

NEW MEXICO ENHANCED 9-1-1 Addressing Guide For Local Governments

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- New Mexico Association of Counties
- New Mexico Municipal League
- New Mexico Association of Regional Councils
- Earth Data Analysis Center
- National Association of Nine One One Administrators
- State of Maine Office of Communications

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Contact Names and Numbers

For questions on the addressing process:

- Road naming, property numbering, numbering intervals, etc.

- Addressing ordinances
- Neighboring community addressing issues
- U.S. Postal Service address conversion process
- Designating an Addressing Officer
- Or any topic related to this guidebook

Call: Local Government Division
 Special Programs Bureau
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 (800)432-7108

For questions on technical database and mapping support:

- Updating base maps
- Structure and road measurement
- Local addressing coordinator requirements
- Reviewing address maps
- Or any technical issue regarding mapping

call: University of New Mexico
 Earth Data Analysis Center
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For general question on Enhanced 9-1-1 service:

Call: Local Government Division
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Introduction

Enhanced 9-1-1 and Physical Addressing

In 1989, the Enhanced 911 Act began the statewide deployment of 9-1-1 service. This improved emergency communication system automatically displays the address of a caller at an emergency call answering center. If a caller is hysterical, becomes unconscious, or hangs up, the answering center will know where to send help. This is also true if the caller does not speak English or is unfamiliar with his or her location, such as an out-of-state visitor. The Department of Finance and Administration, Local Government Division was given the responsibility of overseeing the development and implementation of statewide 9-1-1 service as well as managing the program.

To provide the location of a caller, a telephone number must be linked to a physical address that clearly identifies the location of that telephone. While the creation of physical addresses is the responsibility of municipalities, counties, and Native American communities, the Local Government Division is providing assistance to support local addressing efforts. The term "community" is used throughout this guidebook to mean cities, towns, villages, counties, Native American Tribes and Pueblos

Purpose of the Addressing Guide

This guide: **1)** acquaints communities with the statewide Enhanced 9-1-1 program and its benefits for New Mexico's citizens; **2)** explains the importance of creating and maintaining physical addresses for Enhanced 9-1-1 service; and most importantly, **3)** provides a series of recommended steps for the creation, assignment, and maintenance of physical addresses.

This guidebook provides an overview of the Enhanced 9-1-1 addressing process to help one decide whether to apply for Enhanced 9-1-1 funds, to undertake addressing independently, or to hire a private contractor. For communities choosing not to request funding assistance, this guidebook also provides a step-by-step guide for creating physical addresses according to Enhanced 9-1-1 recommendations. Regardless of how addressing is done, this guidebook describes how each community can create the best address information for Enhanced 9-1-1 service.

Some New Mexico communities have hired consulting, engineering, or mapping companies to perform all or part of the work to develop new addresses. Although the community may bear partial costs of such efforts, using a private contractor may yield excellent results if managed properly. Any contractor hired should conform to Enhanced 9-1-1 addressing recommendations, provide address information, and update the Enhanced 9-1-1 Master Street Addressing Guide and database as required by LGD.

The process described in this guidebook is intended to serve as a guide. It does not attempt to encompass all the finer details of how a community creates physical addresses. Nor does it suggest that there is a single "best way" to address.

Frequently Asked Questions

1. What is 9-1-1?

9-1-1 is a single telephone number that provides common access to all emergency services. It saves callers from having to search for the correct phone number to call in an emergency.

2. What is basic 9-1-1 service?

Basic 9-1-1 service is provided by telephone equipment that routes an emergency call to an emergency call answering center. Specially trained personnel at the center then contact the appropriate law enforcement agency, fire department, or emergency medical services to respond to the call.

3. Is there basic 9-1-1 service in New Mexico?

At present, 98% of New Mexico's citizens can dial 9-1-1 to request emergency assistance. The remainder dial seven- or 11-digit emergency numbers, often having to use different numbers for law enforcement, fire, and emergency medical services.

4. What are the drawbacks to basic 9-1-1 service?

With basic 9-1-1 service dispatchers depend solely on callers being able to verbally provide their locations. Sometimes callers are hysterical, become unconscious, or hang up. Other callers may not speak English or are unfamiliar with their locations. In these cases, basic 9-1-1 service is of little help to the caller or dispatcher.

5. What is the primary difference between basic and Enhanced 9-1-1 service?

Enhanced 9-1-1 service automatically displays a caller's address on a computer screen at a call answering center. Also displayed is the caller's telephone number that can be automatically re-dialed if the line is disconnected.

6. Are there additional differences?

Enhanced 9-1-1 service uses a caller's address, not telephone exchange, to direct a call to the appropriate call answering center. This contrasts with basic 9-1-1 service, which may route the call to an answering center not capable of dispatching emergency assistance to the caller's location.

7. Will Enhanced 9-1-1 service be available in all communities?

Yes. Statewide Enhanced 9-1-1 service is expected within a year after the community complete physical addressing. Once the service is in place statewide, all residents and visitors will be able to dial 9-1-1 to reach an emergency call answering center.

8. Will cellular phones be able to take advantage of Enhanced 9-1-1 service?

No, however, cellular (wireless) phone users will eventually be able to dial 9-1-1 for emergencies. At present, the location of an emergency caller using a cellular phone cannot be determined by an Enhanced 9-1-1 system. Cellular (wireless) customers do not pay a monthly surcharge today, however, technical efforts are currently underway nationally to automatically provide the location of a cellular phone caller during an emergency.

9. What is being done to implement 9-1-1 service in New Mexico?

The Enhanced 911 Act (Section 63-9D-1 et. seq. NMSA 1978) provides a mechanism for communities to purchase or lease 911 equipment and to pay for network and database costs necessary to operate 911 systems. The program is administered by the LGD.

The 1989 Act mandated a surcharge of 25¢ per customer access line to be collected by Taxation and Revenue Department (TRD) and deposited into the 9-1-1 equipment account administered by LGD. The funds are used to pay for purchase or lease of 9-1-1 system equipment, installation and maintenance

costs. Of the funds collected by TRD, five percent (5%) of the funds collected are used by LGD for administrative costs, and from every remittance to TRD, each telephone company deducts and retains one percent (1%) or \$50.00, whichever is greater to offset their costs for collecting the surcharges. The 1993 amendments mandated a second surcharge of 26¢ per customer access line to pay for development of the database and the monthly costs for the Enhanced 9-1-1 network and database services.

10. Who is directing the development of Enhanced 9-1-1 service?

LGD is the state agency overseeing the development and implementation of statewide Enhanced 9-1-1 service. For questions about the service not answered by this guidebook, please call the Division at 827-4992 or (800)432-7108.

11. What is the link between addresses and Enhanced 9-1-1 service?

To gain the full benefits of Enhanced 9-1-1 service, each telephone number must be linked to a physical address. This will allow a 9-1-1 caller's location to be identified automatically at an emergency call answering center.

12. What is a physical address?

A physical address is a permanent, unique address that clearly identifies where a property is physically located. Examples of physical addresses include 453 North Road or 98 Camino Real.

13. What do physical addresses mean to my community?

Creating physical addresses requires naming and/or numbering all roads, including fire lanes and private roads, with unique names and/or numbers and assigning numbers consistently to all properties. Once the road and/or numbers and/or road numbers and property numbers are assigned and adopted by the community, the new physical addresses can be used for Enhanced 9-1-1 service. They will also be used for mail delivery, utility services, private delivery services, and others.

14. How do physical addresses work with Enhanced 9-1-1 service?

A physical address is matched with a telephone number and entered into the Enhanced 9-1-1 database. When a caller dials 9-1-1, the caller's telephone number and physical address automatically appear on a call answering center's computer screen.

15. Who has the authority to create physical addresses?

Every New Mexico municipality, county, Native American Tribe and Pueblo has the legal authority to create physical addresses by naming and/or numbering roads and numbering properties.

16. Who is responsible for creating physical addresses at the local level?

The local governing body of a community has the authority to enact an addressing ordinance. The governing body may delegate the authority to name roads and number properties to its council, Board of Assessors, or a municipal official. An Addressing Committee is usually formed first to do the work of addressing and then make recommendations to the governing body or addressing authority for final approval.

17. Who should be involved with the local Addressing Committee?

Suggested members for an Addressing Committee include the city, town, or county manager, the area's 9-1-1 coordinator, the city, town, or county planner or a planning board member, the tax assessor, the code enforcement officer, representatives from the community's law enforcement, fire or emergency medical services, the road commissioner, members of the local historical society, and, most importantly, volunteer citizens.

18. What is the local postmaster's role?

The local postmaster should be invited to serve on the Addressing Committee and be consulted if any issues arise. The local postmaster may be involved in the final stages to convert current addresses to new physical addresses.

19. Is it mandated that a community create physical addresses?

No. Creating physical addresses is not mandated by the 9-1-1 system. It is, however, a responsible act of local government. By assigning physical addresses, a community allows its residents to take full advantage of 9-1-1 service by having a physical address, not a rural route box number, for example, displayed at the call answering center.

20. Why can't current addresses be used?

An emergency call from a property without a physical address will go to a call answering center's computer screen. However, the address shown, such as a rural route or P.O. Box number, will not clearly identify the caller's location for emergency responders. In this case, the caller will have to verbally explain her or his location, if able to do so, possibly delaying the arrival of help.

21. What if my community already has physical addresses?

Communities with physical addresses should review their addresses to determine if they meet the 9-1-1 addressing guidelines.

22. How does my community start the addressing process?

This guidebook contains a step-by-step list of recommended tasks for creating physical addresses. In addition to this guidebook, base maps and other technical support are available at no cost, to start the addressing process.

23. Is this the only thing my community needs to do to prepare for Enhanced 9-1-1 service?

No, once physical addresses are assigned, communities will need to request the master street address guide (MSAG) from USWEST or GTE and prepare a list of old and new addresses to use for updating the MSAG and the Enhanced 9-1-1 database. This list will be used to link the new addresses with telephone numbers and verify road and/or numbers and address ranges.

24. What is the cost to my community?

Staff time or volunteer labor is necessary to undertake and complete the addressing process outlined in this guidebook. A direct cost will also be incurred if a decides to purchase and install new or additional road signs and/or geographic information system (GIS) equipment for mapping.

25. Is there financial support from the State for addressing?

There is no on-going financial support from the State for addressing efforts. The Local Government Division, however, is working to provide partial funding for Geographic Information Systems and addressing efforts in support of communities provision of Enhanced 9-1-1. This support is being funded through the Enhanced 9-1-1 network and database fund as part of the Enhanced 9-1-1 program.

26. How long does the initial addressing process take?

Based on the experience of some communities, LGD estimates that the process requires an average of two years to complete the initial addressing process. Given this time frame, those communities that have not started the addressing process may wish to begin as soon as possible.

27. Will the post office use the physical addresses for mail delivery?

Yes. Though created for safety reasons, physical addresses created under these guidelines will become permanent and be used by the U.S. Postal Service in most cases. Because of operational changes ongoing within the Postal Service, however, not all physical addresses may be used immediately for mail delivery. Please note that post office boxes will continue to be used for mail delivery. Residents using a post office box will also have a physical address for use with Enhanced 9-1-1 service.

28. What are other benefits of creating physical addresses?

Communities have found that the addressing process provides information useful for tax assessment and planning. Rural routes and box number changes will no longer occur once physical addresses have been adopted. Delivery services, such as UPS and Federal Express, utilities and government services find that physical addresses make locating a property much easier.

29. Can a community use a private contractor for the addressing process?

Yes. In this event, LGD should be contacted for guidelines in selecting a contractor before beginning the process.

30. When is the addressing project totally completed?

Never. The community will be expected to maintain an addressing program once the initial addressing is completed. A community may, by ordinance or resolution, recover from the Enhanced 911 network and database fund an amount necessary to recover the costs of developing and maintaining a network and database necessary to provide a 911 emergency system in its designated 911 service area.

Review of Existing Physical Addresses

Several communities already have existing physical addresses (street or road and/or numbers and property numbers) for part or all of their jurisdiction. Many of these physical addresses are clear and consistent. Some addresses, however, may be confusing, inconsistent or ambiguous. It is important to note that if existing addresses are currently causing problems during the dispatch of emergency responders, they may continue to be a problem under Enhanced 9-1-1 service as well, since it only displays the caller's address on a screen at a call answering center.

