

HB268 ENROLLED



1 HB268
2 U9H59GG-3
3 By Representative Ingram
4 RFD: County and Municipal Government
5 First Read: 15-Jan-26



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1 Enrolled, An Act,

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3 Relating to 911 service; to add Section 11-98-4.3 to
4 the Code of Alabama 1975, to authorize the 911 Board to
5 institute a system to measure the emergency response
6 performance of local communication districts; to require, upon
7 request by the Attorney General, the 911 Board to audit local
8 communication districts and to submit a report on audit
9 findings to the Attorney General to be made public; and to
10 provide for a remediation plan by which to improve the
11 district's emergency response performance.

12 BE IT ENACTED BY THE LEGISLATURE OF ALABAMA:

13 Section 1. Section 11-98-4.3 is added to the Code of
14 Alabama 1975, to read as follows:

15 §11-98-4.3

16 (a) For the purposes of this section, the term
17 "readiness" refers to the capability of a district, including
18 a public safety answering point, to expedite the answering,
19 receiving, and transferring of 911 calls and texts to
20 efficiently dispatch the appropriate emergency service
21 provider as soon as possible to a correct location where
22 property or life may be in jeopardy.

23 (b) The 911 Board shall establish a system that is
24 based upon best practices as adopted by nationally recognized
25 associations such as the National Emergency Number Association
26 and the Association of Public Safety Communications Officials
27 to measure the readiness of district public safety services
28 through the collection of data related to a district's



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29 answering, receiving, transferring, and dispatching functions
30 relating to 911 calls, including voice, text messages, photos,
31 and videos.

32 (c) The 911 Board may collect data including, but not
33 limited to, all of the following for each district in the
34 state:

35 (1) 911 call volume.

36 (2) Time to answer 911 calls.

37 (3) Time to process emergency calls in accordance with
38 Section 11-98-11.

39 (4) Number of answered emergency calls versus
40 unanswered emergency calls.

41 (5) Number of dropped calls.

42 (6) Number of calls reporting a crime.

43 (d) Compliance by the 911 Board with this section may
44 be funded as an advisory service pursuant to Section
45 11-98-5.2(b)(7)b. or from any outside source of funding
46 received by the 911 Board.

47 (e)(1) The Attorney General, based upon a complaint
48 received concerning the performance of a local communication
49 district, may refer the matter to the 911 Board, which shall
50 conduct a performance audit to review and evaluate the
51 readiness of the district.

52 (2) A performance audit of a district by the 911 Board
53 may include any of the following:

54 a. Interviewing any individual who may have knowledge
55 concerning district performance, including members of the
56 district board of commissioners, the director of the PSAP,



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57 public safety telecommunicators, heads of local emergency
58 service providers, first responders, and residents who have
59 submitted a complaint.

60 b. On-site inspection of a PSAP, PSAP equipment or
61 technical functionality, and monitoring PSAP operations in
62 real time.

63 (3)a. Upon completion of a performance audit or no
64 later than 60 days from commencement of the audit, the 911
65 Board shall approve and submit a formal written report to the
66 Attorney General which contains: (i) an evaluation of the
67 district's readiness; and (ii) findings of specific
68 operational deficiencies confirmed or disclosed by the audit.

69 b. If operational deficiencies are confirmed, the audit
70 report required under paragraph a. shall include a remediation
71 plan which prescribes measures to bring the district to an
72 acceptable level of readiness, including, but not limited to,
73 any of the following:

74 1. Training requirements for public safety
75 telecommunicators.

76 2. Hiring additional public safety telecommunicators.

77 3. Upgrade of technology, including replacement or
78 acquisition of PSAP communications hardware or software.

79 4. Amendment of PSAP operating protocols, scripts, and
80 recordkeeping.

81 c. The audit report shall be made public and may be
82 posted on the website of the Attorney General or the 911
83 Board.

84 (4) Pursuant to the performance audit, the 911 Board is



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85 authorized to supervise the implementation of a remediation
86 plan in the district.

87 (f) The 911 Board shall adopt rules in accordance with
88 the Alabama Administrative Procedure Act which are necessary
89 to implement the system described in this section.

90 Section 2. This act shall become effective on October
91 1, 2026.

