

Instructions for the NG 9-1-1 Address Reporting Form

As you probably have heard, Massachusetts is deploying a new 9-1-1 system, called Next Generation 9-1-1 (NextGen or NG for short). One major change associated with NG 9-1-1 is the way emergency calls are handled. In the new system, the geographic location of the caller is being used to route calls to the correct PSAP. To make this work, over three million addresses from the Emergency Service List and other sources have been mapped by MassGIS; these locations are being used in the statewide data center to route calls and are also being displayed on call-takers' screens.

Until the transition to NG is complete, Verizon will continue to maintain the MSAG. However, in the new system, new addresses receiving land-line service need to be individually validated against a master list, called the Location Database or LDB, rather than simply checked against the ranges in the MSAG. This means that all new, changed and deleted addresses need to be added to the master list, as they occur, even if they would not trigger an MSAG update. That is the purpose of this on-line form.

The first block collects contact information. This is so MassGIS can contact you if there is any question about the address update - sometimes different sources in a municipality differ on street name spelling or other address details. All contact fields are REQUIRED except your phone number – if you would prefer not to be contacted by phone then leave that field blank.

The next block specifies the kind of address edit. Specifically, the form supports the following reporting options:

- 1. Adding a new number or range of numbers on an existing street**
- 2. Adding a new number or range of numbers on a new street**
- 3. A change in the number for an existing address**
- 4. A change in both number and street name at an existing address**
- 5. Renaming a street**
- 6. A change in the community name for an existing address**
- 7. Deleting an address number**
- 8. Deleting a street name**

After you select one of the options above, the appropriate fields appear below the option block. Required fields are starred, others are optional.

The form is similar in many ways to the old paper form used by 9-1-1 Liaisons. Even though it is designed for reporting individual addresses, you can enter multiple addresses in one record, for example several new addresses on a street in a new subdivision, as long as you follow the instructions provided for each option below. But if there are multiple new streets, then each requires a separate submission.

About entering numbers and address ranges

Options 1-4, 6 and 7 require entering an address *number* or *range*. An address *number* should always be entered in numeric form, not spelled out – so enter “1” not “One.” (Address numbers with letter suffixes, like “2R” or “130A,” are discussed below.) A *range* of addresses consists of two numbers, a low and a high number, separated by a dash. As with the legacy MSAG, there is a *parity* associated with a range, that is “odd,” “even” or “both.” **Every entry of a range must be followed by a parity word.** The key difference from the way the MSAG handles ranges is that for NextGen, a range must be continuous, meaning that every number between the low and the high, respecting parity, must be a valid address.

For example, if four houses are built on a new street, and the numbers assigned are 11, 12, 13 and 14, then the entry for the new number/range field would be “11-14 both”. This is because every number from 11 to 14 is a valid address number. The word “both” must be spelled out to avoid any confusion with “b” as a suffix. Similarly, if 10, 12 and 14 are new addresses on one side of the street, then “10-14 even” would be entered with the word “even” spelled out. If the range is not continuous, for example if 11, 12 and 14 were built, but because of superstition 13 was skipped, then the individual numbers must be entered as a comma-separated list - “11, 12, 14.” In general, individual numbers or ranges may be combined in one line, separated by commas, so for example “2-8 even, 1-5 odd” would be a valid entry, as would “1-6 both, 8” – in fact these two entries would be equivalent.

Numbers with letter suffixes (and very rarely, prefixes) should be entered with no space between the number and the letter. So enter “1A” rather than “1-A” or “1 A.” If there are several such numbers with suffixes, they may be entered as a comma-separated list, but not as a range. So “10A, 10B, 10C” would be a valid entry, but not “10A-C” or even “10A-10C.” These rules are just to avoid potential misinterpretation. Fractional numbers should be entered in numeric form, e.g. “12 1/2,” with a single space between the number and the fraction, rather than spelled out. Ranges including fractional numbers, such as “10-12 1/2” are not allowed. One may also encounter individual numbers with number suffixes, for example “100-1.” These numbers are in danger of being confused with ranges, but can be distinguished from ranges because they have no parity keyword following. Fortunately, these are also very rare.

