

# When YOU have an emergency..... *can we find you?*



## What is the problem?

It's more than a problem, it can be a life-threatening situation! When someone calls for help on the 911 system they expect for emergency workers to arrive in the shortest time possible..... that's not always possible due to small things that are not done around a home.

**When addressing these problems,  
think of yourself as an emergency worker  
trying to find your house .....**

## What about your street sign?

Although the Fire Department keeps their own maps and attempts to keep account of all of our roads, we will not always be the only ones responding to your house. If ambulances that usually serve this area are busy transporting other emergencies, an ambulance from a different area may respond here as well as other fire departments to assist us in handling your emergency. They will not be as familiar as your local Fire Department with the area which increases the importance of proper house and mailbox numbering as well as street signs. If your street sign is missing, damaged or you do not have one meeting the County Criteria, call the Fire Marshall at 255-5087

## Numbering your house

The Buncombe County Fire Prevention Ordinance states the following:

Ord. No. 97-3-7, § 11, 3-18-97. General d) Street numbers that are visible from the road shall be posted at each residence. Structures off of main roads will have the number posted at the road and at the structure.

Reflective house number signs (not street signs) can be ordered from the fire department, call us.

## Reporting a new road and finding out your house number

Many new roads have been added or renamed recently. It is a good idea to call the Fire Department to help us make sure we are aware of the road and can add it to our maps. Some people only use a Post Office box and do not see the need for numbering their house, that will not help in an emergency. You may be able to look at your tax record or other important documents to find the physical address.

## Groups of mailboxes and forks in the road

For practical purposes, some areas have their mail delivered to one location where there are several mailboxes. This may be convenient for the Postal Service but can be a nightmare for emergency workers trying to find out which house is where.

**Area signs** are one solution to quickly guide the workers to your location in the group. Simple signs like the one below to the left work for a fork in the road but if there are several forks or turn-offs before your home, place a sign at each location likely to confuse emergency workers.

