

Basic 9-1-1 Information

Posting 9-1-1 Address:

In an emergency, it is crucial to have your 9-1-1 address posted for emergency services to locate you. Every second counts in a life and death situation and without proper identification they may be unable to locate you. The letters need to be at least 3" in height and must be reflective. The post for mounting your sign must be between 5' to 7' for clear visibility. Your 9-1-1 numbers should be posted where they are easy to see from the road.

VISIBILITY IS KEY

Rural Addressing Project:

Llano County is working to ensure that every address is properly marked for resident safety and for emergency responders. For a fee of \$12, we will create a red reflective sign to display at your 911 address. Signs will not be produced until payment is received.

Applications for the red address signs are available on the website or in our office at 100 W. Sandstone St. Suite 200A. All signs must be picked up in person at our office; due to their weight, they cannot be mailed.

When your signs are ready, we will contact you by email or phone for pickup. Production typically takes between 7 and 10 business days.

Please note that these signs are not available to residents living inside city limits.

9-1-1 Addresses for Development:

An address will be assigned for new construction projects after the proper permits have been obtained. Addresses will not be given for property that does not have a structure.

Addresses for the City of Horseshoe Bay should be obtained through their office at #1 Community Drive in Horseshoe Bay (830) 598-8741.

9-1-1 calls from cell phones....

Cell phone calls are different from calls made from home or business phones. 9-1-1 operators cannot automatically identify your location. Below are the steps you should take if calling 9-1-1 from your cell phone:

- Immediately say that you are calling from a cell phone.
- Give your name and cell phone number in case the phone call is disconnected.
- State the nature of your call.
- Give the location of the emergency, street name, highway number, landmarks, etc.
- Provide a description of the vehicle or individual: license number, make, model, or color of the car, and description of the driver or suspect.