



## 2025 ASSEMBLY BILL 309

June 6, 2025 - Introduced by Representatives VANDERMEER, DITTRICH, BEHNKE, BRILL, KAUFERT, KNODL, MAXEY, MELOTIK, MURPHY, MURSAU, O'CONNOR, ORTIZ-VELEZ, PENTERMAN and TITTL, cosponsored by Senators JAMES, WANGGAARD, KEYESKI, MARKLEIN and QUINN. Referred to Committee on Mental Health and Substance Abuse Prevention.

1     **AN ACT to create** 256.35 (7) (c) of the statutes; **relating to:** immunity for 911  
2             call centers and dispatchers that transfer callers to the national 988 Suicide  
3             and Crisis Lifeline.

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***Analysis by the Legislative Reference Bureau***

This bill provides that any public safety answering point, more commonly known as a 911 call center, or dispatcher that transfers a caller to the national 988 Suicide and Crisis Lifeline is generally immune from civil liability for any outcomes resulting from the transfer.

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***The people of the state of Wisconsin, represented in senate and assembly, do enact as follows:***

4             **SECTION 1.** 256.35 (7) (c) of the statutes is created to read:  
5             256.35 (7) (c) 1. In this paragraph, “national crisis hotline” means the  
6             telephone or text access number “988,” or its successor, that is maintained under  
7             the federally administered program under 42 USC 290bb-36c.  
8             2. Any public safety answering point or dispatcher that transfers a caller to

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**SECTION 1**

1 the national crisis hotline is immune from civil liability for any outcomes resulting  
2 from the transfer.

3 3. Subdivision 2. does not apply if the injury claimed to have resulted from the  
4 transfer is the result of an act or omission that constitutes gross negligence or  
5 willful or wanton misconduct by the dispatcher or public safety answering point.

6 (END)