

State of Wisconsin



2025 Senate Bill 309

Date of enactment:
Date of publication*:

2025 WISCONSIN ACT

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

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

SECTION 1. 256.35 (7) (c) of the statutes is created to read:

256.35 (7) (c) 1. In this paragraph, “national crisis hotline” means the telephone or text access number “988,” or its successor, that is maintained under the federally administered program under 42 USC 290bb-36c.

2. Any public safety answering point or dispatcher that transfers a caller to the national crisis hotline is immune from civil liability for any outcomes resulting from the transfer.

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

* Section 991.11, WISCONSIN STATUTES: Effective date of acts. “Every act and every portion of an act enacted by the legislature over the governor’s partial veto which does not expressly prescribe the time when it takes effect shall take effect on the day after its date of publication.”