# Residents urged to check their 911 info

By JIM KINNEY
*The Saratogian*

BALLSTON SPA — Saratoga County wants residents who aren't sure if their home's location is in the 911 database to call the Emergency Service's office and double check.

"Otherwise, they won't know until it is too late," said Emergency Services Director Paul Lent.

The number, 884-4769, is available during regular business hours and is an alternative to calling 911 to check, Lent said.

"That puts more volume on the 911 system and gives those people more to do," he said. "We can do it right here at the office."

Lent said the county has always had questions about the accuracy of the database, which is kept by Verizon.

"We've had place be two counties over," Lent said. "We found a whole street in Clifton Park that was listed in Schroon Lake."

Schroon Lake is in the Adirondacks, 77 miles north of Clifton Park.

"Mistakes happen," he said.

Saratoga Springs Police Capt. Michael Biss said it is rare — about once every three months — that someone with an emergency calls the city's 911 from a land line and their address is listed incorrectly in the database.

It's also rare that someone would call the city's 911 center with no emergency but just to check that their 911 information is correct.

"Usually it is someone who has just moved into a brand new house," Biss said.

It took Lent just a minute Wednesday to take 584-4242 and come back with: The Saratogian, 20 Lake Ave., Saratoga Springs, with relevant emergency agencies listed as Saratoga Springs Police Department and as Saratoga Springs Fire.

Had the information been wrong, Lent said his office would have sent word and the right information to Verizon which makes the corrections.

"Usually within 24 hours," he said.

Anytime someone calls 911 from a land line, even an Internet or cable digital phone line — but not cell phones — the address appears on the dispatcher's screen to aid in sending help.