

**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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5 A BILL  
6 TO BE ENTITLED  
7 AN ACT

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

18 BE IT ENACTED BY THE LEGISLATURE OF ALABAMA:

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

21 §11-98-4.3

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



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

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

41 (1) 911 call volume.

42 (2) Time to answer 911 calls.

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

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

47 (5) Number of dropped calls.

48 (6) Number of calls reporting a crime.

49 (d) Compliance by the 911 Board with this section may  
50 be funded as an advisory service pursuant to Section  
51 11-98-5.2(b)(7)b. or from any outside source of funding  
52 received by the 911 Board.

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



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.



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  
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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  
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