



FACT SHEET

Exploring 9-1-1 Policy

Public Safety Answering Points or 9-1-1 Call Centers

In Ohio, 9-1-1 call centers are required to take one of the following three actions:

- **directly dispatch** the appropriate first responders (police, fire, emergency medical services)
 - *A goal of interoperability may be to add mental health/9-8-8 to the list of appropriate first responders*
- **transfer the call** to those who directly dispatch the appropriate first responders
- **relay the information** to those who directly dispatch the appropriate first responders

Levels of Policy Formation and Implementation

National Level

Federal Organizations

There are policies and grants with detailed requirements that come from these organizations.

Federal Communications Commission: Makes the requirements for how a phone shares location when 9-1-1 is dialed, what the vendors have to do with these data, and what format the data has to be in.

National 9-1-1 Office: An educational and information agency that falls under the U.S. Department of Transportation in the National Highway Traffic Safety Administration section.

Trade Organizations

There are voluntary standards that 9-1-1 centers follow that come from these organizations:

- **National Emergency Number Association**
- **Association of Public Safety Communications Officials**
- **National Association of State 9-1-1 Administrators**
- **National Fire Protection Association**
- **Commission on Accreditation for Law Enforcement Agencies**

State Level

Ohio is a Home Rule state. Most of the authority and responsibility associated with 9-1-1 operation and requirements rests with the county and other local authorities.

Ohio Codes

- **Ohio Revised Code Chapter 128:** Ohio's 9-1-1 law. It sets up funding, authority, and implementation.
- **Ohio Administrative Code/5507-1:** Public Safety Answering Points (PSAP) operation rules. Anyone involved in the Crisis Response Pilot should access and be familiar with the 19 rules 9-1-1 centers are required to follow.

Local Level

9-1-1 is operated and controlled locally through county 9-1-1 plans and local agencies.

County

County policies shape 9-1-1 requirements. Every county in Ohio has a 9-1-1 Plan and coordinator.

The 9-1-1 Plans outline the following:

- **Where the calls are routed**
- **How they are routed within the county**
- **What 9-1-1 centers participate**
- **Specific requirements the 9-1-1 centers have**

Local Agencies

PSAPs are operated by the following:

- **Sheriff**
- **Police department**
- **Fire department**
- **Emergency management**
- **Separate agency (e.g., nonprofit organization)**

Who Handles PSAP Policies?

- Agency policy coordinator
- County prosecutors' offices
- Agency attorney
- Elected officials



About Clear Pathways

Clear Pathways is an initiative of [Peg's Foundation](#) designed to sustainably align systems for improved care to individuals experiencing a behavioral health emergency.

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