Questions from City Council and Community Members

1. Does the Fire Department keep any data/notes/recorded information about delayed response times to calls/dispatches due to not being able to initially find the correct house/building (due to absence of street address)? In an emergency response situation or in response to a house alarm?

- ***Answer from Chief Panholzer:***

  We require our personnel to provide a reason for any delayed responses that exceed a 5-minute response time. I checked with Assistant Chief Jim Courtney, who reviews the reports monthly, and he does not recall any time where lack of addresses or inability to find the correct location was indicated as the reason for a delayed response. I cannot say that no addresses has never been a factor in our response, but I have not had any of our personnel indicate a concern with this.

2. Is the Carmel-by-the-Sea Fire Department aware of any difficulties Carmel-by-the-Sea residents or business owners have with obtaining fire insurance or any other type of structure insurance? Are there any requirements for street address or physical address that will/should affect Carmel-By-The-Sea residents/business owners?

- ***Answer from Chief Panholzer:***

  I am not aware of any circumstance where someone was unable to obtain insurance coverage due to them not having a street address. It is possible that people have not shared that with me if it has happened.

3. Are there any fire safety requirements the Carmel-by-the-Sea Fire Department is aware of, in terms of street addresses, that may or should affect Carmel-By-The-Sea residents or structures?

- ***Answer from Chief Panholzer:***

  The California Fire Code (adopted by Carmel) has a section requiring addresses for all buildings (see below). This has been brought up in the past. Carmel did not amend the Fire Code when it was adopted to exclude this section; it has just not been enforced.

  505.1 Address identification. New and existing buildings shall be provided with approved address identification. The address identification shall be legible and placed in a position that is visible from the street or road fronting the property. Address identification characters shall contrast with their background. Address numbers shall be Arabic numbers or alphabetical letters. Numbers shall not be spelled out. Each character shall be not less than 4 inches (102 mm) high with a minimum stroke width of 1 /2 inch (12.7 mm). Where required by the fire code official, address identification shall be provided in additional approved locations to facilitate emergency response. Where access is by means of a private road and the building cannot be viewed from the public way, a monument, pole or other sign or means shall be used to identify the structure. Address identification shall be maintained.

4. Does the Carmel-by-the-Sea Police Department keep any data or notes on delay of response times due to not initially finding the correct house/building (due to lack of street address)? Also, does the department keep any data/notes/info on police response to house alarms going off and whether there's any recorded difficulty or delay in identifying the correct house with the sounding alarm?

The Police Department does not log or record data specific to delayed response times and street addresses. While there may be individual address notes within the Computer Aided Dispatch (CAD) system, the correlation of any delayed response times due to lack of street addresses is not a factor that can be pulled from the data set as currently maintained by the CBTS Police Department.

5. Community members have provided staff with examples of other cities that have street addresses/house numbers but have their mail delivered to a PO Box at their local Post Office.

Staff has researched how other cities may have received a designation for USPS PO Box delivery and pick-up at a Post Office. The established delivery system would have been implemented with consideration to minimum workload availability by USPS, customer density, condition of roads, and the presence of gates/fences or other obstructions to delivery. Available information for specific cities provided as examples is limited, in reference to the details of the establishment of their mail delivery system. With online research into these specific cities and their mail delivery system being limited and uninformative, staff will attempt to gain insight and more information by communicating with staff from those cities.

6. If house numbers and building numbers have to be posted for street addresses, how will they look like? Will there be design requirements?

If building and house numbers will be posted, the appropriate design and presentation of those numbers would be discussed for approval in the context of the City's design guidelines to fit the character of the City.

7. What about Google Plus Codes? Has staff looked into this and how does it work?
Google describes the system as:

- Plus Codes are like street addresses for people or places that don't have one. Instead of addresses with street names and numbers, Plus Codes are based on latitude and longitude, and displayed as numbers and letters. With a Plus Code, people can receive deliveries, access emergency and social services, or just help other people find them.
- In rural United States, the Rural Utah Project is using Plus Codes to help members of the Navajo Nation register to vote, and to help emergency services reach residents faster.

Staff found that the system and the app is available to approved organizations that, "have the authority and resources to successfully deliver scaled addressing programs in their areas, and that there is a clear addressing need that can benefit from Plus Codes." In order to access the Address Maker function as a governmental organization, the City has to "request access" by filling out an application that is, "reviewed based on the information provided and our [Address Maker's] capacity to take on additional partners into this program."

Staff recommends discussion and community engagement before submitting any application for the Address Maker as an organization.

Questions for the Plus Codes Address Maker application include:

What is the name of your organization? *

What country(ies) do you hope to address? *

What are the areas to be addressed? *

How many properties (residences + businesses) do you hope to address? *

○ 10k~50k ○ 50k~100k ○ 100k~250k ○ 500k~1M ○ >1M

At what stage is your project? *

○ Exploratory ○ Plan in place but not resourced ○ Plan in place and resourced

Your name *

Your email *

Your role *

Provide link to your organization's website or project page

What additional information would you like to tell us about your project? (ex. what needs are you trying to solve, is there a timing consideration like an upcoming census, etc.)

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8. What about the What3Words App?

The app uses a system that converts GPS coordinates into 3 word addresses, for example it takes the latitude and longitude entered into the app and converts it to "///geese.mirror.arrives". The process explains that you're given a what3words location, you can open it in the what3words app, then tap 'Navigate' and select 'Google Maps' to open the exact location in Google Maps and get directions.

Staff downloaded the app and used the built-in map service to locate City Hall for an example of a three word address. The system assigned, "///sketchbook.fiercer.regenerate" as a possible three word address for City Hall. The app works as a navigation tool but it is unclear whether the generated addresses are verifiable through any financial or governmental organizations.

9. What happens if someone incorrectly sends USPost to our "physical addresses"? Where does this go? Can the post office intercept this postal mail and put it in our PO Box?

A precise answer as to whether the Post Office can intercept incorrectly addressed postal mail (addressed to physical address) and place it in a PO Box is a question for USPS that staff can relay. Currently, postal mail addressed to a residents' geographic or descriptive address is processed as "undeliverable" and sent back to sender.

10. How long (estimate) does it take to get the online databases for Google/Apple Maps etc to have our new physical addresses so they show up in all of the right places - online etc?

Staff does not have an estimated timeline for this process and completion.

11. What anticipated actions do all of us have to do to update our personal records with our new addresses? Or is this optional?

Residents and community members could continue to use their PO Box addresses for what they consider appropriate and workable for their needs but staff has not outlined specific anticipated actions at this point.