

**Interim Project Report – Award Number G11AC20046,
Category 4: Fifty States Initiative
Business Plan Development and Implementation**

Date: August 25, 2011

Agreement No: G11AC20046

Project Title: Louisiana Business Plan for Statewide Address Management

Organization: Louisiana Geographic Information Center (LAGIC)

Principal Investigator: Craig Johnson, Director of LAGIC

Collaborating Organizations: Louisiana Chapter of the National Emergency Numbering Association, and the Governor's Office of Homeland Security & Emergency Preparedness

Summary of Project Activities

Key Accomplishments:

- 1) Developed a 21 question online survey regarding address maintenance practices among Louisiana Communication Districts (911) after reviewing the questionnaire with a half dozen communication district directors and their staff.
- 2) Distributed the survey to all 64 Communication Districts in the state. As of today, we have received responses from 39 of the 64 parishes (61% response rate).
- 3) Presented the results of the survey to the 2011 URISA/NENA Addressing Conference (New Orleans) and the Louisiana GIS Council (Baton Rouge). Plan to present results at the next state wide LaNENA Conference.
- 4) Met individually with 11 Communication District Directors as a follow up to the survey.
- 5) In response to the suggestions of the Communication District Directors, we developed an online address maintenance tool for parishes without GIS software or GIS technical capacity.
- 6) Began a Pilot Address Project in a small rural parish (West Carroll) of approximately 10,000 persons to determine how long it would take to address an entire parish using a combination of online tools and local knowledge.

Inclusiveness:

- 1) We worked closely with LaNENA members from throughout Louisiana to improve the survey instrument before it was released.

- 2) We are aware that there are other public and private entities that create, maintain and distribute address data points, including local Assessors, Registrar of Voters, Public Works, utility companies and the US Census. We are open to working with anyone who we can share data with. Our primary focus has been the Louisiana 911 community because of their central role as custodians of the address data layer.
- 3) In our regional meetings we intend to invite the other address authorities listed in Question #2. Specifically any effective address maintenance plan must include the concerns of planning departments, assessors, registrar of voters, utility companies, US Postal Service as well as the Communication Districts.
- 4) One new group that we have worked closely with is the Governor's Office of Homeland Security.

Practices that led to success:

- 1) Our online editing tool has been popular with small/rural parishes because of it does not require the use or knowledge of GIS software.
- 2) When the number of completed online surveys started to slow we offered a small incentive (\$25 Wal-Mart gift certificate) to the next five respondents. Within 2 days we had five more completed surveys.
- 3) Individual meetings with Communication Directors significantly improved the possibility that the Director would complete the survey.

Practices or activities that did not lead to success:

- 1) I incorrectly assumed that all parishes were members of the Louisiana Chapter of the National Emergency Numbering Association (LaNENA) so our letter requesting their participation went out on an e-mail with LaNENA letterhead. In fact, 44% of the parishes are not members of LaNENA. This may have been one of the reasons we had difficulty getting cooperation from every parish.
- 2) We set a deadline on our online survey remaining open for additional survey responses. We forgot to go back and remove the deadline and late respondents found that they were locked out of the survey.
- 3) Early efforts at coordination with some Communication Districts may have been complicated by suspicions that we might have been trying to impose a statewide solution on autonomous parishes without their concerns being fully addressed.

Next Steps:

- 1) The development of the draft business plan is the next step. We will send it out to select LaNENA members, non LaNENA Members and other key stakeholders for preliminary review.

- 2) After review it will be distributed to a wider audience of Communication Districts and other stakeholders. Public meetings will be scheduled with the assistance of the eight regional planning authorities. The plan will then be publically presented in each of the eight regions of the state. Those meetings will take place in November and early December of 2011. The comments from the public meetings will be reviewed and incorporated into the final statewide plan.
- 3) As far as assistance, we would benefit by reviewing other state addressing plans and incorporating those elements that would work in Louisiana.

Timeline:

We should meet our target goals of completing the plan review and drafting the final by the early months of 2012

Attachments:

I have attached to this e-mail the following items:

- A map of the location of those parishes (counties) that responded to our online Address Survey.

Parish Response to 911 Survey