If your community currently has physical addresses for all or a portion of its properties, please review the following questions to determine if you meet the recommended Enhanced 9-1-1 addressing standards:

1. Do numbers run sequentially up each street, e.g., 1-2-3-4-5-6-7....? Or are they out of order, e.g. 1-17-8-26-14....? Property numbers that are out of sequence may confuse emergency responders when trying to find a house where emergency assistance is desperately needed;
2. Are odd numbers found consistently on one side of all streets and even numbers consistently on the opposite side? Or are odd numbers and even numbers mixed in on the same side of a street? Again, odd and even numbers mixed in on the same side of a street may confuse emergency responders when they are searching for a particular house number;
3. Are whole numbers available to assign to structures built on vacant lots? Or will numbers with a letter or fraction be assigned? Do existing addresses contain a letter or fraction after the property number, e.g., 45A Brown Road or 26 ½ Ash Street? These guidelines recommend that only whole numbers be assigned to structures to reduce the potential for error. The U.S. Postal Service also discourages the use of mailing addresses containing fractions or letters;
4. Is the numbering direction consistent throughout the ? All streets should have their numbers ascend as they proceed away from a designated numbering origin or follow a consistent numbering pattern throughout the community; and
5. Do duplicate or similar-sounding street and/or numbers exist such as Maple Street and Maple Road or Camino Real and Camino Real Road? Again, if certain street and/or numbers are currently causing confusion with emergency responders they will continue to be a problem under Enhanced 9-1-1 service as well. Why? Because Enhanced 9-1-1 service does not change the method of dispatching an address over the radio, where background noise, radio static, and people working under stress sometimes lead to bad communications or human error.

If a community finds that it currently has inconsistent property numbers or potentially confusing street and/or numbers, it may wish to consider re-numbering or re-naming and/or numbering certain streets following Enhanced 9-1-1 addressing standards. In doing so, it is recommended that re-addressing should focus only on problem areas, and not necessarily on the entire . Only those addresses that really need to be changed should be changed, leaving alone what is clear and consistent.

Under some circumstances, a community with existing physical addresses may decide to re-number all streets because of numbering inconsistencies scattered throughout the community. If contemplating either partial or complete re-numbering, please contact the local postmaster to discuss potential issues for postal delivery addresses prior to any re-numbering process.

Finally, a community may only wish to modify or establish naming and/or numbering and numbering standards to avoid problems in the future. If so, the Enhanced 9-1-1 addressing standards outlined in this guidebook can be followed to establish new standards.

Enhanced 9-1-1 Addressing Guide, November 1997

If you have any questions about your 's existing physical addresses or on Enhanced 9-1-1 addressing standards, please call the Local Government Division.

U.S. Postal Service Activities and Enhanced 9-1-1 Addressing

Over the past few years, the U.S. Postal Service has assisted efforts to change the rural route addresses of certain postal customers. While these changes are related to statewide Enhanced 9-1-1 service, it is not always clear to the general public how they are related.

To explain the connection, it is necessary to understand how rural mail is delivered to New Mexico. For many years, the Postal Service used rural routes to deliver mail to rural residents. Thus, someone with an address of RR 1 Box 889, for example, was one of many people along a particular rural route created to deliver mail in that area.

For many, rural route mail is delivered from the post office within its own jurisdiction. For others, rural routes cross municipal boundaries, meaning that residents in one community have their mail delivered from a post office in a neighboring community. This situation exists even though these residents have a post office in their own community. In this instance, these postal customers use the name of the neighboring town and its zip code rather than their own 's name and associated zip code. This is also true of postal customers who live in a with no post office at all.

With Enhanced 9-1-1 service, it is recommended that rural route addresses be changed to physical addresses to better locate dwellings in an emergency. To insure that these physical addresses can be used for both an emergency address and a mailing address, it is necessary for mail to be delivered to customers from the post office within a jurisdiction. Otherwise, some customers would have two addresses: a rural route mailing address from a different jurisdiction, and a physical address used for emergencies within their own .

Given the large number of rural mailing addresses used in the state, the Postal Service will, as far as is practical, switch rural route addresses when certain events happen. The retirement of a rural route carrier, for example, means that some of these changes are known well in advance. Others occur on short notice. As a result, these changes sometimes happen when a is close to completing its addressing efforts. All residents can then simply change from a rural route number to a physical address. On other occasions, these changes may occur when a community is not ready to change its addresses. In this instance, some residents will change their rural route addresses to allow delivery of their mail from their town's post office, and then change address again when their community finally creates physical addresses for Enhanced 9-1-1 service.

However changes in rural routes occur, those postal customers who live in a community with no post office will continue to have their mail delivered from a neighboring 's post office. This will continue even after their community creates and assigns new physical addresses. When this happens, these postal customers will use their new physical address, their community name, and the zip code of the community that delivers their mail, providing the Postal Service serves the entire community under one zip code.

The Postal Service and the community should work closely to minimize the number of address changes postal customers must undergo. In some cases, however, more than one change may be unavoidable because a community is not ready to adopt new physical addresses. The key to avoiding unnecessary changes is for all jurisdictions to create physical addresses for Enhanced 9-1-1 service as soon as possible. For further information on Postal Service changes and their impact on your community, please contact your local postmaster.

Overview and Major Steps of the Recommended Addressing Process

The primary goal of the Enhanced 9-1-1 addressing process is to link each telephone number to a permanent, unique address that clearly identifies where a caller is physically located. This requires the creation of a physical address for any property that currently has a telephone, might have one installed, or might be occupied by someone using a cellular phone.

The most important reason for creating physical addresses is for the quick location of properties by law enforcement, fire, and emergency medical services. In creating new addresses, a community should assign each property a single address that can be used for emergency service, mail delivery, private delivery services, municipal records, utilities, etc. Ideally, there should be one physical address per property that can be used for all purposes. Having more than one address can potentially confuse a building's occupant when confirming a location in an emergency. It might also confuse those responding to the emergency. The one exception will be residents who use a post office box for mail delivery will also have a physical address for use with Enhanced 9-1-1 service.

While the time needed to implement an addressing change can take two years or longer, it can be shortened if the local Addressing Committee works diligently and has strong local support. By following the recommended step-by-step tasks outlined in this guidebook, a community can complete its addressing process in a timely fashion.

The major steps of a recommended addressing process are provided in the following checklist and further discussed on the following pages.

Use of the Global Positioning System (GPS), a satellite-based measurement technology that accurately locates all structures and missing roads in a community, is a cost-effective approach for addressing.

Following GPS measurement, the community should provide a set of maps showing the location and address of all structures. These new physical addresses can be created automatically by using GPS technology. The community will then be required to review the accuracy of the address maps and make whatever corrections necessary. Once the maps are corrected and approved, the community will update the MSAG and Enhanced 9-1-1 database. After the MSAG and Enhanced 9-1-1 database has been updated the Local Government Division must be notified.

Note: For the purposes of this guidebook, a "road" refers to any highway, road, street, avenue, lane, private way, or similar paved, gravel, or dirt thoroughfare within municipality, plantation, or unorganized territory. "Property" refers to any property on which a more or less permanent structure has been erected or could be placed.

Checklist for Enhanced 9-1-1 Addressing

Step One: Getting Started

- _____ 1a. Establish an Addressing Committee with a designated leader.
- _____ 1b. Involve the local postmaster with addressing activities.
- _____ 1c. Inform residents of addressing plans.
- _____ 1d. Contact neighboring communities on addressing issues.
- _____ 1e. Obtain two copies of the base map.

Step Two: Develop and Enact an Addressing Ordinance

- _____ 2a. Develop addressing standards.
- _____ 2b. Enact an addressing ordinance.

Step Three: Name or Rename Roads

- _____ 3a. Identify all roads to be covered by emergency services.
- _____ 3b. Establish road names and/or numbers, including new and/or numbers for unnamed roads.
- _____ 3c. Gain approval for road names and/or numbers.
- _____ 3d. Update base map after road naming and/or numbering approval.

Step Four: Create Physical Addresses

- _____ 4a. Complete GPS measurement.
- _____ 4b. Review and approve the address and maps.
- _____ 4c. Complete and submit an address conversion package to local postmaster.

Step Five: Develop Address Maintenance Method and Road Sign Requirements

- _____ 5a. Designate an Addressing Coordinator.
- _____ 5b. Develop method for storage and maintenance of addresses.
- _____ 5c. Determine on-going sign requirements.

Step Six: Assign and Maintain Physical Addresses

- _____ 6a. Inform property owners and/or occupants of address changes and effective date.
- _____ 6b. Update or install road signs and property numbers.
- _____ 6c. Implement new addresses and begin address maintenance.

Step One: Getting Started

1a. Establish an Addressing Committee with a designated leader.

1. The first step in the Enhanced 9-1-1 addressing process is for the community to establish an Addressing Committee. This will be the driving force behind local addressing efforts. The committee will, among other things, identify those roads to be included in the community's emergency road network and determine the method of road naming and/or numbering and the standards for number assignment. Going through the steps listed in this guidebook will form the bulk of the committee's work.
2. Depending on the amount of authority granted to the Addressing Committee, it will make decisions on its own or with approval from its local legislative body.
3. Key individuals to include on an Addressing Committee are: addressing coordinator; enhanced 911 coordinator; city, town, tribal or county manager and clerk; the county assessor; city, town, tribal or county planner or a planning board member; code enforcement officer; local postmaster; representatives from the community's law enforcement, fire and emergency medical agencies; road commissioner; member of the local historical society; and volunteer citizens.
4. Smaller committees tend to be more efficient, larger groups allow more members to be assigned tasks. Six to eight people has been found to be an ideal size.
5. Patience, perseverance, and attention to detail are important characteristics of effective Addressing Committee members. Dedication is also critical for a process that can take an average of two years.
6. It is helpful to have a committee member with computer skills and access to a computer, so that address information can be stored, changed and maintained more easily. It also allows a community to provide address information to its local postmaster in a format that speeds the conversion process. Finally, a computer file also allows for the easy transfer of address information to the Enhanced 9-1-1 database.
7. When selecting or recruiting people for the Addressing Committee, keep in mind that once addresses are created one person will eventually need to maintain them.
8. The committee must have a designated leader to insure that the community completes its addressing in a timely manner. Communities that have not started the addressing process or are working slowly often do not have a clear leader. Communities with well-organized leaders have generally worked efficiently through the addressing process. It is very important to have one person who can coordinate the process and insure that all the steps necessary for addressing are carefully completed.
9. The Addressing Committee leader generally serves as the community's designated contact person for addressing. Any community requesting addressing assistance should insure that LGD has on file the name, address, and telephone number of the community's local addressing contact person, who may or may not be the community's Addressing Coordinator.

1b. Involve the local postmaster with addressing activities.

1. A key individual to include on the Addressing Committee is the local postmaster. Sometimes a community may have its mail delivered by more than one post office, in which case additional

postmasters should be invited. Postmasters are important because they can help insure that the addresses created by a community are compatible for use by the Postal Service as mailing addresses. For this reason the local postmaster should be kept aware of a community's progress to help resolve any issues encountered.

2. When starting the addressing process, the community should review its existing address files (such as in tax records) to determine that these files contain the most current mailing addresses. Current addresses can be provided by the postmaster if a community official signs a letter of confidentiality to protect the address information.
3. While the community is the ultimate authority on assigning physical addresses, it should work closely with the postmaster to insure that addresses being created for Enhanced 9-1-1 are also usable as postal delivery addresses. This is particularly important if a community has no post office, receives its mail from an adjacent community's post office, and uses the same zip code as that office. If both jurisdictions have a Main Street, for instance, then there cannot be any duplicate property numbers on a road that has the same name in both. Rather, the numbers must be 1-500 Main Street in one town and 600-1000 Main Street in the other, for example.
4. After new physical addresses have been created by the GPS process (Step 4), the local postmaster can help the community match new addresses with existing ones. When the new addresses have been approved by the community and adopted by the Postal Service, the new addresses will be used for both emergency service location and mail delivery. In some cases, however, the use of the new addresses by the Postal Service must await completion of operational changes.

1c. Inform residents of addressing plans.

1. Communities should let their residents know about Enhanced 9-1-1 service and the need to create physical addresses. Methods to inform residents include letters, newsletters, public hearings, meetings or notices, or local public access channels.
2. Summer residents who live elsewhere in the winter and out-of-state property owners should be informed via a letter. *See Appendix A for a sample letter that can be used to inform all property owners and residents of the community's addressing efforts.*
3. When informing residents about addressing efforts, Addressing Committees can use the opportunity to recruit additional committee volunteers
4. Generally, the more residents understand the reason for Enhanced 9-1-1 addressing (increased public safety) and the more they have an opportunity to offer suggestions, the less resistance will be encountered at public meetings.
5. While the creation of physical addresses has many advantages for a community, there are genuine reasons for resistance. Those reasons listed below and any others should be openly discussed and considered in the planning process.
 - Business owners typically feel a close identification of their activities with their addresses and are reluctant to change. They also will have to pay to acquaint the public with their new address, such as having signs repainted and new stationery printed.

- For citizens, a change of a road name and property number will mean that their personal checks must be reprinted and their addresses on work records, credit cards, and magazine subscriptions must change. They must also notify relatives, friends and businesses.
 - Historical societies or older members of the community may dislike changes in historic properties.
 - Finally, there will be some objections just because there are changes.
6. Whatever the objection, please remind people that they achieve the greatest benefit from Enhanced 9-1-1 service when their phone numbers are linked to unique physical addresses that clearly identify where they are located.

