



## Ohio Administrative Code

### Rule 5507-1-07 Minimum training standards.

Effective: May 25, 2026

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- (A) The statewide 9-1-1 steering committee shall oversee the development, implementation and revision of minimum training standards for telecommunicators who answer and process 9-1-1 requests for service in the state of Ohio and ensure they are kept up to date with industry standards. Resources to consult with include the national emergency number association, the association of public safety communication officials, the United States department of transportation and other industry resources.
- (B) The office of the 9-1-1 administrator will establish a process for certifying that telecommunicators meet the minimum training requirements contained in this rule.
- (C) Any person who answers 9-1-1 requests for service shall be trained to the minimum training standards within twelve months of hire before handling such 9-1-1 requests without direct oversight.
- (D) The components of the minimum training program required are listed in this paragraph. Agencies can utilize a commercially available program that contains these components, or develop a local training program that contains the required instructional components. Training will consist of a minimum of eighty hours of instruction.
  - (1) Component 1 - general knowledge
    - (a) Knowledge and awareness of population and demographics
    - (b) Knowledge and awareness of geography
    - (c) Knowledge and awareness of first responder agencies and their jurisdictions
    - (d) Knowledge and awareness of the incident command system (ICS), national incident management system (NIMS), federal, state and local interoperable communication plans and federal, state and local emergency operations plans
      - (i) All PSAP staff shall complete ICS-100 and ICS-700
      - (ii) Management and supervisory staff shall also complete ICS-200, ICS-800
  - (2) Component 2 - general skills
    - (a) Ability to quickly process information and make logical decisions



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- (b) Stress management
  - (c) Provide good customer service
  - (d) Multi-task in a fast-paced environment
  - (e) Work effectively with others to solve problems
  - (f) Communicate clearly in written and oral form, especially when relaying emergency information to first responders or communicating with the public requesting emergency assistance
  - (g) Ability to operate and/or respond to emergency alerts, including but not limited to amber, blue, missing adult, and emergency weather alerts
  - (h) Ability to achieve and maintain certification and operate applications and databases necessary to answer and process 9-1-1 requests for service
  - (i) Ability to achieve and maintain active listening skills to ensure proper call processing
- (3) Component 3 - agency skills
- (a) Ability to operate agency computer equipment
  - (b) Ability to operate agency telecommunication equipment
  - (c) Ability to operate agency computer applications and systems
  - (d) Ability to read, comprehend and apply agency policies and procedures
  - (e) A basic understanding of legal concepts within 9-1-1 and knowledge of laws (federal, state, local, tribal)
  - (f) A basic understanding of liability to include negligence, tort, ministerial duty, hiring, retention and supervision
- (4) Component 4 - call taking skills
- (a) Ability to answer and process calls in accordance with established procedures



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- (b) Ability to obtain complete information
- (c) Ability to properly classify and prioritize the request for service
- (d) Ability to process available information to identify conditions that may affect safety
- (e) Ability to document call details accurately
- (f) Ability to accurately verify, document and relay initial dispatch information
- (g) Ability to handle/de-escalate hostile, hysterical or difficult callers to obtain information
- (h) Ability to initiate emergency call tracing procedures and subscriber information requests in exigent circumstances
- (i) Ability to recognize phase 1 versus phase 2 location technology, understanding how to use both
- (j) Understanding the procedures for processing and responding to text messages, photos and video sent to 9-1-1, if applicable
- (k) Ability to recognize and understand NG9-1-1 call types and class of service (documentation provided by 9-1-1 program office)
- (l) Basic understanding of state of Ohio next-generation 9-1-1 call flow (documentation provided by 9-1-1 program office)