

## Legislative Update

- ORC 128 Update
- PSAP Operating Rules Review
  - Rule 18 update
- SB4 – Public Records Exemptions

## Legislative Update

### PSAP Operating Rule 18 – REVISION RECOMMENDATION

Ninety percent of 9-1-1 calls/requests received will be answered within ten seconds; with ninety-five percent 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, shall be factored in the calculation of the performance metric.**