

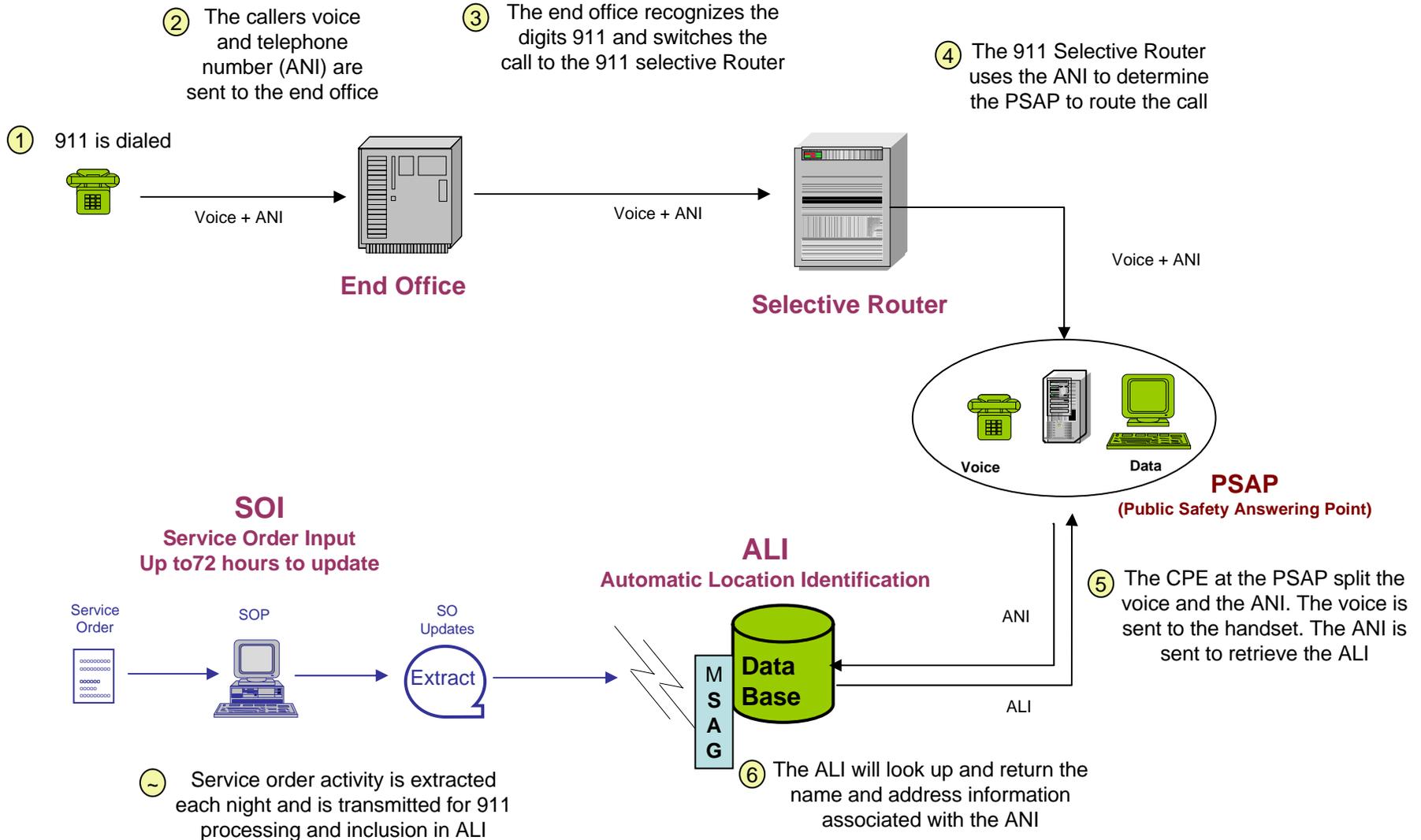
E911 MASTER STREET ADDRESS GUIDE (MSAG) DEVELOPMENT & MAINTENANCE

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DISPATCHER SCREEN EXAMPLE-

“LET’S START WITH THE END IN MIND”

(N P A)	N X X - T E L #	B U S N	M M / ^D D	H H : M M
C U S T O M E R N A M E				
H O U S E N U M		H S F X	P # N P A - N N X - T E L #	
D R	S T R E E T N A M E 1			
S T R E E T N A M E 2				
L O C A T I O N			P S #	E S N #
S T	C I T Y			
O T C F I E L D			T E L = Q W S T C	
Y L a t i t u d		X L o n g i t u d		U N C E R T
P S A P =				
P O L I C E				
F I R E				
E M S				



Traditional 911 is dependent on the telephone number and the service address being native to the selective router footprint

DEVELOPMENT

MASTER STREET ADDRESS GUIDE (MSAG)

What is an MSAG?

