

1 HB601  
2 211508-1  
3 By Representatives Oliver, Hurst, Wood (D) and Rowe  
4 RFD: Public Safety and Homeland Security  
5 First Read: 06-APR-21

SYNOPSIS: Existing law provides for the methods of response to emergency calls when a person dials 911.

This bill would require the 911 operator at a Public Safety Answering Point (PSAP) who answers an emergency call to remain on the call with the person until the PSAP has connected the person with the appropriate provider of emergency services.

This bill would also require the board of commissioners of each communications district to select a reasonable alternative method for use in the district in the event the primary method of responding to emergency calls fails or is otherwise rendered temporarily unavailable.

A BILL  
TO BE ENTITLED  
AN ACT

1           To amend Section 11-98-11, Code of Alabama 1975,  
2 relating to methods of response to emergency calls; to require  
3 the 911 operator at a Public Safety Answering Point (PSAP) to  
4 remain on an emergency call until the person is connected with  
5 the appropriate provider of emergency services; and to require  
6 a communications district to provide a reasonable alternative  
7 method for responding to emergency calls.

8 BE IT ENACTED BY THE LEGISLATURE OF ALABAMA:

9           Section 1. Section 11-98-11, Code of Alabama 1975,  
10 is amended to read as follows:

11           "§11-98-11.

12           "(a) The emergency telephone system shall be  
13 designed to have the capability of utilizing at least one of  
14 the following four methods in response to emergency calls:

15           "(1) Direct dispatch method, which is a telephone  
16 service to a centralized dispatch center providing for the  
17 dispatch of an appropriate emergency service unit upon receipt  
18 of a telephone request for ~~such~~ services and a decision as to  
19 the proper action to be taken.

20           "(2) Relay method, which is a telephone service  
21 whereby pertinent information is noted by the recipient of a  
22 telephone request for emergency services, and is relayed to  
23 the appropriate public safety agencies or other providers of  
24 emergency services for dispatch of an emergency service unit.

25           "(3) Transfer method, which is a telephone service  
26 which receives telephone requests for emergency services and

1 directly transfers ~~such~~ the requests to an appropriate public  
2 safety agency or other provider of emergency services.

3 "(4) Referral method, which is a telephone service  
4 which, upon the receipt of a telephone request for emergency  
5 services, provides the requesting party with the telephone  
6 number of the appropriate public safety agency or other  
7 provider of emergency services.

8 "(b) (1) The board of commissioners of ~~the~~ each  
9 district shall select the method which it determines to be the  
10 most feasible for the county or municipality.

11 "(2) In addition to the method selected under  
12 subdivision (1), the board of commissioners of each district  
13 shall select one or more reasonable alternative methods to  
14 respond to emergency calls in the district in the event the  
15 primary method under subdivision (1) fails or is otherwise  
16 rendered temporarily unavailable. The reasonable alternative  
17 method authorized under this subdivision may include a method  
18 not specifically enumerated under subsection (a).

19 "(c) Notwithstanding any other law to the contrary,  
20 regardless of the method of response selected by the board of  
21 commissioners pursuant to subsection (b), the 911 operator at  
22 a Public Safety Answering Point (PSAP) who answers an  
23 emergency call of 911 shall remain on the call with the person  
24 until the PSAP has connected the person with the appropriate  
25 provider of emergency services."

1                   Section 2. This act shall become effective on the  
2 first day of the third month following its passage and  
3 approval by the Governor, or its otherwise becoming law.