

1 HB609
2 200297-1
3 By Representatives Oliver, Wood (D), Hurst, Pettus, Rich,
4 Easterbrook, Wilcox, Shaver, Nordgren, Brown (K), Greer,
5 Blackshear, Lovvorn, Alexander, Marques, Allen, Sorrells,
6 Coleman and Wadsworth
7 RFD: Public Safety and Homeland Security
8 First Read: 14-MAY-19

2
3
4
5
6
7
8 SYNOPSIS: Existing law provides for the methods of
9 response to emergency calls when a person dials
10 911.

11 This bill would require the 911 operator at
12 a Public Safety Answering Point (PSAP) who answers
13 an emergency call to remain on the call with the
14 person until the PSAP has connected the person with
15 the appropriate provider of emergency services.

16
17 A BILL
18 TO BE ENTITLED
19 AN ACT

20
21 To amend Section 11-98-11, Code of Alabama 1975,
22 relating to methods of response to emergency calls; to require
23 the 911 operator at a Public Safety Answering Point (PSAP) to
24 remain on an emergency call until the person is connected with
25 the appropriate provider of emergency services.

26 BE IT ENACTED BY THE LEGISLATURE OF ALABAMA:

1 Section 1. Section 11-98-11, Code of Alabama 1975,
2 is amended to read as follows:

3 "§11-98-11.

4 "(a) The emergency telephone system shall be
5 designed to have the capability of utilizing at least one of
6 the following four methods in response to emergency calls:

7 "(1) Direct dispatch method, which is a telephone
8 service to a centralized dispatch center providing for the
9 dispatch of an appropriate emergency service unit upon receipt
10 of a telephone request for ~~such~~ services and a decision as to
11 the proper action to be taken.

12 "(2) Relay method, which is a telephone service
13 whereby pertinent information is noted by the recipient of a
14 telephone request for emergency services, and is relayed to
15 the appropriate public safety agencies or other providers of
16 emergency services for dispatch of an emergency service unit.

17 "(3) Transfer method, which is a telephone service
18 which receives telephone requests for emergency services and
19 directly transfers ~~such~~ the requests to an appropriate public
20 safety agency or other provider of emergency services.

21 "(4) Referral method, which is a telephone service
22 which, upon the receipt of a telephone request for emergency
23 services, provides the requesting party with the telephone
24 number of the appropriate public safety agency or other
25 provider of emergency services.

1 "(b) The board of commissioners of the district
2 shall select the method which it determines to be the most
3 feasible for the county or municipality.

4 "(c) Notwithstanding any other law to the contrary,
5 regardless of the method of response selected by the board of
6 commissioners pursuant to subsection (b), the 911 operator at
7 a Public Safety Answering Point (PSAP) who answers an
8 emergency call of 911 shall remain on the call with the person
9 until the PSAP has connected the person with the appropriate
10 provider of emergency services."

11 Section 2. This act shall become effective on the
12 first day of the third month following its passage and
13 approval by the Governor, or its otherwise becoming law.