

Can you be found in an Emergency?

Seconds can sometimes make a life-saving difference. Making sure the 9-1-1 address numbers are posted for homes or businesses makes it much easier for law enforcement officers, firefighters and medical emergency response personnel to find persons when they need emergency help.

Not everyone calling 9-1-1 from a regular landline telephone can verbally communicate to the dispatcher the location to respond to, and therefore, house number signs are very important. In most cases when one dials 9-1-1, the address and phone number from where one is calling is automatically displayed on the 9-1-1 call taker's computer screen. The address shown is the physical address—the house number and street name. Currently, when one dials 9-1-1 from a wireless phone in the Gillespie County 9-1-1 response territory, only the callback number and a cellular service provider tower address are displayed on the screen. The caller must give a specific location address or directions.

All of the Fredericksburg rural postal routes have been converted to city-style addresses, so Rural Route and Highway Contract postal addresses are no longer valid and mail will be returned to the sender.

Since Gillespie County's residents have been assigned physical addresses, we encourage people to post their house numbers in the correct locations. The 9-1-1 address numbers should be posted and visible so that emergency service agencies can easily find people in emergencies.

The Gillespie County Rural 9-1-1 Addressing Office recommends that you use 3-inch or larger numbers to display your house number. Blue reflective 9-1-1 house number plates with white numerals can be purchased at the Gillespie County Rural Addressing Office. The Cost is \$ 10.00 per plate, and you must present your official physical location address notification letter. One double-sided plate is available per residence.

Please remember that you can help us help you. The Gillespie County 9-1-1 System only works if citizens like you can help those who want to help you.

Cellular Calls to 9-1-1

Dial 9-1-1 to report any emergency requiring immediate response. There is no charge for a 9-1-1 call from your cellular phone. Cellular phone calls are different from those from a home or business phone. Gillespie County 9-1-1 operators cannot automatically identify your location. If you are in a vehicle, pull over and stop. Dial 9-1-1 and give as much location information as possible—road name and address, major cross streets, direction of traffic, or a landmark. Give your name and cell phone number in case you get disconnected. Describe the nature of the emergency—fire, automobile wreck, road hazard, suspicious activity, or a medical emergency. Give a description of the vehicle or individual involved (but do not put yourself at risk to obtain this information)—license number, make, model, color or special markings, and/or description of the driver or suspect.

To avoid a wreck, remember to just say "no" to phone chatter while driving. Talking on a cell phone when you are driving can be as dangerous as driving drunk. If you must make or receive a call in the car, just pull over.

Hang-Ups

If a 9-1-1 call results in a hang-up before the reason for the call is determined, the ANI and ALI, the caller's phone number and location information, will still be displayed so that the dispatcher can make a call back to the telephone number displayed. If the dispatcher does not receive a satisfactory answer or there is no answer, the dispatcher will notify the appropriate law enforcement agency so that the call can be handled with further investigation. Do not be surprised if an officer knocks on your door.

Tips for TTY 9-1-1 Calls

Emergency? You can use your Teletypewriter to call Gillespie County 9-1-1 for help.

Here's what to do:

Dial 9-1-1.

Tap a few TTY keys for 9-1-1 tones to sound for the dispatcher.

Wait for 9-1-1 to answer.

Type what help is needed: police, fire, medical, or poison.

Type your name and the address where help is needed.

Answer as many questions as you can.

The 9-1-1 call taker may need to transfer your call to another agency, and you may be asked to tell what you need again.

Relay Texas

7-1-1 or 1-800-735-2989 for TTY users and 1-800-735-2988 for others: Relay Texas is an interpreting service available for communication between the hearing Gillespie Co SO 9-1-1 dispatcher and people who are hearing impaired/deaf. The service is available at no cost to users who begin their call by dialing 7-1-1. The hearing impaired/deaf should use their TDD/TTY equipment to communicate with Texas Relay operators who in turn speak to the hearing Gillespie Co SO 9-1-1 dispatcher.

The one note of caution is that calls from Relay Texas to the Gillespie Co SO 9-1-1 PSAP will not provide the dispatcher with ANI and ALI, the caller's phone number and location information. The Relay Texas call taker will have that information or at least have access to the information so the Gillespie Co SO 9-1-1 dispatcher will need to ask for that information if the Relay Texas call taker does not provide it.

Texas Poison Center Help

The Texas Poison Center Network (TPCN) can be reached by dialing 1-800-222-1222. Six regional poison centers are a 24 hour toll free resource to provide emergency treatment information to the citizens of Texas, the lay public and health care providers, for poisonings or toxic exposures. Nurses, pharmacists, paramedics, and physicians who have extensive education, training, and expertise in the field of toxicology or poisonings will advise a caller of what to do. These Specialists in Poison Information have access to a comprehensive database of thousands of substances, both pharmaceutical and non-pharmaceutical, that they can reference as they assess each exposure call or request for information.