

E911 Reminders

Calling 9-1-1 is different than calling another party. Please note that when dialing 9-1-1 you will experience a 7 to 10 second pause before hearing a ringtone or before the call is answered by a dispatcher. The 9-1-1 system is trying to retrieve the caller's information such as callback number and address of where 9-1-1 was called from. Please stay on the line and a dispatcher will answer.

Monroe County 911 would like to remind residents of the county the importance of the 911 road signs and residential markers. Keeping your address sign in compliance will help those that provide emergency services find where they are dispatched to. Monroe County has had a rural addressing ordinance in place since 1999. The ordinance states that *no one shall destroy or deface any sign, post, or residential marker. No individual or entity may alter or move any road sign or residential marker from its original location without written permission of the 911 Board.* The 911 residential markers should be located near a drive on the same side of the road as the residence. Addresses are assigned in accordance with a grid system. Odd numbers are on one side of the road and even numbers on the other. If the address marker is moved to the opposite side of the road, not only does it change the house number, it could make it harder for the emergency agencies to respond.

Please keep your house marker signs in good repair, straight, and clear of debris, vegetation and snow. *All residential markers must be clearly visible from the road. It is the responsibility of the resident to keep it clear from obstruction.* The Monroe County 911 Board shall be responsible for the continued maintenance. All road signs and posts shall be maintained by Monroe County after initial installation. Any sign or post that needs to be replaced will be provided by the 911 Board.

If you live in the rural Monroe County and your rural house number sign or road name is damaged or missing, please report it to the 911 Coordinator at 641-932-7123 ext. 143.

When calling 911 remember to stay calm, speak clearly and remain on the line to answer all the dispatcher's questions as best as you can.