

# GIS/MSAG Alignment FAQ

## 1. What if the TN doesn't have a complete address?

- a. If you have a record with no house number or no address of any kind, it is likely a telephone pedestal box or other piece of telephone company equipment. Check with the telephone company that owns the record. They may be able to work with you to assign it a proper address, or they may not know just where it is. Try to work with them to get an address associated with that TN, but do not worry if you cannot get it resolved. This is a statewide issue, and those types of records will not be counted against you when the time comes to migrate to the ESINet.

## 2. My TN and GIS data match, so why is this record in the error list?

- a. Is there punctuation in the street name? If there is a hyphen or an apostrophe in the street name, geocoders do not always process things correctly. We are looking into possible solutions and will have more guidance for you in the future. For now, make sure that the punctuation is the only issue, then don't worry about it.
- b. Could it be a tie? The address must fit in one and only one centerline segment, and if it doesn't fit a centerline segment, it must match one and only one address point. That is not just in your county, but statewide. While it is very rare, it is possible that the tie is with data from another county. If the community name on the address in question is one that another county could use, send Sherry Massey a note with the suspect address and she'll check the statewide results to see if the trouble was an inter-county tie.
- c. If there is no punctuation in the street name and you are certain everything matches, you may have just run into one of the many mysteries of Esri's geocoder. Sometimes it just does not work like everyone thinks it should. If you run into an address that you are sure should have geocoded properly, you are welcome to send it to Sherry Massey with information about the road or address point it should have matched. She will check the statewide data and let you know if there is anything that can be done to get a better result.

## 3. How do I contact the phone company that owns this record?

- a. Your best bet at this time is to contact your database provider and ask them if they have a contact for the phone company in question. If all else fails, you can look up the phone company ID at the NENA Company Identifier Database (<http://cid.nena.org/>). Sometimes the information there is a bit dated, but it is a start.

## 4. How soon do I need this done by?

- a. PSAPs that are on or will be on the Council's Hosted Call Handling system (shaded in the map below). These PSAPs will have to accomplish the alignment before connecting to the National ESINet. The best guess we have now is that the first PSAP will connect to the ESINet in January 2018 and the final one will be connected before the end of 2018
- b. In counties where the PSAPs are not currently scheduled to come on to the Council's Hosted Call Handling system (not shaded in the map below), there is no firm deadline from the Council's perspective. You'll need to check with your PSAP administrators to



# GIS/MSAG Alignment FAQ

see if they have any deadline on getting the work done.

CN	RA	DC	NT	PL	SM	JW	RP	WS	MS	NM	BR	DP
SH	TH	SD	GH	RO	OB	MC	CD	CY	RL	PT	JA	AT
WA	LG	GO	TR	EL	RS	LC	OT	GE	WB	SN	JF	LV
GL	WH	SC	LE	NS	RH	BT	EW	SA	DK	MR	OS	DG
HM	KE	FI		HG	PN	SF	RC	MP	MN	CS	LY	FR
ST	GT	HS	GY	FO	ED		RN	HV	SG	BU	GW	WO
MT	SV	SW	ME	CA	CM	BA	HP	SU	CL	EK	WL	NO
											CK	

*Shaded Counties are on or scheduled to come on to the Council's Hosted Call Handling Solution*

## 5. I keep submitting TN change requests but they aren't getting worked.

- Check which telephone company is responsible for that telephone number. You'll find that in the Company\_ID field when looking at a phone record. If that company is different than the one that holds your database, it is quite possible they do not know you have submitted that change request. The last word we had was that no automatic notification goes out to those telephone companies when you submit a change. It is best that you notify the company directly whenever you submit a TN change request, just to be sure they know to look for it.

## 6. Will there be any training offered about doing this alignment?

- Yes. The GIS Data Maintainer training sessions held this year will include a section on working this alignment. You will find the current list of sessions at <https://www.kansasgis.org/initiatives/NG911/index.cfm>
- We are also considering a separate training session geared specifically toward PSAP staff, but whether or not that will be held depends on student interest. If you would like to attend a class like that, please be sure to let Sherry Massey know.

## 7. How do I contact Sherry Massey?

- Email is best. [gistech@kansas911.org](mailto:gistech@kansas911.org)