1d. Contact neighboring communities on addressing issues.

1. Neighboring communities should discuss the consistent naming and/or numbering of “shared” roads to eliminate confusion. Examples of shared roads include roads that travel from one jurisdiction into another, those that run into and then back out of a neighboring jurisdiction, or those that follow a municipal boundary.
2. Discussion of shared roads is particularly important when communities are served by the same emergency service providers or dispatching services. In this situation, neighboring jurisdictions should discuss with each other the implications of duplicate road names and/or numbers that exist in both jurisdictions.
3. Here are suggestions for naming and/or numbering and numbering shared roads:
 - If a neighboring community agrees to keep the same name of a road running between the community, the numbering should be consecutive, starting in one community and ending in the other. This will avoid duplicate property numbers in close proximity on a same-named road.
 - For same-named roads spanning many communities, such as State Route 85, it may not be practical to use consecutive numbering starting in one town and ending in another many miles away. In this case, it may be better to number consecutively through three or four towns and start the numbering over again. This will prevent high property numbers from being created, while separating duplicate numbers by a large geographical distance. An emergency service coverage boundary might be used to determine such a number break.
 - If a neighboring community cannot agree on the same name, each community’s road segment should have a separate name and be numbered separately. If possible, numbers on that road should not ascend towards each other, since this could result in similar property numbers in close proximity near the community’s borders, despite dissimilar road names and/or numbers.
 - If numbers of non-contiguous streets are duplicated within a community and county, the numbering should not overlap (e.g., 1-500 Main Street in Roswell and 600-1000 Main Street in Chaves County. This is also an issue when mail delivery in one community is performed by a post office in another community. In such cases, every effort should be made to avoid using the same road names and/or numbers. If this is not possible, avoid duplicate property numbers to reduce postal delivery address problems.

4. Early discussion of adjacent addressing issues will avoid problems later when one community has completed its addressing process only to find that there are numbering or naming and/or numbering conflicts with a neighboring community on shared roads. This discussion also spurs neighboring communities to start their addressing process, if they haven't already done so.
5. For the name and telephone number of the Addressing Committee contact person in a neighboring community, please call the Local Government Division.

1e. Second base map.

1. Every community in the state will need a copy of an addressing guidebook and a second copy of the base map for use by their Addressing Committee. If unable to locate a base map or if additional guidebooks are needed, please call the Local Government Division.
2. A second copy of the base map should be used as the final base map. The first copy should be used as a working copy to note changes. When road names and/or number changes are approved, the second copy can then be marked up with all the final changes. Keep the working copy for comparison with the address map when that map is sent to the community following GPS measurement.
3. Please note that the base map will need corrections, including the addition of missing roads and the updating of road names and/or numbers. These base maps are based on U.S. Geological Survey 7.5 minute series maps, some of which have not been updated in many years. One purpose of the statewide Enhanced 9-1-1 addressing effort is to correct these base maps with current information.
4. As mentioned, the second copy of the map should be marked up with all the final changes, including official road names and/or numbers. This copy must be kept as the final base map.

Step Two: Develop and Enact an Addressing Ordinance

2a. Develop addressing standards.

1. Communities should determine their addressing standards which will define how new physical addresses will be created through the Enhanced 9-1-1 addressing process. They also should define how addresses will be assigned in the future and how address records will be maintained. These standards should result in physical addresses that are clear and consistent. Otherwise confusion during an emergency response could delay the arrival of help.
2. Addressing standards should be easy to explain and be flexible enough to accommodate a community's physical expansion. If standards are set properly, new physical addresses will become permanent and need not change.
3. Some communities may already have developed areas where physical addresses are already in use, such as in the downtown district or village. If so, you must decide if you wish to use these existing addresses to set the addressing standards for the entire community.
4. Existing physical addresses that are consistent and allow room for growth, even though they may not exactly match the Enhanced 9-1-1 guidelines, may be used to set community-wide addressing standards. This will avoid having to renumber the entire community.
5. When establishing addressing standards, please consider the following:
 - A. Road naming and/or numbering standards determine how existing roads and new roads are named, including private roads.
 - Consider eliminating duplicate or similar-sounding road names and roads with multiple names. Why? If certain road names and/or numbers are currently causing confusion during the dispatch of emergency services, they will continue to be a problem, because Enhanced 9-1-1 service only displays the caller's address on a screen at a call answering center.
 - Numbered roads, such as State Route 202, should be named. During an emergency, an address, such as "65 State Route 85" could have its numbers reversed and be reported as "85 State Route 65" when confirming the location of an emergency. There also could be automated sorting difficulties in the U.S. Postal Service if a numbered road is used as a mailing address. Locally naming a state route does not change its official state number designation.
 - Please see Appendix C for a comprehensive list of road naming and/or numbering recommendations.
 - B. Numbering origin designates the point, location, or direction from which numbers begin to ascent.
 - Some communities use the center of the community or central business district where their main fire station is located as their starting point. In more distant parts of the community, that end of the road closest to the center of town becomes the numbering origin for that road.

- Other communities use borders with adjacent communities as a numbering origin, having numbers ascend easterly, say, from their western border and northerly from their southern border.
 - The numbering origin could also be a main road running across a community, with the numbers ascending on roads as they branch off from this main road. The numbering origin should not, however, be in the middle of a road.
 - Wherever numbers begin to ascend should be consistent throughout the community. Consider such factors as existing numbering directions (if any), the numbering pattern on roads shared with neighboring community, and the direction from which emergency services respond.
- C. Numbering interval is the standard interval in feet used to assign consecutive property numbers along a road, regardless of whether or not a structure is at every interval. The recommended numbering interval for most of New Mexico is 52.5 feet or .01 mile.
- The use of a 52.5 foot interval for assigning property numbers is recommended because it provides sufficient room to assign unused numbers to future structures built between existing ones. This avoids having to renumber the entire road or adding letters to newly-assigned property numbers, which has happened in some places that have used a larger interval.
 - The 52.5 foot interval is also being adopted by most communities in New Mexico. As such, emergency responders crossing municipal boundaries will often find the same interval used in an adjacent community and be able to estimate a caller's location by applying the same standard to their odometer reading.
 - Please remember that a 52.5 foot numbering interval produces just over 100 numbers per mile.
 - It may be necessary to use different intervals within a community.
 - A road may need two different numbering intervals because of different structure densities in different sections. For example, a road that begins in the village area may need a 25-foot interval, while a 50-foot interval can be applied to the more rural parts of that road. Any numbering interval change should occur only at a road intersection if at all possible.
 - Only in extreme rural areas should a community consider using an interval greater than 50 feet. Even in these areas, there may be a road or a section of road where structures are packed closely together. In this case, the interval will need to be smaller on that road or section of road.
 - Jurisdictions are strongly advised not to base their numbering interval on the minimum frontage requirement for lots or parcels. By assigning only one number per lot, a community could face future numbering problems if more than one dwelling is later permitted to be built or placed on a lot.
- D. Odd and even sides determine which side of the road will be assigned odd numbers and which will be assigned even numbers, as numbers ascent from the numbering origin.

- The recommended standard is that odd numbers be assigned to structures on the right side of the road and even numbers to the left, as numbers ascend from the numbering origin.
 - If, however, part of a community has been previously numbered in the opposite fashion, then that standard should be maintained for consistency throughout the community.
- E. Property numbering standards establish how numbers are assigned for apartments, businesses, circular streets, condominiums, cul-de-sacs, corner lots, duplexes, mobile home parks, malls and other special situations.
- New numbers can be calculated by a computer or an electronic distance measuring device (DMI) and the community's designated numbering interval, numbering direction, and odd/even side of the road.
 - These calculated addresses will be displayed on an address map provided to the community. Upon receipt of their maps, a community will be asked to review the calculated property numbers and make choices about ambiguous addresses, such as corner lots, using their property numbering standards.
 - *Please see Appendix D for a comprehensive list of property numbering recommendations.*

2b. Enact an addressing ordinance.

1. Enacting an addressing ordinance provides several advantages: 1) the local addressing authority will be identified, 2) addressing standards (numbering direction, numbering interval, odd/even sides, road naming and/or numbering, etc.) will be established, 3) the process for assigning new road names and/or numbers and property numbers will be determined, and 4) the Addressing Committee will have the necessary standards to proceed with its tasks.
2. Every New Mexico community has the legal authority to create physical addresses by naming and/or numbering roads and numbering properties.
3. The addressing authority can be exercised simply by approving road name changes at a public meeting. A public meeting could also approve an addressing ordinance that establishes addressing standards, approves road names and/or numbers, and reserves the right to approve new road names and/or numbers at future public meetings. Another option is for the community to pass an ordinance that includes the addressing standards and delegates the authority to name roads and assign property numbers.
4. Municipalities, counties and Native American Tribes and Pueblos, may have an addressing authority or may need to enact an addressing ordinance.
5. Many jurisdictions delegate the authority to name roads and number properties to their addressing coordinator or an official in their addressing ordinance. This allows new road names and/or numbers to be approved and property numbers to be assigned in a manner stated in the ordinance, rather than waiting for an public meeting.

6. Please see Appendix B for two sample addressing ordinances. A copy is also available as a computer file by calling the Local Government Division. An addressing ordinance should include a community's addressing standards, as determined in Step 2a, and the process for assigning and maintaining addresses.

Step Three: Name or Rename Roads

3a. Identify all roads to be covered by emergency services.

1. The Addressing Committee should identify all roads, public and private, to be covered by emergency services. As noted earlier, there will likely be many roads missing from the base map. Missing roads to be covered by emergency services should be sketched on the map following the accompanying instructions.
2. It is recommended that any navigable road be included if it has two or more permanent structures served by emergency services. This includes fire roads or any roads with seasonal camps, commercial buildings, or any structure that may have a telephone installed.
3. Include roads that have structures without telephones. Why? Because emergency responders often have to find a building whose occupant has called from another residence. Also, with cellular phones increasing in use and plans underway to provide location information for cellular phones, it is suggested that year-round or seasonally occupied structures be addressed.
4. A long private driveway with only one house should be considered for inclusion, regardless of length, if the potential exists to erect additional houses or other structures along that driveway. This may avoid re-addressing later.
5. Note that private roads and driveways named and signed by a community do not automatically become a publicly-maintained way. Likewise, mail delivery on named private roads will not necessarily occur.
6. Once all roads have been identified, the Addressing Committee should compile an alphabetical list of all existing road names and/or numbers. This will assist in the naming and/or numbering or renaming and/or numbering of roads and will also help identify any current or proposed duplicate or similar-sounding road names and/or numbers.

3b. Establish road names, including unnamed roads.

1. Each road, public or private should have a unique name and retain the same name throughout its entire length. Roads that are part of the emergency road network but are currently unnamed should be named.
2. If a road must be named or renamed, allow the residents on public roads and the owners of private roads, including those who live out of state, the opportunity to suggest a new name. This will cause less opposition to the change when it comes time for seeking road name approval. Communities with public roads to rename should also solicit suggestions from the local historical society or longtime residents.
3. There should be no duplication of road names. Duplicate names (Pine Road and Pine Lane) or similar-sounding names (Beach and Peach, Lynwood and Linwood, Morgan Road and Morgan Hill Road) often create confusion during emergency situations. Using an alphabetical list helps identify existing road name duplications and avoid duplications when new and/or numbers are proposed.
4. If certain roads and/or numbers are currently causing confusion during the dispatch of emergency services, they will continue to be a problem under Enhanced 9-1-1 as well. Why? Because Enhanced 9-1-1 service only displays the caller's address on a screen at a call answering center.

5. As discussed in Step 1b, an Addressing Coordinator may ask the community to eliminate a duplicate road name if the town completely shares the same zip code or emergency service number (ESN) with another town. If not possible, duplicate road names and/or numbers must not share duplicate number ranges.
6. Numbered roads should be named for the same reason as other roads and to eliminate the possibility of numbers being switched accidentally when two numbers appear in an address, such as "25 County Road 35" being dispatched or heard as "35 County Road 25."
7. Also note that existing county road numbering schemes are not suitable for use as mailing addresses because of difficulties in automated mail sorting with the Postal Service. Therefore, if a community chooses not to name its county roads and use county road numbers for physical addresses, residents on those roads might have two addresses -- a physical address for emergencies and a rural route address for mail delivery. This situation is not recommended because of the potential confusion this might create in an emergency.
8. Some communities are reluctant to eliminate their county road numbering system. To provide a transition to the new names, some communities place the new road name signs over the county road number signs. This allows for the gradual association of county road numbers to their new names. Also, some dispatch centers maintain a computer database of local information that could quickly cross-reference a county road number to a road name or vice versa.
9. In naming and/or numbering county roads, some communities have used themes, such as plants, trees, wildlife, or historic persons. For example, tree names (Apple, Birch, Cherry, Dogwood, Elm, Fire, etc.), are used to name those county roads that lead to a particular body of water. By naming roads in an alphabetical sequence, communities can create a sequential set of alphabetical names to replace a sequential set of county road numbers.
10. The re-naming and/or numbering of roads is frequently the biggest political challenge for Addressing Committees. Many people are reluctant to have their road names changed for a variety of reasons, not the least of which is simple resistance to change. Committees can lessen resistance by educating residents on the need for changing confusing road names and/or numbers and by asking affected residents to suggest new names. In the final analysis, however, approval of road names at a community meeting or by the process stipulated in addressing ordinance does constitute authority to name roads, public and private.
11. *For a comprehensive list of road naming and numbering guidelines, please see Appendix C.*

3c. Gain approval for road names and/or number changes.

