



**Santa Cruz Consolidated
Emergency Communications Center**


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9-1-1 FIRE
POLICE
MEDICAL



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General Manager

**COMMUNICATIONS TECHNICAL
POLICY/PROCEDURE**

Policy No. 3030	Date Issued: July 1, 2005
Section: 3000 -- Technical Policies	Date Revised:
Accreditation Standards: None	
SUBJECT: GEOFILE REPORTING/UPDATE PROCEDURE	
APPROVED: 	
General Manager	

1.0 Purpose

- 1.1 To establish proper reporting procedure for Geofile additions, changes, or corrections.
- 1.2 To establish responsibility for making Geofile corrections in the Graphical Geographic Maintenance (GGM), Advanced Tactical Mapping (ATM) software programs, and in the Master Street Address Guide (MSAG).
- 1.3 To establish a schedule of periodic uploads to the Computer Aided Dispatch (CAD) Geofile database and ATM mapping software.

2.0 Geofile Software Components

- 2.1 The Geofile consists of three individual software components: GGM, ATM, and CAD Geofile. In addition, the MSAG is a component of the state 911 database that drives the E911 system.
 - 2.1.1 GGM is the software tool used by Systems Division personnel to maintain the CAD Geofile database and the ATM.
 - 2.1.2 ATM is the graphical map tool where CAD Geofile data is displayed. This tool provides a visual Geofile reference to the dispatcher.

- 2.1.3 CAD Geofile is the database in CAD that is referenced when CAD Incidents are created and address lookups are performed. This database is integral to the successful operation of the ATM software.
- 2.1.4 MSAG interfaces with the CAD system as address information is imported from the E-911 system when a 911 call is received. This data is then compared with the CAD Geofile database.

3.0 Geofile Issue Reporting

- 3.1 As with any computer system, proper problem reporting of software issues is necessary to ensure timely and accurate fixes.
- 3.2 To properly ensure that Geofile issues are corrected in a timely manner, the following process will be used, based on the type of Geofile issue. Those issues and reporting processes are defined below.
 - 3.2.1 All Geofile issues will be submitted to the Systems Division via the SCCECC Intranet Concern/Inquiry process.
 - 3.2.1.1 When submitting the Concern/Inquiry Form, employees will provide as much information as possible to assist in facilitating the timely correction of said issue in the “Issue Desc” field.
 - 3.2.1.2 Employees will select the Priority of “Geofile” when entering this issue.
 - 3.2.1.3 The issue will first be assigned to the Shift Supervisor for review. Systems Division personnel may take ownership of the Concern/Inquiry prior to the Supervisors review.

4.0 Geofile Problem Resolution

- 4.1 When a Concern/Inquiry Form is generated, it will be prioritized by Systems Division employees assigned to work on Geofile Maintenance issues. Subsequently, Systems Division employees will correct these issues as soon as their workload permits. This applies to all Geofile issues.
 - 4.1.2 If the Geofile issue is deemed an “emergency”, there will be an upload of the correction to the CAD Geofile database first. The upload will be performed immediately following the fix. This process can sometimes take two days to perform depending on the magnitude of the issue being corrected. However, CAD will receive the update first because incidents are difficult to enter without proper CAD ad-

dresses in the CAD Geofile database. Additionally, if the “emergency” Geofile issue is also related to the ATM, the ATM software will be updated as soon as possible on all CAD workstations.

- 4.1.3 When a Geofile issue is reported, it will be handled in the order of priority as it applies to dispatch operations. Minor Geofile corrections will be made within thirty (30) days. Regular Geofile uploads to the CAD Geofile database and the ATM software will be performed on the second Tuesday of each month.
- 4.2 If the issue is deemed an MSAG related problem, Systems Division employees assigned to MSAG Maintenance will correct these issues within (30) days. As stated above, if the MSAG issue is deemed an “emergency”, the issue will be reported immediately for correction to the state MSAG authority.

5.0 Documentation

- 5.1 The Concern/Inquiry Forms will be the sole database used to track Geofile issues and corrections.
- 5.2 When a Geofile issue has been corrected, Systems Division employees correcting the issue will change the Concern/Inquiry status to “Pending Upload”.
 - 5.2.1. When a Geofile Upload is complete, Systems Division employees completing the upload will assign the Concern/Inquiry Form to the Systems Division Manager with a Status of “Pending Review” and an Internal Email will be sent to All Dispatch Personnel stating that the “Geofile Upload has been Completed as of (date)”.
 - 5.2.2. After review, the Systems Division Manager will update the Concern/Inquiry Form status to “Completed” and forward the issue to the General Manager.
 - 5.2.3. The General Manager will subsequently review and mark the status of the Concern/Inquiry Form as “Closed” in accordance with to Policy No. 7010.80 (Automated Concern/Inquiry Form).