

## FREQUENTLY ASKED QUESTIONS

1. [My deed or tax roll information has another address listed for my property besides the one E911 has assigned. Is this a conflict?](#)

A property is not legally defined by a street address. Properties are defined by metes and bounds information (angles and distances), subdivision lot numbers on recorded subdivision and site plans, and other such descriptions that are far more descriptive than a simple street address. Your physical E911 address will become your official mailing address too and eventually all documents can be made to reflect it.

We are also working with the Tax Assessing department to get them to update their address information to the E911 addresses. Tax Assessing address information is often an “estimate” and sometimes even gives a range. It is not a problem if your E911 address (your official address) does not match what Tax Assessing has for you.

2. [Who has the authority to name streets and assign addresses in Portland?](#)

The State of Maine delegates this authority to each municipality in Maine. The City Manager of Portland has delegated this authority, under ordinance, to the Department of Public Works.

3. [I have been assigned a new address and changing my address is a lot of paperwork and in some cases, costs some money. Who will reimburse me?](#)

Unfortunately, each addressee is responsible for all of this. We want everyone to get the same safety benefit from the E911 system. In areas where sub-standard addressing exists that have been deemed a safety risk, things simply have to be changed for the greater public good. Remember, the overall goal of this program is to make sure emergency personnel get to you as quickly as possible.

4. [How long will the Post Office deliver to my old address?](#)

The Post Office will deliver your mail with your old address for one year. This should be adequate time to change all your paperwork, should you have to change address. We work with the Post Office on re-addressing but you still need to file the Post Office’s change of address form.

5. [My address has been changed and now I am having problems with a utility company. What should I do?](#)

Tell them the address change was because of Enhanced E911 compliance and have them call Portland’s E911 Addressing Officer at 874-8849.

6. [I use a cell phone. How does this fit into the E911 Program?](#)

If your cell service provider has implemented Phase II E911 service it may be possible to locate your position with reasonable accuracy. A landline is still a more accurate and reliable way to get the position of a caller in the E911 system though.

## 7. How does Voice-Over-Internet-Protocol (VOIP) work when making emergency phone calls?

The FCC has ruled that VOIP providers must provide emergency calls centers with information about the call including the caller's callback address. VOIP users must be aware however, that some VOIP services allow a person to make a call wherever they can get internet service-so they may not be at their home when they make a call.

## 8. If computer mapping is becoming more widespread and accurate in emergency response, what does it matter if my address is somehow wrong or inconsistent? Can't responders still find it anyway?

Although computer mapping-aided emergency response is a wonderful tool, it is not always available everywhere in every response. Even with modern technology, there is still often a part of the response chain of events where someone is directing a responder over a radio. Radio transmissions can often become garbled and unclear. This is where accurate and consistent addressing becomes important, and where the minute difference between a "Willow Street" and a "Willow Court" could become a problem.

## 9. Looking at your map I see that you have placed my address one number down from what I've always been using. Do I really have to change?

First of all, please bear in mind that we have made our best effort to determine what people were using for addresses before we began this review process. In the case of Peaks Island and some of Great Diamond Island, a field researcher was actually dispatched to check homes and GPS them. Even with this and other sources of addressing information, we still might not have gotten what you are using correctly and ended up assigning you something very close to what you are using. In these cases, what you are using might be fine. *If you are one or two numbers off, on the same side of the road, using the street name specified, give the Addressing Officer a call at 874-8849 to see if you can keep what you have. You probably can and we don't want to make someone go through the hassle of changing their address if it can be avoided.* **However, if the assigned address is not as close as specified above, please count on changing your address by March 1<sup>st</sup>, 2007.**

## 10. What happens to all this data next?

This data will be submitted to the State Emergency Services Communications Bureau for dissemination to call centers and to Verizon, who under State contract administers the MSAG database (Master Street Addressing Guide).