

911 DATA BASE SERVICE STANDARDS

*Board's Standards for Inclusion in State 911 Rules - 8/20/96
Updated by the Metropolitan Emergency Services Board - 7/1/05*

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 a
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 elec
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 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 dis result in errors. Special large volume changes will be separately negotiated between the 911 Coordinator and the system integrat
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 integra
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 with detection.
8	Address error percentage No more than 10% of the service order updates of a data provider will err due to a mismatch of addresses to the Master Street Ad
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 proc
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 busir 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 custo
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 c 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 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 con cumulative average shall submit a corrective action plan to the Metropolitan Emergency Services 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 dete 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 c 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 p 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 prov 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 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 moi