

QUESTIONS AND ANSWERS
ABOUT THE
STARK COUNTY EMERGENCY E-9-1-1 TELEPHONE SYSTEM

WHAT IS E-9-1-1

E-9-1-1 is an Enhanced version of the 9-1-1 system. It enables the dispatcher that answers an emergency call to access information, such as name, location, phone number, and the nearest emergency responders, to assist the person from where the call is originating.

WHO CAN DIAL 9-1-1?

All who have landline telephones, cell phones, VOIP or other wireless devices.

CAN I DIAL 9-1-1 FROM A PAY TELEPHONE?

Yes, simply pick up the handset, listen for the dial tone and dial 9-1-1. Our dispatch centers can also handle TDD (Telecommunication Device for Deaf) calls.

WHEN SHOULD I DIAL 9-1-1?

Use 9-1-1 whenever you have an emergency situation which requires an immediate response from your local law enforcement, fire department, or ambulance service.

WHAT HAPPENS WHEN I DIAL 9-1-1?

When you dial 9-1-1 a dispatcher will answer your call and ask, "What is your emergency?" At the same time the telephone number from where the call is originating will appear on a screen in front of the dispatcher. Using that number the dispatcher will access the following information: 1) The name of the person or business the phone is registered to. 2) The 9-1-1 address from where you are calling. 3.) a phone number to verify the caller's identification. 4) The names of Law Enforcement, Fire Department, and Ambulance Service that serves your area. 5) A common sense address. 6) An Emergency Service Zone Number. 7) and your Community.

CAN I DIAL 9-1-1 FROM A CELL, MOBILE OR VOIP TELEPHONE?

Yes, if you have a cell phone that has a GPS chip, we will get location information, if you do not, you may have to give directions, by road numbers, landmarks, or other means, to inform the dispatcher where the emergency is located because the dispatcher that answers your call will not have the information on screen as to where you are calling from.

I LIVE IN THE COUNTRY AND DON'T HAVE AN ADDRESS.

In order to make the 9-1-1 system work, it became necessary to give everyone in the County, including the rural residents, a street and avenue type address. For the rural area the Burkle system of addressing was adopted. This system is designed that North-South section roads are avenues and East-West section roads are streets. Miles have been divided into 1/100 intervals. House numbers on the west or north side of the road are odd and the house numbers on the east or south side are even.

IF I HAVE AN EMERGENCY SHOULD I DIAL 9-1-1 AND THEN HANG UP?

No! When you dial 9-1-1 it is very important that you remain on the line, if possible, and talk to the dispatcher. Even though the dispatcher has all that information about you and where you are calling from, the dispatcher does not know what kind of help to send to your aid. If this situation should arise, the dispatcher will send a Law Enforcement unit to investigate.

WHAT SHOULD I DO IF I DIAL 9-1-1 BY MISTAKE AND HANG UP?

When the dispatcher answers the call, the number you are calling from will be displayed along with all the other information. If you hang up the phone, the first thing the dispatcher will do is call you back. The dispatcher does this to determine whether or not there is an emergency at that location. If no one answers the phone, the dispatcher will send a law enforcement unit to investigate.

WHAT SHOULD I DO IF I DIAL 9-1-1 BY MISTAKE?

If you dial 9-1-1 by mistake, don't hang up! Stay on the phone and explain the situation to the dispatcher. The dispatcher must be satisfied that an emergency does not exist.

STARK COUNTY E-9-1-1 AND RURAL ADDRESSING INFORMATION

On June 16, 1988, Stark County went on line with enhanced 9-1-1 emergency reporting. Stark County was the first county in the State of North Dakota to have a county-wide system. Before we could do this we had to address every structure that had a telephone number in Stark County. Several meetings were held with commissioners, responders and general public to develop a system for assigning a house number and street or avenue for each structure. After much research, we decided that a state-wide addressing plan would be better than having 53 counties having a plan of their own.

The state of North Dakota was divided into four quadrants based on Township and Range line. The west-east Centerline of North Dakota is between Township T-145 & T-146 which is near State highway 200. This center line is called Main Street. The South-North Center line of North Dakota is between Range 77 & 78 located twelve miles east of Bismarck, this is called Center Avenue. Farms have been assigned house numbers relative to these reference lines. The east boundary of Stark County is 78 Ave SW and the West Boundary is 132 Ave SW. The North Boundary is 28 St. SW and the South boundary is 54 St SW. House numbers are assigned at 1/50 mile intervals. Each mile can be assigned house numbers 0 through 99, with odd numbers on the North & West side of road and even numbers on the South & East side of road. Streets & Avenues are numbered at increments of one mile. (See maps for example). Because the rural address system uses a base of one mile, subdivisions had to have a smaller base, the base for subdivisions is 1/100 of a mile. We can also name or identify a road that originates between section lines by adding a letter designation. Ex. 100M AVE would be on the half section line between 100th AVE and 101st AVE. 30F St would be on the quarter section line between 30th and 31st ST.

When the system was designed it had to meet several requirements; Can it be used by the U.S. Postal Service, UPS, or responders: like fire, medical, law enforcement and the general public? It also had to be usable with the Stark County Atlas. The Atlas can be used by responders for roads and more detail reference. All responders in Stark County have an atlas available for their use or reference. The atlas also contains detailed information on all subdivisions in Stark County including house number and name of person living in the residence. New technology now enables us to use GIS/GPS information in computer mapping systems much more quickly. When a call is received, the mapping will show the location of the caller and can route the First Responder or additional responders directly to the caller

The addressing system used in Stark County has been approved by the State E-9-1-1 Governor's Committee. As of January 1, 1993, this system is the only one authorized for use in the State of North Dakota.

