



Ohio Administrative Code Rule 5507-1-17 Statistical analysis.

Effective: August 20, 2021

The PSAP will collect, analyze and report the following statistics:

- (A) Total 9-1-1 call volume.
- (B) 9-1-1 calls by hour of the day.
- (C) 9-1-1 calls by day of week.
- (D) 9-1-1 call ring/answer times.
- (E) 9-1-1 abandoned call counts.
- (F) 9-1-1 calls by type (wireline/wireless/VoIP/etc.).
- (G) All other data as required by the ESINet steering committee or the state 9-1-1 administrator.

The PSAP will compile and review this data and make it available to their local 9-1-1 coordinator upon request. The 9-1-1 coordinator will be responsible for reporting this data on an annual basis to the office of the state 9-1-1 administrator during their annual support and compliance review, or at other times upon request of the office of the 9-1-1 administrator.
