

# HB268 ENGROSSED



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



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A BILL

TO BE ENTITLED

AN ACT

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

BE IT ENACTED BY THE LEGISLATURE OF ALABAMA:

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

§11-98-4.3

(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.



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(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.

(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 process 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.

(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.

(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



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57 readiness of the district.

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

60 a. Interviewing any individual who may have knowledge  
61 concerning district performance, including members of the  
62 district board of commissioners, the director of the PSAP,  
63 public safety telecommunicators, heads of local emergency  
64 service providers, first responders, and residents who have  
65 submitted a complaint.

66 b. On-site inspection of a PSAP, PSAP equipment or  
67 technical functionality, and monitoring PSAP operations in  
68 real time.

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

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

80 1. Training requirements for public safety  
81 telecommunicators.

82 2. Hiring additional public safety telecommunicators.

83 3. Upgrade of technology, including replacement or  
84 acquisition of PSAP communications hardware or software.



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85           4. Amendment of PSAP operating protocols, scripts, and  
86   recordkeeping.

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

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

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

96           Section 2. This act shall become effective on October  
97   1, 2026.



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### House of Representatives

101 Read for the first time and referred .....15-Jan-26  
102 to the House of Representatives  
103 committee on County and Municipal  
104 Government  
105  
106 Read for the second time and placed .....29-Jan-26  
107 on the calendar:  
108 0 amendments  
109  
110 Read for the third time and passed .....12-Feb-26  
111 as amended  
112 Yeas 100  
113 Nays 0  
114 Abstains 3  
115  
116  
117 John Treadwell  
118 Clerk  
119