by owner) and tagged yearly (by a service company). Fire sprinkler system are typically inspected quarterly with a 5 year certification (detailed inspection) Check Yellow Pages under “Fire Equipment,” to find companies that can provide this service for you.

2. What constitutes a “**Special Event**” and requiring fee? How many people must be present before it’s an event? Why doesn’t a Quinsineros at the Vet’s Building qualify? What types of events would be considered exempt? Where do I find the applicant form?

Answers: A “Special Event” is any event open to the general public which charges admission, exceeds an occupant load of 50 people, involves an organization intending to utilize a facility for anything other than its “original” use in that the intent is to change floor plans, or if “past history” has generated complaints and/or non-compliance issues. A Quinsineros is a “family-oriented event” and as such doesn’t require a permit. Scouting events and meetings, church services, Rotary lunches, most civic group meetings, school sporting events and dinners generally are permit exempt. The form can be found on the city website at: [srcity.org/Departments/Fire Department/Document Library](http://srcity.org/Departments/Fire%20Department/Document%20Library) under Form.

3. Where are all of the City of Santa Rosa’s **Fire Department locations**? How and where can I find this information out for myself?

Answer: Check website: [srcity.org/Departments/Fire Department/Fire Stations](http://srcity.org/Departments/Fire%20Department/Fire%20Stations)

4. I need information about the **Sonoma County Burning Ban**, phone number and web site.

Answers: On November 1, 2008, the Bay Area Air District began enforcing the Wood Burning Rule that prohibits burning wood on high pollution days when the Air District declares a “Winter Spare the Air Alert,” in order to limit harmful health impacts of wood smoke. The City of Santa Rosa is a part of the “District” that must observe the alerts. The daily burn status can be found at www.bbaqmd.gov or www.sparetheair.org or call 1-877-4-NO-BURN or by signing up for AirAlerts at www.sparetheair.org.

5. I have a question regarding **Knox Box Installation** location and **Knox Box Key Placement**.

Answers: The box should be installed at least 7 feet above grade, high enough to be difficult for any vandalism but low enough to be reached by Firefighters (Information Bulletin #041).

Knox Box Key Placement is set through the On-Duty B.C. by appointment to maintain ongoing knowledge of the location of their equipment. Call 543-3535 for an appointment.

6. Can the public obtain an **Agricultural Burn Permit** for the City of Santa Rosa or is it just the Roseland area that can be permitted between the months of November through April of a calendar year? What type of agricultural clean-up is this permit issued for?

Answers: Agricultural Burn permits are not allowed within the City limits. Burn permits are allowed for Roseland area. Only agricultural prunings are allowed to be burned.

7. I live in the City and just had my **Curb Street Address Painted** without my asking for it. Is the Fire Department responsible for doing this?

Answers: The Fire Department never paints addresses on curbs. Refer the caller to Public Works--Field Services/Streets, Sidewalks & Signs. The City doesn't do this at all.

8. I would like to do a "**Ride-A-Long**" with the Fire Department but I am a Minor. Would you please tell me what I need to do.

Answer: As a Minor, the Fire Department's "Observer Program" has a liability section on the form that must be filled out prior to approval. This section is a Waiver and Release of Claims and Indemnity Agreement releasing the Fire Department from any responsibility in the event of injury or damages.

9. Does your **Weed Abatement Program** allow for trees, rubbish, old cars, and junk stacked up in heaps to also be included for disposal? What does the program encompass?

Answers: The Program listed above allows for rubbish, junk, and weeds ONLY. Old cars are considered Abandoned Vehicles and the Police Department handles this at 543-3594. Trees are a Rec. and Parks' responsibility and will be handled by them 543-3282.

10. Why do I have to have you fill out a **Mobile Home Letter** for me? Why is the State of California doing this to me just to repair my roof? What if my address is within the County of Sonoma?

