

## HB268 INTRODUCED



1 HB268  
2 9J7AFMM-1  
3 By Representative Ingram  
4 RFD: County and Municipal Government  
5 First Read: 15-Jan-26



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## 4 SYNOPSIS:

5 Under existing law, 911 calls in the State of  
6 Alabama are handled by public safety answering centers  
7 that are directly supervised by local communication  
8 districts, which in turn are under the authority of the  
9 state 911 Board.

10 This bill would authorize the state 911 Board to  
11 monitor call statistics for a local communication  
12 district and to share data related to crime reporting  
13 with the Office of Attorney General.

14 This bill would provide that if the 911 Board  
15 determines from call data that a local communication  
16 district's emergency response is inadequate, that the  
17 911 Board may undertake an investigation to determine  
18 the cause of inadequacy. If the district is unable to  
19 remedy the problem, the 911 Board may assume direct  
20 supervision of the public safety answering center  
21 operations until performance, based on certain metrics,  
22 improves.

23 This bill would further authorize the Attorney  
24 General to file a civil action to enforce the 911  
25 Board's investigation of a local communication district  
26 or enforce the 911 Board's direct supervision of a  
27 district.

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A BILL

31 TO BE ENTITLED

## AN ACT

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34 Relating to 911 service; to add Section 11-98-4.3 to  
35 the Code of Alabama 1975, to authorize the state 911 Board to  
36 institute a system to measure the emergency response  
37 performance of local communication districts through the  
38 collection of call data; to authorize the state 911 Board to  
39 share data related to crimes reported with the Attorney  
40 General; to add Section 11-98-4.4 to the Code of Alabama 1975,  
41 to authorize the state 911 Board to audit local communication  
42 districts and to assume direct supervision of the district  
43 when required for public safety; and to authorize the Attorney  
44 General to bring a civil action to enforce the investigation  
45 or supervision of a district by the 911 Board.

46 BE IT ENACTED BY THE LEGISLATURE OF ALABAMA:

47                   Section 1. Sections 11-98-4.3 and 11-98-4.4 are added  
48    to the Code of Alabama 1975, to read as follows:

49 §11-98-4.3



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57 (b) The 911 Board shall establish a system that  
58 measures the readiness of district public safety services  
59 through the collection of data related to a district's  
60 answering, receiving, transferring, and dispatching functions  
61 relating to 911 calls, including voice, text messages, photos,  
62 and videos.

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

66 (1) 911 call volume.

67 (2) Time to answer 911 calls.

68 (3) Time to respond to emergency calls in accordance  
69 with Section 11-98-11.

70 (4) Answered emergency calls versus unanswered  
71 emergency calls.

## 72 (5) Dropped calls.

73 (6) Calls reporting a crime.

74 (d) The 911 Board shall adopt metrics for determining  
75 if a district's 911 service is performing at an acceptable  
76 level of readiness, requires improvement, or compromises  
77 public safety, based upon the data collected, adjusted for  
78 other factors relevant to each district, such as population,  
79 geographical area, crime rate, and availability of emergency  
80 service providers, and including complaints received pursuant  
81 to subsection (e).

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85 General shall also provide a toll-free hotline by which a  
86 resident complaint concerning the readiness of a district's  
87 911 service may be submitted and forwarded to the 911 Board.

88 (f) The 911 Board, on a quarterly basis, shall provide  
89 the Attorney General with all data collected regarding the  
90 number and type of crime reports received in a district via  
91 911 calls or texts.

92 (g) The system required to be established by this  
93 section may be funded as an advisory service pursuant to  
94 Section 11-98-5.2(b)(7)b. or from any outside source of  
95 funding received by the 911 Board.

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

### 99 §11-98-4.4

100 (a) (1) If the 911 Board determines, based upon a review  
101 of metrics, that a district is not performing at an acceptable  
102 level of readiness pursuant to Section 11-98-4.3(d), the 911  
103 Board may audit the district, employing any of the following  
104 means as required:

105 a. Interviewing any individual who may have knowledge  
106 concerning district performance, including members of the  
107 district board of commissioners, the director of the PSAP,  
108 public safety telecommunicators, heads of local emergency  
109 service providers, first responders, and residents who have  
110 submitted a complaint.

111 b. On-site inspection of a PSAP, PSAP equipment or  
112 technical functionality, and monitoring PSAP operations in



113 real time.

