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For Immediate Release:

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Hays County Sheriff's Office seeks assistance updating gate code information

Sheriff Gary Cutler and the Hays County Sheriff's Office are asking for assistance from the citizens of Hays County. The Hays County Sheriff's Office is currently updating databases in the Emergency Communications Division. We are asking citizens that have a coded gate for access to their property, please contact the Hays County Sheriff's Office and provide an updated gate code or emergency code that dispatchers may have on file for emergencies. Properties included are gated communities, private residences, ranches, apartment complexes, and commercial properties.

When first responders are dispatched to locations that have a gate to gain access, it can delay responders from providing emergency services if a gate code is not on file with 9-1-1. These valuable seconds and minutes could be the difference between life and death. Law enforcement, fire, and emergency medical services want to provide the best services possible and accurate gate codes will help to ensure public safety. The codes will remain confidential and will be used for emergency services use only.

We ask that gate code information be emailed to the Hays County Sheriff's Office. Information may be emailed to vips@co.hays.tx.us, with GATE CODE in the subject line, or call 512-393-7373. Please include the following information:

Name of subdivision, ranch, business, apartment complex, or owner of residence

Contact Person

Physical or 9-1-1 address

City, State, and Zip Code

Gate Code

Any special instructions/information (ex: pets, Spanish speaking only, hearing impaired resident)

Phone number

Email address (optional)

If you have any questions, you may contact Deputy Jeffrey Jordan at 512-393-7373 or via email at jeff.jordan@co.hays.tx.us