

BASTROP COUNTY
9-1-1 ADDRESSING
REGULATIONS AND INFORMATION

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INSTRUCTIONS FOR SECURING A 9-1-1 ADDRESS

To secure a 9-1-1 address, a completed application must be submitted to Bastrop County Development Services (BCDS). BCDS is the sole addressing agency for unincorporated (rural) areas in Bastrop County.

AUTHORITY

In 1989, legislation gave county governments the authority to address the unincorporated, or rural, portions of their counties. On May 28, 1997, House Bill '911' was signed into law. The new law established a funding structure to finance the implementation of a statewide 9-1-1 system.

APPLICATION

An application for a 9-1-1 address shall be made by the property owner, lessee or owner's representative. A site plan and proof of ownership must accompany the application. Proposed development shall be required to obtain the proper permit(s) when applying for an address. A copy of the driveway permit issued by the Texas Department of Transportation (TxDOT) is required when access is from U.S. or State roadway.

A unique address shall be assigned to each residential structure, commercial structure, and traditional telephone service site. In most cases, it is not necessary to obtain an address for other types of improvements or locations.

EXPIRATION

9-1-1 Addresses may become null and void if the property identified is not developed as indicated through the application process. Bastrop County reserves the right to revoke address assignments at any time.

SIGNS

It is vital for 9-1-1 addresses to be displayed on the home and/or at the end of the driveway so that it is visible from the street. A well marked location is much easier for law enforcement officers, firefighters and medical personnel to find you in the event of an emergency. It is recommend that contrasting colors be used to display the address. The removal of weeds, brush or any other items that may obstruct the address may be necessary.

Address signs may be purchased for a minimal fee from Bastrop County by calling (512) 581-4085. Address signs are 6" X 12", with reflective green letters on a reflective white background.

POSTAL SERVICE

Mail service to a 9-1-1 address must be established through the local branch of United States Postal Service.

9-1-1 EMERGENCY SERVICE

Dial 9-1-1 to report any Fire, Police or Medical emergency. Do not hang up until instructed to do so. Stay on the phone and answer the call taker's questions as calmly as possible. Speak clearly and explain what is happening. Provide the address of the emergency, or be prepared to give driving directions or a description of your location. Call Takers are trained to get more information while emergency service providers are responding.

If the problem is not an emergency, call the non-emergency number listed in the phone book. If you dial 9-1-1 for non-emergencies, someone with a real emergency might have a delay in receiving critical services.

WHEN 9-1-1 SHOULD BE DIALED

Examples

- If there has been a car wreck
- If someone is choking
- If someone is drowning
- When a crime is taking place
- If you see a fire or smell smoke (structure, car, brush, etc.)
- Dangerous situations such a gas leak or a power line down
- If someone is hurt, bleeding, or having trouble breathing
- If a tornado or other severe weather damages your home

WHEN 9-1-1 IS DIALED

Helpful Tips

- Try to stay calm, dial 9-1-1
- Give the location of your emergency and your call back number
- Tell what type of help is needed (police, fire, ambulance)
- Stay on the line and answer 9-1-1's questions
- Do not hang up until the call is complete

NEVER DIAL 9-1-1

Examples

- As a joke
- To report loud parties or music
- To report barking dogs
- To ask directions
- For general information
- To report utility service is out
- To check on a police report
- To check weather reports

TRADITIONAL TELEPHONE SERVICE

Addresses are attached to traditional telephone records so that when 9-1-1 is dialed the call taker's computer screen displays the caller's name, address, and telephone number; as well as the emergency service responders' information and a map of the caller's location. The call taker will confirm the address and determine if the emergency is at the same location. It is helpful to the caller to have the address on or near the telephone.

VOICE OVER INTERNET PROTOCOL (VOIP)

VoIP, also known as Broadband Phone, VON (Voice on (the) Net), Cable Phone, Digital Telephone, Internet Phone, or Net Voice. VoIP subscribers should:

- Verify that access to 9-1-1 exists. (Check the service provider's Web site for emergency calling features).
- Be sure to keep the registered location current with the VoIP provider.
- If the power is out, VoIP service may be out too. Consider purchasing a back up power supply.
- When traveling with a VoIP adapter, be sure to update the registered location with the service provider. The time it takes to process the update can vary considerably. It may be necessary to use another phones to dial 9-1-1 in an emergency.
- Inform children, babysitters, and visitors about the VoIP service.
- Post the address and call back phone number near the phone.
- It is a good idea to know which law enforcement, fire department and emergency medical services is responsible for your 9-1-1 call and have each of their phone numbers on hand to provide to the call taker.
- Consider keeping a traditional land line phone for accessing 9-1-1 emergency services.
- Burglar alarms, fax machines, satellite TV, and DVRs often rely on analog modems. Check with the VoIP provider to determine if their service supports analog modems.