About entering additional detail

If you check either or both of the boxes under “Do you have additional address detail?...” you will see additional fields for data entry in the form that appears. For example, if both boxes are checked after selecting the option for adding a new number or range on an existing street, you will see fields for “Site Name,” “Building Identifier,” “Floor,” and “Unit Identifier or Range” as shown below.

Do you have additional address detail? (check all that apply) (optional)

additional site or building identifiers (e.g. Martin Athletic Complex or Town Library)

additional floor or unit identifiers or ranges (e.g. First Floor or Units 1A-1D)

New number/range*

Site Name (optional)

Building Identifier (besides address number) (optional)

Floor (optional)

Unit Identifier or Range (optional)

The “Site Name” is the name you would use for a site with a number of buildings, such as a mall, a medical complex, a campus or for some other named area with few or no buildings like a park. The “Building Name” is for when the new or existing address is associated with a named building – such as “Town Library” or “Marcy Hall.” These fields are optional, but if the information would help responders locate an incident then it’s worth filling them in so they can be displayed to call-takers in the new NG9-1-1 system. The “Floor” and “Unit” fields, similarly, are for when these details are known, but just like the site and building fields, they are optional. If the unit identifier includes a reference to the floor, e.g. “2A” is known to be a unit on the second floor, it’s recommended to fill in the floor field with the number “2” so as to be explicit. Again, this will save responders time in an emergency. For all these fields, it’s best to use fully spelled out names – that way dispatchers don’t have to guess on the abbreviations.

About street names in the new system

Another aspect of the new system that will be slightly unfamiliar is how street names are handled. In the legacy system, Verizon abbreviated directionals and street types, and when the type was "ST" it was omitted altogether. In the new system, we have implemented the current National Emergency Numbering Association (NENA) standard, which requires the street name including directional and type words to be fully spelled out. This eliminates any uncertainty in how to interpret abbreviations. Thus, a street name which would have been entered as "N MAIN" in the old MSAG would be entered as "NORTH MAIN STREET" in the new system. The Location Database (LDB), to which all 911 personnel will have access with the NextGen system, provides a lookup from the old, abbreviated MSAG name to the new standardized name, so existing street names that are in the LDB can be entered in either form, but **new street names need to be fully spelled out.**

For numbered streets, "FIRST STREET" through "TENTH STREET" are spelled out, but after that, the numeric form is used, e.g. "11TH STREET" or "41ST STREET."

Option 1: Entering a new number or range on an existing street

When entering a new number or range of numbers on an existing street, the street name should match an existing MSAG street name for that community, with the possible exception of adding the "ST" where it's been omitted. This will facilitate a smooth transition from the old system to the new. In some cases, MassGIS has worked with local authorities to identify errors in community name assignment either by liaisons or by Verizon, but these changes have not found their way back into the MSAG. MassGIS will identify any inconsistency between an address entered into this form and the ranges associated with community boundaries as they have been mapped, and check back with the liaison and the local addressing authorities to resolve any ambiguities. This is a major reason that contact information should be provided. For a new number on an existing street, entering the nearest cross streets on either side is to help locate the new number. Note that this example and all subsequent examples are fictional.

Example for Option 1:

- Add a new number or range on existing street
- Add a new number or range on new street
- Change the number for an existing address
- Change both number and street name at an existing address
- Rename a street
- Change the community name for an existing address
- Delete an address number on existing street
- Delete a street name (street no longer drivable)

Do you have additional address detail? (check all that apply) (optional)

additional site or building identifiers (e.g. Martin Athletic Complex or Town Library)

additional floor or unit identifiers or ranges (e.g. First Floor or Units 1A-1D)

New number/range*

Existing street name*

Between this cross street (optional)

and this cross street (optional)

Community*

Upload additional documentation (optional)

No file chosen

*File uploads may not work on some mobile devices
(e.g., site plan, screenshot of google map with location highlighted etc.)

