

# What is E-911?

E-911 is a service offered to the general public for reporting an emergency. The system routes an emergency call to the "911" Center closest to the caller, and automatically displays the caller's phone number and address. The system primarily works in the following manner:

- (1) A three digit emergency number "911" is dialed.
- (2) The call is answered at a Public Safety Answering Point (PSAP) by a trained telecommunicator who receives the emergency information from the caller.
- (3) The telecommunicator dispatches the appropriate agency (Fire, Police, or EMS) to the emergency.



## Benefits of E-911

The benefit of E-911 to citizens and public safety is the time saved in the overall response of a public safety agency to an emergency. An E-911 system can save valuable minutes in the initial period of time especially when reaching the appropriate agency could mean life or death.

## When should you use E-911?

"911" is only to be used in emergency situations. An emergency is any situation that requires immediate assistance from the police/sheriff, fire department, or ambulance service. If you are ever in doubt of whether a situation is an emergency, you should call "911". It is better to be safe and let the "911" telecommunicator determine if you need emergency assistance.

Do not call "911":

- For Information
- For Directory Assistance
- For Paying Tickets
- As a Prank

If you call "911" by mistake, do not hang up. Tell the telecommunicator what happened so they know there really isn't an emergency.

## What if the caller does not speak English?

When necessary, a "911" telecommunicator can add an interpreter from an outside service to the line to assist non-English speaking callers.

## What if a caller is deaf, or hearing/speech impaired?

Communications centers that answer "911" calls have special text telephones for responding to "911" calls from deaf or hearing/speech impaired callers.

## What is E-911 Addressing?

The objective of E-911 addressing is to implement a permanent and consistent system that will facilitate more efficient emergency response and mail delivery to an address that will remain constant, even as postal territories change. House numbers have replaced rural routes and box numbers in Warren County. Every road with at least two structures must have a unique road name and every habitable structure must have an E-911 address. New number assignments have become an integral part of the County's Geographic Information System (GIS). GIS is a computer mapping system capable of dispensing an almost infinite amount of information relative to a specific address. This will be particularly important in reducing emergency response time.

## How are structures addressed?

Warren County has adopted an addressing system based on 21.12 foot increments. From the beginning of a road, all structures on the right side are even numbered and all structures on the left are odd numbered.

## Road Naming & Renaming

Every road name must be unique. Duplicate road names are not permitted. Roads that must be named or renamed require two-thirds majority of the named property owners agreeing on the name or substitute name. Petitioners have 30 days to complete the necessary forms to name or rename a road. If the road name petition is not received within the 30-day period, the new road will be named by the County and notice will be mailed to the property owners of record.





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## Frequently Asked Questions

Why has Warren County changed my address?

- Warren County is trying to help save the lives and property of citizens in this county by reducing response time in emergency situations.

Is this a mandatory address change?

- Yes, it is mandatory for the safety of your family and the general welfare of the public. All addresses in Warren County must be consistent and uniform.

Will I continue to use the same Post Office?

- Yes, you will continue to use the same Post office for mail delivery. Your city, state, and zip code will remain the same.

When is the change effective?

- Warren County completed E-911 addressing of all habitable structures in the county in November 2003. There should not be any rural route and box addresses remaining in Warren County after that date.

How can I find out more about E-911 Addressing and Road Naming?

- Information about E-911 addressing, including Petitions for Road Naming and Road Renaming, is available at the Warren County Tax Assessor's Office during normal business hours.



## Schedule of Fees

### Petition to Change Road Name

Petition to change a road name must include a fee of \$50 per sign blade to cover the cost of replacing signs in addition to \$100 to advertise public hearings. If the Board of Commissioners does not approve the request, only the sign cost will be refunded.

### Sign Replacement Fees

The fee for replacing signs damaged by accident or negligence shall be \$130 to cover the cost of the sign blade(s) and posts.



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## E-911 ADDRESSING AND EMERGENCY RESPONSE

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