



Ohio Administrative Code Rule 5507-1-06 Prioritization.

Effective: August 20, 2021

The PSAP shall provide standard operating procedures that ensure telecommunicators prioritize emergency functions over non-emergency functions and include the following:

- (A) 9-1-1 requests for service are always an emergency function.

- (B) When calls need to be transferred to another PSAP:
 - (1) An advisement to the caller to remain on the line as well as notification to the caller of the PSAP to which they are being transferred.

 - (2) That the transfer will be initiated without delay.

 - (3) That the telecommunicator will remain on the line during the transfer to ensure the caller is properly connected.

 - (4) A recommendation that, if at all possible, the following information be relayed to the receiving PSAP once the transfer is complete:
 - (a) Name of the agency making the transfer

 - (b) Location of the emergency

 - (c) Nature of the call

 - (d) Call back number

 - (e) Known safety information



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