

COULD WE FIND
YOU IN AN
EMERGENCY?



Denco Area 9-1-1 District

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KNOW YOUR LOCATION



When you dial 9-1-1 from a traditional phone system in your home, the address and/or phone number is displayed on the 9-1-1 call taker's screen. Your actual physical address, which includes your house number and street name, is your 9-1-1 address. You cannot use a route or box number for 9-1-1 purposes.

Your 9-1-1 address should be posted and visible from the road so that emergency responders can easily find you in case of an emergency.

The most important information you can provide to the 9-1-1 operator is your location.

HELP US HELP YOU

Is your street address number displayed on your home or business property?
If not, please post your assigned physical street address number right away.

POST YOUR NUMBERS

In an emergency, seconds can sometimes make a life-saving difference. Make sure your 9-1-1 address numbers are posted on your house or business and are easy to see from the road. A well marked location is much easier for law enforcement officers, firefighters, and medical personnel to find you when you need help.

You can purchase street numbers at most hardware and discount stores for a reasonable price, or you can even paint a sign. Try using reflective numbers so they can be seen at night, as well as during the day. Think like someone who has never located your home and post the address where it would be obvious.

MORE THAN JUST A MAILBOX...

For 9-1-1 purposes, the entry to your drive, lane, easement, access road, etc., should be marked, NOT just your mailbox. Mailboxes help the Post Office deliver mail, but 9-1-1 needs to find you in an emergency! It's important to mark all entrances and turns along the way to your home.

ENSURE – EVEN IN THE CITY

Just because you are located inside the city does not mean your home is easier to locate than one in rural areas! Some communities have number plates or numbers painted on the curb. Place a light that shines directly on your house numbers and/or make sure that the numbers are clear of any grass, bushes, or other obstruction so that they can be seen. Another alternative is a lighted address sign, which can be found at most home improvement stores.

CHECK YOUR ADDRESS WITH THE TELEPHONE COMPANY

The phone company's information for your 9-1-1 address is what will display on the 9-1-1 center's equipment. It is very important that you check with the phone company to make certain that your correct 9-1-1 physical address is listed and not an old or incomplete one. If you are unsure of your correct 9-1-1 address, contact your county 9-1-1 addressing coordinator or your city hall.



REPORT MISSING STREET SIGNS

Although many emergency responders know where most of the roads are located, a road sign can improve response time and ensure that responders have the correct location. If you notice your road sign is missing or damaged, please report it! You can call your County Commissioner's office (if located in the county) or city hall (for signs within city limits).

KNOW YOUR LOCATION

If you don't have traditional home phone service (this is the kind that you pay a local provider for and it plugs straight into the wall socket with no other equipment) then you must know your location when calling 9-1-1. Odds are that your address and phone number information may not be provided to 9-1-1. When calling 9-1-1 while on the road, be sure to include information about what street you are traveling on, what mile marker was seen recently and your direction of travel. Always state where the emergency is at the start of the call. Your call may need to be transferred to the correct call center to get the appropriate help.

WE NEED YOUR HELP...

- Display your address on your home – not just the mailbox
- Use reflective materials
- Check your address through your phone company to be sure they have the correct address listed
- Report missing street signs
- Know your location

**FOR MORE TIPS AND INFORMATION ON
DIALING 9-1-1, VISIT WWW.DENCO.ORG.**