1. To become official, all road names and/or numbers, existing and new, must be approved either by a vote at public meeting or by the addressing authority designated in the addressing ordinance. A moratorium on any road name changes should begin at that time.
2. If an addressing ordinance has not yet been approved, some communities have placed the road name approval article on their community meeting warrant just ahead of the addressing ordinance article. Voters can then approve the wholesale road name changes, while the designated addressing authority can approve any future road name additions or changes.
3. Again, communities that have solicited road name suggestions from affected residents and property owners should encounter less opposition to any changes when seeking official approval.

4. If a road naming and/or numbering article fails at a public meeting, continue with the addressing process. It is important to understand that every community in New Mexico will be asked to provide official addresses for the Enhanced 9-1-1 system. It is only a question of the quality of addresses a community will provide.

3d. Update base map after road name approval.

1. Only after all road names and/or numbers have been officially approved should the base map be updated. In some cases, a community may be asked to correct its base map before all names and/or numbers are officially approved, but only do so if specifically requested. Names and/or numbers must eventually be approved to complete the addressing process.
2. Please follow all the instructions carefully for updating the base map and providing the requested information. *Please see Appendices E and F for a set of instructions and base map information checklist.*
3. It is very important that all roads to be covered by emergency services are shown on the map. Roads that are not sketched on the map will not be measured by GPS and will not be added to the address map. Adding them later will delay the process.
4. It is very important to list all the information requested in the instructions. This includes an official letter from the community stating that all road names and/or numbers shown on the map have been approved by the community. The letter must also include the name and phone number of the local coordinator and/or contractor who makes the GPS measurements.
5. The base map and information should be checked for neatness and completeness, and missing information should be requested before proceeding with GPS measurement. *Please see Appendix F for the checklist.*
6. A local coordinator may be needed to identify all structures, community boundaries and missing roads. The local coordinator may be a member of the Addressing Committee, fire or road department, assessor's office, or anyone who is very familiar with the road network of the community.
7. Whoever is chosen should know the location of all roads and dwellings within the community. A coordinator may be required to ride with a contractor (when one is used) until all GPS measurements are complete, a task perhaps taking several days.
8. It is important to understand that there may be a large time interval between an updated base map and the scheduling of GPS measurement.

Step Four: Create Physical Addresses

4a. Complete GPS measurements.

1. Global Positioning System, or GPS, measurements may involve the coordinator and/or contractor driving down every road in the community to locate every structure that will have a property number assigned to it. The coordinator and/or contractor may use a computer and a GPS unit to mark the position of each structure and assign a unique coordinate to it. The coordinator and/or contractor should also measure the location of missing roads sketched on the base map, along with fire hydrants and pay telephones, if their location is known. Pay phones attached to buildings need not be located.
2. Unless their addresses are to be changed, structures with existing physical addresses may or may not be located by GPS, because there is no need to calculate addresses for them. Missing roads and structures with rural route addresses will be measured, however.
3. Coordinators should obtain keys needed to unlock any gated roads to insure that all missing roads are measured. Coordinators are encouraged to maintain a log book to note the name of each road and property owner for the structure measured. This log book can then be used to assist in linking a new address to a property owner's current address.
4. After completing the field work and checking the data, address maps showing the community's entire emergency road network can be produced.
5. *For the property numbering recommendations, please see Appendix D.*

4b. Review and approve address maps.

1. Address maps will display address points representing each structure that was located by GPS measurement. Each point will have an address next to it.
2. Upon completion of the address maps, the community must review the maps for corrections. As in any technical process, there will be errors, such as some address points being on the wrong side of the road. *Instructions and a checklist for reviewing address maps are provided in Appendices G and H.*
3. It is important that the map be as close to 100% accurate as possible before the community approves it. To accomplish this may require driving the roads to check the information shown. Please note any map errors on the map and the edit sheet that accompanies the instructions. See *Appendix I*
4. If address points are missing, mark their approximate location on the map using the map's tick marks or a vehicle's odometer. Then manually calculate a property number for the point based on the numbering interval.
5. The final address maps should show the area's entire official road network with correct road names and/or numbers. Structure points with property numbers will also appear on the final map to the extent that they can be corrected.
6. Please understand that address maps are only a tool to create new addresses based on a simple addressing standard.

7. The community must receive final approval from the telephone company and LGD before starting the address conversion and updating the Enhanced 9-1-1 data base.

4c. Complete and submit an address conversion package to local postmaster.

1. Upon approval of the final address map, the Postmaster should receive:
 - a final addressing map;
 - an addressing conversion list (also available as a computer file); and
 - an alphabetical list of road names and/or numbers with address ranges.
2. Please note that residents using post office boxes will continue to use them as mailing addresses. Communities should assign physical addresses to structures for emergency purposes.
3. In matching new and old addresses, a community should double check the accuracy of its work. Creating new addresses is time consuming enough without having to do it over because of carelessness. Also, having to inform residents of additional changes after they are using their new addresses will certainly not be appreciated. *See Appendix J which provides instructions for completing Enhanced 911 address conversion package and Appendix K which is a sample address conversion list.*

Step Five: Develop Address Maintenance Method and Road Sign Requirements

5a. Designate an Addressing Coordinator.

1. Each community should designate an Addressing Coordinator, if it has not already done so. The Addressing Coordinator is responsible for approving and providing address information to the Enhanced 9-1-1 Service Provider and must have signature authority on behalf of the community. *See Appendix L for more information on Addressing Coordinators.*
2. Specifically, the Addressing Coordinator is responsible for:
 - providing an old-to-new address conversion list to the local telephone company;
 - approving and providing correct road name and number range information;
 - indicating the community's Emergency Service Zone(s), or ESZs;
 - providing updates on changes to address ranges and ESZs as they occur or provide verification at least annually; and
 - resolving any discrepancies that arise with any addressing information in the Enhanced 9-1-1 databases.
3. Other responsibilities of the Addressing Coordinator might include:
 - answering citizen questions about addressing;
 - monitoring local development activities for the creation of new roads and subdivisions to assign new addresses;
 - assigning address numbers; and
 - updating the community's address database as needed.
4. How is the Addressing Coordinator different from the leader of the Addressing Committee? The committee leader, who organized and managed the addressing process, may be a local resident but not a municipal official. The leader may be a municipal official, but the community might wish to assign the responsibility to another position. In many instances, the Addressing Committee

leader and Addressing Coordinator may be the same person. Whoever is designated, the Addressing Coordinator must have the authority to approve and provide address information on behalf of the community to the local telephone company.

5. The Addressing Coordinator may be a different individual from the one who actually maintains the addressing database, such as the town or county clerk. He or she might also not be the one who issues new addresses for a municipality or county, such as an assessor, code enforcement coordinator, or clerk. The Addressing Coordinator is the one responsible for officially providing all address information to the data base provider and local telephone company.

5b. Develop method for storage and maintenance of addresses.

1. The community should create a database to store and maintain address information. Having a computer database allows a community to accomplish this task more easily. It can speed the address conversion process with the post office by sorting the address conversion list by current mailing addresses. It also allows the easy transfer of address information to the Enhanced 9-1-1 database.
2. All communities should use a computerized program to store and maintain address information. However accomplished, a computerized record makes tracking and maintaining addresses much easier than a manual system.
3. At a minimum, the basic address information to be stored should include the following. For computer records, the recommended maximum number of characters in certain data fields is indicated in parentheses.
 - a. New property number (8 characters)
 - b. Pre-directional (N, W, etc.)
 - c. New road name, suffix (RD, AV, ST, etc.), and post-directional (S, E, etc.), if any (a total of 48 characters for all three)
 - d. Property owner and/or occupant's name
 - e. Old address or mailing address and telephone number
4. The individual responsible for maintaining the address database will vary by community. It is certain, however, that if someone does not maintain the new address information, the effort to create addresses will be wasted. Address changes or additions to the database should be prompt and consistent.
5. In some places the individual assigned to maintain the addressing database may be the same person who is responsible for other matters. This could be the clerk, manager, assessor, code enforcement coordinator, a planning board member, or the director of emergency planning. He or she should insure that the address database is secure and that a duplicate paper or computer file is created for storage away from hazard or loss.
6. The time required to maintain address information will vary, however, that address information must be kept current and accurate if it is to remain reliable for use with the Enhanced 9-1-1 system. See *Appendix O*.

5c. Determine road sign requirements.

1. After submitting the address conversion package to the local postmaster, the Addressing Committee should work with local officials to determine the number of road signs needed. To

insure that emergency responders can quickly locate a 9-1-1 caller, it is recommended that all roads have signs. Also consider placing a sign at a municipal boundary, if a road name changes at that point. See *Appendix M*.

2. Road signs may be an expense for some jurisdictions however, there are ways to reduce their cost. These include the donation of materials and labor by local citizens, civic organizations, or businesses. In some cases, communities may need to erect only a few new signs, the cost of which may be included in a community's budget.
3. Road signs are available from commercial sources.
4. Before ordering road signs from any source, be sure to double check the correct spelling of the road names and/or numbers and their suffixes (RD, AV, DR, etc.).

Step Six: Assign And Maintain Physical Addresses

6a. Inform property owners of address changes and effective date.

1. It is recommended that communities inform residents and businesses of the effective date and time their new addresses will be changed by issuing the owner/occupant an official notice. People using their new addresses prematurely cause confusion with public safety officials in responding to emergencies. This also causes difficulties with mail delivery if the new addresses are used before the effective date.
2. Along with the new address, the letter should include the effective date for using the new addresses, which should be at least 60 days after the date the letter is mailed. (The local post office will confirm with the community the actual date to begin using the new addresses.) This will allow time for the addresses to be in use with the Postal Service database and for residents to inform magazine publishers, banks, utilities, family members, friends, and others of address changes. *A sample notification letter is found in Appendix M.*
3. The notification letter should explain that completion of the addressing process does not necessarily mean that Enhanced 9-1-1 service is immediately available. It should also mention that mail sent to old addresses will be delivered for an extended period of time, not to exceed one year.
4. Other issues could be mentioned in the letter as well. One is to tell residents to stop using their old RR or HER box numbers when they begin using their new addresses. Another is to state which new address applies to which property for owners with multiple properties. A third might be to remind residents to clearly post their new number on their mailbox, front door, end of driveway, and wherever the community has designated in its addressing ordinance.
5. Finally, residents using post office box numbers should be reminded that they will continue to use them for mailing addresses. Their new physical addresses will be used to verify their location in emergencies and for utility service locations and commercial delivery services, among others.
6. The community should create and provide a cross reference list of old-to-new road names and numbers to its emergency services and dispatch centers, prior to the effective change-over-date.

6b. Update or install road signs and address numbers.

1. Before the effective date for new addresses, install any needed road signs. Road signs and address numbers are the important final links in any emergency calling system. Without them, emergency responders may not be able to quickly locate a 9-1-1 caller's address.
2. The erection of "illegal" road signs, that is, signs not meeting community standards, should be dealt with in the addressing ordinance, where applicable.
3. When the new addresses become effective, residents should post their new property numbers. To insure that their numbers will be visible, residents should be encouraged to post them as follows:
 - First preference should be to put a number on the front of the structure where it is clearly visible from the road.
 - The mailbox should be marked with the property number if the box is in front of and on the same side of the road as the structure.
 - When a mailbox is not in front of the structure, a number should be displayed on the mail box and the structure, if it is visible from the road.
 - If the structure is not visible from the road and no mailbox is beside the driveway leading to the structure, a sign or number post should be erected to display the number.
 - Mail boxes at the end of private roads should display the address number and road name to avoid confusing emergency responders who see address numbers that might appear to be out of sequence along a road.
 - In mountain areas, it is very important that any posted number be placed high enough not to be obscured by snow during an average winter.
 - Property owners using post office boxes for mailing addresses should also be encouraged to post their address numbers in a manner suggested above, so their physical address number will be visible in an emergency situation.
4. Road sign theft has become an issue of growing concern, with some communities experiencing a rash of road sign thefts after posting new road signs. Reduce thefts by educating citizens on the vital importance of road signs to the emergency response system. Stress that without road signs, responders may lose precious minutes in reaching those in need of help. Other measures to reduce theft or vandalism include buying signs with tamper-resistant hardware and aluminum blades.

