



# **Error Reporting Procedures**

**Version 6**

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## 1. PURPOSE

The purpose of this paper is to define the error identification and error reporting procedures that are used by SanGIS Maintenance Staff to support SanGIS customers and public users. Adherence to these procedures should ensure a timely response to user reported anomalies and minimize ambiguities when investigating errors in the SanGIS land base.

Customer service is a priority for SanGIS. This document seeks to establish the best methods for clarifying what is required to question or correct data in the land base.

This document is designed to serve SanGIS partners and public users. Feedback is encouraged. Routine revisions of the document will be made to keep methods and recommendations current and relevant. If you have comments or corrections to this document please email them to [director@sangis.org](mailto:director@sangis.org).

## 2. BACKGROUND

The *SanGIS Policy & Procedures Manual*, among other things, defines how SanGIS maintenance staff processes updates and changes to the landbase, the goals for keeping the data current, and the standards for landbase integrity. This manual also defines how errors and corrections to the landbase should be reported and how SanGIS staff will handle those reports. The manual can be found online at the SanGIS website at [www.sangis.org](http://www.sangis.org).

In order to reach the goals set in the *Procedures Manual* and to be able to respond in a timely manner to error notifications, SanGIS is clarifying procedures that should be followed by anyone reporting errors and the best methods to communicate that information to the SanGIS Maintenance Staff.

## 3. ERROR REPORTING METHODS AND PROCEDURES

This section describes the best methods for users to contact SanGIS to report landbase errors and the information that SanGIS staff will require in order to correct the problem.

### 3.1. Methods for Reporting Landbase Errors

The *SanGIS Policy & Procedures Manual* establishes how errors will be reported to SanGIS in Section 3.1; and 4.4 under *Landbase Error Resolution*” The *Manual* provides for errors to be reported via the SanGIS on-line Forum (<http://sanweb.sangis.org/forum>), via email or phone call (followed by email) to the Operations Manager ([support@sangis.org](mailto:support@sangis.org)).

SanGIS encourages all partners and users to utilize the online forum for reporting landbase errors and corrections. The forum, at <http://sanweb.sangis.org/forum>, provides for automatic routing of error reports, automatic email responses when updates are made, and a mechanism for tracking reports and responses. The first choice for users to report errors should be the SanGIS forum.

Should the online forum be unavailable to a user, the next best method is to report the error to the SanGIS Operations Manager via email at [support@sangis.org](mailto:support@sangis.org). A phone call to SanGIS at 858-874-7000 may also be used to report errors but phone call reports must be followed up by written reports either emailed to the Operations Manager at the address above, via regular surface mail, or via the SanGIS web site ([webmaster@sangis.org](mailto:webmaster@sangis.org)).

If a known error is felt to be a public life and safety issue, it should be reported immediately using one of the methods above as well as a phone call to SanGIS and/or to the SanGIS Management Committee. Management Committee members and contact information, as well as SanGIS contact information, can be found on the SanGIS web site at [www.sangis.org](http://www.sangis.org).

## **3.2. Procedures for Reporting Landbase Errors**

### **3.2.1. Addresses**

As required by the Joint Powers Authority (JPA) under which SanGIS was created, SanGIS is responsible for maintaining and updating the street addresses within the boundaries of the City of San Diego only. However, SanGIS will add address points for all addresses in any other jurisdiction within the County of San Diego that SanGIS receives. Address questions should be brought to the attention of the owning jurisdiction, not to SanGIS. SanGIS will only modify an address when directed by the City of San Diego or requested by other jurisdictions and reported using the methods described in section 3.1 above.

### **3.2.2. Road Names**

The authority for road name assignment and changes, for both public and private roads, lies with the land use jurisdiction that possesses the road in question. SanGIS is not the road naming authority for San Diego County region. SanGIS will only change a road name if directed by the land use jurisdictional authority and the change is shown in a legally recorded document, map, or Record of Survey (in the case of California Department of Transportation roads). The document should be provided at the time the change request is made, or a reference to that document must be provided with the request.

Legally recorded instruments (e.g. parcel maps, road registrar documents, etc.) are the only acceptable documents for road name modifications. Geospatial map and search engines such as Map Quest™, Google Earth™, Thomas Brothers™ and other commercial outlets are not considered legal documents. Although these sources can be used for accompanying location reference or examples of spelling or geometry differences, they cannot be used as the sole supporting documentation to justify modification of a road name or alignment.

