



## Ohio Administrative Code Rule 5507-1-06 Prioritization.

Effective: [May 25, 2026](#)

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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) The transferring agency shall provide the following information be relayed to the receiving PSAP once the transfer is complete to ensure proper jurisdiction:
    - (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