



Cal OES

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

Making Los Angeles Safer

Strengthening 9-1-1 in California's Largest Metropolitan Area

Californians deserve a modern, reliable 9-1-1 system. Moving from the legacy to the Next Generation (NG) 9-1-1 in the West Coast's largest metropolitan area is a priority. Acting now ensures this critical service is in place when California welcomes the world for the 2028 Olympic and Paralympic Games and future large-scale events.

9-1-1 Systems Must Keep Pace with Demand

Major metropolitan areas handle the highest 9-1-1 call volumes, making reliability, speed, and scalability critical. In the Los Angeles region, even small delays can affect response times and public safety.

Home to nearly 20 million Californians, the Los Angeles region will see its population surge as it welcomes millions more visitors during the 2028 Olympic and Paralympic Games.



WHY TRANSITIONING TO NG 9-1-1 DELIVERS CRITICAL BENEFITS FOR THE LOS ANGELES AREA

- Timely implementation is critical to ensure full readiness ahead of the 2028 Olympic and Paralympic Games.
- Advancing NG 9-1-1 will modernize emergency communications by replacing aging infrastructure with more reliable and resilient systems.
- A timely transition ensures continued progress toward a more secure and efficient 9-1-1 system.
- Deploying NG 9-1-1 will provide more reliable and redundant emergency communications.
- Modernization strengthens system performance during large-scale emergencies and high-call volumes.
- Cal OES is coordinating with local partners to ensure a safe, seamless, and well-tested transition.

The Bottom Line

Transitioning the Los Angeles area to the NG 9-1-1 system is not optional – it is a time-critical public safety priority that must be completed without delay. By seizing the moment, California can ensure a more reliable system for the largest metropolitan area on the West Coast prior to the 2028 Olympic and Paralympic Games.