

Number: 4.7

Replaces:

Date Issued: April 01, 1995

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Subject: Database Errors

Through the process of call screening, database errors (Name, address, telephone number, ESN, responding agency) may be discovered. Database errors must be corrected. The following procedure shall be used:

1. Call taker reports error to supervisor.
2. Database error form is completed.
3. The correction form shall be sent as soon as possible, within 72 hours, to the assigned MSAG location as follows:

Colorado Springs MSAG coordinator-

A- City of Colorado Springs

El Paso County MSAG coordinator-

A- El Paso County

Teller County MSAG coordinator-

A- Woodland Park

B- Cripple Creek

C- Peterson Air For Base

D- Air Force Academy

E- Fort Carson

F- Fountain

G- Manitou Springs
H- Teller County

4. The System Manager shall maintain the Master Street Address File and shall be responsible for ensuring timely updates are submitted by all MSAG coordinators.
5. Updates shall be completed on the appropriate forms approved by the 9-1-1 Authority Board and 9-1-1 Net System.