



Ohio Administrative Code Rule 5507-1-11 Security.

Effective: [May 25, 2026](#)

- (A) 9-1-1 personnel and equipment shall be housed in a secure location with appropriate measures taken to allow access to authorized personnel only.
- (B) A facility housing a 9-1-1 answering point shall have an emergency operation plan (EOP), evacuation plan and a continuity of operation plan (COOP) for the continued operation of the 9-1-1 center and its staff, each of which contemplates the response to all relevant natural and human made disasters that may strike the facility, including but not limited to power failure, fire, severe weather, building evacuations, and gas leaks.

The continuity of operations plan shall be tested and reviewed annually. Testing may be full scale, functional, tabletop or simulated exercises.

Additionally, each plan should include the process for re-routing and/or rollover of 9-1-1 requests for service, where they will be answered, and by whom. The plan shall also include a method of communication to the re-routing or rollover agency to prevent multiple re-routing.