

SECTION 2 - LITERATURE REVIEW AND BEST PRACTICES

2.1 Introduction

The lack of literature on addressing issues indicates no academic interest in this particular government operation.

2.2. Best practices

No known collection on local e-government best practices offers any particular government entity as an example of excellence in e-addressing. However, analysis conducted for the purposes of this study reveals some important features that are common for the successful organization of the address assignment and re-addressing by the local governments:

2.2.1 Features of successful best practice projects:

- Because of the multiple addressing authorities in the county, successful reengineering of addressing usually requires the creation of a one-stop portal where customers can access applications for addressing without referring to the different jurisdictions.
- Due to the spatial nature of the addressing process, successful projects on e-addressing are usually closely integrated with GIS mapping. Maps are used by customers to locate necessary parcels (territory) subject to addressing during the applications process.
- In the case of new developments, successful projects integrate addressing functions with the processes of building permit applications and zoning.
- Successful e-government projects utilize software for automatic address assignments (for example, ArcMap) to set up addressing standards, addressing procedures, and addressing formulas. In these situations online applicants can

receive information about the compliance of a suggested address without any time delay.

2.2.2 Examples of best practice governments:

The following is a list of successful projects in e-addressing:

- Baldwin County, Alabama (by ESRI proceedings article, 1999).
- City of Indianapolis (by ESRI proceedings article, 1998).
- City of Los Angeles.
- City of Edmond (by ESRI proceedings article, 2002).

2.2.3 Software products:

The software products utilized in successful e-addressing government projects include:

- Akanda Land Management.
- Accela Land Management.

2.3 Future development

The most promising e-addressing features includes construction of an integrated model where the address application is combined with an automatic address assignment mechanism that is constantly updating property/land use/911 databases on the new and changed addresses.

2.4 References

Baldwin County, Alabama Retrieved from <http://www.co.baldwin.al.us>

City of Indianapolis Retrieved from www.indygov.org

City of Los Angeles Retrieved from www.lacity.org

City of Edmond Retrieved from www.edmondok.com

Akanda Land Management Retrieved from www.akanda.com

Accela Land Management Retrieved from www.accela.com

GIS and Mapping Software. Retrieved from <http://www.esri.com>