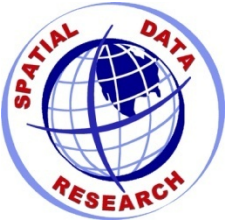


Carlsbad 9-1-1/GIS Training

November 13, 2007

Catch-Alls in MSAGs

911Net Training



Catch-Alls

A **“catch-all”** MSAG record is a record that refers not to a specific range of a specific road but instead to a generic “area” such as a Pueblo, the rural residents of a county or the unaddressed areas of a community.



Catch-All Examples

1-999999999 San Felipe Pueblo

0-999999999 Sierra County

1-999999999 Alamo Reservation



Why are Catch-Alls Used?

To artificially meet the 96% match requirement and enable Enhanced 9-1-1 in a project area.

In New Mexico, to give some location information to Native American areas which are not yet fully participating in the E9-1-1/Addressing projects.



Catch-Alls....Legacies of "Old" MSAG Practices?

Not necessarily.

Examples:

Anton Chico Exchange (Enhancing Guadalupe County)

Santa Clara Pueblo (Rio Arriba County)



The Catch-All: One Step up From an SAU

Recently, Qwest removed all “SAU” and “Unaddressed” records from the MSAGs. Other “catch-alls” were not removed as these records are not obviously distinguished from actual roads.

(examples)



What Happened to the SAU ALI records?

As the ALI and the MSAG are by nature synchronized, when the *SAU* and *Unaddressed* MSAG records were dropped, all ALI records “attached” to those records in the MSAG no longer had a “matching” MSAG record and were converted to ALI errors.



ALI Error Reports

Currently, Qwest provides monthly error reports for all Customer Service Records that error when attempting to load to the ALI database. Other telcos do not.

So....when Qwest removed all SAUs, the Taos 701/709 errors increased but the Lincoln County errors did not....



How Does This Change What We See at Dispatch?

Before the SAUs were removed, an ALI record attached to an SAU MSAG record would display with the resident name, phone number, community and “SAU,” “Specific Address Unknown” or “Unaddressed.”

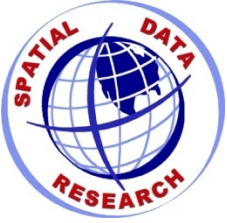
After the SAUs were removed, all “former” SAUs are “errors” and the dispatcher will get a call-back number only plus “NRF” (No Record Found)



SAUs vs. NRF

Donica Sharpe 505-555-1212 Specific Address
Unknown Bloomfield

505-555-1212 NRF



MSAG to ALI

Every ALI record is “tied” to a specific MSAG record.

A private lane in Taos County may have six structures, four of them with landline phones. There would be four ALI records tied to that private lane.



“Catch-all” ALI records

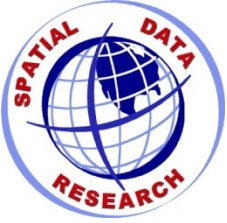
Where “catch-all” records are used, there may be hundreds of essentially unaddressed ALI records (phone numbers) tied to a single MSAG record, all with exactly the same location information.



“Catch-All” ALI Records Will Not Map

For successful call mapping, GIS data must perfectly synchronize with MSAG data.

A “catch-all” record is not a real road and does not have a “match” in the GIS.



Why not just delete them?

If you delete the MSAG record, the TNs (ALI records) tied to it must go somewhere else. The MSAG record can't be deleted until the TNs associated with it are moved to a valid MSAG record. If these customers really do not have addresses, there is nowhere to move them.



Is a Catch-All Record Better than No Record?

505-222-1234 NO RECORD FOUND

505-222-1234 Mary Jimenez, 1 Acoma
Pueblo, Acoma



Using 911Net to Identify Catch-Alls

911Net users can search for a road and identify all TNs associated with that road.

Since a “catch-all” record appears as a road in the MSAG, the user can pull up a list of all TNs associated with that catch-all record.



Then What??

The ultimate goal is a unique physical (9-1-1) address for each ALI record associated with a “catch-all” MSAG record.

But how....?



Road Naming/Ranging

Roads must be named and ranged. Each road is added to the MSAG (using 911Net) along with a community designation and an ESN.

Once roads are in the MSAG, ALI records attached to “catch-alls” can be moved over to the appropriate, correct MSAG record.



Road Naming/Ranging

However....

The catch-all record cannot be deleted until no TNs are tied to it. As long as the catch-all remains in the MSAG, MORE records can be tied to it (as residents request landline phone service)



Addressing

Each structure must be given a 9-1-1 address. To “correct” the address in the 9-1-1 databases, you must link the landline phone number to an actual address. How?

Field interviews....Assessor data...
Utility data ...



Liability

How will you find a resident whose phone number is grouped with a “catch-all” MSAG entry?