

## Frequently Asked Questions:

**Q: *Why is addressing a critical part of Enhanced 911?***

**A:** A 911 caller's address (stored in the Enhanced 911 system) routes the call to the correct PSAP (Public Safety Answering Center) so that emergency services can be dispatched immediately. Knowing the emergency caller's address helps dispatchers send the correct emergency services to the scene quickly.

**Q: *What happens if a 911 caller's address is not correct?***

**A:** There are procedures that PSAP call takers must follow to report and correct addressing discrepancies after a 911 caller has notified them of the error.

**Q: *What is E9-1-1 (for landline only)?***

**A:** 9-1-1 is a lifesaving emergency notification network in which the caller is identified by ANI (automatic number identifier) and ALI (automatic location identifier). This information is automatically displayed on the dispatcher's computer screen at the time the emergency call is answered at the dispatch center. The caller is required to only dial 3 numbers, 9-1-1, to be connected to the PSAP (public safety answering point). 9-1-1 is a nationally known emergency notification number.

*Note: Wireless 9-1-1 calls have different requirements per FCC guidelines. If you have questions contact 918-341-3086.*

**Q: *Why do I need an E-911 address?***

**A:** Primarily, to assist emergency services in responding to emergency calls. An E-911 address helps emergency services to locate residents. A faster response time can make a significant difference in survival and degree of recovery. However, E-911 location addresses are also often required for phone service, building permits, drivers license renewal, land titles, loans, mail delivery, insurance and for other purposes requiring a site location.

**Q: *What is an E-911 address?***

**A:** An E-911 address is a site location address. Rogers County is using a grid system of addressing that utilizes two base lines from the Northwest Corner of the county. All addresses are South or East from this point. The county roads are numbered based upon their distance from the NW Corner of the County. Each mile portion increases by a thousand; beginning with 1000. There are 1000 numbers per mile (500 per side of road). The official street address contains no more than five digits – with the first one or two digits of the structure indicating the distance from the baselines. The second or third digit will indicate the tenth (1/10) mile within the section line. The last digit indicates the side of the road. Odd numbers are on the East and North; even numbers are on the South and West sides of the road. For example if your address is 5217 E 340 Rd, your house lies approximately 5.2 miles from the west county line and is on the north side of the road.

Generally, if two or more addresses share a driveway, the lowest number indicates the first house; the highest number the last house. Unit numbers will no longer be assigned. Generally, those currently assigned a unit number greater than Unit B have been assigned an individual house number. If you have any questions call 918-341-3086.

Rogers County has two main addressing grids; The Tulsa County grid which is based upon the baseline of Admiral/Main in downtown Tulsa and covers generally west of 193<sup>rd</sup> E Ave in western Rogers County. The Rogers County Grid covers the rest of the County with each municipality having their own addressing system.

People placing emergency calls often have difficulty providing their addresses. Children, visitors, hearing or speech impaired callers, or callers in a life threatening situation, may not be able to provide address information to dispatchers. Landline E-911 automatically gives the dispatchers the address, allowing them to send the appropriate fire, medical personnel, or law enforcement, even if the caller is unable to communicate.

**Q: *Will emergency responders be able to find me?***

**A:** Enhanced 911's addressing feature for wireline telephones help call takers to locate the caller and dispatch emergency services quickly to the scene. Call takers will always try to confirm the location of the emergency but this information is often difficult to obtain during a crisis. That is why it is critical that accurate addresses are available to Enhanced 911.

**Q: *Why does my address have to change?***

**A:** The County established a unique address for each structure based on a consistent County wide addressing scheme. This is done to improve the emergency response time and save lives. Some existing addresses did not comply with the County wide scheme and needed to be changed. Generally, Unit numbers are being replaced with individual house numbers.

**Q: *What if I receive my mail through a Post Office Box?***

**A:** If you currently receive your mail through a P.O. Box, you can continue to do so. The structure's 911 address will be used to locate the structure in case of an emergency. You will need to notify the Post Office of your new 911 address.

**Q: *I've lived here for 30 years and everybody knows me and where I live. Why do I need to change my address?***

**A:** Logical consistent addressing saves lives. If someone new is hired as an emergency personnel worker they may not know you. Emergency responders from adjacent localities that are used for mutual aid purposes do not have the local knowledge.

**Q: *When will my address change?***

**A:** Addressing changes were sent the Post Office prior to address letters being sent to the homeowner. The Post Office has converted the addresses and will dual encumber the old and new addresses for a period of one year. However, you must be using your new address immediately upon receipt of your letter.

**Q: *Who should I notify about my address change?***

**A:** You will need to notify for example: the Power Company, Phone Company, School System, Place of Employment, Insurance Company, DPS, Cell Phone Company, Cable Company, Newspapers, Bank, Magazines, Voter Registration, and Schools attended by your child/children.

**Q: *Do I need to display my address?***

**A:** Yes. Occupants are encouraged to post their assigned house numbers at the entrance of their driveway to assist emergency services. This will allow firefighters, police officers, and ambulance personnel the ability to find a residence more quickly in an emergency. Numbers need to be visible from the road using Arabic numerals at a minimum of three inches in height and made of a reflective durable weather-proof material of a color that stands out distinctly against its background. The number must be easily seen when approaching the structure. People living on shared private access roads should post their address at the driveway or private drive entrance and on or near their house. If the house or structure is not visible from the road or if it is located more than 100 feet from the road, the three-inch lettering should be placed on a post by the roadway. If mailboxes are placed closely together -- side by side -- then place the numbers on the front of each mailbox and post your address at your driveway. For more detailed instructions visit [www.rogerscounty.org](http://www.rogerscounty.org) – "911 Addressing".

**Q: *Can I change my road name?***

**A:** No. The road names were assigned based upon the county grid system.

**Q: *Do I need to have a new deed recorded for my home with the new address?***

**A:** No. The deed to your home is based on the actual property boundaries, not your 911 address. You may contact the Assessor's office at 918-341-3290 to confirm that they have updated your records to ensure that you receive your tax assessments when mailed.

**Q: *The address that the County has given me and the address that the Post Office gave me is different. Which should I use?***

**A:** Notify 911 Addressing at 918-341-3086, if the addresses are different.

**Q: *Why does a road have to have a name?***

**A:** A road name identifies your general location in the county. Your house number identifies your specific location on that road. Many times a caller is unable to give clear directions to their home or is unable to remember their road number during an emergency if they are panicked. The county's 911 dispatch system automatically locates 911 calls based on the 911 address attached to the phone number.

**Q: *What qualifies naming a road?***

**A:** Any right-of-way with three or more residential or business structures and approximately ¼ mi long is assigned an E-9-1-1 street name, regardless of whether it is a private or public street or road.

**Q: *If my house faces E 340 Rd, why is my address on S 4090 Rd?***

**A:** Addresses are assigned by the location of the driveway not where the mailbox is located or the direction the house faces.

**Q: *My new address is not on google?***

**A:** Unfortunately, none of the on-line mapping companies accept outside updates. They have to verify the information themselves. In some cases this may take several years. Some companies will allow individuals to report their new address via a link on their website.