

## Database Updates

### DB-1 – Time to Update Databases

**Purpose:**

Evaluates the time required for updates to the databases of E911, LIDB, and Directory Listings.

**Description:**

Measures the average time required to update the databases of E911, LIDB, and Directory Listings. Includes all database updates completed during the reporting period.

**Reporting Period:** One month

**Unit of Measure:**

LIDB – Seconds

**Reporting Comparisons:** Combined results for all updates

**Disaggregation Reporting:**

**Formula:**

$$\frac{[(\text{Date and Time of database update for each database update in the reporting period}) - (\text{Date and Time of submissions of data for entry into the database for each database update in the reporting period}) / \text{Total database updates completed in the reporting period}]$$

**Exclusions:** None

**Product Reporting:**

E911

LIDB

Directory Listings

**Standard:** Parity by design

**Availability:**

Under Development – Apr 00

**Notes:** For Emergency Services, this measurement replaces the former ES-1 indicator, which measured percent of ALI database updates completed within 24 hours.

## **DB-2 – Accurate Database Updates**

**Purpose:**

Evaluates the accuracy of database updates completed without errors in the reporting period.

**Description:**

Measures the percentage of database updates completed without errors in the reporting period.

Includes all database updates completed during the reporting period.

**Reporting Period:** One month

**Unit of Measure:** Percent

**Reporting Comparisons:** Combined results for all updates

**Disaggregation Reporting:** Region-wide level.

**Formula:**

[Total database updates completed without errors in the reporting period / Total database updates completed in the reporting period] x 100

**Exclusions:** None

**Product Reporting:**

E911

**Standard:** Parity by design

**Availability:**

Under Development – Apr 00

**Notes:**