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Bland County E-911

Dear Bland County Resident:

The Bland County Board of Supervisors adopted an ordinance to develop an **Enhanced 9-1-1 (E-911) Emergency Telephone System** that we hope will help save lives and protect property.

The Board of Supervisors has hired MSAG Data Consultants, Inc., a firm that specializes in the development of **E-911 address systems**, to map and address all occupied structures throughout the County. MSAG is authorized by the Board of Supervisors to obtain essential information from each household/business to aid in the completion of this **E-911 Project**.

Enclosed with this notification letter are 2 very important items that include:

- **A CONFIDENTIAL QUESTIONNAIRE AND YOUR NEW STREET ADDRESS**
- **YELLOW POSTAL ADDRESS NOTIFICATION CARD**

WHAT TO DO WITH THE CONFIDENTIAL QUESTIONNAIRE

It is **very important** that you complete the questionnaire immediately and return the white copy in the postage-paid envelope. Questionnaire information **will be kept confidential** and will be used **only** to develop the database required by your post office and telephone company to implement the **E-911 System**. Please retain the yellow copy for your records.

WHAT TO DO WITH YOUR NEW ADDRESS & YELLOW POSTAL ADDRESS NOTIFICATION CARD

Your new address - number and road name - will replace the rural route and box number portion of your address. Your post office and zip code will not change. For those of you who receive your mail at a post office box, your mailing address will not change. Please fill out the yellow postal card and place it in your mailbox for your mail carrier to pick-up or return to your local post office.

PLEASE DO NOT USE YOUR NEW ADDRESS UNTIL YOUR LOCAL POST OFFICE ADVISES YOU TO DO SO. The post office will then deliver your mail bearing either the old route and box number or the address number and road name for a period of one (1) year. Please remember that your new number and road name is your permanent address and is an essential part of the **E-911 Project**.

Until the **E-911 System** becomes fully operational, the County will continue to use the current emergency telephone dispatch system which is called **Basic 911**. With the current system, if you call with an emergency, be prepared to give the dispatcher your new **E-911 address number and road name and specific directions** to where you are located. You will be notified through the news media when the **E-911 System** becomes fully operational and you no longer need to verbally give the dispatcher your name and address since these items will show up automatically on a map at the dispatcher's workstation.

If you have any questions regarding your house number and road name, please call MSAG Data Consultants, Inc. at 1-800-672-5788 and ask for the Address Delivery Department.

Thank you in advance for your cooperation in completing this important project.

Sincerely,

Katie Gamble
E-911 Program Manager