



REASONS FOR 911 ADDRESS CHANGES

Some citizens of Mineola have been or will be affected by 911 address changes within the city limits of Mineola. The information below is provided to help explain why these changes are necessary. It is the City of Mineola's hope that, while we can't lessen the inconvenience put upon the property owner or occupant, we can try to help you gain an understanding as to why these changes occur.

The State of Texas mandates under the Health and Safety Code Chapter 771 that all counties and cities to create and maintain 911 addressing standards. Several counties and cities elected to contract with ETCOG to provide 911 addressing services. ETCOG must adhere to each County's approved addressing standards and guidelines, as well as complying with regulations imposed by the State of Texas and the Commission on State Emergency Communications; and the expectations and best practices of the United States Postal Service.

Furthermore, new state requirements for 911 must meet a **98% correct addressing match rate** in 9-1-1 GIS mapping and only allows a maximum **2% margin of error** for the ETCOG region: Anderson, Camp, Cherokee, Gregg, Marion, Panola, Rains, Upshur, Van Zandt and **Wood** counties. Therefore, each county and/or city must carefully consider all 911 addressing exceptions they allow to stay within these parameters.

When applying for variance to the sequential, odd/even 911 addressing standards, the City is taking on the liability of possible injury or death in the event that a first responder is unable to find this property during a 911 emergency event. When receiving the variance exception the City is also taking on all liability for delay in response to surrounding addresses this variance may affect in an emergency event. This includes but is not limited to property damage to other residences and personal injury or death to all current occupants of surrounding properties, adults, children and pets.

To ease the burden on customers with a 911 address change, residents should continue to use current checks, letterhead, business cards, etc. before purchasing new ones with their new address. Customers should also check change of address information on monthly bill envelopes, when received, or utilize online accounts to change their billing address.

When new addresses are assigned, an area of 500 feet in all directions from the new address is looked at for accuracy. This is when errors are found and corrections are made. Periodically areas of concern are looked at when issues are noticed through emergency calls or routine city activities in that area.

If an address has been changed, a letter explaining the change is sent to the property owner listed on the tax roll. It is the responsibility of landlords to make their tenants aware of any address changes.

Whether you live inside or outside the city limits of Mineola, all public safety and emergency service agencies would like to remind everyone to place your address numbers on the front of your house, business or property so that it can be located with minimal delay. Make sure it is visible from the street or road fronting the property. Numbers should be in contrast with their background and should be a minimum of **4** inches high with a minimum width of **½** inch.