



## Ohio Administrative Code Rule 5507-1-03 Definitions.

Effective: May 25, 2026

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- (A) Public safety answering point (PSAP), as defined in section 128.01 of the Revised Code, means an entity responsible for receiving requests for emergency services sent by dialing 9-1-1 within a specified territory and processing those requests for emergency services according to a specific operational policy that includes directly dispatching the appropriate emergency service provider, relaying a message to the appropriate emergency service provider, or transferring the request for emergency services to the appropriate emergency service provider.
- (B) Telecommunicator: Anyone who answers 9-1-1 service requests for public assistance at a PSAP.
- (C) Dispatch center: a location that receives only transfers from a PSAP or PSAPs for the purpose of dispatching public safety agencies, and does not receive any direct or rollover 9-1-1 requests. A dispatch center is not a PSAP.
- (D) Virtual PSAP: a PSAP where telecommunicators are geographically dispersed and do not work from the same facility. The virtual workplace may be a logical combination of physical facilities, an alternate work environment such as a satellite facility or a combination of the two. Workers may be connected and interoperate via secure internet-protocol connectivity.
- (E) Automatic rollover: a process where a 9-1-1 call is automatically transferred from the initial PSAP destination to an alternate PSAP if the call is not answered within a designated time. Automatic rollovers can also be initiated for the following reasons: all call-takers are busy and no lines are available or the PSAP is down due to technical issues, equipment failure, or evacuation.
- (F) Emergency operations plan (EOP): A broad plan that covers all hazards and provides guidance for responding to and recovering from emergencies affecting the PSAP.
- (G) Continuity of operations plan (COOP): A focused, detailed plan for how the PSAP will continue essential functions if disrupted (facility loss, system outage, staffing crisis). It should contain information about relocation sites, essential mission functions, staffing reassignments, alternate communications plans, and delegation of authority.

Each PSAP may have the EOP and COOP in the same document but may elect to maintain separate documents for information security about sensitive systems.