

**ASSEMBLY BILL**

**No. 2837**

**Introduced by Assembly Member Hertzberg**

February 28, 2000

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An act to add Article 6.6 (commencing with Section 53126) to Chapter 1 of Part 1 of Division 2 of Title 5 of the Government Code, relating to public safety services.

LEGISLATIVE COUNSEL'S DIGEST

AB 2837, as introduced, Hertzberg. Local public safety agencies: statewide nonemergency telephone number system.

Existing law requires local public safety agencies to maintain, in addition to a "911" emergency telephone number, a separate number for nonemergency calls. Existing law also sets forth the duties of the Division of Telecommunications of the Department of General Services in providing management oversight of statewide telecommunications systems developments, among other things.

This bill would require the division to establish a statewide "311" nonemergency telephone number system for local public safety agencies, designed to reduce the burden placed on the "911" emergency telephone number system by nonemergency calls.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: no.

*The people of the State of California do enact as follows:*

1 SECTION 1. Article 6.6 (commencing with Section  
2 53126) is added to Chapter 1 of Part 1 of Division 2 of Title  
3 5 of the Government Code, to read:

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5 Article 6.6. Statewide Nonemergency Telephone  
6 System

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8 53126. The Division of Telecommunications of the  
9 Department of General Services shall establish a  
10 statewide “311” nonemergency telephone number  
11 system for local public safety agencies. The system shall  
12 be designed to reduce the burden placed on the “911”  
13 emergency telephone number system by nonemergency  
14 calls.