See Section 5 of this document for a list of official document sources.

### **3.2.3. Road Address Ranges and Geometry**

The following outline should be used to identify and report any road address or geometry errors to SanGIS.

1. Use the unique identifier number, ROADSEGID to identify the segment(s) in question
2. Clearly state the nature of the problem (alignment, disconnect, Block Ranges, etc)
3. Include any supporting documentation (Recorded Documents, Maps, ROS, APMs). Aerial photography is useful but not considered an official document.

### **3.2.4. Parcels**

When reporting errors on parcels, the Assessor Parcel Number (APN) of the parcel in question is the preferred identifier, but the PARCELID number may be used. The error must be explained

in sufficient detail for SanGIS to determine the needed correction. (For example: “The North Boundary should be 440.6’ in length per MAP XXXXX, but SanGIS length measured is 430.0’ in length. There is an overlap/gap between parcels.....). Always include any supporting documentation (APM, Deeds, recorded Maps or Record of Surveys).

### **3.2.5. Lots**

When reporting errors on lots, use the LOTID, LOT # and MAP # or the APN of the lot in question. Error reporting procedures are the same as those used to identify parcel errors.

### **3.2.6. Assessor Book**

When reporting errors in the SANGIS. ASR\_BOOK, the book number (BOOK) or OBJECTID should be used to identify the polygon in error. Error procedures are the same as those used to identify parcel errors.

### **3.2.7. Indian Reservations**

When reporting errors on Indian Reservation polygons, the OBJECTID, IND\_NAME or R\_CODE should be used. Error procedures are the same as those used to identify parcel errors. If requesting boundary modification, source documents must be cited and provided. The County of San Diego Assessor GIS contact and the County of San Diego GIS Manager must be contacted on any Indian reservation boundary questions

### **3.2.8. Law Beats**

The only persons authorized to identify errors within Law Beats are those engaged in Public Safety (City of San Diego police, County Sheriff, Police Departments from other jurisdictions within San Diego County). Use OBJECTID, BEAT, or, AGBEAT to identify the polygon(s) in error. Error procedures are the same as those used to identify parcel errors.

### **3.2.9. Master Geographic Reference File (MGRF)**

The only persons authorized to identify errors within MGRF are those engaged in Public Safety (San Diego police/Fire, County Sheriff, Police Departments from other jurisdictions within San Diego County). Use OBJECTID, MGRF\_PD or MGRF\_PD\_ID to identify the polygon(s) in error. Error procedures are the same as those used to identify parcel errors.

### **3.2.10. Public Safety Jurisdiction (PS Jur)**

The only persons authorized to identify errors within PS JUR are those engaged in Public Safety (San Diego police/Fire, County Sheriff, Police Departments from other jurisdictions within San Diego County). Use OBJECTID to identify the polygon(s) in error. Error procedures are the same as those used to identify parcel errors.

### **3.2.11. Public Land Survey (PLS)**

When reporting errors on the Public Land Survey Layer, use OBJECTID OR TOWN\_RANGE to identify the polygon(s) in error. Error procedures are the same as those used to identify parcel errors.

### **3.2.12. Open Space**

Use OBJECTID or EASEID to identify Open Space polygon errors. Error procedures are the same as those used to identify parcel errors. Ensure that any supporting documentation accompanies the error request.

### **3.2.13. Zip Code**

Zip Codes are normally updated once yearly or whenever SanGIS receives a boundary change letter from United States Postal Services (USPS). Overlaps and gaps are reported the same as for parcels, but new zip code boundaries must be accompanied by a letter from USPS announcing the change and describing the new boundaries. Use OBJECTID or ZIP to identify the polygon in need of correction.

### **3.2.14. Annotation**

Annotation errors should specifically spell out the particular error with an annotation (wrong placement, missing, and inconsistent spelling). Use whatever type of ID (ROADSEG, APN, LOTID) that will allow the Map Tech to find the particular error and correct it.

### **3.2.15. Parcel Centroid**

SanGIS is aware that certain parcel centroids lie outside the parcel polygon. This primarily happens with “odd” shaped parcels where the calculated centroid of the area falls outside the area boundary. There are no set reporting procedures for these situations and SanGIS is unable to do this on an ad-hoc, as-reported basis as the updates interfere with the use of some of the maintenance tools used by the Map Techs to update the rest of the SanGIS data. However, SanGIS does perform a bi-annual validation of parcel centroid locations and updates any that fall outside the polygon boundary.