Option 2: Adding a new number or range of numbers on a new street

In adding a new number or range on a new street, we are following the new NENA standard that requires the street name including directional and type words to be fully spelled out. (See “About street names in the new system” above.) When a new number or range on a new street is entered, we are also requesting additional information to help locate the new street – what street it exits to and the cross streets on each side of that intersection. Attaching an overall site plan which shows existing streets, or a screenshot of a google map with a “point” on the map, or any other graphic which provides the approximate location would be much appreciated. If the new street connects two streets, then pick the one that has more traffic as the “primary entrance,” and give the cross streets relative to that intersection. This option also covers the relatively rare case of naming a street, either new or existing but un-named, which has no associated address numbers. In that case, leave the “new number/range” field blank.

Example for Option 2

Address change type.*

- Add a new number or range on existing street
- Add a new number or range on new street
- Change the number for an existing address
- Change both number and street name at an existing address
- Rename a street
- Change the community name for an existing address
- Delete an address number on existing street
- Delete a street name (street no longer drivable)

Do you have additional address detail? (check all that apply) (optional)

- additional site or building identifiers (e.g. Martin Athletic Complex or Town Library)
- additional floor or unit identifiers or ranges (e.g. First Floor or Units 1A-1D)

New number/range*

New street name*

Primary entrance to new street is off this street*

Between this cross street (optional)

and this cross street (optional)

Community*

Option 3: Change the number for an existing address

This is the option to choose when a number assigned to a given structure is being changed, for example to make it consistent with the sequence or parity of adjacent numbers. This option would also be used for a scenario like a condo conversion, where several new numbers are being assigned to a structure where there is currently just one number. For example, if 10A and 10B are being assigned to exterior entrances to a renovated structure which formerly was number 10, then fill out this option with old number “10” and new numbers “10A, 10B”. **For a changed number, the structure remains in place but the number or range assigned to it changes.**

Example for Option 3

Address change type: *

- Add a new number or range on existing street
- Add a new number or range on new street
- Change the number for an existing address
- Change both number and street name at an existing address
- Rename a street
- Change the community name for an existing address
- Delete an address number on existing street
- Delete a street name (street no longer drivable)

Do you have additional address detail? (check all that apply) (optional)

- additional site or building identifiers (e.g. Martin Athletic Complex or Town Library)
- additional floor or unit identifiers or ranges (e.g. First Floor or Units 1A-1D)

New number/range *

Existing street name *

Number/range to be deleted *

Community *

Upload additional documentation (optional)

No file chosen

File uploads may not work on some mobile devices.
(e.g., site plan, screenshot of google map with location highlighted etc.)

Option 4: Change both number and street name at existing address

In some situations, not only the number but also the street name in the address assigned to a given location is changed. This might be where a vanity address is being eliminated, or the street name is being changed to reflect the actual access. Another possible scenario for using this option is assigning a new street name to a shared driveway which provides access to a number of structures. In most cases those structures were previously addressed off the nearest named street and will now receive new street numbers off the new street. In this case, each address will require a separate submission, giving the old number and street name as well as the new number and street name. Sometimes, for historical reasons, the street name in the address is nowhere near the location. In this case, provide both the old number and old street name and the new number and the “new” but presumably already existing street name.

Address change type:*

- Add a new number or range on existing street
- Add a new number or range on new street
- Change the number for an existing address
- Change both number and street name at an existing address
- Rename a street
- Change the community name for an existing address
- Delete an address number on existing street
- Delete a street name (street no longer drivable)

Do you have additional address detail? (check all that apply) (optional)

- additional site or building identifiers (e.g. Martin Athletic Complex or Town Library)
- additional floor or unit identifiers or ranges (e.g. First Floor or Units 1A-1D)

New number/range *

Number/range to be deleted *

Current street name *

Change to this street name *

Community *

Upload additional documentation (optional)

No file chosen

File uploads may not work on some mobile devices.
(e.g., site plan, screenshot of google map with location highlighted etc.)

Option 5: Rename a street

Changing a street name is self-explanatory – provide the old street name (in either old or new format) and then the new street name fully spelled out, following the NENA standard.

Example for Option 5

Address change type:*

- Add a new number or range on existing street
- Add a new number or range on new street
- Change the number for an existing address
- Change both number and street name at an existing address
- Rename a street
- Change the community name for an existing address
- Delete an address number on existing street
- Delete a street name (street no longer drivable)

Do you have additional address detail? (check all that apply) (optional)

- additional site or building identifiers (e.g. Martin Athletic Complex or Town Library)
- additional floor or unit identifiers or ranges (e.g. First Floor or Units 1A-1D)

Current street name *

Change to this street name *

Community *

Upload additional documentation (optional)

No file chosen

File uploads may not work on some mobile devices.
(e.g., site plan, screenshot of google map with location highlighted etc.)

