

Washington Master Addressing Services (WAMAS)

Summary

The Office of Chief Information Officer (OCIO) is developing a single, state address database and services so government can provide better and faster state and local governmental services (i.e., educational, emergency response, public safety, licensing, health, recreation, and social services) to Washingtonians. This effort combines the best data into a single, consistent, enterprise application that's maintained and improved over time. This improvement is projected to save the fifteen project participating agencies in excess of \$600,000 in annual on-going costs and \$1 million in one-time costs.

Narrative

Prior to this single database approach, state agencies developed and maintained their own lists of Washingtonian's addresses and building coordinates, leading to redundant and conflicting information, as well as frequent addressing errors. It also led to different agencies buying the same data from the same vendors and duplicating staff work to process the same addresses. There have been many instances where these incorrect addresses have been detrimental to citizens and businesses.

With the new database and services, state and local government can run their address files through this service to obtain an accurate set of addresses and associated locations that are consistent and up-to-date. The system can also standardize addresses and convert text addresses to geographical locations, as well as pull lists of addresses or other attributes based on geographic location. The services are in use on the Legislative Services web application used to contact state senators and representatives.

Starting July 1, 2015, Department of Enterprise Services will undertake the ongoing maintenance and operations of this enterprise service, with state agencies paying a nominal fee for its use.

Outcomes achieved: Some of the outcomes from this new database include:

- **For the public:** The Master Address File database will help state agencies provide better, faster and more consistent services for citizens by providing locational address data for emergency response, public safety, education, and health and human services.
- **For employees:** Employees who previously spent time collecting, correcting and geocoding address data can now focus their knowledge, skills and abilities on other critical services.
- **For state agencies, tribes and local government users:** The ability to have a single place to jointly maintain and improve the accuracy of addresses and their associated locations means the burden and costs are shared across the community and all users benefit from the work.

Optimized resources

Agencies can redirect their existing expenditures on third-party vendor addressing services and software to cover the cost of WAMAS. Benefits and cost savings outlined in the *Lean Summary* are conservative estimates. This is driven home by the fact that:

- 30 percent of all addresses processed through vendor software cannot be properly processed due to formatting errors and need some sort of human intervention to correct

- 20 percent to 30 percent of all addresses processed through vendor software are not properly located on a map. Accuracy is an issue that plagues both government and the private sector and is the most expensive part of any addressing service.

Next steps

The WAMAS services are presently in development but are available for agency use now.

- Of the 15 project participating agencies, six are actively using the services now.
- Addresses from 1 tribe, 4 counties and 1 city have been tested and loaded into the Master Address File and more are slated to be loaded in the next 6 months.
- Tools to improve an addresses location are being developed and will be made available for use at all levels of government.

Definitions

Washington Master Addressing Services (WAMAS): A set of web based services, tools and backend database that enable agencies to automatically obtain consistent and accurate information about a physical site address in Washington

Master Addressing File (MAF): The database where the complete and accurate physical site address information is stored.