



June 20, 2025

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Subject: Follow Up

Thank you for the continuing partnership and discussions, particularly the conversations this week. As discussed, we have been assessing the best contract and deployment strategy moving forward. We are reframing the architecture and operations of the project to a statewide architecture, rather than the current regionalized approach. This will require a thoughtful transition with your participation. We will develop and execute a transition plan over roughly the next six months. Together, we will design a transition that supports the 911 system and considers impacts to your organization.

As you know, the Governor's Office of Emergency Services (Cal OES) paused the migration of additional Public Safety Answering Points (PSAPs) to allow us the time to better understand the PSAPs experiences and identify opportunities to improve and ease the migration of future PSAPs. Through those conversations with the PSAPs and vendor partners, we've concluded that there are actions we must take to improve the project.

Together, Cal OES and our vendor partners have worked to transition California from the legacy 911 system to the NG 911 network. We have accomplished much, including the installation of necessary infrastructure across the state, structural changes at many PSAPs, installation of circuits, and establishment of NG 911 core services. To date, we've migrated 23 PSAPs to the NG 911 network.

We know that you share our commitment to public safety, and we are confident that we will continue to work as partners. To be clear, this transition is



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to improve the design Cal OES previously established for NG 911. Furthermore, this transition is not a reflection of vendor performance and does not impact any existing contractual arrangements you may have or future procurements with the State of California. You continue to be eligible to compete in future procurements for NG 911 services.

Thank you for your continued partnership and we look forward to more discussions.

Sincerely,



LISA MANGAT  
Chief Deputy Director

c: Barb Winn, Chief Growth Officer