

Frequently Asked Questions

When should I call 911?

Immediately call 911 any time there is an emergency or you feel your safety or health is threatened. If you have a doubt, call 911. For non-emergency fire department related questions, call 321-6970.

What do I need a "Burn Permit" for and how do I get it?

When you have agricultural materials that need to be burned, a "Burn Permit" is required. Only agricultural materials (no trash) may be burned.

Residential (free)

A Burn Permit must be obtained by the owner or occupant of the residential property where the burning will take place. Proof of ownership or occupancy must be verified by driver license, ID card, or recent utility bill statement. The Burn Permit may only be used as per the conditions on the permit

Commercial (\$25)

All commercial or second party persons wishing to burn must obtain a commercial burn permit for \$25 through the Fire Marshall's office. In some cases, the Fire Marshall may need to visually inspect the site and or materials to be burned. The Burn Permit may only be used as per the conditions on the permit.

Burn Permits can be obtained from the Central Fire Station **only** at 310 Broadway Avenue between Olive and Orange streets.

- Residential - 7 days a week between 8 a.m. and 5 p.m.
- Commercial - Monday thru Friday between 8 a.m. and 5 p.m.

How do I get a copy of a "Fire Report"?

Fire reports may be obtained for \$10 from the Central Fire station, 310 Broadway Avenue between Olive and Orange streets Monday through Friday between 8 a.m. and 5 p.m.

How many Fire Stations are there in the Hot Springs Fire Dept.?

There are 5 strategically located fire stations that serve the city of Hot Springs. See [Our Stations](#) for more information.

Which Fire Station protects my house?

Use the map in the [Our Stations](#) section of this Web site to determine which fire station is closest to your home. Remember, in an emergency, the closest available resource will respond regardless of where it is normally assigned.

Can I visit a Fire Station?

The public is always welcome to visit our fire stations. Throughout the year, there are special "open house" activities scheduled. For more information or to schedule a tour for your group or organization, call us at 321-6970. Remember, the firefighters are always subject to response for an emergency.

What is a Fire Engine, Fire Truck?

Basically, a "fire engine" carries the hose and pumps the water that firefighters use to extinguish fires. A "fire truck" has a large ladder and numerous other specialized tools used to perform rescues and other tasks that support the firefighters who are attacking the fire. See the [Our Apparatus](#) section for information on all the various vehicles we use to accomplish our mission.

What do the numbers on the fire engines mean?

It is the means by which commanders and other units identify one another when communicating with them, especially at an emergency when there are multiple units involved. The numbers and striping are made from reflective tape making the apparatus more visible at night for safety.

How do I become a Hot Springs Firefighter?

The application process to become a firefighter is handled by The City of Hot Spring Human Resources Department. Applications to become firefighter are taken on yearly basis normally in the early spring. For more information call 321-6841.

Where can I get my fire extinguisher refilled?

The Hot Springs Fire Department does not service or refill fire extinguishers. Look in the "yellow pages" under fire equipment to locate companies that do.

Why is my smoke alarm making a funny sound (chirping)?

Any time your smoke detector goes off, it's important to pay attention. If it's sounding its loud alarm because it senses the presence of smoke, check your home thoroughly. If you smell smoke and are unable to locate a fire, call 9-1-1 and we'll send an engine to make sure that a fire isn't smoldering in a hidden area; and it won't cost anything. If you don't smell smoke, the detector may be reacting to the presence of dust, steam, or a small insect or spider. Dust and bugs can be removed by a vacuum cleaner. If steam from a nearby shower is affecting your smoke detector regularly, move the detector to a different spot.

If the detector is just chirping, thumping, or buzzing, it probably means that the battery is low. Replace the battery as soon as possible. Without a working battery, a smoke detector can't do its job and the risk of dying in a fire increases greatly.