



Name of PSAP:
County:
Date:

**OAC 5507-1-05
Minimum Staffing**

A minimum of two telecommunicators must be on duty and available to receive and process calls at all times. For 9-1-1 systems with automatic rollover to a secondary PSAP, the secondary PSAP fulfills this obligation.

Validation:

Copy of Telecommunicator Schedule to include defined hours of coverage over a 24-hour duration, 7 days per week.

Attachment

For systems with automatic rollover to a secondary PSAP, list name of secondary PSAP and activation method or procedure for when and how to activate rollover. Attach copy of Memorandum of Understanding or Contract with secondary PSAP agency.

Name of secondary PSAP:

Activation method:



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**OAC 5507-1-06
Prioritization**

The PSAP shall provide standard operating procedures that ensure telecommunicators prioritize emergency functions over non-emergency functions. Although each PSAP will have a variety of duties applicable to their specific local call responsibilities, all local operating procedures will list answering and processing 9-1-1 emergency calls as the top priority.

Validation: Agency Policy for Standard Operating Procedures

Attach policy



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**OAC 5507-01-07
Minimum Training Standards**

(A) The state ESINet steering committee shall oversee the development, implementation and revision of minimum training standards for telecommunicators in the state of Ohio and ensure they are kept up to date with industry standards. Resources to consult with include the national emergency number association, the association of public safety communication officials, the United States department of transportation and other industry resources.

(B) The office of the 9-1-1 administrator will establish a process for certifying that telecommunicators meet the minimum training requirements contained in this rule.

(C) Any person who answers 9-1-1 requests for service shall be trained to the minimum training standards within six months of employment and before handling such requests without direct oversight.

(D) The components of the minimum training program required are listed in this paragraph. Agencies can utilize a commercially available program that contains these components, or develop a local training program that contains the required instructional components. Training will consist of a minimum of forty hours of instruction.

Validation:

(C) Each PSAP initially answering wireless 9-1-1 calls shall submit a roster of current telecommunicators (hired on or after May 12, 2018) that have been hired within the previous 12 months, to include the hire date, date of minimum training standards completion and date of execution without direct oversight.

*** NOTE: Does not apply to telecommunicators hired prior to May 12, 2018**

Telecommunicator Name	Date of Hire	Minimum Training Standards completion	Date released to work w/o direct oversight

(D) Each PSAP initially answering wireless 9-1-1 calls shall submit the training lesson plans utilized for telecommunicators to include the following information:

PSAP Name:	Instructional training component(s):
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Duration:

Resources: (Pre approved commercial program name); (Local training program identify resources/materials used)

Method of Evaluation- an observable behavior that verifies successful acquisition of training information accompanied by documentation of recognition of training
Evaluation examples – Successful completion of written examination Successful manipulation of workstation equipment Training sign off sheet, certificate of completion, etc.

Note: This form can be reproduced to identify all 28 minimum training standard components



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**OAC 5507-1-09
Emergency Medical Dispatching**

(A) The PSAP is required to provide emergency medical dispatching either:
 (1) By establishing an emergency medical dispatching protocol, that provides pre-arrival instruction, through a recognized training provider that meets the standards as set forth by the United States department of transportation, and includes certified emergency medical dispatchers; or

Validation:

A (1) - Identify name of recognized training provider issuing emergency medical dispatch certifications.

Name of Emergency Medical Dispatch Certification Program

Verify current individual certificates remain on file

OR

A (2) By establishing a local emergency medical dispatching protocol approved by the local medical authority, that provides pre-arrival instruction and includes specifically trained emergency medical dispatchers;

A (2) Validation:

Provide Emergency Medical Dispatch protocols

Attach copy of local medical authority signature approval page

Verify current individual certification/training documentation remains on file

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**OAC 5507-1-10
Emergency Power**

(A) The PSAP shall have a minimum one alternate/emergency power supply capable of supporting (maintaining) 9-1-1 call handling/processing equipment and necessary related public safety (communications) services for a minimum of twenty-four hours.

Type of alternate/emergency power supply	Size	Capacity	Duration of Sustainability

(B) An uninterrupt power supply (UPS) and battery system shall be installed and be sufficient enough to prevent power surges and provide continuous power to essential 9-1-1 equipment until the generator or other backup power source can fully activate.

