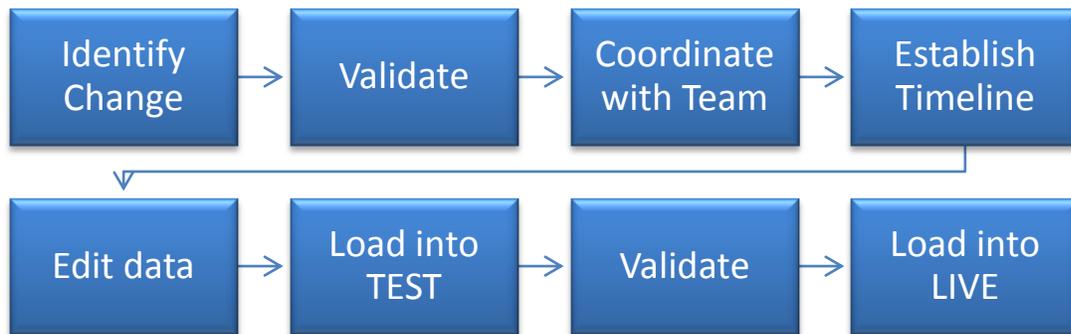




## CAD/RMS/MCT Map Layer Update Policy

### General Change Workflow



### Initiating Changes or Corrections

Any corrections should first be addressed by the department(s) affected and any in-house GIS support staff.

If additional map or technical support is needed, a work order must be sent to Williamson County Public Safety Technology Staff (see below).

### Agency Polygon Changes

#### Changes Due to Annexations

Changes to response boundaries due to the annexation of a city are generally updated by the Public Safety Technology staff after notice from the city. However, if the city has not notified the GIS or 9-1-1 Addressing groups, the department may initiate the change by contacting the city as well as the Public Safety Technology staff.

#### Changes based on Agreements/Contracts

All changes to this layer must be approved by the Chief or designated Point-of-Contact (POC) in writing. A map showing the proposed change is required. A paper map or digital file may be submitted illustrating the changes to be made.

As all boundaries of the agency layer touch another agency, each change means that at least two department's areas will be affected. Therefore, all changes to this layer must be approved by the affected fire departments.

This approval must come from each affected Chief or a designated Point-of-Contact (POC) in writing. One map showing the change needs to be signed by each Chief or POC and submitted to the Public Safety Technology Division. Alternatively, if a written agreement between departments or between an ESD/City and a fire department exists already, that document can be submitted to the Public Safety Technology Division.

If additional map or technical support is needed, as well as when the changes/requests are ready to be submitted, a work order must be sent to Williamson County Public Safety Technology Staff.

### **Work Order Process**

The department Chief or a designated Point-of-Contact must do this by emailing [pstpsupport@wilco.org](mailto:pstpsupport@wilco.org). Accompanying files or documentation must be attached or delivered to the Public Safety Technology staff.

Public Safety Technology staff will be in touch with the agency as well as Communications staff about all changes to be made. Any questions or issues with the change will be discussed with all affected parties before proceeding.

### **Update Process**

After an updated map layer is created by Williamson County GIS, the new layer will be loaded into the Test environment of CAD/Mobile. After testing by IT staff and Communications, as well as any needed consulting with affected fire department, the map layer will be moved into Live CAD/Mobile. When changes are moved to the live environment, notifications to update mobile data will be sent out to all agency Points of Contact.

After all changes have been received, and all issues resolved, the Public Safety Technology Division will need at least 10 business days to create and load all changes into the CAD/Mobile system.