



SYNOPSIS:

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

This bill would authorize the 911 Board to monitor the dispatch readiness of local communication districts based upon nationally recognized best practices.

This bill would provide that the Attorney General, based upon information received that a local district's emergency response is deficient, may request the 911 Board to audit the district's performance.

This bill would require the 911 Board to approve and submit a formal report on its audit findings to the Attorney General.

This bill would further authorize the 911 Board to prescribe and supervise a remediation plan to the local communication district to improve district emergency response performance.

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.

(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



57 answering, receiving, transferring, and dispatching functions
58 relating to 911 calls, including voice, text messages, photos,
59 and videos.

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

63 (1) 911 call volume.

64 (2) Time to answer 911 calls.

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

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

69 (5) Number of dropped calls.

70 (6) Number of calls reporting a crime.

71 (d) Compliance by the 911 Board with this section may
72 be funded as an advisory service pursuant to Section
73 11-98-5.2(b)(7)b. or from any outside source of funding
74 received by the 911 Board.

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

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

82 a. Interviewing any individual who may have knowledge
83 concerning district performance, including members of the
84 district board of commissioners, the director of the PSAP,



85 public safety telecommunicators, heads of local emergency
86 service providers, first responders, and residents who have
87 submitted a complaint.

88 b. On-site inspection of a PSAP, PSAP equipment or
89 technical functionality, and monitoring PSAP operations in
90 real time.

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

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

102 1. Training requirements for public safety
103 telecommunicators.

104 2. Hiring additional public safety telecommunicators.

105 3. Upgrade of technology, including replacement or
106 acquisition of PSAP communications hardware or software.

107 4. Amendment of PSAP operating protocols, scripts, and
108 recordkeeping.

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

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



113 authorized to supervise the implementation of a remediation
114 plan in the district.

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

118 Section 2. This act shall become effective on October
119 1, 2026.