DIR	STREET	LOW	HIGH	O-E	COMMUNITY	ST	ESN
	BROWNS CREEK RD	26843	27026		HAMMETT	ID	569
S	10TH E	110	935		MOUNTAIN HOME	ID	560
S	10TH E	940	980		MOUNTAIN HOME	ID	561
S	10TH E	990	990		MOUNTAIN HOME	ID	560
	ALTURAS DR	105	325		MOUNTAIN HOME	ID	560
N	ALTURAS ST	26	475		GLENNS FERRY	ID	563
	HIGHWAY 20	29990	29990		GLENNS FERRY	ID	564
	HIGHWAY 20	896	25338		MOUNTAIN HOME	ID	564
SW	AUTUMN AVE	315	1415		MOUNTAIN HOME	ID	561
SW	AVIATION DR	4210	4390		MOUNTAIN HOME	ID	561

DEVELOPMENT

MASTER STREET ADDRESS GUIDE (MSAG)

What does it do?

- 1. It is the official record of valid streets, thoroughfares, house numbers and communities within the jurisdiction.**
- 2. It associates the proper Police/Fire/Medical responders to specific addresses.**
- 3. It acts as the first point of quality control for 911 database content.**
- 4. It provides proper routing of 911 calls placed from each address to the appropriate PSAP.**

DEVELOPMENT

MASTER STREET ADDRESS GUIDE (MSAG)

What is the first step in developing an MSAG?

- **ADDRESSING:** The jurisdiction should be 95% or better officially addresses.
- The addressing should be to USPS Standards for street naming, thoroughfares, directionals and suffix standards.

DEVELOPMENT

MASTER STREET ADDRESS GUIDE (MSAG)

ADDRESSING STANDARDS

NENA: Standard For Street Thoroughfare Abbreviations Recommends use of Postal Standards –Publication #28

USPS- Postal Standard Address for streets, thoroughfares and suffixes

- Access the USPS info at at <http://www.usps.com/ncsc/>
- Or go to directly to Standards Publication #28 at <http://pe.usps.gov/cpim/ftp/pubs/Pub28/pub28.pdf>
- You can order a hard copy at 1-800-238-3150.

OTHER POSTAL REFERENCE URL'S:

USPS = <http://www.usps.gov/>

ZIP LOOKUP = <http://www.usps.gov/ncsc/>

NENA = <http://www.nena.org/>

ADDRESSING STANDARDS EXAMPLES

H #	DIR	STREET NAME	COMMUNITY
64	W	B	BURNS
64	W	B ST	BURNS
115	NW	ROBINSON AV	CONDON
115	NW	ROBINSON AVE	CONDON
103		SOUTH A STREET	CONDON
103	S	A ST	CONDON
10771		FIRST	CRANE
10771		1 ST ST	CRANE
1018	N	4	LAKEVIEW
1018	N	4 TH ST	LAKEVIEW

H #	DIR	STREET NAME	COMMUNITY
130	S	ST E	LEXINGTON
130		SOUTH ST E (<i>'SOUTH' IS STREET NAME, E IS DIR</i>)	LEXINGTON
130		SOUTH E ST (<i>'SOUTH E' IS STREET NAME</i>)	LEXINGTON
130	S	EAST ST (<i>'EAST' IS THE STREET NAME</i>)	LEXINGTON
45668		HWY 207 - SPRAY	HEPNER
45668		HIGHWAY 207	HEPNER
45668		HIGHWAY 207	SPRAY
31313	NE	OCHOCO HIGHWAY	MITCHEL
31313	NE	OCHOCO HWY	MITCHEL
58	E	1 NORTH	REXBURG
58	E	1 ST N	REXBURG

DEVELOPMENT

MASTER STREET ADDRESS GUIDE (MSAG)

Once you are addressed then what?