114 (2) An audit of a district may take as much time and  
115 involve as many investigative resources as the circumstances  
116 warrant. The 911 Board may determine, pursuant to a cursory  
117 review or at the request of the Attorney General, that it is  
118 in the interest of public safety to proceed immediately to a  
119 determination by the 911 Board of appropriate remediation.

120 (b) (1) Based upon the 911 Board's determination as  
121 provided in subsection (a), the 911 Board may prescribe  
122 remedial measures to bring the district to an acceptable level  
123 of readiness, including, but not limited to, any of the  
124 following:

125 a. Training requirements for public safety  
126 telecommunicators.

127 b. Replacement of personnel, including a director of a  
128 PSAP or public safety telecommunicators.

129 c. Hiring additional public safety telecommunicators.

130 d. Upgrade of technology, including replacement or  
131 acquisition of PSAP communications hardware or software.

132 e. Amendment of PSAP operating protocols, scripts, and  
133 recordkeeping.

134 (2)a. As the result of an audit, the 911 Board may give  
135 the district board of commissioners a remediation plan in  
136 writing that prescribes benchmarks for improving readiness  
137 which shall include required actions such as those listed in  
138 subdivision (1), and may include metric targets, other goals  
139 or measures, and compliance deadlines.

140 b. A remediation plan may recommend the replacement of



141 a member of the district board of commissioners, but the board  
142 shall have no power to remove or replace a commissioner.

143 c. The project expenses of remediation measures that  
144 are prescribed may not exceed the funds available to a  
145 district from all available revenue sources.

146 (c) The 911 Board, upon written findings, may determine  
147 that the readiness of a district is such that public safety is  
148 compromised due to metrics that result from any of the  
149 following circumstances:

150 (1) District failure to cooperate with an audit.

151 (2) District failure to achieve compliance with a  
152 post-audit remediation plan in circumstances in which an  
153 extension of time for compliance would compromise public  
154 safety.

155 (3) District operational deficiencies are so systemic  
156 or unique that any plan of remediation would be impractical or  
157 inadequate to improve current public safety conditions in the  
158 district.

159 (d) (1) Upon making a written finding that the readiness  
160 of a district is such that public safety is compromised  
161 pursuant to subsection (c), the 911 Board shall assume direct  
162 operational supervision of a district by communication of  
163 notice in writing to the board of commissioners of the  
164 assumption of direct operational oversight by the 911 Board,  
165 to include all of the following:

166 a. The anticipated remediation measures to be  
167 undertaken by the 911 Board which were discovered by audit.

168 b. A statement that any other conditions or factors



169 discovered by the 911 Board pursuant to its direct operational  
170 oversight which impair the district's performance at an  
171 acceptable level of readiness will also be remediated by the  
172 board.

173 c. The anticipated length of time, if known, until the  
174 911 Board will return direct operational oversight of the  
175 district to the district board of commissioners.

176 (2) The 911 Board may take any action that is or would  
177 be prescribed to a district board of commissioners or PSAP by  
178 a remediation plan, including training, hiring, and  
179 terminating public safety telecommunicators, and the upgrade  
180 of technical capability, including the acquisition of  
181 equipment, hardware, or software.

182 (3) During the period when the 911 Board is exercising  
183 direct operational oversight of a district, the 911 Board  
184 shall be the beneficial owner of monthly revenue to the  
185 district from the 911 Fund to pay the costs or expenses of  
186 remediation, and may obtain, upon invoice, reimbursement from  
187 the district board of commissioners or if applicable, the  
188 county commission or municipality that created the district,  
189 for any costs or expenses for remediation that the 911 Board  
190 incurred which were not paid from revenue or accounts owned by  
191 the district.

192 (e) Upon request by the Executive Director of the 911  
193 Board, the Attorney General may apply to the Circuit Court of  
194 Montgomery County for injunctive relief to enforce this  
195 section as it applies to a district anywhere in the state,  
196 including, but not limited to: (i) issuing a subpoena or

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197 ordering cooperation in an investigation of a district or PSAP  
198 pursuant to subsection (a); or (ii) compelling cooperation  
199 with the remediation measures taken by the 911 Board pursuant  
200 to direct operational oversight of a district, including  
201 ordering access to district operating funds and revenues  
202 pursuant to subdivision (c) (3).

203                   Section 2. This act shall become effective on October  
204 1, 2026.