

By: Zaffirini

S.B. No. 496

A BILL TO BE ENTITLED

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

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

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

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

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

12 (1) the effectiveness of current training provided to  
13 9-1-1 emergency service call takers and dispatchers on  
14 communicating accurate information to law enforcement officers;

15 (2) potential improvements to the training to ensure  
16 9-1-1 emergency service call takers and dispatchers are accurately  
17 identifying, classifying, and communicating information.

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

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

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

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