Questions or concerns about this process should be addressed using the normal procedures for contact SanGIS.

## **4. LANDBASE ERROR REPORTS**

SanGIS will utilize a series of avenues to acknowledge customer inquiries and to keep them informed of the status of his/her report or question.

### **4.1. Forum/Email**

The Operations Manager(OM), upon receipt of an error report will return an email to the customer explaining the date the project was received and the initial work being done. For example, an email will be sent noting that the error has been assigned to a Map Tech for action. If the report is posted on the SanGIS online forum, the OM will respond with status messages to the original posting. The user will receive an email from the forum provided they have checked the box to receive responses when they posted the message. If they did not check this option, the user may log on to the forum to check the status of their report. If the report was sent via email, the OM will respond in kind using the “Reply All” option.

If there are further details needed such as specifics on a location, names of a street, specific reasons

why the users believes the error exists, or requests for clarification, the OM may ask the user to provide clarification or documentation. The OM will provide a list of what will be required to substantiate the change. If additional specific official documentation is needed, the OM will indicate what well be done and an estimate of how long it will take to complete the correction.

When the project is completed the Operations Manager will provide an email response to the customer with the date the correction was posted to the SanGIS Maintenance Database and when the customer should be able to view the correction on SanGIS Production Database.

### 4.2. SanGIS Error Report

SanGIS has been directed by the Management Committee (MC) to furnish a weekly report of all error activity that is reported to SanGIS (See Figure 1). This report will also be furnished via email to all who have errors reported during the report period so that they might see the status of the action taken in regards to their reported error. The report will also be posted on the SanGIS web site ([www.sangis.org](http://www.sangis.org)).

DATE	ERROR REPORTED	HOW REPORTED	BY WHOM	LEAD	STATUS (OPEN/Complete)	ACTION TAKEN	COMMENTS
Continuous	Data Cleanup of SanGIS Layers				Open	This is an ongoing effort to perform data cleanup as new data is entered into SanGIS DB	Maintenance
1/5/2009	Bndry Corr APM	Email	A Pocina	Ops Manager	Posted 02/25/2009	Given to Map Tech for Action	
1/14/2009	Bndry Corr APM (2)	Email	A Pocina	Ops Manager	Open	Given to Map Tech for Action	2 Separate Requests
1/22/2009	Bndry Corr APM	Email	A Pocina	Ops Manager	Open	Given to Map Tech for Action	
3/4/2009	ROADSEG (1BR, 1 SEG CLASS, 1 FIREDRIV)	SD FIRE EDITS	L. Brenner	Ops Manager	Posted 03/05/2009	N/A	SD Fire Maintenance
12/10/2008	ROADSEG MODS (3)	Cnty Mail	M. Hernandez	Ops Manager	2 of 3 completed	On hold	Maintenance There was a request for naming roads on Indian Reservations. Unless we receive the data from the reservation we cannot update the roads
1/2/2009	Bndry Corr APM	Email	A Pocina	Ops Manager	Open	Given to Map Tech for Action	
1/6/2009	Bndry Corr APM (3)	Forum	S Taylor	Ops Manager	Completed 03/04/2009	Given to Map Tech for Action	
3/4/2009	ROADSEG	SD SHERIFF EDITS	M. Hernandez	Ops Manager	No Postings	N/A	SD Sheriff Maintenance
2/6/2009	ROADSEG (41 Blk Rnge)	Email	R. Harris	Ops Manager	Completed 03/04/2009	Ops Manager	
2/10/2009	ROADSEG MODS (SDSU)	Email	H. Johnson	Ops Manager	Completed 02/26/2009	Given to Map Tech for Action	New Road Update (Maintenance)

Figure 1

The report is used to check if issues are occurring in the database that might be related to technical malfunction of the editing software or potentially related to problems with policy and procedure at SanGIS or the JPA customer departments.

## **5. OFFICIAL DOCUMENT SOURCES AND CONTACT POINTS**

Information in the table that follows is provided as a reference guide for reporting errors. The table is sorted in alphabetical order by landbase topic and provides information on how SanGIS accepts requests for corrections and what documentation is required.

Note that the required documentation described in the table is for reference purposes only. SanGIS may require additional documentation if the original submittal is unclear or incomplete or if additional verification is needed.

