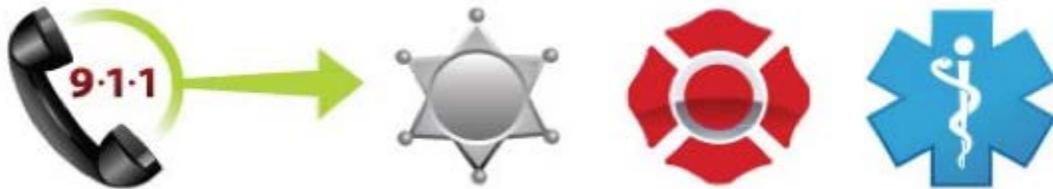


# HANCOCK COUNTY E-911 ADDRESSING OFFICE



**Office Hours:** Monday through Friday 8 a.m. to 5 p.m. Office Number: (228) 467-8192

**Office Location:** Storm Preparedness Building, 18335 Highway 603, Kiln, MS 39556

- Email: [Michelle.Cuevas@co.hancock.ms.us](mailto:Michelle.Cuevas@co.hancock.ms.us)

## MISSION

The mission of the Hancock County E-911 Address Office is to maintain the most highly accurate E-911 Emergency Phone System in the State of Mississippi. The Addressing Office will continue to provide the citizens of Hancock County with correct addresses, to be able to name roads and streets, and to upgrade the 911 telephone system. We will continue to plan, develop, schedule, and coordinate all phases of the E-911 Administration, which include maintaining the data base, issuing addresses, assigning street names and coordinating data to the postal service and telephone companies.

The Hancock County Addressing Office provides a comprehensive and uniform system of permanent road addresses for all residences and businesses throughout the unincorporated County in order to facilitate provision of adequate public safety and emergency response services. Countywide road names and addresses helps law enforcement and emergency services departments save lives and property by reducing the time it takes them to reach the scene of an emergency. It is further designed to benefit the United States Postal Service, local business owners and individual citizens in locating properties and buildings. The numerical street addresses are assigned according to the distance a structure is located along a certain road. Even numbers are found on the one side of the road and odd numbers are found on the other.

The objective of Road Naming is to eliminate duplicates of sound alike or similar road names within the same Postal and Fire Service Area Group. The E-911 Addressing Office works with all Emergency services to place every household into an Emergency Service Number district. The Emergency Service Number district that is assigned to each address will detail the primary fire, rescue and law enforcement responder(s) that should respond to that address. The E-911 Addressing Office relays this information to the appropriate telephone carrier in that district. This information allows the telephone company to display the caller's name, address, telephone number and primary responders that should be sent to the caller when a 911 call is placed from a landline.

## GOALS

- To prepare for and implement the Next Generation 911 and Voice Over Internet Protocol (VOIP) process. This is extremely important in locating text messaging and Internet users. This new wireless phase of technology will identify E911 calls via text messaging and VOIP. To continually improve the performance of the daily functions (i.e. addressing, database maintenance, mapping of roads, new subdivisions, signing of roads, etc.).
- To provide County officials, departments and other agencies with accurate addresses in a timely manner.
- To continue the maintenance of an accurate County wide site address database.
- To continue the development and maintenance of the GIS street layer by continually adding newly developed roads for use in the street atlas.
- To continue to improve the performance of the daily functions of the Addressing Office.
- To finish the implementation of Voice Over Internet Protocol (VoIP) for internet users.
- To prepare for and implement the Next Generation 911 for text messaging.



## WHAT IS 911?

911 is the three-digit telephone number that has been designated as the "Universal Emergency Number" for public use throughout the country to report emergencies and request emergency assistance. The E-911 System provides computer aided dispatch in which the caller's name and address appear on the dispatcher's screen when the emergency call is made.

Emergency personnel responding to the call will be able to locate the residence of business quicker. The display of the caller's address is especially important if the caller cannot communicate this information.

### **WHERE CAN I APPLY FOR AN E-911 ADDRESS?**

If the address is on a parcel of land in unincorporated Hancock County then you may apply in person at the Storm Preparedness Building, 18335 Highway 603, Kiln, MS 3955 or you may call 228-467-8192. You will need the tax parcel number of the property and location of driveway.

If you are within the limits of the City Bay St. Louis, City of Waveland or Diamondhead POA you will contact the permitting department for those respective offices. The telephone numbers are:

**Bay St. Louis 228-466-5467 Waveland 228-466-2549 Diamondhead 228-255-1900 Ext. 125**

### **WHAT IS AN E-911 ADDRESS?**

An E-911 address is a site location address. 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. When dialing 911 from a land line phone the E-911 system 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. The dispatcher will then guide emergency responders to the location.

### **WHY DO I NEED AN E-911 ADDRESS?**

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, driver's license renewal, land titles, loans, mail delivery, insurance and for other purposes requiring a site location. Even if you receive mail at a P.O. Box you must have a 911 address.

### **WHEN CAN I APPLY FOR AN E-911 ADDRESS?**

An E-911 address can be applied for as soon as the driveway has been established and what type of structure is being added to the property. Vacant land will NOT receive a physical address.

**PLEASE POST YOUR ADDRESS!**

Seconds count when emergency responders are trying to locate an address. To assist emergency services, post your E-911 numbers at the entrance to your driveway. Numbers should be visible from the road and should be 3" to 6" high with a contrasting background. People living on shared private access roads label each structure with its correct 911 number.

### **WILL MY ADDRESS CHANGE?**

It is possible; there are many factors which are used to determine your address. If/when those factors change it may be necessary to change your 911 address in order to comply with the County addressing scheme.

