



MAYOR REX RICHARDSON

June 22, 2023

The Honorable Freddie Rodriguez
California State Assembly
1021 O Street, Suite 5250
Sacramento, CA 95814

RE: Support for AB 296 (Rodriguez)—911 Public Education Campaign

Dear Assemblymember Rodriguez,

On behalf of the City of Long Beach, I write in support of AB 296. This bill would establish the 911 Public Education Campaign, administered by the California Office of Emergency Services (Cal OES), for the purpose of educating the public on when it is appropriate to call 911 for assistance. The City supports legislation and funding to provide the public with enhanced or alternate technologies to report public safety emergency needs.

In recent years, Long Beach dispatchers have experienced consistent increases in the number of non-emergency calls due to the pandemic, the proliferation of cell phones, the higher demand for city services, and other issues. In 2022, the 911 call center received 575,204 calls for police, fire, and emergency medical services. Thirty percent of those calls were non-emergencies. In an effort to provide non-emergency callers with a more streamlined experience to access services, the City launched a [Public Safety Non-Emergency Phone Tree](#) on May 5, 2022. The public safety non-emergency phone tree connects callers directly to a pre-recorded list of commonly requested non-emergency City services, providing dispatchers with additional time to assist residents requiring immediate police, fire, or emergency medical services.

AB 296 will help promote the proper use of emergency services delivery while reducing the number of non-emergency calls. For these reasons, the City supports AB 296.

Sincerely,

A handwritten signature in black ink, appearing to read "Rex Richardson", with a long horizontal line extending to the right.

Mayor Rex Richardson
City of Long Beach

cc: The Honorable Lena Gonzalez, State Senate, 33rd District
The Honorable Mike Gipson, State Assembly, 65th District
The Honorable Josh Lowenthal, State Assembly, 69th District