



Ohio Administrative Code

Rule 5507-1-18 Minimum call answering standards.

Effective: August 20, 2021

Ninety per cent of 9-1-1 calls/requests received will be answered within fifteen seconds; with ninety-five per cent of 9-1-1 calls/requests received being answered within twenty seconds. For the purposes of determining compliance, all calls, including abandoned or unanswered calls, are factored in the calculation of the performance metric.
