

Executive Summary – Draft Updates to OAC 5507-1 (PSAP Operations Rules)

Prepared for APCO & NENA Membership Review – October 2025

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The Ohio 9-1-1 Operations Subcommittee has completed draft revisions to **OAC 5507**, the administrative rules that govern PSAP operations statewide. This review is part of the required five-year update cycle and reflects both statutory obligations and evolving industry best practices.

Key Updates & Additions

- **Definitions (Rule 5507-1-03)** – Expanded and clarified terms, including Primary vs. Secondary PSAPs, Dispatch Centers, Virtual PSAPs, Continuity of Operations (COOP), and Emergency Operations Plans (EOP) to match ORC 128.
- **Minimum Staffing (Rule 5507-1-05)** This rule is unchanged under our recommendations as there is an ORC that exempts its enforcement in most cases.
- **Training Standards (Rules 5507-1-07 & 5507-1-08)** –
 - **Initial Training:** Now requires **80 hours** of instruction across general knowledge, skills, and call-taking competencies. (This is already being exceeded by most PSAPS)
 - **ICS/NIMS Training:** Mandatory ICS 100 & 700 for all staff; ICS 200 & 800 for supervisors/managers.
 - Annual training for county 9-1-1 coordinators.
 - **Continuing Training:** Annual state-provided modules (1 hours) plus **11 hours of additional local/agency training** with required documentation. The training must align with their role as a 9-1-1 dispatcher. Training related to administrative tasks like bond paperwork or processing criminal complaints or traffic citations for officers is no longer acceptable.
- **Emergency Medical Dispatch (Rule 5507-1-09)** – Allows for local protocols, certified providers, or third-party agreements, with all telecommunicators required to be trained within 12 months. This is a reduction in the requirement and allows for more time to train personnel.
- **Technology & Operations** –

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- **Security & Continuity (Rule 5507-1-11):** Annual testing of EOP/COOP, including rollover procedures. (Lots of options on how to do this you do not have to do an annual evacuation)
- **Minimum Capability (Rule 5507-1-12):** Specifies multi-line requirements and diverse NG9-1-1 ESInet connections.
- **GIS Standards (Rule 5507-1-16):** Monthly refresh and upload of PSAP GIS data to the state NG9-1-1 repository.
- **Call Processing & Logging (Rules 5507-1-14 & 5507-1-15):** Ensures i3-compliant systems, mapping, and multimedia recording/playback.
- **Quality Assurance/Quality Improvement (New Rule)** – Establishes formal QA/QI requirements for EMD calls, including review of at least **2% of pre-arrival instruction calls**.
- **Statistical Analysis (Rule 5507-1-17)** – Requires annual reporting of call volume, answer times, abandoned calls, and other metrics to the State 9-1-1 Administrator.
- **Rules Enforcement (Rule 5507-1-19)** – Clarifies the process for identifying non-compliance, corrective action timelines, county accountability, and potential suspension of 9-1-1 wireless funding until compliance is achieved.

Why These Changes Matter

- Aligns Ohio's PSAP operations with **next-generation 9-1-1 standards**.
- Strengthens **training, QA/QI, and accountability** across all centers.
- Improves **resiliency** through updated requirements for power, rollover, and continuity planning.
- Ensures **consistent service quality statewide**, regardless of PSAP size or resources.