

WA Master Addressing Services

Last updated 12-8-2022

The [Washington Master Addressing Service \(WAMAS\)](#) is a set of tools that allows users to accurately format and locate an address. Addresses are used throughout all levels of government to respond to emergencies, contact customers and voters, determine sales tax, investigate tax fraud, identify state representatives and more.

WAMAS uses civic addresses from local government agencies that ensures the addresses the state uses are the same as local government, causing less confusion for residents when requesting government services based on their address. More than 25 agencies accessed WAMAS services in 2021 to correct over 120 million addresses. This equates to a savings of more than \$950,000 per year over traditional third-party address-correction tools.

Performance Metrics:

- Uptime of 99.9%.
- Data is synchronized to geographic redundant location within five minutes.
- Performance, security and capacity server monitoring to ensure reliable geocoding service that is available to all state agencies.

Intended customers

Primary customers include state agencies that are connected to the State Government Network (SGN).

Options available with this service

This service can be used by agencies via application programming interfaces (API) calls to standardize and correct addresses. There is also an Excel spreadsheet add-in that can be used for smaller processing and to increase standardization within the common tools for state government.

Customer engagement

- The WaTech Geospatial Program conducts monthly meetings with state agency GIS representatives, the Geospatial Portal Steering Committee; quarterly meetings with state agency IT and GIS leadership; and technical workgroups scheduled as needed to address detailed software, workflow or data coordination issues.
- The WaTech Geospatial Program is also actively engaged in statewide stakeholder meetings to strategically grow and mature GIS across the state enterprise and incorporate geography into IT systems and support business needs at partner agencies.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) to connect, advise, address concerns and provide solutions.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

Helpful information

Service category

Enterprise Programs

Service availability

Support available during normal business hours

Planned maintenance

Performed as required during non-peak hours.

Related services

- [Geoportal Services](#)
- [Enterprise Architecture \(EA\)](#)

How to request service

Submit a request for service through our [Customer Portal](#)

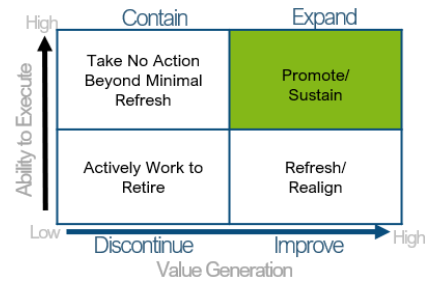
Service owner

Joanne Markert

Action plan

Current activity

Upgraded WAMAS to use the most recent GIS server software, routing backups and geographic redundancy to promote best practices for these services. Local government addresses are used as the primary data source and are now updated on a regular basis, keeping the service synchronized with changes happening at the local level within approximately two months. This is a huge benefit compared to commercial applications that can be as much as two years behind address changes at the local level.



One- to two-year goals

- Designate WAMAS as a recognized Enterprise Service pursuant to OCIO Policy 185.
- Work with DSHS to develop tools and processes as part of the WAMAS service offering to anonymize sensitive data so that it can be more easily shared among state agencies.
- Move to a third party cloud solution.

Three- to five-year goals

- Integrated WAMAS across most or all state IT systems as they are updated and maintained.
- Develop a secure hosting environment that allows WAMAS to be used for Category 4 data, for example agencies in the health and human services taskforce, pending funding.
- Integrate WAMAS/geography into OneWA as the address correction standard.



Service review and fully loaded service budget projection

Revenue source

The WAMAS allocation is not part of the central service model today. The WAMAS allocation is spread to agencies in the allocation based on actual agency IT FTEs in 2014 and billed out on an annual basis to agencies that utilize the service.

Net Income over time

This service area is responsibly managed to maintain budgets, however, the future of standardizing addresses across the state enterprise requires investment to meet the goals for this service area.

This budget does not reflect the development time that DSHS dedicates to make this available to the other state agencies.