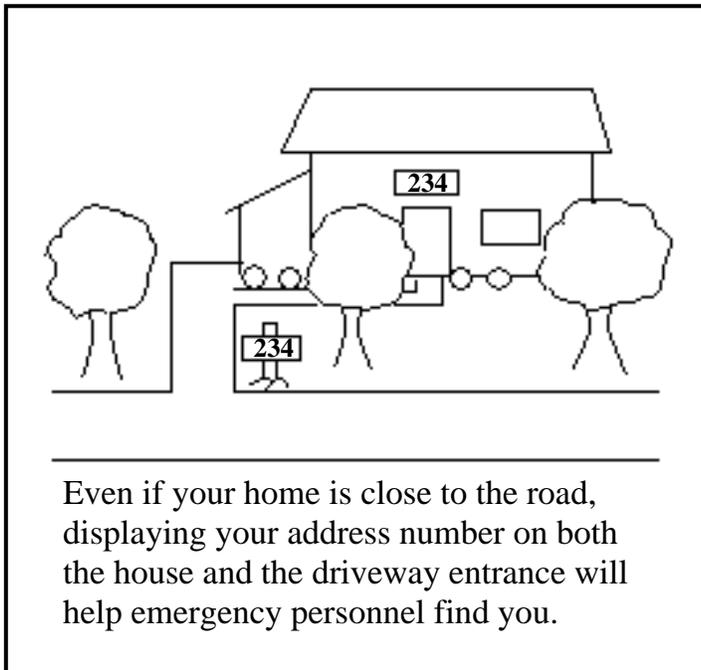
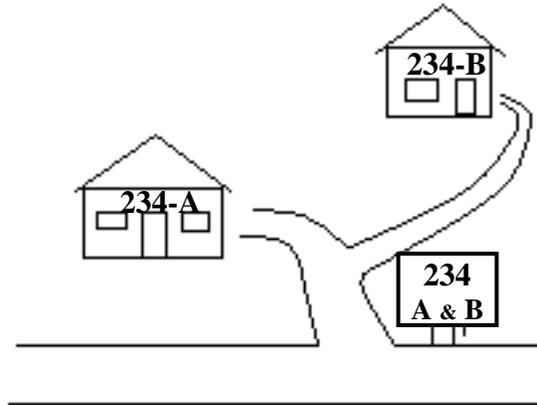
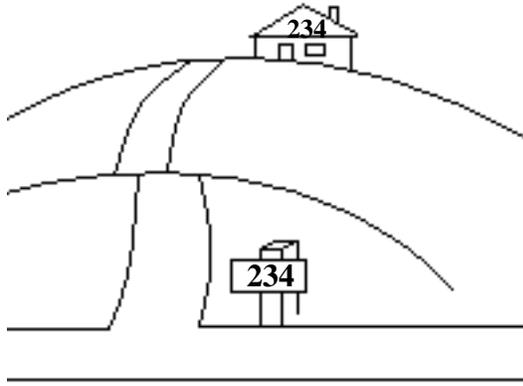
CELLULAR PHONE

There is no charge for a 9-1-1 call on your cellular phone. When 9-1-1 is dial on a cell phone, the signal will travel to the first available cellular tower, which may not be the closest tower to your location. This means the 9-1-1 call may have to be transferred to an agency closer to the emergency. 9-1-1 Call Takers have no way of knowing the location of a cellular phone, so be prepared to provide the following information:

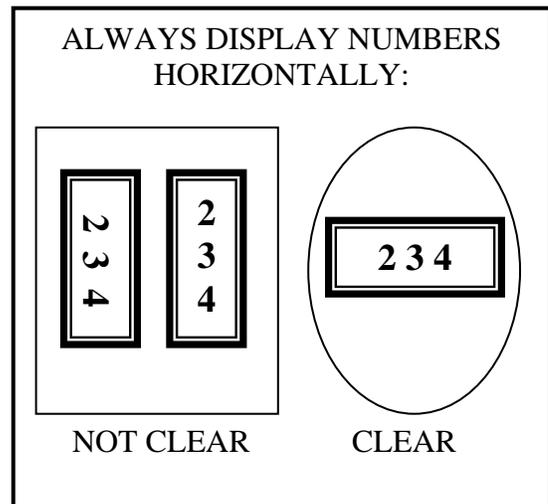
- Immediately say that you are calling from a cellular phone.
- Give your name and cellular phone number in case the call is disconnected.
- Describe the nature of the emergency: fire, automobile accident, road hazard, suspicious activity, or other emergency.
- Give the location of the emergency: street name and address, city, major cross streets, freeway/highway name or number, nearest freeway ramp/exit, direction of traffic, landmarks.
- Provide a description of the vehicle or individual (but do not risk your personal safety to obtain these facts): license number, make, model, color or special markings, and/or description of the driver or suspect.

HOW TO DISPLAY ADDRESS NUMBERS SO THEY CAN BE SEEN BY EMERGENCY SERVICE RESPONDERS COMING FROM ANY DIRECTION

Display your 9-1-1 address at both the driveway entrance and on the home if your house is not visible, too far from the road, or if it shares a driveway. A well marked location is easier for Law Enforcement, Fire and Emergency Medical Personnel to quickly locate.



Even if your home is close to the road, displaying your address number on both the house and the driveway entrance will help emergency personnel find you.



Display your address number with large lettering that can easily be read from the street. Choose a color that contrast with the background. Reflective numbers are also very helpful.