Type of uninterrupt supply used	Size	Capacity	Duration of Sustainability

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OAC 5507-1-11
Security

(A) 9-1-1 personnel and equipment shall be housed in a secure location with appropriate measures taken to allow access to authorized personnel only.

Describe secured access to 9-1-1 facility and authorization process for personnel access:

(B) A facility housing a 9-1-1 answering point shall have an emergency operation plan (EOP), evacuation plan and a continuity of operation plan (COOP) that includes the 9-1-1 operation and staff.

Provide Emergency Operations Plan (EOP), Evacuation Plan and Continuity of Operation Plan as it pertains to the 9-1-1 operation and staff (attachment)
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**OAC 5507-1-15
Logging/Recording**

(A) The PSAP will have the capability of logging/recording 9-1-1 requests for service including voice, data, video and other media used.

	Voice	Data	Video	Other media
Capability of logging/recording 9-1-1 requests for service				
Vendor Name				

(B) The PSAP will retain recordings in accordance with state law and local records retention requirements.

	Voice	Data	Video	Other media
Retention schedule in accordance with state law and local requirements				

(C) The PSAP will provide telecommunicators the capability to instantly play back recent 9-1-1 requests.

	Voice	Data	Video	Other media
Instant playback capability				
Vendor				

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OAC 5507-1-16
Graphical Information Systems

(A) PSAP's should utilize map data that meets or exceeds the Ohio location based response system data specification for road center lines and addressable structures.

Mapping data source (Supplier or vendor name)	Meets or exceeds Ohio location based response system for road center lines and addressable structures

(B) Graphical information systems should, at a minimum, include road center lines, emergency service zone and/or responding entity polygons, and PSAP boundary polygons.

	Road Center Lines	Emergency service zone/responding entity polygons	PSAP boundary polygons
GIS system includes			

(C) The PSAP shall have the ability to automatically accept, display and plot caller location data on an electronic map display. Any application that allows the PSAP to automatically accept, display and plot caller location data on an electronic map display is acceptable.

Mapping application automatically accepts, displays, and plots caller location data based on ALI presentation (application name)



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OAC 5507-01-17 Statistical Analysis

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
A	Total 9-1-1 call volume													
D	Avg 9-1-1 call ring/answer times													
E	9-1-1 call roll over counts													
F	9-1-1 abandoned call counts													
G(1)	9-1-1 calls by type wireless													
G(2)	9-1-1 calls by type wireline													
G(3)	9-1-1 calls by type voip													
G(4)	9-1-1 calls by type other (specify)													
Description of type "other":														

Describe the method and source documentation of calculation used; include attachment if necessary

Name of PSAP:
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Statistical Analysis 5507 01 17 B (9-1-1 calls by hour of the day)

Hour of day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Total Avg
00:00 to 00:59														
01:00 to 01:59														
02:00 to 02:59														
03:00 to 03:59														
04:00 to 04:59														
05:00 to 05:59														
06:00 to 06:59														
07:00 to 07:59														
08:00 to 08:59														
09:00 to 09:59														
10:00 to 10:59														
11:00 to 11:59														
12:00 to 12:59														
13:00 to 13:59														
14:00 to 14:59														
15:00 to 15:59														
16:00 to 16:59														
17:00 to 17:59														
18:00 to 18:59														
19:00 to 19:59														
20:00 to 20:59														
21:00 to 21:59														
22:00 to 22:59														
23:00 to 23:59														



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5507-01-17 C Statistical Analysis

Day of week	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Monday													
Tuesday													
Wednesday													
Thursday													
Friday													
Saturday													
Sunday													

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OAC 5507-1-18
Minimum Call Answering Standards

Ninety per cent of 9-1-1 calls/requests received will be answered within ten seconds; with ninety-five per cent of 9-1-1 calls/requests received being answered within twenty seconds.

Percentage of calls answered within 10 seconds	
Percentage of calls answered within 20 seconds	
Date range utilized <ul style="list-style-type: none"> • Telephony generated records management = prior year • Alternately generated statistics = 2 selected months 	
Describe method and source documentation of calculation used:	