



POLICY AND PROCEDURE MEMO

SUBJECT: E-911 Address Naming & Numbering

NO. 1.020
DATE: 6/25/2021

DocuSigned by:
Blaine Cox
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CITY MANAGER

I. STATEMENT:

This policy is intended to establish a uniform procedure for address naming and numbering within the City of Rochester that is consistent with E-9-1-1 standards, Rochester City Code 223-10, Rochester City Code 223-11 and NH RSAs.

II. PROCEDURE

I. Assigning Addresses for new construction:

1) If relevant to a Planning Board application:

- a) Planning Department requests that driveway cuts be shown on the final subdivision or site plan approved by the Planning Board.
- b) Planning Department measures to determine what address number to assign. This occurs post Planning Board approval at the time that plans are submitted and certified, so that staff are working from a plan that will not be changed significantly.
- c) Per Planning Board Condition of Approval and prior to Building Permit, applicant submits a proposed Street Name Application to the Planning Department if needed. The Street Name Application is located on the City of Rochester website here:
(https://www.rochesternh.net/sites/g/files/vyhlif1131/f/uploads/street_name_application_form-revised_2008.pdf). The Planning Department then forwards the application to the City Clerk, Fire, Police and US Post Office for review of proposed street names. Once reviews are returned to the Planning Department, the Planning Department verifies which street name is approvable and assigns it a suffix (Rd, Dr, Ln, St, etc.).
- d) Planning Department relays the new street name and address numbers to the applicant via a formal letter. Each lot receiving a new address or changed address should receive a letter and each letter should be placed in the specific lot's file for record keeping (please note: this assignment is temporary until the State E911 confirms the address).
- e) The applicant submits a digital plan/map showing the street name, address numbers, and Map-Lot numbers for the file.
- f) Planning Staff forwards the formal letters, the address list from Assessing and the map from the applicant to the following city offices, so each office



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may update their systems (please note: this assignment is temporary until the State E911 confirms the address):

- i) Assessing
- ii) Building & Licensing
- iii) City Clerk
- iv) Economic Development
- v) Fire Department
- vi) Planning Department
- vii) Police
- viii) Public Works
- ix) Tax collector

g) Department of Public Works (DPW) Driveway Application (Located on the City of Rochester website here: https://www.rochesternh.net/sites/g/files/vyhlif1131/f/file/file/driveway_application_4-15-15.pdf) is required and issued with properly assigned address. This is required for the Building Permit.

h) Building & Licensing staff notifies the Fire Department Executive Secretary via email at time of foundation/building permit. The Fire Department Executive Secretary inputs the new address into the NH E911 database at the time of foundation/building permit, as permits are pulled.

i) Once the NH E911 System confirms the address, the Fire Department Executive Secretary drafts and sends formal email confirmation to the City Departments listed in 1) f) as well as the Property Owner, Utility Billing Co's & US Post Office.

2) **If not relevant to a Planning Board application** (i.e.- existing vacant lots that are now proposing to be built upon, and does not qualify for Planning Board review):

a) The Building & Licensing Department notifies the Planning Department and DPW via email that a Building Permit has been submitted for an unaddressed lot. Building & Licensing notifies the applicant that a Driveway Permit will be needed.

b) Applicant applies for Driveway Permit (Located on the City of Rochester website here:



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https://www.rochesternh.net/sites/g/files/vyhlif1131/f/file/file/driveway_application_4-15-15.pdf) and includes plan of proposed driveway with dimensions from centerline of driveway to side property lines and proposed width of driveway at right of way.

- c) Planning Department measures to determine which address number to assign based off of the proposed driveway location shown on the plan.
- d) Planning Department notifies property owner of address assignment with a formal letter. If property is changing number, property owner shall sign an Address Change Consent Form as part of the Building Permit approval. If property was formally a "0" (zero) lot, this is not required.
- e) Planning Dept forwards all letters to the following city offices so each office can update their systems:
 - i) Assessing
 - ii) Building & Licensing
 - iii) City Clerk
 - iv) Economic Development
 - v) Fire Department
 - vi) Planning Department
 - vii) Police
 - viii) Public Works
 - ix) Tax collector
- f) Building & Licensing staff notifies the Fire Department Executive Secretary by email at time of foundation/building permit issuance. The Fire Department Executive Secretary then inputs the new address into the NH E911 system.
- g) Once the NH E911 System confirms the address, the Fire Department Executive Secretary drafts and sends a formal email confirmation to the City departments listed in 2) e) as well as the property owner, Utility Billing Co's & US Post Office.

II. Discrepancies stemming from NH E911 Calls (i.e. - when someone calls NH 911 and provides dispatch an address, but address is not in NH E911 database and/or differs from NH E911 database):



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- 1) The Police Department (Dispatch) gets notified by NH E911
- 2) Police Department determines if there is a real discrepancy or not, and they respond to NH E911. The State asks that a response be given within 24 hours.
 - a) If the address is correct. No action taken.
 - b) If the address is indeed wrong, Police coordinates with the Fire Department to change it per the process below. If needed, the Fire Department places the item on the Rochester E911 Committee Agenda via the Fire Department Executive Secretary.

III. Changing Existing Addresses (when an existing address needs to change):

- 1) Rochester's E-911 Committee discusses and determines proposed address.
- 2) Fire Department contacts the applicant and explains the Life Safety needs to change the address.
 - a) If property owner agrees, they sign an Address Change Consent Form.
 - b) If property owner disagrees, the Fire Department Executive Secretary submits a request to the City Council for the proposed changes, this process is explained in RSA 231:133.
 - c) Fire Department Executive Secretary prepare the notices; the Fire Department presents to City Council.
- 3) Fire Department Executive Secretary submits proposed changes to NH E911 for review with a proposed effective date (at least 30 days out and not on a Monday, Friday, or holiday).
- 4) Once the NH E911 System confirms the address(es), the Fire Department Executive Secretary notifies property owner of address assignment with a formal letter.
- 5) Fire Department Executive Secretary distributes the letter to the following city offices so each office can update their systems:
 - i) Assessing
 - ii) Building & Licensing
 - iii) City Clerk



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- iv) Economic Development
- v) Fire Department
- vi) Planning Department
- vii) Police
- viii) Public Works
- ix) Tax collector
- x) Utility billing
- xi) US Post Office

IV. Verification of Address Posting:

- 1) After addresses are changed/assigned, property owners are required to post address identifiers (address number on house/mailbox). The Fire Department is responsible for verifying the addresses have been posted, via field visits.

V. Members of E911 Committee:

- a) Fire Dept
- b) Police Dept
- c) Communications Center
- d) Assessing Dept
- e) Planning Dept

-END OF PROCEDURE-