

**Implementation of an Enterprise-Wide Common Street Address
Database Webinar – Q&As
City of Hamilton and AGSI, June 28 2018.**

Question:

How are you incenting internal departmental use of the authoritative address database? Is this an open data set that citizens and external entrepreneurs can export to other GIS systems? How are you incenting internal departmental use of the authoritative address database? Is this an open data set that citizens and external entrepreneurs can export to other GIS systems?

[Jonathan](#)

Answer:

We have established a working group of representatives of major users of address data. We have engaged them in the business requirements, design and delivery of the AIMS database. The major users have agreed to a process change whereby they will freeze creation of addresses and accept a nightly transfer of new and updated data from AIMS. For other users of addresses we can only communicate the benefits of a trusted dataset.

Open Data – address and street centreline data without the ownership will be delivered to our Open Data portal

Question:

Question about how you handled addressing units for apartment buildings. I.E. One address for the building and a table for all the units, or multiple address points for each unit inside the building?

[Krista](#)

Answer:

AGSI manages addresses and location points separately. Each address may have just a street number, or a street and a unit number. A location point is the coordinate of one or more addresses. In the case of an apartment building with many units within, the location point will be the same for each of these units. Conversely, condominiums and town houses will have separate location points for each unit.

Question:

How do these addresses align with Canada Post addresses?

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[Louisa](#)

Answer:

We have never fully compared the two. We try to follow their standards.

Question:

Do you share data with bordering Municipalities? How is this factored into the Application?

[Jeff](#)

Answer:

Addresses and street centreline as mentioned are on Open Data. Any datasets that are not on Open Data, we will provide with a Data Dissemination agreement, except for MPAC and Teranet data as these have a restricted licence.

Question:

Further to the previous question, how did you map out with the GIS system condo's that are vertical (so a z value involved)

[Krista](#)

Answer:

AGSI has not attempted to assign z values to units in multi-storey buildings because the data is hard to capture. The underlying data model would support this if it was determined that the business value justified the additional data capture costs.

Question:

Hello, I have a question that I want to ask Marc. How does the new system ensure the addresses are accurate and up-to-date? What's the frequency of updates?

[Hongyu](#)

Answer:

The City of Hamilton has adopted AGSI's Go360™ software (browser-based spatial and attribute editing), and data stewards at the City of Hamilton will keep the new database updated with additions, deletions, and changes.

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These will occur as the addresses are created to ensure all of the City's stakeholders have access to up to date information. The AGSI CheckIt™ system will enable front-line staff to request the named data steward to add a new address or get a field check to resolve any address issues.

Question:

Does your system deal with address ranges?

[Bartosz](#)

Answer:

Yes, each street centreline segment stores the address ranges to left and right of the digitization direction.

Question:

How do you handle preference based address changes from residents?

[Patrick](#)

Answer:

In terms of residents requesting a change, there are plans to make the Check-It™ application available from the public web site once the new business processes have had a chance to settle.

Our Growth Management group in Planning and Economic Development Division are the stewards of the Address data and would have to approve an address number change. This change would need to be reflected back to MPAC, Canada Post and Bell 911. A street change would go through a change by-law process.

Question:

Can you help us understand the process you went through to build that single source of the truth for addresses? (Perhaps a little more detail than the previous slide)

[David](#)

Answer:

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The City's single source of truth was created by comparing address variations within the City of Hamilton's corporate databases against AGSI's Location Warehouse. Unique ID's were maintained between the standardized address and the various systems to ensure information could be updated into the consistent format.

The City (via the data stewards) did select one of the databases as the one we thought was most accurate and compared the others to it (missing or additions).

AGSI has a lot of experience with standardizing addresses from many sources and uses this expertise to standardize the addresses in the several different data sets provided by the City. The data sets were merged to obtain a candidate data set. Any anomalies were subjected to a research process by the City and AGSI, including site visits, to deliver the final single-source address database. As an example, there is an industrial building which had 3 unit addresses {1, 2Pt3, 4Pt3}, reflecting that unit 3 was split between the occupants of units 2 and 4. In the address database, we have modeled this as 4 units, because the building has 4 actual units, and there's more potential risk to the City of missing a notification to Unit 3 in the future if the units are reconfigured.

