

Morristown-Hamblen GIS Group

FAQ's

Q: *What is E9-1-1?*

A: 9-1-1 is a lifesaving emergency notification network in which the caller is identified by ANI (automatic number identifier) and ALI (automatic location identifier). This information is automatically displayed on the dispatcher's computer screen at the time the emergency call is answered at the dispatch center. The caller is required to only dial 3 numbers, 9-1-1, to be connected to the PSAP (public safety answering point). 9-1-1 is a nationally known emergency notification number.

Q: *What does the E in E9-1-1 stand for?*

A: The E stands for enhanced, which means the dispatcher gets address information as well as phone number information when you dial 9-1-1. Necessary information can be available to a dispatcher without verification from the caller, in the case of somehow losing the phone connection or if the caller is too upset to give clear information.

Q: *Why do we need E9-1-1 here?*

A: The law mandates that every county, city and town in Tennessee shall be operating an E9-1-1 system. Currently a dispatcher will receive an emergency call and may be on the line with the caller from 1-5 minutes attempting to determine the caller's location. Many times the directions are inaccurate, thus increasing the response time of law enforcement, fire or rescue personnel. 9-1-1 is a lifesaving emergency notification network in which the caller is identified by ANI (automatic number identifier) and ALI (automatic location identifier). The caller is required to only dial three numbers, 9-1-1, to be connected to the PSAP (public safety answering point). 9-1-1 is a nationally known emergency notification number. Many times travelers or visitors may attempt to report an emergency without knowledge of the area. Without 9-1-1, valuable time would be lost trying to determine the emergency number and location.

Q: *How do I get an E-9-1-1 street address?*

A: The first step to getting an E-9-1-1 street address is to obtain a Building Permit from the Morristown Planning Department. This permit is required to place a manufactured housing unit (mobile home) or construct a site-built structure.

Q: *What if I receive my mail through a Post Office Box?*

A: If you currently receive your mail through a P.O. Box, you can continue to do so. The structure's 911 address will be used to locate the structure in case of an emergency. You will need to notify the Post Office of your new 911 address.

Q: *Will my address have to change?*

A: The Morristown Hamblen Geographic Information System (MHGIS) Group is establishing a unique address for each structure based on a consistent County wide addressing scheme. This is done to improve the emergency response time and save lives. Existing addresses that do not comply with the County wide scheme will need to be changed.

Q: *I've lived here for 30 years and everybody knows me and where I live. Why do I need to change my address?*

A: Logical consistent addressing saves lives. If someone new is hired as an emergency personnel worker they may not know you. Emergency responders from adjacent localities and the state do not have the local knowledge.

Q: *Who should I notify about my address change?*

A: You will need to notify the Power Company, Phone Company, School System, Place of Employment,

Insurance Company, DMV, Cell Phone Company, Cable Company, Newspapers, Bank, Magazines, Voter Registration, and Commissioner of Revenue.

Q: *Do I need to display my address?*

A: Yes, the Uniform Street Naming and Address Ordinance states that every structure must have their address properly displayed. The ordinance is available for review and enforceable by fine.

[Uniform Street Naming and Addressing Ordinance](#)

Q: *Do I need to have a new deed recorded for my home with the new address?*

A: No. The deed to your home is based on the actual property boundaries, not your 911 address. You will need to contact the Property Assessors Office at 423-585-4080 to give them your correct 911 physical address along with your mailing address if different.

Q: *When can I start using my new address?*

A: You may start using your new address when you receive a notification letter from the City.

Q: *The address that the City has given me and the address that the Post Office gave me is different. Which should I use?*

A: Contact the MHGIS/ Addressing Department immediately at 423-585-2790, to confirm your correct 911 address

Q: *Why does a road have to have a name?*

A: A road name identifies your general location in the city. Your house number identifies your specific location on that road. Many times a caller is unable to give clear directions to their home or is unable to remember their road number during an emergency if they are panicked. The county's 911 dispatch system automatically locates 911 calls based on the 911 address attached to the phone number.

Q: *What qualifies naming a road?*

A: Any right-of-way with three or more residential or business structures is assigned an E-9-1-1 street name, regardless of whether it is a private or public street or road.

Q: *What if I do not have a traditional land line phone and I only use a cell phone?*

A: New law requires all new cell phones to have GPS receivers in them. When you dial 911 from your cell phone, dispatchers are able to trace the call and locate your phone.

For further questions please visit the MHGIS Website [Zoning Map](#) or call 423-585-2790.