<b>If You Need To Correct</b>	<b>You Should Contact</b>	<b>SanGIS Will Make Changes Only if the Request Comes from</b>	<b>SanGIS will Require Official Documentation Such As</b>
Addresses	The Owning Jurisdiction (City, County, State, Federal Govt., Military, Tribe, etc.). Address changes in the City of San Diego should be directed to the Department of Development Services (DSD). For addresses in unincorporated San Diego County, contact the County Assessor's Office.	The owning jurisdiction for the parcel (City or County in which the parcel lies)	Formal request via the SanGIS On Line Forum
Annotation		Anyone can make a request through the SanGIS on-line forum provided they can submit sufficient documentation and/or description of the needed change	Drawing, screen shot, written description, detailed explanation, etc. that clearly indicates what change is needed.
Assessor Book	Same as for Parcels	Same as for Parcels	Same as for Parcels
Indian Reservation	County of San Diego GIS Manager or GIS Coordinator for the County of San Diego Assessor	County of San Diego GIS Manager or GIS Coordinator for the County of San Diego Assessor	Formal request via the SanGIS On Line Forum
Law Beats	The law enforcement agency for the jurisdiction. That is the County Sheriff or Police Department for the City in which the beat appears (San Diego PD, etc.)	The appropriate law enforcement agency (see column to the left)	Formal request via the SanGIS On Line Forum
Lots	Same as for Parcels	Same as for Parcels	Same as for Parcels
Master Geographic Reference File	Same as for Law Beats	Same as for Law Beats	Same as for Law Beats

<b>If You Need To Correct</b>	<b>You Should Contact</b>	<b>SanGIS Will Make Changes Only if the Request Comes from</b>	<b>SanGIS will Require Official Documentation Such As</b>
Open Space	Owning Jurisdiction (City, County)	Anyone can make a request through the SanGIS on-line forum provided they can submit the required official documentation listed in the next column.	Official Legal document showing the open space. Such as an easement, assessor parcel map, subdivision map, deed, etc. Note that a record of survey is not sufficient legal documentation for this purpose.
Parcel Centroid Location	SanGIS	Parcel Centroid locations are adjusted automatically on a periodic basis by SanGIS. Individual changes outside the regular update period are not usually made.	Drawing, screen shot, written description, detailed explanation, etc. that clearly indicates what change is needed.
Parcels	Owning Jurisdiction (City, County)	Anyone can make a request through the SanGIS on-line forum provided they can submit the required official documentation listed in the next column.	Requires official, legal document showing parcel change/correction. That is, an Assessor Parcel Map, Parcel or Subdivision Map, Recorded Deed, Lot Line Adjustment. Note that a record of survey is not sufficient legal documentation for this purpose.
Public Land Survey	Owning Jurisdiction (City, County)	Anyone can make a request through the SanGIS on-line forum provided they can submit the required official documentation listed in the next column.	Recorded survey
Public Safety Jurisdiction	Same as for Law Beats	Same as for Law Beats	Same as for Law Beats
Road Address Range	Same as for addresses.	The owning jurisdiction for the road (City or County in which the parcel lies).	Formal request via the SanGIS On Line Forum

<b>If You Need To Correct</b>	<b>You Should Contact</b>	<b>SanGIS Will Make Changes Only if the Request Comes from</b>	<b>SanGIS will Require Official Documentation Such As</b>
Road Geometry	Same as for addresses.	The owning jurisdiction for the road (City or County in which the parcel lies)	Requires official, legal document showing road geometry change/correction. That is, an Assessor Parcel Map, Parcel or Subdivision Map, Street Dedications or Vacations. For Federal, Military, Tribal, and other independent agencies where no parcel map is available, a record of survey or official site survey map will suffice provided it can be verified by SanGIS staff.
Road Names	Same as for addresses	The owning jurisdiction for the road (City or County in which the parcel lies).	Requires official, legal document showing road name change/correction. That is, an Assessor Parcel Map, Parcel or Subdivision Map, Street Dedications or Vacations. For Federal, Military, Tribal, and other independent agencies where no parcel map is available, a record of survey or official site survey map will suffice provided it can be verified by SanGIS staff.
Zip Code	United States Postal Service	Zip code updates and changes are made once per year based on information provided by the US Postal Service (USPS). SanGIS does not update zip codes at any other times and does not accept requests for zip code changes.	USPS official notification of zip code boundary change