6c. Implement new addresses and begin address maintenance.

1. Beginning with the effective date for the use of new addresses, the community should maintain an accurate and complete old-to-new address list. This requires an address database, a means to easily add and maintain address information, and a person responsible for doing so.
2. At all times, the community should insure a well maintained address database, secure from hazard or loss. *See Appendix O for address maintenance guidelines.*
3. As the addressing project completion date nears, the community (Addressing Coordinator) will need to provide the Enhanced 9-1-1 Service Provider the Master Street Address Guide (MSAG)

with the list of old-to-new addresses , an alphabetical road list with number ranges, and the community's Emergency Service Zone(s).

4. By continually maintaining the address information and MSAG The community will be able to maintain the most accurate address information for the Enhanced 9-1-1 database. Please note that communities do not have to track the name of tenants living at particular addresses. It is more important to maintain an accurate list of old-to-new addresses, which will be used to update telephone subscriber information by the Enhanced 9-1-1 Service Provider.
5. Finally, please remember that linking accurate physical addresses to telephone numbers is the heart of Enhanced 9-1-1 service. Under this service, callers dialing 9-1-1 will have their telephone numbers and physical addresses automatically appear on a call answering center's computer screen. With this location information, road signs, and posted property numbers, emergency responders should be better able to quickly locate someone in need of law enforcement, fire, or medical assistance.

APPENDIX A

Sample Information Letter

Dear Resident,

The (City/County/Tribe) of _____ is responding to a legislative mandate to establish statewide Enhanced 9-1-1 service. This service will be used by residents to call for law enforcement, fire, and emergency medical services by simply dialing 9-1-1 on the telephone and requesting the appropriate emergency assistance.

The service is called Enhanced 9-1-1 because it displays the address of the caller on a computer screen at a call answering center. If a caller is hysterical, becomes unconscious, or hangs up, the answering center will know exactly where to send help. Those unfamiliar with their location or who do not speak English will also benefit.

To provide the exact location of a caller, each telephone number must be linked to a physical address. A physical address is a permanent, unique address that clearly identifies where a property is located, such as 453 North Road or 98 Pine Lane. A rural route mailing address, such as RR1 box 889 is not considered a physical address.

Creating physical addresses requires naming and/or numbering all roads with unique and/or numbers and assigning numbers consistently to all properties. Once the road names and/or numbers and property numbers are assigned and adopted by the community, the new physical addresses will be used primarily for Enhanced 9-1-1 service. These addresses will also be used by mail delivery carriers, utilities, delivery services, and others.

Recently, our community established an Addressing Committee to create the physical addresses recommended for Enhanced 9-1-1 service. The committee will be holding public meetings and contacting residents to seek their comments during this addressing process. Citizen suggestions will specifically be sought in the renaming and/or numbering of roads, if necessary, to eliminate duplicate or similar-sounding road names and/or numbers and to name all public and private roads, including fire roads that are currently unnamed.

If you have any questions or wish to volunteer to assist addressing efforts, please call any of the Addressing Committee members listed below. Thank you.

APPENDIX B

Two Sample Addressing Ordinances

NOTE: This sample ordinance is generic and cannot cover all possible circumstances or issues for every community. Please modify this ordinance for you own needs.

Section 1. Purpose

The purpose of this ordinance is to enhance the easy and rapid location of properties by law enforcement, fire rescue, and emergency medical services personnel in the _____ (city, county or tribe) of _____.

Section 2. Authority

This ordinance is adopted pursuant to and consistent with Municipal Home Rule Powers.

This ordinance is adopted pursuant to and consistent with ?

This ordinance is adopted pursuant to and consistent with Title ?

Section 3. Administration

This ordinance shall be administered by _____ (the designated addressing authority, such as the selectmen, council, assessor, code enforcement coordinator, county commissioners, board of assessors, etc.), (who/which) (is/are) authorized to and shall assign road names and/or numbers and numbers to all properties, both on existing and proposed roads, in accordance with the criteria in Sections 4 and 5. The _____ (designated addressing authority stated above or another designated individual) shall also be responsible for maintaining the following official records of this ordinance:

- a. A community map for official use showing road names and/or numbers;
- b. An alphabetical list of all property owners as identified by current assessment records, by last name, showing the assigned numbers; and
- c. An alphabetical list of all roads with property owners listed in order of their assigned numbers.

Section 4. Naming System

All roads that serve two or more properties shall be named regardless of whether the ownership is public or private. A "road" refers to any highway, road, street, avenue, lane, private way, or similar paved, gravel, or dirt thoroughfare. "Property" refers to any property on which a more or less permanent structure has been erected or could be placed. A road name assigned by the (community) of _____ shall not constitute or imply acceptance of the road as a public way.

The following criteria shall govern the naming system:

- a. No two roads shall be given the same name (e.g., no Pine Road and Pine Lane).
- b. No two roads should have similar-sounding and/or numbers (e.g., Beech Street and Peach Street).
- c. Each road shall have the same name throughout its entire length.

Section 5. Numbering System

Numbers shall be assigned every _____ feet along both sides of the road, with even numbers appearing on the left side of the road and odd numbers appearing on the right side of the road, ascending from the number origin. (See Step 2a for determining the number interval. Also, if the numbering interval is, for example, 50 feet in most of the jurisdiction but varies on certain roads, this section might also state the general interval and then state the other interval and where it applies.)

The following criteria shall govern the numbering system:

- a. All number origins shall begin from _____ (whatever was decided in Step 2a, i.e. the center of town, a community or county border, etc.). For dead-end roads, numbering shall originate at the intersection of the adjacent road and terminate at the dead end.
- b. The number assigned to each structure shall be that of the numbered interval falling closest to the front door or the driveway of said structure if the front door cannot be seen from the main road.
- c. Every structure with more than one principal use or occupancy shall have a separate number for each use or occupancy. For example, duplexes will have two separate numbers.
- d. Apartments will have one property number followed by an apartment number, such as 235 Maple Street, Apt 2.

Section 6. Compliance

All owners of structures shall, by the date stipulated in Section 8, display and maintain in a conspicuous place on said structure, the assigned numbers in the following manner:

- a. Number on the Structure: where the structure is within 50 (fifty) feet of the edge of the road right-of-way, the assigned number shall be displayed on the front of the structure in the vicinity of the front door or entry.
- b. Number at the Street Line: where the structure is over 50 (fifty) feet from the edge of the road right-of-way, the assigned number shall be displayed on a post, fence, wall, the mail box, or on some structure at the property line adjacent to the walk or access drive to the numbered structure.
- c. Size and Color of Number: numbers shall be a minimum _____ inches high (recommended minimum size is 4 inches) and be of a contrasting color to its background.
- d. Old number: every person whose duty is to display the assigned number shall remove any different number which might be mistaken for the number assigned in conformance with this ordinance.
- e. Interior location: all residents and other occupants are requested to post their assigned number and road name on their telephones for emergency reference.

Section 7. New Developments and Subdivisions

All new construction and subdivisions shall be named and numbered in accordance with the provisions of this ordinance and as follows:

- a. New Construction: whenever any residence or other structure is constructed or developed, it shall be the duty of the new owner to procure an assigned number from _____ (the designated addressing authority stated above or another designated individual). This shall be done at the time of the issuance of the building permit.

- b. New Subdivisions: any prospective subdivider shall show a proposed road name and lot numbering system on the pre-application submission to the _____ (Planning Board, etc.). Approval by _____ (Planning Board, etc.), after consultation with _____ (the designated addressing authority stated above or another delegated individual or board), shall constitute the assignment of road names and/or numbers and numbers to the lots in the subdivision. On the final plan showing proposed roads, the applicant shall mark on the plan, lines or dots, in the center of the streets every _____ feet (whatever numbering interval applies according to Section 5) to aid in the assignment of numbers to structures subsequently constructed.

Section 8. Effective Date

This ordinance shall become effective as of _____ (date). It shall be the duty of _____ (the designated addressing authority stated above or another designated individual) to notify by mail each property owner and the Post Office of its new address at least 60 (sixty) days prior to the effective date of their use. It shall be the duty of each property owner to post new property numbers, in accordance with this ordinance, on the stated date of effective use.

Section 9. Enforcement

This section is optional. Most communities rely upon people's common sense to comply with the ordinance. If included, it should designate the individual responsible for enforcing the provisions of this ordinance and state the penalties, if any, for violations.

Sample Ordinance

**The (jurisdiction) in the (county) within the State of New Mexico
(jurisdiction)**

IN THE MATTER OF ESTABLISHING A ROAD)
NAMING AND RURAL ADDRESSING PROCEDURE)
FOR THE UNINCORPORATED AREAS OF _____) ORDINANCE
COUNTY, AND DECLARING AN EMERGENCY) NO. _____

The (jurisdiction) does ordain as follows:

Section 1. Short Title.

This Ordinance shall be known, and may be cited as the "Road Naming and Addressing Procedures Ordinance."

Section 2. Authority.

The following legislative procedural requirements relating to the naming and renaming of roads and the numbering of properties within the unincorporated portion of (area) are adopted pursuant to the authority grant (jurisdiction) pursuant to (ordinance #).

Section 3. Purpose

The procedures set forth herein are for the purpose of establishing and maintaining a uniform rural addressing policy in (**jurisdiction**) for the naming and renaming of roads and the assignment of rural addresses. It is intended that this policy will clarify and set the requirements and responsibilities of individuals, public bodies and departments involved in the naming and renaming of roads and the assignment of addresses. In addition, it provides the public with an outline of the required process for road naming and renaming and the assignment of addresses.

Section 4. Text.

I. Road Naming and Renaming

4.1 Required Review and Action for Road Naming

The (**jurisdiction**) Commission shall review and take appropriate action on all road naming and renaming in the following circumstances:

- A. Any existing public or county road is named or renamed;
- B. Any public or county road is established, except when such new public or County road will have names established within the provisions of the (**jurisdiction**) Zoning, Partition and Subdivision Ordinance or in the provisions for establishing a public way.
- C. Any private road that provides access to three or more buildings and requires a name in order to promote the health, safety and welfare of the public.

4.2 Application

A. An application to name or rename a road shall be submitted to the (**jurisdiction**) Commission and shall include at a minimum the following information:

- 1. Name of applicant;
- 2. Location or roadway by description and/or map;
- 3. Legal status, i.e., ownership of road, if known;
(Attach Map showing area)
- 4. Existing road name, if known;
- 5. Proposed road name;
- 6. Reasons for request;
- 7. Petition (attached, if any);
- 8. Fee - See Section 4.3.

B. The application may be submitted by any of the following applicants:

- 1. The property owner(s) or person(s) living along the road;
- 2. Any public or semi-public agency whose function is affected by road names;
- 3. (**jurisdiction**):
 - a. Commission
 - b. Clerk
 - c. Addressing Department
 - d. Road Department
 - e. Assessor Tax Collector
 - f. Sheriff

C. The proposed road name shall comply with the following:

1. Name limited to a maximum of fifteen (15) letters and three (3) words, excluding the suffix directional indicator, e.g., Road, Lane, Loop or Drive.
2. No duplication with other existing road names;
3. No similar sounding or confusing names;
4. The designation of roads shall generally conform to the following:
 - a. Roads running predominantly north-south shall be known as "Road";
 - b. Roads running predominantly east-west shall be known as a "Lane";
 - c. Roads dead-ending 1000 feet or less from their beginning points shall be known as a "Drive";
 - d. Roads whose beginning and ending points intersect on a common road shall be known as a "Loop".
5. When road names are proposed for change, every effort will be made to maintain historical road names.

4.3. Fee

- A. An application fee will be charged for new and changed road names based on current sign construction and installation costs and the number of new sign boards required.
- B. The supplemental fee shall be paid upon adoption of the new road name by (**jurisdiction**) Court Order.
- C. The foregoing application and supplemental fee shall not be applicable to an application made by a public or semi-public agency, or (**jurisdiction**), or any of its departments.

4.4. Processing Road Name Applications

The (**jurisdiction**) Addressing Department shall have the responsibility for processing and maintaining applications for road naming and renaming and shall perform such function in the following manner:

- A. Verify legal status, that is, ownership and maintenance of road;
- B. Check proposed road name(s) for duplication or similarity with other existing road names;
- C. Perform a field check, when deemed necessary;
- D. Assist applicant or other affected person(s) to find alternate names when required;
- E. Notify the following (**jurisdiction**) departments and agencies if they are affected by the road naming or renaming;
 1. County Assessor;
 2. Road Department;
 3. Clerk;
 4. Cities;
 5. Private Sector Businesses;
 6. Emergency Services.
- F. When appropriate, mail questionnaire to owners of all property abutting the road to determine general consensus regarding the proposed name;
- G. Prepare recommendation for the (**jurisdiction**) Commission.
- H. Determine appropriate (**jurisdiction**) Commission meeting date;

- I. Give notice of public hearing by publication in a newspaper of general circulation and, if appropriate, by posting along the road and/or mailing notices to owners of all property abutting the road. Publication notice or written notice or posting shall be given at least two (2) weeks prior to the date of the hearing.

