

911 Data Base Service Standards

Board's Standards for inclusion in the State 911 Rules - 8/20/96
Updated by the Metropolitan Emergency Services Board - 8/21/01

ELEMENT OF SERVICE	STANDARD
DATA BASE UPDATES	
1 Delivery of service order updates to System Integrator	Data providers will deliver 911 service order updates to the system integrator within 1 business day of the close of service order activity.
2 Service order update processing to ALI database	The system integrator will process the service order updates received from data providers within 1 business day of receipt by electronic file transfer.
MASTER STREET ADDRESS GUIDE	
3 Master Street Address Guide (MSAG) copies	The system integrator will provide to the county and the data providers a copy of the MSAG at least 4 times a year in a mutually agreeable format according to a mutually agreeable schedule.
4 MSAG update turnaround time	The system integrator will process or refer MSAG updates within 1 business day of receipt, provided the update does not have discrepancies or would not result in errors. Special large volume changes will be separately negotiated between the 911 Coordinator and the system integrator.
5 MSAG update distribution to data providers	The system integrator will distribute completed MSAG updates to data providers within 1 business day of completion.
6 Use of MSAG updates	Data providers will establish a documented process to receive and utilize daily MSAG updates distributed from the system integrator.
ERROR CORRECTION	
7 Error distribution to data providers	The system integrator will distribute errors from 911 update processing to the appropriate data provider via electronic method within 1 business day of detection.
8 Address error percentage	No more than 10% of the service order updates of a data provider will error due to a mismatch of addresses to the Master Street Address Guide (MSAG).
9 Error retrieval by data providers	Data Providers will retrieve 911 error files each business day as distributed to them by the system integrator from 911 update processing.
10 Error correction or referral to the 911 Coordinator	Data providers will correct or appropriately refer to the 911 Coordinator errors from 911 database update processing within 2 business days of retrieval of the error file by the data provider.
11 Attempts to resolve address errors before referral to 911 Coordinator	Data providers will refer errors to the 911 Coordinator after use of data provider's resources and three attempts to reach the customer.
12 Identification of any records with specific addresses unknown	The system integrator will identify the records monthly on a mutually agreeable date.
NO RECORD FOUNDS	
13 No record found identification and distribution	No record found conditions will be identified by the system integrator through the ALI audit trail and distributed to the appropriate data provider within 3 business days.
14 No record found resolution from audit trail	No record found conditions will be resolved by data providers within 5 business days of notification by the system integrator of the no record found conditions.
15 No record found percentage	No more than .5% of the 911 calls will receive a no record found condition. Any data provider exceeding .5% no record found conditions for 6 months cumulative average shall submit a corrective action plan to the Metropolitan 911 Board staff.
16 Analysis of no record founds for cause	The system integrator and 911 coordinator will conduct an analysis at least quarterly of no record found conditions in order to determine causes and recommend corrective or preventative action.
MISROUTED 911 CALLS	
17 Misroute percentage	No more than .1% of the 911 calls will be misrouted.
18 Analysis of misrouted 911 calls for cause	The system integrator and 911 coordinator will conduct an analysis at least quarterly of misrouted 911 calls in order to determine causes and recommend corrective or preventative action.
911 INQUIRIES	
19 911 inquiry distribution to data providers	911 inquiries that identify problems with a data provider's data will be distributed by the system integrator to the appropriate data provider within 1 business day of receipt.
20 911 inquiry turnaround time	911 inquiries will be resolved within 5 business days of receipt by the appropriate data provider.
DATA BASE RECONCILIATION	
21 Copies of data provider data from the ALI system	Data providers will request and the system integrator will provide to each data provider on an annual basis a copy of the data provider's data residing on the ALI system to allow the data provider to validate the data.
22 Data validation	Data providers will schedule a date for their annual data validation by 6/30 of each calendar year. Data providers will validate the ALI data for their subscribers annually by 12/31 of each calendar year.
AUDIT TRAIL	
23 Audit Trail Reports	Audit trail reports will be provided by the system integrator to the 911 Coordinator monthly by the fifteenth business day of the month.