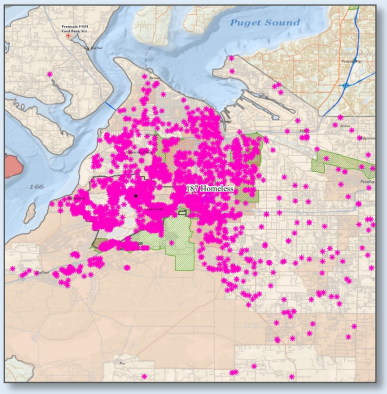
WA · Office of the
Chief Information Officer

Value of Washington
Master Addressing Services (WAMAS)

What is WAMAS?

WAMAS is a set of tools that allow users to **accurately format and locate an address**. Addresses are used throughout all levels of governments to **contact customers & voters, determine sales tax, investigate tax fraud, respond to emergencies, place sex offenders** and more.

The current WAMAS pilot project is the result of agency requests, the Innovation Lab at the OCIO and hard work. WAMAS is a successful development effort that took only 3 months to prove its *Return on Investments.* Production WAMAS funding is needed to continue this service. We are asking for support *for WAMAS as an allocated enterprise service*.



Why WAMAS?

Did you know that the population in Washington grew by over 100,000 people in 2015? And over 34,400 housing units were added in 2015 alone? That's a lot of new citizens and addresses. This trend is expected to continue annually well into 2040. Unlike third party data providers which routinely have 20-30% of addresses incorrectly located on a map, WAMAS starts with **the source... the county addressing authorities** to add, correct and improve the data on a daily basis.

- More accurate than the Post Office.
- Fixes problems before they start.
- Solves our customers' problems.
- Improves emergency response.

Metrics: How do we know WAMAS is working?

Our customers. OCIO **customers are requesting it be offered as an enterprise service** (see reverse). Indirect benefits already include a more accurate jury pool, less state employee time spent correcting addresses, and an updated zip code boundary for emergency dispatch. But don't just take our word for it, look at the numbers. The pilot project has already produced the following benefits since being launched in April 2016:

- Use by 18+ state, local, and tribal entities.
- 42 million addresses standardized in 3 months.
- APIs will run in web, desktop, server & mainframes.
- Estimated to save 15 agencies $618,000/year.
- Additionally, WaTech alone could save $272,000/ year in mainframe addressing software.

Office of Chief Information Officer | Geospatial Program Office
https://ocio.wa.gov/programs/geospatial-program-office/washington-master-addressing-services-wamas
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What happens if WAMAS is not funded?

State agencies will continue to spend over $618,000/ year on third party addressing data with a known 20-30% error rate and spend valuable time correcting those addresses again and again.

It costs us more than just money when we get an address wrong…

- Loss of credibility with the public & WaTech paying customers.
- Current investments of $479K will be wasted.
- Address confusion and duplication across State, Local and Tribal governments.
- Embarrassing media attention will continue.

Who is using WAMAS?

It is used by 18+ state, local, and tribal entities including: Legislative Services, Departments of Health, Ecology, Revenue, Financial Management, Fish & Wildlife, Early Learning, Health & Human Services, Makah Tribe, Thurston County E911 & Regional Planning Council, and others.

Who wants to use WAMAS?

Several agencies are **waiting for WAMAS to be a supported enterprise service before signing up**, including: Departments of Employment Security, Retirement Services, Labor & Industries, Licensing and Administrator for the Courts

Customer Feedback

Clark County Government ~ "We are finding that when addresses change with an annexation and residents try to update their drivers license, the **DMV does not have the latest addresses**… This just makes the process all the more frustrating for residents."

Department of Social and Health Services ~ Helps detect circumstances that may indicate exposure of vulnerable persons to sex offenders by standardizing and **linking these addresses**.

Legislative and Transportation Commissions ~ Correctly locate 6 million addresses for vehicle registration "homes" to tie back to Vehicle Miles Traveled for tax purposes.

What is needed to support WAMAS as an enterprise service?

Total budget of $650K/year which includes:

- Technical support staff (2 FTEs to provide help desk support functions and future development).
- Robust infrastructure (24x7, standard backup procedures and scalability of server resources).
- Advocate and advertise WAMAS service offerings to new customers.

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