



Ohio Administrative Code

Rule 5507-1-08 Continuing training standards.

Effective: May 25, 2026

- (A) The statewide 9-1-1 steering committee shall oversee the development, implementation and revision of continuing training standards for telecommunicators in the state of Ohio and ensure they are kept up to date with industry standards. Resources to consult will include the national emergency number association, the association of public safety communications officials, the United States department of transportation and other industry sources.
- (B) The office of the 9-1-1 administrator will establish a process to certify that telecommunicators meet the continuing training requirements established by the committee.
- (C) Any person working in a PSAP and receiving 9-1-1 requests for service shall be required to meet the continuing training standards as follows:

Annually, before the first day of February of each calendar year, the office of the 9-1-1 administrator will distribute subject matter of timely, industry standard educational information. The distribution will be in the form of an instructional video, curriculum package or train-the-trainer package to all county 9-1-1 coordinators. The training will constitute a one-hour training block to be completed by all 9-1-1 telecommunicators subject to this chapter.

Within each calendar year, all 9-1-1 telecommunicators subject to this chapter will also complete eleven hours annually of additional telecommunicator training in line with current rules, as determined by the local PSAP manager and/or county 9-1-1 coordinator, including but not limited to cybersecurity training that is in line with the current recommendations from the United States cybersecurity and infrastructure security agency (CISA). The PSAP operations subcommittee will annually provide a list of recommended training topics and/or resources online through the office of the 9-1-1 administrator.

- (D) All county 9-1-1 coordinators or their designee shall attend an annual in service provided by the 9-1-1 program office virtually or in person.
- (E) Each PSAP is responsible for maintaining training records for individual telecommunicators and shall make those records available upon request to the county 9-1-1 coordinator and/or the office of the 9-1-1 administrator. A single sign-off document is acceptable for training that contains the topic, credit hours, instructor with legible employee names listed and approved by the instructor or manager of agency.