



# Cal OES

GOVERNOR'S OFFICE  
OF EMERGENCY SERVICES

## California Can't Afford to Delay Statewide NG 9-1-1

### Moving to a statewide approach replaces a flawed and unsafe regional approach

Californians need a reliable, safe, and modern emergency communications system in their greatest time of need.

Transitioning to a statewide approach delivers exactly that.

#### FURTHER DELAYING MEANS...

### Prolonging a flawed and fragmented regional system

- **MORE SYSTEMS = MORE POINTS OF FAILURE**  
Issues with the flawed regional approach occur because multiple independent systems increase complexity and risk of system failures.
- **SLOWER EMERGENCY RESPONSE**  
Calls moving between regions require additional routing steps, causing delays to response times during life-threatening emergencies.
- **INCREASED RISK FOR MAJOR EVENTS LIKE THE 2028 OLYMPICS AND PARALYMPICS**  
A fragmented regional system increases risk during these high-demand events, when seamless statewide coordination is essential.

### Californians continue using an aging, low-tech Legacy 9-1-1

- **STATUS QUO IS RISKY**  
Remaining paused indefinitely in the current mix of legacy 9-1-1 and regional NG 9-1-1 systems will put Californians at risk.
- **LEGACY 9-1-1 IS OUTDATED**  
While the legacy 9-1-1 system works today, it is aged and needs modernization to be compatible with today's technology.
- **USE OF MODERN TOOLS IS LIMITED**  
Legacy 9-1-1 does not offer text-to-9-1-1, video, improved location data or the ability to dynamically reroute calls.

### Californians aren't getting what they are paying for

- **REGIONAL NETWORKS ARE OFFLINE**  
Three of the four regional systems have failed over to the statewide back-up system because of unresolved issues. There have been no additional problems reported to Cal OES since the statewide back-up took over the failed regional systems.
- **REGIONAL SYSTEM IS TOO COSTLY**  
A regional approach creates higher long-term costs. Overly burdensome regional expenses include multiple network connections and regional overhead fees. Because providers of the regional systems continue to get paid each month – even when not providing service – maintaining a regional system does not make fiscal sense.