4.5. (jurisdiction) Commission

- A. The **(jurisdiction)** Commission shall consider advisory committee and staff recommendations for new and changed road names at a regular County Commission meeting.
- B. The **(jurisdiction)** Commission shall notify the original applicant for final decisions rendered on naming or renaming of any road.
- C. Copies of the Commission's Order and any related maps approving new or changed road names shall be sent by the office of the **(jurisdiction)** Commission to the following:
 1. Road Department;
 2. Assessor's Office and Tax Office;
 3. Post Office;
 4. Planning Department;
 5. County Clerk's Office;
 6. Utility Companies:
 - a. Telephone company
 - b. Local electrical company
 - c. Gas company
 - d. Sewer and water districts or other similar companies.
 7. Affected fire district(s);
 8. Local school district(s);
 9. County Surveyor
 10. Emergency Services;
 11. Adjacent urban jurisdictions.

4.6. Completion

The original documentation shall be recorded in the office of the **(jurisdiction)** Clerk with a copy of the original to be kept in the office of the Planning Department. **(jurisdiction)** maps and files shall be updated as appropriate.

II. Address Numbers

4.7. Purpose

The purpose of this subsection is to provide a uniform property numbering system which allows adequate space between numbers for development and also provides a simple and logical method for expedient response in locating all buildings (defined in Section 4.9) within the **(jurisdiction)**'s road network.

4.8. Exceptions

Addresses shall primarily encompass areas outside city limits or urban growth areas. Addresses may also be applied to areas of conflict such as an urban growth boundary dividing a road.

4.9. Definitions

The following definitions shall apply to the provisions of this ordinance:

- A. "Building" means a structure designed for human occupancy, such as a residence or place of business, or other structures as determined by the Planning Department.
- B. "Driveway" means a private way that provides vehicular access to less than three buildings.

4.10. Address Assignment Program

Address numbers shall be assigned based on a five-digit number derived from the New Mexico State Coordinate System with appropriate alterations to meet local needs for a uniform numbering system.

4.11. Address Application

- A. An application for address shall be submitted to the (**jurisdiction**) Addressing Department and shall include the following information:
 - 1. Name of applicant;
 - 2. Location of property for which an address is to be assigned;
 - 3. Name of the road or roads abutting the property for which an address is to be assigned;
 - 4. Location of access point from adjacent property or roads abutting the property;
 - 5. Site plan location of the structure proposed for addressing.
- B. The application may be submitted by any of the following applicants:
 - 1. The property owner(s) or person(s) occupying the property;
 - 2. Any public or semi-public agency whose function is affected by rural addresses;
 - 3. (**jurisdiction**):
 - a. Commission
 - b. Planning Commission;
 - c. Planning Department;
 - d. Road Department;
 - e. Assessor or Tax Collector;
 - f. Sheriff;
 - g. Surveyor.

4.12. Assignment Process

The (**jurisdiction**) Addressing Department shall perform the following functions:

- A. Verify property location and appropriate access road.
- B. Assign an address number which conforms to the established numbering system recognizing the following:
 - 1. Buildings accessed from roads predominantly extending north-south will have a modified five-digit number derived from the north-south axis, or x-axis, of the State Plane Coordinate System. Addresses for buildings west

- of a road shall end in an even number and addresses for buildings east of a road shall end in an odd number.
2. Buildings accessed from lanes predominantly extending east-west will have a modified five-digit number derived from the east-west axis, or y-axis, of the State Coordinate System. Addresses for buildings essentially south of a lane shall end in an even number and addresses for buildings north of a lane shall end in an odd number.
 3. Address numbers are derived from a combination of Assessor maps and United States Geological Survey Maps.
- C. Notify the applicant of the assigned address.

Section 5. Emergency/Effective Date.

As it is necessary for the health, safety, welfare, comfort, and convenience of the people of (**jurisdiction**) that this ordinance shall have immediate effect, an emergency is hereby declared to exist and this Ordinance shall be in full force and effect from and after its passage and approval by a unanimous vote of those members of the (**jurisdiction**) present at this meeting.

PASSED BY A UNANIMOUS VOTE OF THE (**jurisdiction**) THIS ____ DAY OF _____, 199__.

Chairman, (**jurisdiction**) Commission

Attest:

(**jurisdiction**) Clerk

APPENDIX C

Road Naming and Numbering Recommendations

When developing road naming and numbering standards, please consider the following recommendations:

1. Every distinct road with two or more dwellings should be given a separate, unique name. This includes all private roads and driveways.
2. Each road should have one -- and only one -- correct name. A named road should be essentially continuous, without gaps.
3. Road names and/or numbers should only change when there is a substantial intersection, or at municipal boundaries.
4. When needing to name a road with two or more numbers in different sections, the name of the road that is used for the longest distance or is most heavily traveled should be kept.
5. A long driveway with only one house at its end might be named if the potential exists to erect additional structures along that driveway.
6. There should be no duplicate road names and/or numbers, such as Pine Road and Pine Lane.
7. There should be no similar-sounding names, such as Beach Avenue and Beech Avenue, Main Street and Maine Street, or Apple Hill Road and Apple Road.
8. Road names should be assigned based on traffic patterns. When a road forks into two roads, the fork with the higher traffic volume should continue the same name.
9. If a road has more than one branch at the end, use separate names and/or numbers for the multiple branches.
10. Roads should not be identified by a route number.
11. Avoid special characters, such as hyphens, apostrophes, periods, or decimals, in road names.
12. When having to rename roads with similar-sounding and/or numbers, consider the following:
 - The road with a name of historical significance should have its name retained.
 - The road with the most properties on it, and thus a name change would affect a greater number of residents, should retain its name.
 - The road that has retained its name for the longest time or has been consistently signed for the longest time should retain its name. The same would be true for a road with a more descriptive name.
13. When naming roads that connect two other roads but have a middle section that is closed permanently or is impassable at certain times of year, consider:
 - Retaining the current name for one end of the road and assign a different name to the other end of the road.

- Retaining the same name at each end of the road and assign two-digit numbers to properties along one end of the road and three-digit numbers to properties along the other end. If this option is chosen and the potential exists to further develop the road in the future, lay out the numbers to insure that there is no possibility of having any three-digit numbered at the two-digit end and vice versa.
 - Assigning a direction to each end of the road, such as North Mountain Road and South Mountain Road.
14. When renaming roads in a jurisdiction with a significant summer population, send notices to seasonal residents, giving them an opportunity to mail in their road name suggestions within 30 days.
 15. Use themes, such as wildlife, trees, or historic persons, to name unnamed roads. Use a specific theme to name private roads and driveways leading off a specific main road or around a specific body of water or mountain.
 16. Roads within multi-structure complexes (e.g., business campus, multi-unit apartment complex) should be named and each structure individually addressed.
 17. Keep road names short. They are easier to remember.
 18. When naming new roads, consider the following suggestions:
 - Avenue = a thoroughfare running principally in a north-south direction (or could be east-west depending on how "street" is defined).
 - Circle = short road that returns to itself; circular or semi-circular roads.
 - Court = Permanently closed road such as a cul-de-sac; dead-end road, usually under 1,000 feet in length, or horseshoe-shaped road.
 - Lane = Private road or driveway.
 - Loop = Short drive that begins and ends on the same road
 - Road = most common designation for a secondary thoroughfare; generally indicates a heavily traveled route.
 - Street = Usually found in cities or more congested areas; run principally in an east-west direction (or could be north-south depending on how "avenue" is defined).
 19. Every official road name should have a corresponding standard suffix that complies with the National Emergency Nine One One Association's (NENA) standards. On the following page is a list of recommended road suffix abbreviations.

Road Name Suffix Abbreviations

Alley	ALY	Fork	FRK	Pier	PR
Annex	ANX	Fort	FT	Pike	PKE
Avenue	AV	Freeway	FRWY	Pines	PNES
Beach	BCH	Garden(s)	GDNS	Place	
PL					
Bend	BND	Glen(s)	GLN(S)	Plaza	PLZ
Bluff	BLF	Green(s)	GRN(S)	Point	PT
Boulevard	BLVD	Grove(s)	GRV(S)	Promenade	PROM
Branch	BR	Harbor	HBR	Rest	RST
Brook	BRK	Haven	HVN	Ridge	RDG
Bypass	BYP	Heights	HTS	Road	RD
Cape	CPE	Highway	HWY	Roadway	
RDWY					
Causeway	CSWY	Hill(s)	HL(S)	Route	RT
Center	CTR	Hollow	HOLW	Row	ROW
Circle	CIR	Inlet	INLT	Run	RUN
Concourse	CONC		Junction	JCTN	Shore(s)
SHRS					
Corner	COR	Knoll	KNL	Spring(s)	SPGS
Court	CT	Landing	LNDG	Square	SQ
Crossing	CRSG		Lane	LN	Station
STA					
Cove	CV	Lock(s)	LCKS	Stream	STRM
Creek	CRK	Lodge	LDG	Street	ST
Crest	CRST	Loop	LOOP	Summit	
SMT					
Crescent	CRES		Mall	MALL	Terrace
TERR					
Crossing	XING	Manor(s)	MNR(S)	Thruway	
THRW					
Dale	DL	Meadows	MDWS	Trace	TRCE
Depot	DEP	Mills	MLS	Trail	TRL
Divide	DV	Mountain	MTN	Turnpike	TRNP
Drive	DR	Neck	NCK	Valley	VLY
Esplanade	ESPLND	Orchard	ORCH	View	
VW					
Estates	ESTS	Oval	OVAL	Village	VLG
Expressway	EXPWY	Park	PARK	Ville	VL
Falls	FLS	Parkway	PKY	Vista	VIS

Field(s)	FLD(S)	Pass	PS	Walk	WLK
Forest	FRST	Path	PATH	Way	WY

APPENDIX D

Property Numbering Recommendations

Property numbering standards determine how numbers are applied consistently throughout the jurisdiction. The address map created by geographic position system(GPS) measurement will assign property numbers automatically. The numbering standards set by the jurisdiction determine how those numbers are calculated and how numbers are assigned in ambiguous situations.

Some portions of jurisdiction may already be physically addressed. (Please refer to section on Review of Existing Physical Addresses to determine if your jurisdiction's current address standards are compatible with Enhanced 9-1-1 guidelines.) If existing standards are used, any new numbers assigned should be compatible and consistent with these standards.

In general, numbering standards should include the following:

1. Property numbers should begin from the numbering origin and ascend in consecutive numerical sequence, e.g., 1-2-3-4-5-6-etc.
2. Odd numbers should be assigned to structures on the right side of the road and even numbers to the left, as numbers ascend from the numbering origin. If part of the jurisdiction is already physically addressed in the opposite fashion, however, then that scheme should be continued to maintain consistency.
3. There should be no fractional addresses (34 ½ Ash St.), alphanumeric address numbers (123A Main St), nor hyphenated address numbers (41-656 Bell St.)
4. For a variety of reasons, old rural route box numbers should not be used for new property numbers.
5. Numbers should be assigned based on a standard numbering interval, such as 50 feet, regardless of whether there is an existing structure for every number or whatever is the minimum road frontage requirement. This provides unused numbers to be assigned to future structures built between existing ones.
6. When a road can be accessed by two different adjoining roads, numbering should begin at that entrance which emergency responders are most likely to enter. Numbers will then ascend as responders search for a location.

Recommendations for specific numbering situations are below. The general logical order of address elements should follow Postal Service conventions: road number, predirectional (if any), primary road name, suffix, post-directional (if any), and secondary number (if any), e.g., 100 W. Main St, Apt. 201.

- Apartments: Assign a primary road address with numbers (not letters) as secondary location indicators, e.g., 111 Main St., Apt. 1. Use apartment numbers to indicate the floor location, e.g., Apt. 303 (or 3C) is the third apartment on the third floor.