COLLECT SOURCE DATA TO SUPPORT YOUR MSAG:

1. MAPS:

- **Local city and county, Fire District, Planning and Zoning, Tax Plot, City/County Engineering, Post office, GIS, etc.**

2. RECORDS:

- **Assessors Records, Housing & Addressing Authority, Utility companies, Voters Registration, Telephone Company Records, etc.**

3. DISCREPANCIES:

- **All sources will most likely not agree even with street signs. The 911 Database consisting of the MSAG and Telco Records must agree even if all sources do not.**

DEVELOPMENT

MASTER STREET ADDRESS GUIDE (MSAG)

Once record sources and maps are obtained how do you put the MSAG together?

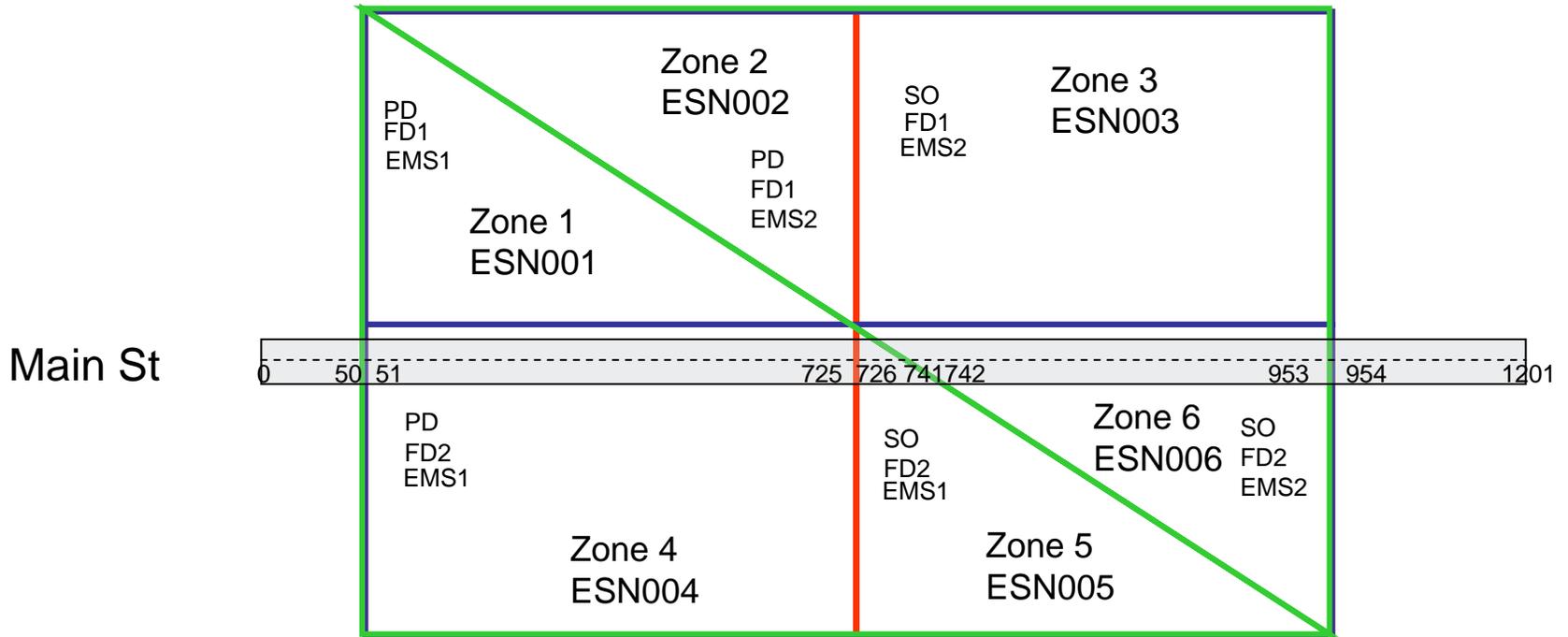
1. Start with basic format of an MSAG.

DIR	STREET	LOW	HIGH	O-E	COMMUNITY	ST	ESN
	BROWNS CREEK RD	26843	27026		HAMMETT	ID	569

- 2. List all streets with house numbers actual or theoretical using all source data.**
- 3. Do not worry about Emergency Service Zones/Numbers at this time.**
- 4. Once completed start working on establishing Emergency Service Zones for unique Police/Fire/Medical combinations.**

MSAG

Master Street Address Guide



Low	High	Street	ESN
51	725	Main St	004
726	741	Main St	005
742	953	Main St	006
421	1201	State Av	001
1202	1412	State Av	003

E911 ALI DATA BASE and MSAG SUMMARY: QWEST/INTRADO



ADDRESSING:

PSAP to confirm rural addressing efforts to Postal Standards and obtain addressing data (Old/New, etc).