### **WHY WILL MY ADDRESS CHANGE?**

There was a problem with your existing address and it was changed so that Emergency Responders could better locate you in the event of an emergency. Your address may change for any one of the following reasons:

1. Your address was out of sequence with respect to your neighbors. Addresses need to progress in sequence along the road and they should also be closely numbered to the addresses across the street.
2. Your address was on the wrong side of the street. Even numbered addresses should all be on one side of the street and odd numbered addresses on the other side.
3. Your address number was duplicated.
4. Your road name/number designation needs to be changed.
5. Your address had to change as a result of other address changes.

### **WHO SHOULD I NOTIFY ABOUT MY ADDRESS CHANGE?**

Following are several common entities you need to notify: Landline phone carrier, power and utility providers, place of employment, insurance company, cable/satellite, banks, magazines, voter registration, property tax office, schools attended by you and your children, driver's license and mortgage company. The post office will forward your mail for up to one year but you will need to fill out the change of address form at your local office or ask your carrier to leave one for you to complete.

### **HOW DO I NAME A NEW STREET?**

Once a road has been created, our office staff will go out in the field and ride the road to take photos, measure distance, and other information. We will return to the office with this

information and determine whether additional landowners whose property might border this road need to be contacted concerning the suggested road name. If additional landowners must be contacted, a petition requiring a proposed road name will be prepared by our office. The applicant will be responsible to provide additional landowners the option to sign the petition in favor of suggested road. We must have 100% of the landowners agree. If the suggested road name is accepted, our office will then complete the process of naming the street. If the road name is not accepted, the process for naming the road will have to begin with another suggested road name.

### **HOW DO I CHANGE AN EXISTING ROAD NAME?**

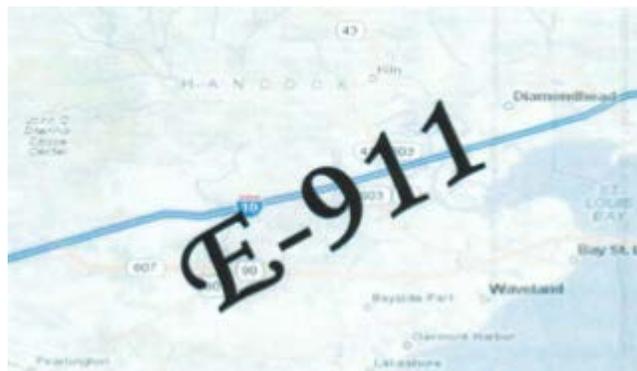
To change an existing road name, an approved substitution must be submitted to our office. We will prepare a petition with the suggested road name to be circulated to all land owners whose property fronts or borders this road. 100% of the landowners must agree with the change before it can be submitted for approval.

### **MY PRIVATE DRIVE IS NOW NAMED/NUMBERED. WILL MY ADDRESS CHANGE?**

Yes, your address will change to reflect the new name of your road. See above for "Who should I notify about my address change?" so that you can get a starting point to making the changes.

### **MY PRIVATE DRIVE IS NOW NAMED/NUMBERED. WILL THE COUNTY NOW MAINTAIN THE ROAD?**

No. The County named/numbered your road to make it easier to find in the event of an emergency. The County has not taken ownership or any responsibility to maintain the road. The County will install and maintain the road sign.



### **WHY CAN'T MY GPS UNIT/ONLINE MAPPING FIND MY ADDRESS?**

There are two major data providers in GIS, GPS, and internet Mapping Services: TeleAtlas and NAVTEQ. These providers generally purchase their data from local agencies, such as our office. If either supplier were to purchase our data, it may take 3-6 months to verify and incorporate it into their databases. Then it may take an additional 3 months of more for their clients to purchase their data and update their GPS web mapping products. Until this is done your address will not show up in the GPS Unit/Online Mapping.

Emergency Services in Hancock County use only our data for their mapping system. If your GPS unit or online mapping service cannot find your house, this does not mean that emergency Services will not be able to locate you in an emergency situation. If you would like to verify if your residence or business is located properly on our map, please contact our office at (228) 467-8192.

### **CAN YOU VERIFY IF AN ADDRESS IS IN HANCOCK COUNTY?**

Our office will be glad to assist you with address verification for Hancock County. Information may be limited to the unincorporated areas because the municipalities handle their own addressing and our data will only be as good as the information we are provided.

### **CAN YOU GIVE ME DIRECTION?**



We will try our best to provide you with directions for places within Hancock County.

911 – [Things Everyone Needs to Know](#)

911 – [Things Kids Need to Know](#)

911 – [Things Parents Need to Know](#)

911 – [Things Teens Need to Know](#)

### **911 INFORMATIONAL RESOURCES**

*The groups below can provide you with more information on 911, public safety issues, educational resources relating to 911 or any other additional information:*

The National Emergency Number Association (NENA) / [www.nena.org](http://www.nena.org)

The Wireless Foundation / [www.wirelessfoundation.org](http://www.wirelessfoundation.org)

The Association of Public-Safety Communications Officials (APCO) International  
/ [www.apcointl.org](http://www.apcointl.org)

The National Association of State 9-1-1 Administrators (NASNA) / [www.nasna911.org](http://www.nasna911.org)

URISA / [www.urisa.org](http://www.urisa.org)

VoIP and 9-1-1 Services / <http://transition.fcc.gov/voip/>

911 REMITTANCE/SURCHARGE FEES for Hancock County are as follows:

Landline/Cellular Fees—\$1 for residential and \$2 for commercial/business

VoIP Fees—\$1 per subscriber account per month

**FEES CAN BE MAILED TO:**

Hancock County E-911

ATTN: Accounts Receivable

854 Highway 90, Suite, A

Bay St. Louis, MS 39520