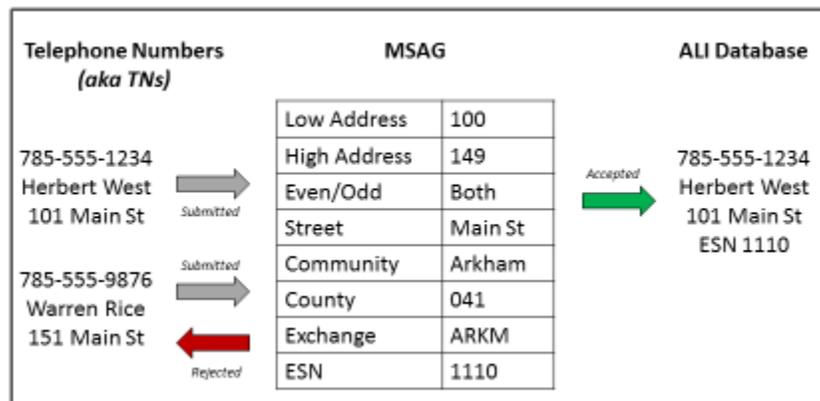




## Aligning your NG911 GIS data and MSAG

It is important to understand the relationship between the list of land line telephones in your area (the TN List) and your MSAG. In order for a 911 call to get to the right dispatcher, the telephone number (TN) record must be in the ALI Database. The MSAG is a filter through which the addresses on those telephone records must pass before they can be part of that database.

In the image below, Herbert West's phone number makes it through the filter but Warren Rice's number does not. Before Warren Rice can call 911 from his home phone either the MSAG or the address on his TN record needs to change. If the MSAG is the problem, the local MSAG Coordinator can make the change. In this example, changing the High Address in the MSAG to 151 would solve the problem. But if the trouble is with the address itself, let's say it should be 115 Main St instead of 151 Main St, then the phone company that provides service to Warren Rice must make the change in their internal records and send the corrected record back through the filter.



When you run the NG911 tool that tests your TN List against your GIS data, you will get a geodatabase that includes a TN\_GC\_Output feature class. Inside it are all the TN records and the results of the geocoding operation. Look in the Status field. An "M" in that field stands for Matched, which means everything worked as it should. "U" stands for Unmatched, which means the TN address failed to geocode. A "T" stands for Tied and indicates that there is more than one location that matches the TN address, which is also a failed geocode. You will need to correct the Unmatched and Tied addresses.

### Evaluating the Geocoding Failures

**Step 1:** Look at the TN address closely. Possible problems with the TN address include misspelled street names and missing or incorrect information in the pre-directional or street type suffix field.

**Step 2:** If there is nothing obviously wrong with the TN address, look at the GIS data where it should have matched. Check the data for obvious problems and for consistency with the address in the TN record. Also check the MSAG Community name (MSAGCO in address points and MSAGCO\_L or \_R in the centerlines). That field must match what is in the Community field in the MSAG.

**Step 3:** Fix the problem. When the error is in the GIS data, make the needed correction and run the TN check tool again. When the error is in the address of the TN, turn the page for a step-by-step guide.

## Correcting the Address on a TN Record

**Step 1:** Log in to your database provider's MSAG maintenance website. AT&T counties use a system called 911Net. CenturyLink counties use a system called WEBDBMS. If you do not have access to the maintenance website, contact your MSAG Coordinator. You can also contact AT&T at [g26081@att.com](mailto:g26081@att.com) or CenturyLink at [cs-centurylink-911@centurylink.com](mailto:cs-centurylink-911@centurylink.com) for information on who in your county has access to the system and how to apply for access should you need it.

**Step 2:** Check the MSAG. Will the corrected TN record pass through an existing MSAG record and make it in to the ALI database? **No:** Go to **Step 3** **Yes:** Go to **Step 4**

**Step 3:** Figure out what needs to change on the MSAG record to accommodate the new TN Address:

**Just the house number range:** Make the edit in the MSAG and submit that change to your database provider. Go to **Step 4**

**Community and/or any part of the Street Name:** You cannot make a change to an MSAG that means an existing TN record will no longer pass the filter. The telephone company calls that "orphaning" a TN, and the system will not accept that change. So you need to create a new MSAG with the corrected information and submit it to your database provider. You will leave the incorrect MSAG record in the system for now. Go to **Step 4**

**Step 4:** Figure out which telephone company is responsible for that TN record. That may be part of the original TN list, or you may need to check in 911Net/WEBDBMS. Go to **Step 5**

**Step 5:** If the telephone company responsible for the TN record is also your database provider, then you can submit a change request for the TN at your MSAG maintenance website. If a different company is responsible for the TN, you need to notify them of the needed change directly, even if you submit a TN change request through your maintenance website. They may ask for an explanation or a map of the area. Once you have worked with your local telephone companies a few times, you'll have a good idea what information each needs to make their changes. Remember that they cannot submit that corrected TN record to the ALI database until there is an MSAG that matches it. Changes are usually processed the same day you submit them, but occasionally changes take longer to be approved. They can also be rejected by for technical reasons. Because of this, if you submitted an MSAG change to accommodate the corrected TN, it is important to log back in to maintenance website and confirm requested MSAG changes were implemented. Go to **Step 6**

**Step 6:** Wait. It is now up to the telephone company responsible for the TN to take the next step. If that is also your database provider, the change can happen very quickly. However, companies that submit records to your database provider work on varied schedules. Some upload daily, some weekly, some just when they have changes. It is best to ask them when they expect the change will be uploaded, so that you know when to log in and confirm the correction was implemented. Once you have confirmed it, go to **Step 7**

**Step 7:** Look at the MSAG to make sure no other records in that area need changes. If a road name or community name was wrong in one MSAG record, it may be wrong in others. If you extended the address range on one MSAG record, you may need to reduce the range on another. Now is the time to clean that up so that no more TNs with bad addresses make it past the filter. If you had to create a new MSAG record, now is the time to go in and remove the old one. Go to **Step 8**

**Step 8:** Obtain a new TN list and run the appropriate TN check tool again. Go back to “**Evaluating the Geocoding Failures**”

## When You Are Done

Once you can successfully geocode all the TN records in your ALI database, you will be in great shape. You should periodically download a TN list and run the test again, just to be sure nothing has happened in either set of data to take them out of alignment. Once your PSAP is scheduled to change from the original MSAG to a GIS-derived MSAG, you will be notified.

## Important Links

Kansas 911 Coordinating Council’s Website

<http://www.kansas911.org>

Kansas 911 Coordinating Council Web Portal

<https://portal.kansas911.org>

DASC NG911 Resources

<http://kansasgis.org/initiatives/NG911/index.cfm>

Training Videos on KS 911 Coordinating Council GIS Committee YouTube Channel

<https://www.youtube.com/channel/UCi-UYPyg0pmStEKjKsG-PGA>