Answers: For the last year (2009), the Department of Housing and Community Development (HCD) has been requiring the a letter for verification of Wildland Urban Interface (WUI) Classification in order to determine the correct installation of material and construction methods for exterior wildfire exposure due to such high severity zones for fires. The Santa Rosa Fire Department provides information at the time of permit application to HCD. If the address is "Outside of the City," do the following: Send the person to the "Permit and Resource Mgmt. Dept." for County Services located at the corner of Administration Drive and Ventura. Once inside the building, seek out the "Fire Services Desk." The Office closes between 4pm and 4:30 PM and has the phone 565-2191.

12. What do I do when a **Swarm of Bees** takes over my chimney? What process should I follow to get them out of my house?

Answers: Honey Bees are dying out and should not be destroyed. Call to have a service come to your home to remove them. There is a 2010 Honey Bee Swarm Hotline, Sonoma County BeeKeepers' Association or <http://www.sonomabees.org/swarm/>.

13. A Party Tent Company individual phoned wanting to know if their business needed a **Tent Permit** for a 10' x 20' tent (under the required 400 sq. ft. for issuance of a permit) because it's going to be set-up from the outside to be attached directly to a hotel structure. The concern is the special situation for the tent's setting might place it into a "Special Situation Permit" category.

Answer: Tents require permits at 200 ft/2 and are required to be 20 feet from buildings. A canopy (covered walkway) can be installed between the tent and the building. There is no special situation permit for modifications to the state requirements.

14. If **Fire Extinguishers** are required to be on location at a 4-plex in a neighborhood with a high theft rate, is it permitted to put the extinguishers inside of each unit rather than leave them outside in box containers?

Answer: Yes, each unit must have a 2A:10BC rated (5 lb) extinguisher mounted using a wall bracket

15. What are the NFPA Fire Code Requirements for being able to put **Laminated Flooring** into a garage connected to a house within City Limits? Is this process allowed?

Answer: This is regulated by CA Building Code Chapter 8 and is not enforced, in single family dwellings (and the garage for a home) by the Fire Department. This is enforced by the Building Department.

16. Is there a requirement for a **Fire Suspension System** on a hot dog cart that carries a fire extinguisher? Hot dog cart is only used outdoors. The Health Department is requiring one.

Answer: ("suppression" system). Hot dog carts are not required to have a fire suppression system. Carts are required to have a minimum 2A:10BC rated fire extinguisher. If using propane or deep fat frying, a 3A:40BC rated extinguisher is required in lieu of the 2A:10BC

17. I have scheduled an inspection for tomorrow and I want to talk to the inspector today before they come out. Please connect me to that person.

Answer: We are unable to see what inspector was assigned to your inspection. Inspectors call customers every morning to verify the time and place. You can speak with them when they call you on the assigned inspection day.

18. I have questions about the COPE program

Answer: COPE questions are referred to the website [City of Santa Rosa \\ Departments \\ Administrative Services \\ Emergency Preparedness \\ COPE](#) or further questions to Division Chief Bill Shubin (543-4104) who is managing the program for Fire Dept. Other questions are referred to Ed Buonaccorsi (543-3710).

19. How do I become certified for fire retardant spraying?

Answer: The State of California is the certifying agency. Visit http://osfm.fire.ca.gov/strucfireengineer/strucfireengineer_flameretardant.php

20. **Residential** Fire Alarm System Requirements (includes **Smoke Alarms**).

Answer: Check website: [srcity.org/Departments/Fire Department/Fire Prevention/Informational Bulletins/039 Residential Fire Alarm System Requirements](http://srcity.org/Departments/Fire%20Department/Fire%20Prevention/Informational%20Bulletins/039%20Residential%20Fire%20Alarm%20System%20Requirements)

21. **Child** Passenger Safety Programs and Services for Sonoma County (**Car Seats**)

Answer: Check website: [srcity.org/Departments/Fire Department/Document Library/Child Car Seats](http://srcity.org/Departments/Fire%20Department/Document%20Library/Child%20Car%20Seats). Gives a list of locations around the County.