U.S. West Communications Data Base uses Emergency Service Numbers for each County. Stark County numbers are 101 through 122. After several meetings with fire chiefs, law enforcement and ambulance representatives, the people present at these meetings elected to use Stark County fire districts as boundary lines for assignment of reference points and Emergency Service Numbers. Reference points are used for determining mileage from that point to any residence within the Emergency Service Number. For example: Emergency Service Number 106 is the Dickinson Rural area outside of the City jurisdiction, the reference point for mileage is the Dickinson Rural Fire Department building. The responders assigned are: **Law Enforcement**; Stark County Sheriff, **Fire**: Dickinson Rural Fire Department, **Ambulance Service**: Dickinson ALS Ambulance Service.

Rural and Subdivision addresses located outside of the city of Dickinson jurisdiction use a base of 1/100 mile and are assigned by the Stark County Emergency Management / 9-1-1 Office. The Postal Service has converted all Rural Route and Box numbers to a house number and street or avenue address that has been assigned. The Postal Service does not initiate the change, it will make the change only if the local jurisdiction adopts an address system. This is per Postal Management instruction DM-940-89-03 paragraph 4b. Conversion: "Adoption of City-Style Addresses. It is important that district managers and area managers become involved in the advance planning process with local address planning authorities. The Postal Service must adopt the city-style addresses for mailing purposes as soon as possible after the conversion, normally within six months." Mr. Frank Gross, Fargo, ND, U.S. Postal Service had worked with Stark County to make this conversion.

The citizens of Stark County are paying for the E-9-1-1 system service and operation by a \$1.00 per month charge on all telephone lines and cell or wireless communication devices in the County. Every call made to E-9-1-1 is automatically recorded on a twenty four hour tape. This tape is kept for a minimum of thirty days. We also receive a print out on a printer of every call made to E-9-1-1.

DO I HAVE TO DIAL MY PREFIX IN FRONT OF 9-1-1?

No, simply dial the three digits 9-1-1.

IS THERE AN EXTRA CHARGE FOR 9-1-1 CALLS?

No. the system is funded by the \$1.00 per month per telephone service fee that is collected by the telephone companies providers that service Stark County and in all of North Dakota.

CAN I DIAL 9-1-1 FROM MY OLD STYLE ROTARY TELEPHONE?

Yes. no matter what type of telephone you have, if you can dial your neighbor's house, you can dial 9-1-1.

SHOULD I PROGRAM 9-1-1 INTO MY SPEED DIAL TELEPHONE?

It is not recommended to program 9-1-1 into your speed dial telephone. Even though it may be slightly faster for you to hit the speed dial button in an emergency, it is also easier to hit the button by mistake. It is much better to dial the three digit number when you need to use it.

IS IT TRUE THAT SOME CORDLESS PHONE'S CAN DIAL 9-1-1 ALL BY THEMSELVES?

Yes, cordless telephones are operated on batteries. When these batteries become very weak, some cordless phones will begin to dial phone numbers on a random basis all by

themselves. In fact, you won't even know it's happening. Because there are only three digits in 9-1-1, it doesn't take very long for cordless phones to dial 9-1-1. This situation can arise with any brand of cordless telephones.

WHAT CAN I DO TO PREVENT MY CORDLESS PHONE FROM DIALING 9-1-1?

The easiest way to prevent this situation from happening is to keep the batteries in your cordless telephone charged up. So, when you are finished using the phone, place it back in its charging unit. Most of the newer phones have that problem eliminated.

WHAT ARE THE ADVANTAGES OF E-9-1-1?

When a person is victimized or witness to a criminal action, the feelings of anxiety are so overwhelming that trying to look up the telephone number for the police can be an impossible task. Likewise, when a person has a sick child and does not know where to turn, or smells smoke in their home, 9-1-1 can put them in touch with people who know what to do.

WHAT IS CONSIDERED AN EMERGENCY?

An event or occurrence demanding immediate action; or any condition endangering or thought to be endangering life or property.

EXPLANATION OF "BURKLE RURAL ADDRESSING SYSTEM"

Center Avenue divides North Dakota from north to south, it is located twelve miles east of Bismarck, between range line 77 & 78. Main Street divides North Dakota from west to east, it is located between Township lines 145 & 146. The system quarters the state and Stark County is in the Southwest quarter. Rural addresses are therefore followed by SW. The most northern street of Stark County is 28 St. SW, the most southern street is 54 St. SW. The most eastern avenue is 78 Ave. SW, and the most western is 132 Ave. SW. All north to south section lines are designated avenues and all east to west section lines are designated streets. House numbers are derived from the location within the mile between two streets or avenues. Example (1) if your driveway is halfway between 42 Street and 43 Street and along 113 Avenue SW, on the east side of the road; your rural address is 4250 113 Ave. SW. Example (2) If your driveway is between 116 Ave & 117 Ave. ¼ mile from section line located along 40 St SW, on the South side of the road; your rural address is 11626 40 St. SW. All federal and state roads retain their designated numbers. Such as Highway 22 or Highway 85. (See maps)

If you have questions about rural addressing or E-9-1-1, please feel free to contact Gary R. Kostelecky, Stark / Dunn Counties 9-1-1 coordinator at 701-456-7605.