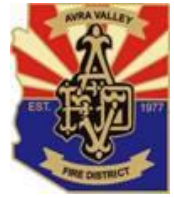




**AVRA VALLEY FIRE DISTRICT**  
15790 W Silverbell Road  
Marana, AZ 85653  
Phone: 520-682-3255 Fax: 520-682-5458  
www.avfire.org



**MEDIA RELEASE**

**NEW 3-1-1 NON-EMERGENCY SERVICE NOW AVAILABLE TO  
AVRA VALLEY FIRE DISTRICT RESIDENTS IN PIMA COUNTY**

Beginning August 1, 2025, residents of the Avra Valley Fire District in Pima County can dial 3-1-1 for select non-emergency services, including snake removals and smoke detector battery replacements. This new option is part of the city of Tucson's expansion of the 3-1-1 non-emergency line, which is designed to provide faster and more efficient service while keeping the 9-1-1 lines open for critical emergencies.

**PLEASE NOTE:**

These 3-1-1 services are on available to AVFD residents living in PIMA County.

Residents in PINAL County, including the Red rock and Missile Base communities, should continue to use 9-1-1 for both emergency and non-emergency needs.

**TO SUMMARIZE:**

PIMA County AVFD residents can call 3-1-1 for non-emergency services.

PINAL County AVFD residents should continue to use 9-1-1 for all services.

9-1-1 should always be use for true emergencies regardless of location

**FOR MORE INFORMATION:**

Contact Battalion Chief/PIO Patrick Calhoun

[pcalhoun@avfire.org](mailto:pcalhoun@avfire.org)