Option 6: Change the community name for an existing address

For changing the community name, provide the number and the existing street name. However, we would recommend that you also contact MassGIS to discuss this option, as the community boundaries have been carefully mapped and any change needs to be evaluated relative to those boundaries.

Example for Option 6

Address change type.*

- Add a new number or range on existing street
- Add a new number or range on new street
- Change the number for an existing address
- Change both number and street name at an existing address
- Rename a street
- Change the community name for an existing address
- Delete an address number on existing street
- Delete a street name (street no longer drivable)

Do you have additional address detail? (check all that apply) (optional)

- additional site or building identifiers (e.g. Martin Athletic Complex or Town Library)
- additional floor or unit identifiers or ranges (e.g. First Floor or Units 1A-1D)

Existing number/range*

Existing street name*

New community name for this address or range*

Old community name for this address or range*

Upload additional documentation (optional)

No file chosen

File uploads may not work on some mobile devices.
(e.g., site plan, screenshot of google map with location highlighted etc.)

Option 7: Delete and address number on existing street

This option is appropriate for a situation where a structure is demolished and the number is not re-assigned to a structure *at the same location, i.e. on the same parcel*. Otherwise, for a typical “tear-down” no report is necessary. If the structure is demolished, and the same number re-assigned to a new structure *in a different location*, then the appropriate action is to submit two reports – one for a “Deleted number” and another “New number/range,” preferably with a note explaining how they are linked. Again, such cases are rare.

Example for Option 7

Address change type: *

- Add a new number or range on existing street
- Add a new number or range on new street
- Change the number for an existing address
- Change both number and street name at an existing address
- Rename a street
- Change the community name for an existing address
- Delete an address number on existing street
- Delete a street name (street no longer drivable)

Do you have additional address detail? (check all that apply) (optional)

- additional site or building identifiers (e.g. Martin Athletic Complex or Town Library)
- additional floor or unit identifiers or ranges (e.g. First Floor or Units 1A-1D)

Existing street name *

Number/range to be deleted *

Community *

Upload additional documentation (optional)

No file chosen

File uploads may not work on some mobile devices.
(e.g., site plan, screenshot of google map with location highlighted etc.)

Option 8: Delete a street name

This is reserved for the case where a street no longer physically exists, that is it cannot support any kind of vehicular traffic. For cases where a street is still drivable, even if the street has been closed and the structures formerly addressed off that street have been demolished, the name should be preserved and the deletion of the numbers reported instead.

Example for Option 8

Address change type: *

- Add a new number or range on existing street
- Add a new number or range on new street
- Change the number for an existing address
- Change both number and street name at an existing address
- Rename a street
- Change the community name for an existing address
- Delete an address number on existing street
- Delete a street name (street no longer drivable)

Do you have additional address detail? (check all that apply) (optional)

- additional site or building identifiers (e.g. Martin Athletic Complex or Town Library)
- additional floor or unit identifiers or ranges (e.g. First Floor or Units 1A-1D)

Street name to be deleted *

Upload additional documentation (optional)

No file chosen

File uploads may not work on some mobile devices.
(e.g., site plan, screenshot of google map with location highlighted etc.)

Last word and thank you

With this form, we are collecting the minimum information needed to maintain the statewide address list. Finding and mapping all these address changes still places a substantial burden on the MassGIS staff. Ideally, for new sub-divisions and new streets, MassGIS would like to receive site sketches or sub-division plans to facilitate mapping new addresses. You can send such supporting information via email attachment along with the form by using the attachment link at the bottom of the form.

Upload additional documentation

No file chosen

(e.g., site plan, screenshot of google map with location highlighted etc.)

More accurate and complete address mapping will translate into more accurate and efficient call routing, and we believe that it will also greatly enhance the interaction between members of the public, call-takers, dispatchers and responders.

We appreciate your input and look forward to working with you.