

AN ACT

relating to a study on potential improvements to training provided to 9-1-1 emergency service call takers and dispatchers.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. (a) In this Act, "commission" means the Texas Commission on Law Enforcement.

(b) The commission, in consultation with the Texas A&M Engineering Extension Service, shall conduct a study to identify potential improvements to training provided to 9-1-1 emergency service call takers and dispatchers.

(c) In conducting the study, the commission shall consider:

(1) the effectiveness of current training provided to 9-1-1 emergency service call takers and dispatchers on communicating accurate information to law enforcement officers;

(2) potential improvements to the training to ensure 9-1-1 emergency service call takers and dispatchers are accurately identifying, classifying, and communicating information.

(d) In conducting the study, the commission may collaborate with law enforcement agencies, community representatives, and other interested parties.

(e) Not later than September 1, 2024, the commission shall prepare and submit to the legislature a written report containing the results of the study and any recommendations for legislative or other action.

1 (f) This Act expires September 1, 2025.

2 SECTION 2. This Act takes effect September 1, 2023.

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President of the Senate

\_\_\_\_\_  
Speaker of the House

I hereby certify that S.B. No. 496 passed the Senate on May 3, 2023, by the following vote: Yeas 30, Nays 1.

\_\_\_\_\_  
Secretary of the Senate

I hereby certify that S.B. No. 496 passed the House on May 19, 2023, by the following vote: Yeas 112, Nays 31, two present not voting.

\_\_\_\_\_  
Chief Clerk of the House

Approved:

\_\_\_\_\_  
Date

\_\_\_\_\_  
Governor