

2025-2743 SUB HB268

As of January 30, 2026

11-98-4... (as it is written today)

11-98-4 Board of Commissions (for ECDs)

11-98-4.1 Board creation, compositions, powers and duties (state board)

11-98-4.2 Annual training report to legislature

11-98-4.3 Proposed addition with HB268

Outline of HB268

Section 1: Addition of Section 11-98-4.3

- Subsection (a) - Definitions: Defining "readiness" as the ability to efficiently answer and dispatch 911 calls and texts.
- Subsection (b) - Standards System: Establishing a readiness measurement system based on national best practices (NENA/APCO).
- Subsection (c) - Data Collection: Listing specific metrics to be collected, such as call volume, answer times, and dropped calls.
- Subsection (d) - Funding: Authorizing the use of advisory service funds or outside sources to implement these measures.
- Subsection (e) - Audit Procedures:
 - 1) Referral: Authorizing the Attorney General to request performance audits based on complaints.
 - 2) Audit Methods: Permitting interviews, on-site inspections, and real-time monitoring.
 - 3) Reporting and Remediation:
 - a. Formal Report: Requiring a written evaluation of deficiencies within 60 days.
 - b. Remediation Plan: Prescribing corrective measures like training, hiring, or technology upgrades.
 - c. Public Disclosure: Requiring the audit report to be posted publicly online.
 - 4) Implementation Oversight: Authorizing the 911 Board to supervise the remediation process.
- Subsection (f) - Rulemaking: Requiring the adoption of administrative rules to implement the system.

Section 2: Effective Date

11-98-4.3 (a) Definitions

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

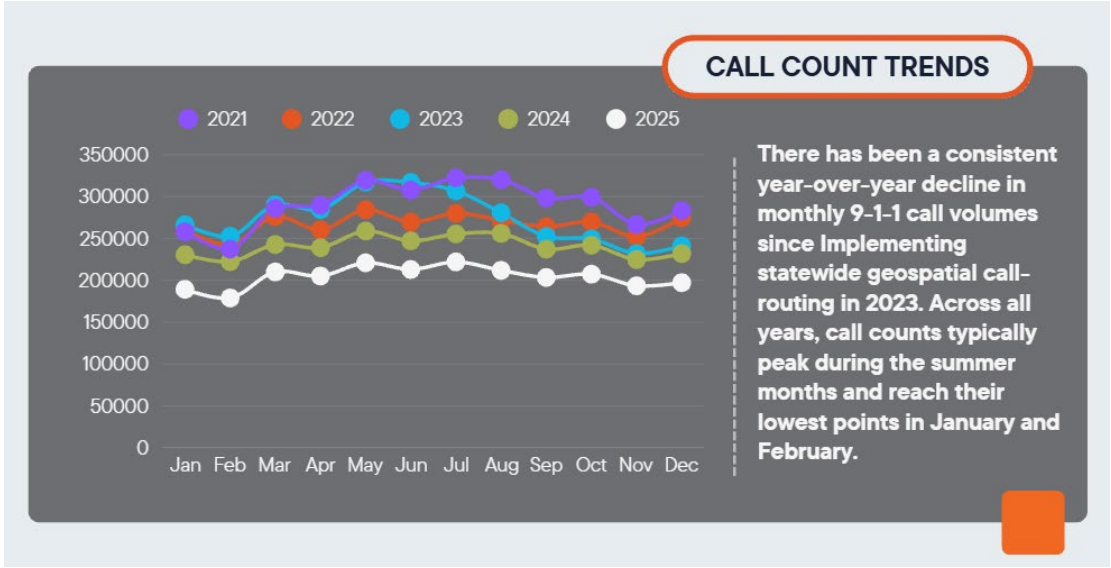
11-98-4.3 (b) Standards System

- (b) The 911 Board shall establish a system that is based upon best practices as adopted by nationally recognized associations such as the National Emergency Number Association and the Association of Public Safety Communications Officials to measure the readiness of district public safety services through the collection of data related to a district's answering, receiving, transferring, and dispatching functions relating to 911 calls, including voice, text messages, photos, and videos.

