



California's Next Generation 9-1-1

The advantages of a single-provider, statewide approach

Californians deserve a safe, reliable and secure Next Generation (NG) 9-1-1 system that works for everyone. After a thorough review, Cal OES made an informed and deliberate decision to move from a regional NG 9-1-1 system to a single, statewide provider. This change builds on work already completed while reducing complexity and enhancing support to local agencies.

We must move forward with speed and diligence. Delays would slow the transition to modern NG 9-1-1 technology, require continued payments to providers that don't serve the entire state, and risk not having an operational system in Los Angeles before the 2028 Olympic and Paralympic Games.

REGIONAL APPROACH

COMPLEXITIES AND ISSUES

- California's regional NG 9-1-1 system has created more problems than benefits.
- Multiple independent providers operate simultaneously, which increases the risk of system failures, dropped calls, and lost information.
- Because the system relies on multiple providers, problems are harder to identify and fix.
- Resolving issues often requires coordination across vendors, phone carriers, and local dispatch centers, which slows response times.
- These challenges have already affected operations. In some cases, calls have been routed incorrectly, lost key location information, or taken longer to reach the correct dispatcher.
- Backup systems are also slow to activate. When a provider has issues, switching to a backup is not quick or simple and may require manual coordination.
- The regional system also makes it difficult to transition large cities like Los Angeles or San Francisco without risking service disruptions.

STATEWIDE APPROACH

BENEFITS AND ADVANTAGES

- A statewide NG 9-1-1 system streamlines operations and improves reliability. It follows national standards and reduces the complexity that currently creates delays and failures.
- The statewide system will include built-in backups across multiple data centers and networks. This ensures calls can still go through even if part of the system experiences issues.
- A less complex design will allow local dispatch centers to transition faster to the new system, reducing testing time and minimizing disruptions.
- Cal OES will require the statewide provider's system to work 99.999% of the time. This avoids disruption or outages if the system experiences any sort of issue.
- A single statewide provider removes complicated handoffs between multiple providers while improving security and stability.
- Moving rapidly to the statewide system means Los Angeles-area dispatch centers can transition to NG 9-1-1 ahead of the 2028 Olympic and Paralympic Games.