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LEGISLATIVE REQUIREMENT

Pursuant to Provision 2, Section 30 of Chapter 5, Statutes of 2025 (Assembly Bill 102, Gabriel, Budget Act of 2025), the Governor's Office of Emergency Services (Cal OES) shall provide two reports to the Legislature on the development and implementation, including funding spent, on the Next Generation 9-1-1 (NG 9-1-1) system in California. A copy of this report shall be submitted to the chairpersons of the budget committees of both houses of the Legislature, and to the Legislative Analyst's Office, by November 1, 2025. The report shall include:

- Progress toward the statewide development and implementation of Next Generation 9-1-1.
- Major challenges, including technological, operational, legal, contractual, or other challenges.
- Proposed solutions to the identified challenges, including cost.
- Effects on the implementation timeline, expected dates of completion, and progress made in implementing chosen solutions.

The second report shall be submitted to the chairpersons of the budget committees of both houses of the Legislature, and to the Legislative Analyst's Office, by March 1, 2026.

PROGRESS MADE TO DATE

When the NG 9-1-1 system was designed, a regional approach was adopted that divided California into four regions. Contracts were awarded to different service providers in each region. Between 2019 and the fall of 2024, Cal OES and contracted service providers designed and installed the necessary infrastructure to support the NG 9-1-1 system, connecting data centers necessary to operate the system and each of the Public Safety Answering Points (PSAPs). The regional service providers installed network connectivity at PSAPs in their specific regions, while the statewide service provider installed network connectivity to all 447 PSAPs in California. The work included trenching and laying fiberoptic lines, structural and electrical work at many PSAPs, and both software and hardware installation.

Currently, the NG 9-1-1 networks are used to deliver 9-1-1 caller location and text-to-9-1-1 information at all California PSAPs. Additionally, 23 PSAPs have begun the transition of voice calls to the NG 9-1-1 network, with 424 PSAPs remaining.

CHALLENGES

Throughout the NG 9-1-1 system implementation, PSAPs and service providers experienced significant challenges. While the PSAPs continued to answer and respond to 9-1-1 calls, they reported difficulties using the solutions, had numerous technical issues, and struggled getting support. It became evident to Cal OES that further inquiry and review of the issues was warranted.

In August 2024, the four regional service provider contracts and the statewide service provider contract expired, transitioning the NG 9-1-1 system to operate under the California Public Utilities Commission (CPUC) approved tariffs filed by each of the vendors.

In early 2025, Cal OES paused the NG 9-1-1 deployment to assess progress and make necessary adjustments.

To better understand the NG 9-1-1 implementation issues and operational impacts of using the NG 9-1-1 system, Cal OES met with the 23 PSAPs using the NG 9-1-1 network to receive 9-1-1 voice calls. Cal OES also met with each of the NG 9-1-1 service providers to receive their feedback on the NG 9-1-1 project. In its assessment, Cal OES learned the following:

- PSAPs did not have a clear support process when it was necessary to report a trouble ticket.
- Complexities of the network and interdependencies between the NG 9-1-1 service providers created hand-offs, complexity, and failure points.
- The regional approach created a situation where both the technical and operational design were significantly adjusted from industry-standard practices, introducing fragility and risk.
- Call handling procedures in the hybrid legacy/Next Gen configuration generated additional work for PSAP staff.

OVERVIEW OF UPDATED NG 9-1-1 PLAN

Cal OES is developing an updated transition plan with three main goals:

- Standardize the California NG 9-1-1 solution using the industry National Emergency Number Association i3 standards.
- Ease the migration burden for PSAPs.

- Establish and maintain contractual relationships to implement, operate, and mature the California NG 9-1-1 platform.

Leveraging the information received from the 23 PSAPs transitioned onto NG 9-1-1 and service providers, Cal OES plans to use a statewide approach rather than a regional approach to deploy NG 9-1-1. The statewide approach Cal OES is currently developing proposes that one primary service provider supply NG 9-1-1 services to the entire state and a second service provider act as a backup. Adopting a statewide approach will align with the goals of minimizing complexity while maintaining system resiliency.

A statewide approach will bring the California NG 9-1-1 design to a level that reflects both industry best practices and eliminates the California-specific elements.

