

Q: *I have had my address for the entire time I have lived in this community. It is part of my identity. Is there another way to go about this?*

A: We completely understand that people have a connection to their address.

The longer we live in one location, the more pride and affinity we hold for that particular address. Our children memorize it when they are young and they grow up knowing that it means “home”.

It is truly special. However, what is more important is that emergency providers are able to reach you in that moment of need when you or your loved one is in need of emergency services.

Those of us that have been tasked with keeping you and your family safe want the best possible opportunity to be successful when we are called upon.

We hope you never need us, but if you do, we want to be there as quickly as humanly possible.



City of Rochester E911 Addressing Committee

The purpose of the Enhanced 9-1-1 (E911) Addressing Committee is to ensure addressing meets recommended standards. Their goal is to create a comprehensive and uniform system of permanent road addresses for all residences and businesses throughout the City in order to eliminate confusion for first responders in the event of an emergency.

The Committee is comprised of staff from multiple departments and administered through the Planning and Development Department. If you have questions about addressing, please reach out to the Planning Department.

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City Hall Annex
33 Wakefield Street
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City of Rochester New Hampshire Enhanced 9-1-1 Addressing Committee

Addressing Standards

The City of Rochester has adopted the guidelines provided in the Addressing Standards Guide prepared by the State of New Hampshire's Department of Safety's Division of Emergency Services and Communications. These standards are based on recommendations by the National Emergency Number Association (NENA) for addressing throughout the United States.

Purpose

These standards are designed to:

- eliminate confusion,
- provide consistent numbering,
- allow for future growth, and
- create consistency between communities.

The goal of these standards is to allow emergency responders to provide services as timely and accurately as possible during a person's time of need.



Addressing Considerations

- A single structure should only have one address.
- A building address should not include alpha characters or fractional numbers.
- Each addressable structure should have a unique address.
- Structures containing multiple units within one discrete building, should receive a single building address with each unit receiving a subaddress.
- Addresses numbers should be in sequence.
- Odd address numbers should be only on one side of the road (and even numbers on the other side).
- Driveways that provide access to 3 or more addressable structures are considered private roadways. They should be assigned a road name and structures addressed from it.
- Disconnected sections of road are considered independent and should not have the same road name.

Common Questions

Q: Wouldn't large, reflective signs at the bottom of a driveway serve the same purpose as naming a shared driveway?

A: No. Locating an address off a driveway with 3 or more houses at night during an emergency can be extremely difficult. Creating a road name is ideal in this situation. An intersection can be easily explained to all responders even if they aren't familiar with the area.

Q: GPS knows where my house is, why can't emergency responders use that technology?

A: Time is critical during an emergency. Responders may be driving alone with emergency lights and sirens. They may also be talking or listening on the radio to collect as much information as possible prior to arrival; requesting additional units; or providing instructions for other responders. Emergency responders rely on many different types of technology to ensure a timely and accurate response during your time of need. GPS platforms sometimes provide conflicting information and are not necessarily the most efficient method of finding a location. In an emergency situation, every second counts.

Q: If my road name is going to change, do I even get a say in the new name?

A: Absolutely! Please talk with your neighbors about suggestions and bring them to the Planning Department for consideration. Remember the name cannot be similar to any other road name in your community.

Q: Changing my address is extremely difficult and time consuming!

A: It is true – changing your address is very inconvenient and can be time consuming.

When there are changes, we notify the US Postal Service (USPS), local utility companies and City departments. You do NOT need to complete a change of address form with USPS.

You will be issued an address assignment letter that serves as an official record.

You do NOT need to make any changes to your property deed until you sell or re-finance your mortgage.