- Circular roads: Numbering should begin at the point where emergency responders are most likely to enter the road, so numbers will ascend as responders search for a location. Where there is no obvious end with greater traffic flow, it is recommended that the starting point be selected at the end closer to the designated numbering origin. Whatever method is selected, apply it consistently within the jurisdiction.
- Condominiums: Assign addresses as though they were apartments or individual houses along a road.
- Corner lots: Assign a number according to where the front door faces the road. There may be instances, however, when a corner lot might be numbered based on its driveway, if it makes more sense from an emergency responder's perspective.
- Cul-de-sacs: Those without buildings in the center portion should be numbered as if the center line of the street bisects the cul-de-sac with odd numbers on the right and even numbers on the left. The numbers meet at the far end of the center area.
- Duplexes: Assign two separate numbers or addresses as with apartments.
- Mobile Home parks: The park can be assigned one address on the main road, followed by a numeric unit or lot number for the individual homes, such as an apartment building would be numbered. Another option would be to name all the roads and number all the homes within the park, as any property would be numbered on any road.
- Office suites: Numbers should be assigned with a primary road address, followed by a numbered (not lettered) secondary location indicator, e.g., 325 Memorial Drive, Suite 312. Suite numbers should also be used to indicate which floor location.
- Shopping center: numbers can be assigned to businesses within the range available to the property.

APPENDIX E

Instructions for Updating Base Map

Start with two copies of the base map. Use the second copy as the final version to be marked up with the officially approved road names and/or numbers following the instructions below. To complete these instructions, you will need a pink, yellow, and green high lighter. Other colors may be used as long as it is indicated on the map which color is used for what task.

_____ Step One: Add missing roads.

- A. Any road, public or private, including fire roads, with two or more structures should be part of the emergency road network and shown on the map.
- B. In #2 pencil, sketch in the approximate location of any road that is part of the road network, but which does not appear on the base map. Use a green high lighter to indicate a public road and a pink high lighter to indicate a private road. A contractor will measure these roads using GPS (satellite receiver) equipment.
- C. Make notes either on the maps or on a separate sheet of paper briefly describing the location of the missing roads to help the contractor find them. For example, "gravel road, one mile past Bill's Variety, beside adobe wall".

_____ Step Two: Highlight private and non-emergency roads already on the map.

- A. Using a pink high lighter, highlight any private road that is part of the emergency road network and already shown on the map.
- B. Using a yellow high lighter, highlight any non-emergency road on the map, such as a private drive serving one house, an abandoned road, or a logging road or trail.

_____ Step Three: Indicate correct road names and/or numbers.

- A. To insure correctness, review all road names and/or numbers shown on the map. All road names and/or numbers listed on the map must be official road names and/or numbers. Please do not finalize the map until all roads and/or numbers have been officially approved by the jurisdiction.
- B. Using a #2 pencil, correct or add road names and/or numbers to the map. Cross out incorrect and/or numbers and clearly print the correct name on the road line off to one side with an arrow pointing to the road. (Only do this for roads that are part of the jurisdiction's emergency road network.)
- C. When naming and/or numbering roads, observe the recommendations in the Addressing Guidebook. Using an alphabetical list of road names and/or numbers helps identify duplicate or similar-sounding road names and/or numbers.
- D. For congested areas on the map, include any additional maps, subdivision plats, or lake plans. These may help indicate correct road names and/or numbers. Local planning boards are an excellent source for these materials.

_____ Step Four: Designate a numbering origin and numbering interval.

- A. Clearly indicate a numbering origin on the map. Property numbering will ascend from this point. (The numbering origin should be listed in an addressing ordinance or standards.) Indicate numbering direction along any road where it may be unclear. In the next set of maps, this numbering origin or direction will be used to consistently assign numbers to all properties. Note: These numbers may be automatically assigned by a computer following GPS measurement.
- B. Indicate the numbering interval (50 feet, 25 feet, etc.) For all roads. If the interval changes on any road or section of a road, please note the change at intersections only.
- C. Unless otherwise indicated, odd numbers will be placed on the right side of roads and even numbers on the left, as the numbers ascend.

_____ Step Five: Send all of the following materials and information to the jurisdiction's addressing coordinator.

- A. A cover letter stating that the jurisdiction has officially approved all road names and/or numbers on the map and the and/or numbers and telephone numbers of at least two local guides to ride with the GPS contractor.
- B. The base map, marked as instructed above. Please use the attached checklist to insure that the map has been properly marked.
- C. Any additional maps, plats, plans, or sketches giving details of road naming and/or numbering, if helpful.
- D. A copy of the index to the jurisdiction's tax maps and what scale each tax map is drawn to, for example, 1 inch = 500 feet, 1 inch = 400 feet, etc.

APPENDIX F

Base Map Information Checklist

Please be sure to check the following before sending the base map to the jurisdiction's addressing coordinator .

- _____ All missing roads that are part of the emergency road network are drawn in.
- _____ All roads are clearly marked with their official road names and/or numbers.
- _____ Roads are color coded with high lighter to show public, private, and non emergency roads.
- _____ Numbering origin or numbering directions are clearly indicated on the map.
- _____ The numbering interval is indicated for all roads. Changes in interval on a road are noted at intersections.
- _____ The odd and even numbered sides of the road are noted.
- _____ All roads crossing into or from an adjacent town and sharing the same name are indicated. If numbering from the adjacent town is to be continued into your town, this is also indicated.
- _____ Tax map index and scales are included in your materials.
- _____ The and/or numbers and telephone numbers of at least two local guides are included in the cover letter.

Please see the accompanying instructions if you have any questions or call the Local Government Division.

APPENDIX G

Instructions for Reviewing Address Maps

Enclosed is an address map of your town that has been created from the GPS measurement recently undertaken. Selected enlargements are included, if needed. The map(s) should show the following:

- All roads to be served by your emergency service providers.
- The correct and/or numbers for these roads.
- Tick marks every _____ feet along the roads.
- All points collected by GPS measurement with an address assigned to them, representing residential, public, or commercial buildings, private roads, driveways, fire hydrants, etc..

Note these dots do not represent exact locations. They are taken in the road in front of a structure or at the driveway entrance to a structure and represent address points. Red dots represent residential structures, green dots are driveways, dark blue dots are public buildings, light blue dots are commercial buildings, and black dots are other points, such as hydrants and telephone booths.

Shown beside each dot is a number that represents an address assigned by a computer. These addresses were calculated from the structure's GPS location and the numbering direction, numbering interval, and odd/even side of the road designated by your jurisdiction.

While the technical process that produced the map(s) should show most everything correctly, it is not perfect. There may be some errors. Therefore, please complete the attached checklist when reviewing the address maps.

- Please review the maps very carefully for any errors or omissions.
- It is very important that you spend the time necessary for a very thorough and detailed review of the address maps.
- This will be your only major opportunity for revisions before the address conversion starts.
- When undertaking your review, corrections can be noted individually on the maps, as suggested in the checklist instructions below. Or, it may be more helpful to identify the correction with a number and then list the number and a full explanation of the correction on the enclosed error correction form.
- If you have any questions during your review, please call the Local Government Division.

Following correction of the maps, final versions will be returned to your jurisdiction for approval. Upon final approval, address conversion materials will be sent to enable you to continue the process outlined in the Addressing Guidebook.

APPENDIX H

Checklist for Address Map Review

- _____1. Check to insure that all the roads which are part of your town's emergency road network are shown on the map.
 - A. To do this, compare all the roads on the new address map with the roads on your original base map, using the working copy of the base map you kept. Especially check to see that all the missing roads sketched in on the base map are now on the new maps.

- B. If there are any roads still missing, please sketch them on the address map in pencil and clearly print the name of the road next to it.
 - C. Note: If roads are missing which you had marked on the original base map to be added. If roads are missing which you had not marked on the original base map, they will require renumbering them as soon as possible. Please add them to a list of roads to be measured when a GPS measurement is obtained in the future.
- _____ 2. Check that all the road names and/or numbers on the address maps are correct.
- A. To do this, look at each road name carefully to see if it is spelled correctly, has the correct suffix (RD, DR, AV, etc.), and is associated with the road's entire length.
 - B. If there are any road names and/or numbers that are incorrect, cross out the incorrect name and clearly print the correct name in pencil.
- _____ 3. Check the road numbering direction for each road.
- A. To do this, review your community's numbering origin or direction and then review the numbering direction on each road in accordance with the town's standard. Please also check the numbering direction on roads shared with adjacent towns.
 - B. If a road is not numbered in the correct direction, mark the correct direction in pencil with an arrow alongside the road and add a note that says "reverse direction."
- _____ 4. Check the numbering interval, represented by tick marks, on each road.
- A. You should refer to your retained copy of the original base map to see if any roads, or portions of roads, were marked with a different numbering interval.
 - B. If an entire road or part of a road needs a different numbering interval, mark this on the map and note it. Example: A road along the lake shore has camps very close together where a 50 foot interval for numbering may not work. Mark in pencil that part of the road in question and add a note that says "use 10 foot interval here."
- _____ 5. Check to insure that each structure is properly represented by an address point.
- A. To do this, drive your community's roads with the address map. While this may be time-consuming, it will insure that your final address map is accurate. You might also use the log maintained by the local guide during GPS measurement.
 - B. This point check will require two people, one to drive and another to take notes and review the map. By copying the map in 8.5" x 11" sections, it will better fit on a clipboard.
 - C. Check for points that might be on the "wrong" side of the road. Usually, if this is the case, the entire road will have its points reversed. Mark those points on the "wrong" side of the road with a high lighter and add a note in pencil that says "buildings are reversed here."

- D. Check for points that might be missing. There may be a building that exists on a road, but there is not a point to represent it on the address map.
- E. If a point is missing, mark on the map the approximate location of the structure, using the map's tick marks and your vehicle's odometer as a guide. Pacing the distance on foot may be another option to measure the location of the structure on the map. See the attached example.
- F. Once a missing point is placed on the map, you should be able to manually calculate a number for it based on the numbering interval. Later, you can then add this address to the address conversion list. (Note: You may not be returning to collect these missing points, unless the points are on a road missed during GPS measurement. See Step 1 above.)

_____6. Designate the preferred computer format, if desired, for the address conversion list.

- A. The options are a spreadsheet or database. A computer version of the conversion list will make it easier to add or change information and will speed Postal Service processing time if the list can easily be sorted.

APPENDIX I

Address Map Error Correction Form

Date: _____

Please list any errors found on your addressing maps and return this form with the maps to jurisdiction's addressing coordinator. Corrected address maps will then be sent to your jurisdiction for final approval. Thank you.

Example: 1. Switch numbering of points circled to opposite side of Phillips Rd..

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____

- 11. _____
- 12. _____
- 13. _____
- 14. _____

APPENDIX J

Instructions for Completing Enhanced 9-1-1 Address Conversion Package

Enclosed are the instructions for completing the Enhanced 9-1-1 Address Conversion Package for submission to the local postmaster.

For those jurisdictions participating in the Enhanced 9-1-1 addressing process, completing the Conversion Package requires a set of materials. These materials include: (1) a final addressing map, (2) a set of mylar tax map overlays, (3) an address conversion list, (4) a road name and number range list, and (5) a set of these instructions.

With these materials, a jurisdiction can convert existing addresses to new physical addresses for use with the Enhanced 9-1-1 system and the Postal Service. This process requires completing and submitting to the local postmaster the Enhanced 9-1-1 Address Conversion Package. This package consists of four items:

- (1) An old-to-new address conversion list.
- (2) A road name and number range list.
- (3) An intersection range map.
- (4) A cover letter from the municipality or county.

Checklist for Completing the Enhanced 9-1-1 Address Conversion Package

- _____1. Complete the address conversion list.
 - A. Before starting, be sure that your jurisdiction's records contain the most current mailing addresses. Your local postmaster can provide a copy of current postal customers addresses when a town or county official signs a letter from the post office certifying that the information will only be used for Enhanced 9-1-1 addressing purposes. (This is done to protect the confidentiality of the information.)
 - B. Using the mylar overlays with tax maps, tax records, and the address conversion list, match each new physical address with a property owner name and current local address.
 - C. Add any missing physical addresses to the list. Examples include an address manually calculated for a missing point on the address map or additional addresses created for individual units in apartment buildings. Incorrect addresses changed on the address map should also be corrected on the list.
 - D. The address conversion list should contain a name and current address for each new physical address on the list. Using the postal delivery list from the local postmaster will insure that each existing postal customer has a current address linked to a new physical address. The address conversion list is not complete until every current address is linked to a new physical address.
 - E. Note: Residents using post office box numbers will continue to use them for their mailing addresses. Their structures, however, should have a physical address assigned to them for Enhanced 9-1-1 service. Also, the address conversion list should not contain any telephone numbers. They will be provided by telephone companies when the Enhanced 9-1-1 database is created.