Cal OES has established the following objectives as the baseline from which to judge the new statewide approach:

- Utilize as much of the previous project investment, technology, and progress as possible.
- Resume the transition of additional PSAPs to the NG 9-1-1 network by June of 2027.
- Complete the transition of all PSAPs to the NG 9-1-1 network by December of 2029.
- Retire all components of the legacy 9-1-1 system by July 2030.

To achieve these objectives and to build a robust NG 9-1-1 system that provides the resilience that California requires, Cal OES is working with the California Department of Technology (CDT) to procure a second statewide service provider to act as a backup.

EXPENDITURES

California's 9-1-1 system is funded by the State Emergency Telephone Number Account (SETNA). Revenue for SETNA comes from a monthly surcharge applied to all phone access lines in California. The expenditures between 2019 and fall 2025 for Next Generation 9-1-1 in California were substantial but not lost. The intent will be to build upon a large component of the infrastructure that already exists. Once service is shifted to a statewide approach, the regional Next Generation 9-1-1 networks will be unnecessary. The cost of operating the regions

will be eliminated and those expenses will be redirected to fund the second statewide service provider contract. If any additional resources are needed beyond what is currently appropriated, Cal OES will follow the normal state budget process.

Year to year detail of the 9-1-1 cost is outlined in Appendix 1.

TIMELINE

The timeline below updates the timeline provided in July 2025 reflecting progress made or changes in process. Cal OES presented a transitional plan to the 9-1-1 Advisory Board in November.

Milestone	Estimated Dates	Comments
Meetings with Service Providers	June-July 2025	Complete. Lessons learned and process improvements are incorporated into an updated transition plan and into procurement documentation.
Contract Award for Statewide Service Provider	July 2026	Moved from September 2025. Cal OES is soliciting feedback from the California 9-1-1 Advisory Board to finalize the plan for moving NG 9-1-1 forward in California. Cal OES is incorporating the feedback from PSAPs and service providers to develop the contract procurement documents, in coordination with CDT.
Contract Award for Second Statewide Service Provider	RFP Issue date: January 2026 Award Date: September 2026	Because of the criticality of 9-1-1 services, Cal OES requires a second service provider to serve as a redundant statewide NG 9-1-1 network. Working with CDT, Cal OES expects to award the second contract by September 2026.
PSAP Migrations to NG 9-1-1 Network	Beginning July 2026	Detailed planning will begin with the award of the first service provider contract. Migration of

	Expected completion: Q4 2029	PSAPs to the NG 9-1-1 network will continue as quickly as possible, but the completion estimate is dependent on planning under the new contracts.
Complete the Decommissioning of the Legacy 9-1-1 Network	Q2 2030	After the last PSAP is migrated to the NG 9-1-1 network, Cal OES will complete monitoring and auditing activities for the decommissioning of the legacy 9-1-1 network.

Appendix 1: 9-1-1 Expenditures – SETNA Funds

Legacy 911 system operations and support of the PSAPs in California

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	Total
Legacy 9-1-1 ¹	\$27,649,194	\$21,516,199	\$19,853,367	\$24,405,249	\$29,368,202	\$24,915,402	\$0	\$147,707,612
PSAP Support ²	\$55,876,125	\$34,758,829	\$37,303,073	\$57,432,560	\$33,889,765	\$25,248,057	\$8,287,693	\$252,796,101
Total	\$83,525,319	\$56,275,028	\$57,156,439	\$81,837,808	\$63,257,967	\$50,163,459	\$8,287,693	\$400,503,713

Next Generation 9-1-1

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	Total
NG 9-1-1 ³	\$44,717,571	\$85,248,340	\$95,620,913	\$55,646,851	\$74,331,240	\$99,719,835	\$1,311,358	\$456,596,107

- The table reflects actual spending from July 2019 through August 2025. California's 9-1-1 system is funded by the State Emergency Telephone Number Account (SETNA). Revenue for SETNA comes from a monthly surcharge applied to all phone access lines in California.

¹ Funds supporting legacy 9-1-1 services, including legacy network and legacy call routing.

² Funds supporting the PSAPs, including call handling systems and other components that support local 9-1-1 operations.

³ Funds supporting NG 9-1-1 service providers, including the design, building, deployment, and operation of the NG 9-1-1 system.