

GAVIN NEWSOM
GOVERNOR



NANCY WARD
DIRECTOR

December 22, 2025

CA 9-1-1 BRANCH NOTICE 2025

Expiration: WHEN SUPERSEDED OR RESCINDED

To: ALL 9-1-1 COUNTY COORDINATORS
ALL PUBLIC SAFETY ANSWERING POINT MANAGERS

Subject: FOREIGN LANGUAGE INTERPRETATION SERVICES

The contracted provider of Foreign Language Interpretation Services for 9-1-1 calls in the state of California, Propio, is working to address recent concerns expressed by the PSAPs, and to improve overall service in regard to average hold times, interpreter availability, and streamlined answering protocol for interpreters.

Propio is also aware of a system error that some PSAPs experienced wherein they received a message that no interpreter was available, and then the call was disconnected. They have identified the cause of this error, and a solution has now been put in place. They have also taken into consideration our feedback on issues such as interpreter scripts when answering calls, and sounds played when on hold, and they are enacting measures to address them. They have also eliminated any scenario wherein music may have played while a caller was placed on hold.

In an effort to continue improving service and responsiveness to PSAPs, they have established a new contact email address that will route to several contacts within Propio, so that the best contact to address each concern is notified expediently. Going forward, in the event of a service issue, question, or outage, please contact OES911@propio.com. Please also continue to raise any concerns or service issues to Cal OES' attention.

Sincerely,

DocuSigned by:
Andrew Mattson
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ANDREW MATTSON
Division Chief, Program Management
California 9-1-1 Emergency Communications Branch

cc: State 9-1-1 Advisory Board Members
California 9-1-1 Emergency Communications Branch Staff



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