PSAP confirms city addressing to Postal Standards.

PSAP establish addressing authority contact, communication and information exchange parameters as well as define responsibilities.

PSAP provides or confirms that utilities, including telephone companies, have been informed and provides new addressing data and information.

MASTER STREET ADDRESS GUIDE (MSAG):

PSAP assumes ownership and responsibility for Master MSAG and assigns MSAG Coordinator for participation in the ALI database build project, ongoing MSAG updates as well as ongoing future MSAG maintenance.

PSAP evaluates preliminary or "Starter" MSAG for quality and content. Corrects ranges, street and community issues as needed and communicates to telephone companies as well as Intrado.

PSAP works with Intrado to update Master MSAG residing at Intrado. Intrado will reissue to jurisdiction and participating telephone companies during the project and subsequent to the project, quarterly to telephone companies.

EMERGENCY SERVICE ZONES (ESZ):

PSAP researches and evaluate ESZ boundaries and needs.

PSAP Inserts into Master MSAG all new and updated ESZ.

PSAP defines Police/Fire/Medical English Language Translations for each Zone as they will appear on the dispatch screen.

TELEPHONE NUMBER (TN) CORRECTIONS:

Each participating Telephone company utilizes Master MSAG, Rural addressing and old/new address data to correct TN Data Base and coordinates with PSAP MSAG Coordinator any discrepancies discovered for resolution.

PSAP MSAG Coordinator communicates with telephone companies any TN or address corrections needed or discovered.

SIMULATIONS:

TN Extract from Telephone companies are merged with Master MSAG to check for discrepancies. Objective is 95% match rate for E911 Data Base.

Repeat MSAG and TN correction process until 95% is achieved.

FINAL DATA BASE LOAD:

Final Extract and Master MSAG loaded at Intrado.

Daily maintenance process begins for PSAP MSAG Coordinator and telephone companies.

MAINTENANCE



MASTER STREET ADDRESS GUIDE (MSAG)

So now that the MSAG is built and the database is live, how is the MSAG maintained?

- 1. Close communication with Planning and Zoning/Engineering and or the addressing authority is essential so that any new street or road addition you are fully aware of such as new sub divisions, etc. These will need to be added to the MSAG before telephone records can be assigned to the E911 Database.**
- 2. MSAG adjustments for annexations will need to be timed and planned to meet legal requirements.**
- 3. Police/Fire/Medical boundary changes will need updated in the MSAG for correct dispatcher screen content.**

With Qwest/Intrado a dedicated data analyst is assigned to your PSAP and MSAG Coordinator to assist in questions or project you may have.

Intrado also has an internet tool (911NET) for easily viewing and updating the live MSAG as well as corresponding with Intrado related to database issues or reported discrepancies by dispatchers.

Preparing for E911 Project >>> Qwest/Intrado



RURAL & CITY ADDRESSING

- “Rural & City Addressing” refers to the task of assigning valid, postal addresses (street number, directional, street name and suffix, and postal community names) to parcels, occupied or not, within a jurisdiction.
- This part of the project also includes notifying the residents, utility companies, and any other entity which the jurisdiction deems appropriate, regarding the newly assigned addresses. This also involves compiling an Old to New address list for Postal and E 9-1-1 data base efforts.

DATABASE DEVELOPMENT AND PREPARATION (AKA PREP PROCESS)

- Developing a complete and accurate MSAG (Master Street Address Guide) for all areas served by the proposed E 9-1-1 system.
- Developing Emergency Service Zones to apply to the MSAG.
- Updating/correcting telephone companies’ TN Records so that the subscriber’s service address is covered by the MSAG.

NETWORK PROVISIONING

- The Jurisdiction and Qwest will work together to design and order the appropriate Enhanced network and features.

EQUIPMENT INSTALLATION

- E 9-1-1 answering equipment will need to be procured and installed in conjunction with the turn-up of the E 9-1-1 network and database.

<u>TASK</u>	<u>TIME FRAME ESTIMATES</u>
Rural Addressing	36 Months *
Database Development	3 - 18 Months
Network Provisioning	3 - 5 Months (to run concurrently with the last 3-5 months of the Database Development phase)
Equipment Installation	3 - 5 Months (to run concurrently with the last 3-5 months of the Database Development phase)

***This time frame generally runs between 2 to 4 years depending on the scope of work, and the applied resources.**

THANK YOU

QUESTIONS ???

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