- F. If a jurisdiction used a computer spreadsheet or database to complete its address conversion list, sort the list in rural route and box number order before giving it to the local postmaster. This will greatly reduce the amount of processing time at the local post office.
- _____2. Review the road name and numbering range list.
- A. Be sure that each road has a name and that all and/or numbers have been officially approved by the town or county. Check to insure the correct spelling of each road name and its correct suffix (RD., ST, DR. LN, etc.).
 - B. The high number on a road's number range should be the highest potential number on the road based on the jurisdiction's numbering interval, regardless of whether or not there is a structure at each number.
 - C. Any changes made to official road names and/or numbers and suffixes or number ranges on the address conversion list must also be made on the road name and number range list to insure that the two lists agree.
 - D. Note: Any changes to (1) a road name, (2) a number range, or (3) a road's numbering direction must also be submitted to the jurisdiction's addressing coordinator and/or the Enhanced 9-1-1 coordinator.
- _____3. Assemble and submit the Enhanced 9-1-1 Address Conversion Package to the local postmaster.
- A. The Address Conversion Package consists of four items:
 - (1) An old-to-new address conversion list.
 - (2) A road name and number range list.
 - (3) An intersection range map.
 - (4) An official letter from the municipality or county stating that the address conversion list is official, complete, and final.
 - B. All items must be included to consider the package complete.
 - C. Any jurisdictions that did not participate in the addressing process or withdrew at some point are responsible for providing all the required items. Any jurisdiction that used a private contractor for addressing should contact its contractor for the above materials.
 - D. After submitting the address conversion package, wait for official word from your local postmaster that the addresses have been adopted by the Postal Service for use as mailing addresses. This process should take 45 to 60 days. Please refer to the guidebook and following page for information on the next steps.

After Submission of the Enhanced 9-1-1 Address Conversion Package

- 1. ***Inform residents of their new addresses only after receiving official word from your local postmaster.*** Providing new addresses to residents before official notification will result in some people using their new addresses immediately. This will cause confusion with public safety officials in responding to emergencies. It will also cause difficulties in mail delivery when the new addresses are used before they are officially part of the Postal Service system.

2. **Do not post any new road signs until the jurisdiction is ready to begin using the new addresses.** The best time is after notification from the local postmaster and before the official date for new address use by the jurisdiction.
3. **Maintain an accurate address conversion list.**
 - This list will be used by the Enhanced 9-1-1 addressing coordinator and Enhanced 9-1-1 Service Provider to match new addresses to telephone number subscribers. There will be a time delay from when the community first uses its new addresses and the Enhanced 9-1-1 database is updated. While waiting, the community should assign and enter new addresses to its list.
 - Keeping the list accurate requires a means to easily update or add address information and designating a person responsible for doing so. Computers are very helpful in this task.
 - In most communities, the designated Addressing Coordinator is the person responsible for insuring that address information is kept current and protected from loss or hazard.

Note: Any future postal address changes made by a community after submission of the original Enhanced 9-1-1 Address Conversion Package must be submitted to the local postmaster using these instructions.

Appendix K - Sample Address Conversion List

Prop#	Road Name	Tax Map#	Plot#	Owner Name	Local Address
1	Caribou Rd.				
4	Caribou Rd.				
6	Caribou Rd.				
9	Caribou Rd.				
13	Caribou Rd.				
15	Caribou Rd.				
23	Caribou Rd.				
36	Caribou Rd.				
25	State Ave				
36	State Ave				
47	State Ave				
55	State Ave				
58	State Ave				
71	State Ave				
75	State Ave				
82	State Ave				
97	State Ave				
2	Pilgrim Dr				
12	Pilgrim Dr				
14	Pilgrim Dr				
25	Pilgrim Dr				
36	Pilgrim Dr				
37	Pilgrim Dr				
62	Pilgrim Dr				
76	Pilgrim Dr				
101	Pilgrim Dr				
301	Rogers Hill Rd.				
312	Rogers Hill Rd.				
317	Rogers Hill Rd.				
408	Rogers Hill Rd.				
413	Rogers Hill Rd.				
416	Rogers Hill Rd.				
438	Rogers Hill Rd.				

APPENDIX L

Addressing Coordinator Information

The Addressing Coordinator is responsible for:

- Providing an old-to-new address conversion list to the telephone company's 9-1-1 database coordinator so one can link the new addresses to telephone subscriber information;
- Approving and providing correct road name and address range information;
- Indicating the community's Emergency Service Zone(s), or ESZs;
- Providing updates on changes to address ranges and ESZs as they occur or provide verification once at year at a minimum; and
- Resolving any discrepancies that arise with any addressing information in the Enhanced 9-1-1 databases.

This section explains the responsibilities for the community's addressing coordinator on updating of the Enhanced 9-1-1 database and address information procedures for developing and maintaining the address and master street addressing guide.

1. Address and Routing Database Development.
 - A. Physical addresses: each participating community shall provide the telephone company's database coordinator with a list of accurate physical addresses for all published residential and business telephone subscribers and coin-telephones within its boundaries. These addresses shall be linked with corresponding telephone numbers in telephone companies' customer service databases.
 - B. Master Street Address Guide (MSAG): each community shall provide the addressing Enhanced 9-1-1 Coordinator with accurate road names and/or numbers, number ranges , and emergency service zones (ESZ) for the purpose of creating the MSAG. The MSAG is used to route 9-1-1 calls to the proper public safety answering point and display correct information.
2. Address and routing database maintenance.
 - A. Maintenance: each community shall continue to verify the accuracy of the routing information contained in the MSAG and to advise the telephone company, on an as-occurred basis, of any changes in road names and/or numbers, establishment of new roads, changes in address numbers used on existing roads, closing and abandonment of roads, changes in police, fire, emergency medical service or other appropriate agencies, jurisdiction over any boundaries, incorporation of new jurisdiction or any other matter that will affect the routing of 9-1-1 calls to the proper PSAP.
 - B. Routing database maintenance: the Enhanced 9-1-1 Network and Database Service Provider shall make every reasonable effort to update the MSAG and routing databases on a daily basis so that the number of records "not found" and "service address unknown (SAU)" shall be kept at a minimum.
3. Procedures for cooperation and coordination with each telephone company and community for implementation.

- A. Enhanced 9-1-1 Coordinator: each community shall designate an individual to serve as its Enhanced 9-1-1 Coordinator and a Addressing Coordinator for all issues involving the development and maintenance of address information for the Enhanced 9-1-1 addressing and routing databases.
- B. Database maintenance: each Enhanced 9-1-1 Coordinator and Addressing Coordinator shall notify the Enhanced 9-1-1 Service Provider of any changes, deletions and additions to the MSAG on an as-occurred basis. The Service Provider shall update the MSAG within 24 hours of notification by a municipality. Each community shall review the MSAG yearly, at a minimum to ensure accuracy of the data and the emergency service zones.

APPENDIX M

Road Sign Recommendations

Installing road signs is one of the more important tasks in addressing. To assist both emergency service personnel and the general public, signs must be visible and maintained. A frequent complaint about road signs is that they are often hidden by vegetation. Annual trimming or minor maintenance can eliminate this problem.

There are several varieties of signs that are available for public road use. The most suitable is the green background with reflective white lettering. It is important to insure that letters are tall enough and thick enough to be easily seen day or night. Proper sign height is also very important.

Listed below are the recommended standards concerning the size, placement, materials, colors, and lettering for road signs. They are Based on the Manual on Uniform Traffic Control Devices (MUTCD), which is the recommended standard for all public agencies, including municipalities, the New Mexico Department of Transportation and the U.S. Department of Transportation, Federal Highway Administration.

Size: Recent changes to the MUTCD list a new recommended size for lettering on road name signs. As of January 9, 1997, the MUTCD recommends six (6) inch high uppercase letters and four and one-half (4 ½) lowercase letters for street and/or numbers and three (3) inch letters for supplemental lettering (e.g. ST, AV, RD, etc.) Or section of a city (e.g. NW, SE). However, for local roads with speed limits of 25 mph or less the MUTCD allows for the continued use of four (4) inch uppercase letters for street and/or numbers with two (2) inch lowercase letters for supplemental lettering.

If six (6) inch letters are used, then a nine (9) inch high blade in lengths of 24, 30, 36, or 42 inches are available. If four (4) inch letters are used, then a size (6) inch high blade in similar lengths are available.

Note: Existing road signs using four (4) inch high letters on roads with speed limits above 25 mph do not have to be immediately replaced. The new MUTCD guidelines state that the compliance date for using six (6) inch high letters is the year 2012 or whenever an existing sign is replaced within the next 15 years. Each community must decide if and when it adopts the new recommended standards for letter size.

Placement: In business districts and on principle arteries, road name signs should be placed at least on diagonally opposite corners so that they will be on the far right-hand side of the intersection for traffic on the major street. They should be mounted with their faces parallel to the streets they name. In residential districts, at least one road name sign should be mounted at each intersection. In rural districts, signs should be placed to identify important roads not otherwise marked.

On intersection approaches, a supplemental road name sign may be erected separately or below an intersection-related warning sign. When combined with a yellow diamond sign, the color should be a black message on a yellow background.

The preferred mounting method for road signs is post top-mounting brackets. Hardware for mounting signs to posts should be subsidiary to other items. The minimum vertical clearance should be eight (8) feet to the bottom of the sign for post top-mountings.

Road name signs can be mounted on top of another sign, such as a STOP sign. Recent changes to the MUTCD allow municipalities this option, as long as the visibility of the two signs, especially the STOP sign, is not compromised.

Colors: The signs should be reflectorized. The letters and background shall be of contrasting colors and should have white letters and border on a green background.

Lettering: Letters should conform with the standard alphabets for highway signs printed by the Federal Highway Administration, such as ST, RD, LN, CT, AV, CR, etc. Conventional abbreviations are acceptable except for the road name itself.

Materials: The most commonly used material for blades is either extruded aluminum with a 0.25 inch flange thickness and a 0.090 inch web (min.) Or flat sheet aluminum with a minimum thickness of 0.125 inches. Other materials, such as fiberglass, can be used, if they achieve the same level of visibility and durability.

APPENDIX N

Sample Address Notification Letter

Dear Resident,

To enhance public safety, the (**jurisdiction**) of _____, in cooperation with the U.S. Postal Service, has assigned new addresses to all residences and businesses in our community. These new addresses will be used in conjunction with the coming Enhanced 9-1-1 service, which links each telephone number to a physical address easily located by emergency responders.

As of _____ (date - at least 60 days after the mailing of letter), your new address will be:

(Address)

All new addresses were created in accordance with the community's addressing ordinance passed on _____ (date). This ordinance stipulated that a number be assigned to every 50 foot section along your road, with odd numbers on the right and even on the left.

The number assigned to your home or business should be displayed prominently on your mailbox and on your front door to assist emergency services and the post office in finding you. In addition, utilities, delivery services, and others will use the new addresses for more effective service.

You are requested to notify correspondents, utility companies, publishers, and others of your new address. We suggest that you post your new address on or near your telephone so that you or others can confirm your location in an emergency.

For an appropriate time, mail with your old address will continue to be delivered.

We appreciate your cooperation and thank all the people who helped with the addressing project.

APPENDIX O

Addressing Maintenance Guidelines

Below are recommendations for maintaining an addressing system. Because each community's addressing procedures may differ, communities may want to tailor these recommendations to meet their needs.

1. When a request is made for an address assignment, the property's approximate location should be obtained, along with any identifying structures or landmarks that may help locate the new structure or property requiring the address.
2. Requests should be handled the same day they are received, whenever possible.
3. Properties that can be located by verbal description on address maps may be addressed over the phone using tick marks showing the numbering interval. However, care should be taken when using this method. To assign an address by phone, community officials must know the physical location of the property, surrounding landmarks, the addresses next door or across the street. Addresses that cannot be handled by phone should be assigned by driving to the location and taking linear measurements.
4. When an address is assigned, all appropriate community departments and the local post office should be notified.
5. When a new address is assigned and notifications are complete, the community address map and address database should be updated immediately.
6. Depending on the level of activity during the year, or at least once each year, updated maps should be distributed to the agencies using them. Map users might be local emergency service providers, as well as tax collectors and other community agencies.
7. Other activities such as updating dispatching databases, voter registration files, jury lists, and land/tax information systems, might be maintained by the same individual(s) responsible for updating the address database.

Map Features

The following map types are described for their use in addressing projects.

SOURCE	TYPE	SCALE	COST
Counties	Aerial plat records	1:100 1:400	Varies
Appraisal Districts	Aerial, line parcel, wall-size easements. Updated - 5 years or more often	1:100 1:400	Varies
State Highway Department	Standard topographic, line and digitized, aerial	See "Type" 1:2,000	Varies TNRIS, U.S.G.S. Aerial \$4/sheet
U.S. Bureau of Census	TIGER Line File	Varies	\$30
GIS, U.S.G.S.*	U.S. standard topo. 7.5 & 15 min. Quadrangles; Orthophotomaps show color, state/county/local boundaries, roads, rivers. Ortho-photo quads show black/white, some color but few symbols or contours. Land use/land cover maps are available in 1:100,000 250,000 scale	1:24,000 1:50,000	Ranges by specific product
U.S.D.A. ASCS	High-altitude photo enlargements	1:20,000+	\$25-50
Private Map Services (Étak)	topography, digitized aerial	Varies by request	Varies

*Digitized map data from the U.S. Geological Survey is available for portions of New Mexico on a limited basis. Contract this office for further details.