Question:

How do you enforce lack of signage to match your GIS Address points? E.g. commercial businesses that don't have the number on the storefront. They rely on the "business name only" Bylaw officer site visit or letter in the mail?

[John](#)

Answer:

Ideally, unit IDs are acquired through the development approval process but, if necessary, the owner or site manager is contacted to obtain unit IDs or if required a site visit is performed.

Commercial units are indeed the most difficult to track and will be relying on the above methods to keep it as current.

Question:

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How will this integrate with 211Ontario records? Would there be a way of using APIs to update the 211 addresses?

[Jonathan](#)

Answer:

The data can be exported in a format that meets 211Ontario's needs. Some street types will be converted into 2-character abbreviations but not all street types can be handled and these become part of the name.

One of our later project phases is to be able to provide address data to other smaller systems/applications internal and applications/users external to the City. Right now our approach is Open Data and web services for these systems to ingest.

Question:

Are other municipalities in Ontario doing something similar? (I.e. someday could we rely on municipalities to provide that single source of the truth for addresses?)

[David](#)

Answer:

AGSI has found that the majority of organizations with address database like municipalities and utility companies have yet to perform similar consolidations due to the complexity of maintaining relationships back to the various internal systems. Hopefully this project can provide some clarity into the process and help other organizations with the decision to conduct a similar process within their own environments.

There are over 400 municipalities in Ontario and each one has a different state of address information. There isn't information available that would indicate whether or not each of them have a single source of the truth for their addresses. The results of the poll in the webinar asking "Do you have a decentralized or centralized address database?" showed that about 50% did have a centralized address database, 25% did not and 25% unsure.

Question:

Will the presentation be emailed?

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[Sylvia](#)

Answer:

You will be notified when the presentation is available on the URSIA Ontario website.

Question:

How do you handle properties that have no address? We have multiple rural properties with no address but there are structures and residences

[Krista](#)

Answer:

All properties in Hamilton (including rural areas) have been assigned a civic address because of Bell 911 and taxation.

A civic address may be assigned a building name and/or a Landmark-type + Landmark-name.

Or we can add a “Special Location” (non-civic address) to landmarks (cell-towers, street furniture, park features) to aid in navigation for first responders or a location for call centres to record a call against.

Question:

Will there be a layer (dataset) available on the delta drive for mapping purposes?

[Magda](#)

Answer:

Yes, the address and street centreline will be available to staff via the Spatial Warehouse and the ArcGIS Online data services.

Question:

How does the City of Hamilton deal with addresses that are not to 911 Standard re Parity issues?

[Bartosz](#)

Answer:

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We have a document regarding the 911 standards and we can create an FME script to parse out the data as Bell 911 requires it. There are however the duplicate addresses in Flamborough which need to be resolved by the Planning Department before they can fully use it.

Question:

Did amalgamation introduce any particular address challenges? How did you manage those?

[David](#)

Answer:

Amalgamation forced individual municipalities to consolidate into one database. Issues such as duplicated streets (e.g. King Street) or streets that change cardinal direction when crossing local municipality boundaries had to be dealt with.

AGSI allows addresses to have the same street name in different locations as long as they have a different Community name (e.g. Flamborough, Glanbrook) or in some cases a Settlement Name (e.g. Rockton, Sheffield (where they all have a common street such as Main Street)).

Question:

How does your upper municipality Regional Municipality of Hamilton–Wentworth work with the system??

[Patrick](#)

Answer:

Hamilton has been a single tier municipality since amalgamation (2000).

Question:

How do you check the number of apartment units above a storefront (when there is a locked door)? 3 apartments or 6?

[John](#)

Answer:

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Ideally, the unit IDs are acquired through the development approval process, if necessary, the owner / site manager is contacted to obtain unit IDs or they are obtained via a site visit if required.

Question:

Will the presentation be sent to the participants?

[Anthony](#)

Answer:

You will be notified when the presentation is available on the URSIA Ontario website.

Question:

One last question...what GIS software???

[Krista](#)

Answer:

The Address Manager runs on AGSI's GIS software Go360™. The Check-It™ address issue resolution GIS software also runs on Go360™ and runs as a window on top of the City of Hamilton's GIS (ESRI) software. You can find more information on AGSI software at www.go360.ca and on our datasets at www.locationwarehouse.ca.