11-98-4.3 (c) Data Collection

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

- (1) 911 call volume.
- (2) Time to answer 911 calls.
- (3) Time to respond to emergency calls in accordance with Section 11-98-11.
- (4) Number of answered emergency calls versus unanswered emergency calls.
- (5) Number of dropped calls.
- (6) Number of calls reporting a crime.



Row Labels	Sum of AbandonedCalls
2021	299,039
2022	252,303
2023	267,873
2024	292,362
2025	206,771
Grand Total	1,318,348

Row Labels	Average of Avgringtime
2021	1.928219178
2022	2.360821918
2023	2.536712329
2024	3.045355191
2025	4.928219178
Grand Total	2.959912377

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- (5) Number of dropped calls.
- (6) Number of calls reporting a crime.

Section 11-98-11

(a) The enhanced 911 system shall be designed to have the capability of utilizing at least one of the following methods in response to emergency calls:

- (1) Direct dispatch method, which is a service to a centralized dispatch center providing for the dispatch of an appropriate emergency service unit upon receipt of a request for services and a decision as to the proper action to be taken.
- (2) Relay method, which is a service whereby pertinent information is noted by the recipient of a request for emergency services, and is relayed to the appropriate emergency service providers or other providers of emergency services for dispatch of an emergency service unit.
- (3) Transfer method, which is a service that receives requests for emergency services and directly transfers the requests to an appropriate emergency service provider or other provider of emergency services.
- (4) Referral method, which is a service that, upon the receipt of a request for emergency services, provides the requesting party with the telephone number or other contact information of the appropriate emergency service provider or other provider of emergency services.

(b)

- (1) The board of commissioners of each district shall select the method or methods that it determines to be the most feasible for the county or municipality.
- (2) In addition to the method selected under subdivision (1), the board of commissioners of each district shall select one or more reasonable alternative methods to respond to emergency calls in the district in the event the primary method under subdivision (1) fails or is otherwise rendered temporarily unavailable. The reasonable alternative method authorized under this subdivision may include a method not specifically enumerated under subsection (a).

(c) Notwithstanding any other law to the contrary, regardless of the method of response selected by the board of commissioners pursuant to subsection (b), a PSAP shall require a 911 operator who answers a 911 call at the PSAP to remain on the call with the individual until the PSAP has connected the individual with the appropriate provider of emergency services.

(d) Nothing in this chapter shall expand the obligations of any CMRS, voice communications, or other originating service provider to transmit, convey, or route a voice call, video call, text call, data-only call, or any other request for assistance to an emergency service provider beyond the requirements set forth under federal law and valid regulations of the Federal Communications Commission.

(Act 98-338, p. 584, §2; Act 2022-387, §1.)

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11-98-4.3 (d) Funding

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

11-98-4.3 (e) Audit Procedures

The Referral (i.e. the trigger for the Board)

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

11-98-4.3 (e) Audit Procedures (continued)

Audit Methods

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

- a. Interviewing any individual who may have knowledge concerning district performance, including members of the district board of commissioners, the director of the PSAP, public safety telecommunicators, heads of local emergency service providers, first responders, and residents who have submitted a complaint.
- b. On-site inspection of a PSAP, PSAP equipment or technical functionality, and monitoring PSAP operations in real time.

11-98-4.3 (e) Audit Procedures (continued)

Reporting and Remediation

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

1. Training requirements for public safety telecommunicators.
2. Hiring additional public safety telecommunicators.
3. Upgrade of technology, including replacement or acquisition of PSAP communications hardware or software.
4. Amendment of PSAP operating protocols, scripts, and recordkeeping.

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

11-98-4.3 (e) Audit Procedures (continued)

Implementation

(4) Pursuant to the performance audit, the 911 Board is authorized to supervise the implementation of a remediation plan in the district.

11-98-4.3 (f) Rulemaking & Effective Date

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

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

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