



Ohio Administrative Code Rule 5507-1-05 Minimum staffing.

Effective: [May 12, 2016](#)

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.

The PSAP shall ensure employment of a sufficient number of telecommunicators to allow for prompt receipt and processing of emergency calls in accordance with established call answering standards. The PSAP may participate in a virtual PSAP system where calls are automatically routed to one of multiple facilities within the system.
