

NEXT GENERATION 9-1-1

QUARTERLY REPORT

CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES

September 30, 2026

Submitted pursuant to Government Code section 53121.2. Operational counts are current through August 2026; expenditure data cover fiscal year 2025–26.

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I. STATEWIDE PROGRESS AND MAJOR CHALLENGES

Government Code section 53121.2(c)(1)

The California Governor's Office of Emergency Services (Cal OES) is dedicated to ensuring a reliable, secure, and modern Next Generation 9-1-1 (NG 9-1-1) system.

Cal OES is maintaining legacy 9-1-1 service while implementing interim NG 9-1-1 services under an April 28, 2026, bridge contract with Atos Public Safety, LLC. The contract covers 90 Public Safety Answering Point (PSAP) sites. As of August 2026, 37 sites were underway and 53 remain pending; none have finalized their voice-call transition.

While 23 PSAP sites receiving NG 9-1-1 calls migrated from regional providers to the interim platform in June 2026, they still require additional telephone carrier integrations. Movement to the interim provider therefore does not signify completed carrier transitions.

Additional implementation priorities include Los Angeles-area sites preparing for the 2028 Olympic and Paralympic Games, as well as sites with urgent legacy reliability or functionality issues. Most other sites will remain on legacy service pending the independent technical evaluation and subsequent implementation planning.

Major Challenges

Technological and operational challenges include preparing additional Los Angeles sites and clarifying state and local readiness responsibilities. Legal and contractual challenges involve the petition filed by NGA 911, LLC on August 24, 2026, which challenges the bridge contract and seeks restrictions on transition activities. These matters may affect the implementation scope, cost, or schedule. Proposed responses and their impacts are addressed in Section II.

II. PROPOSED SOLUTIONS – COSTS AND SCHEDULE EFFECTS

Government Code section 53121.2(c)(2)

Challenge	Action	Cost and schedule impact
Litigation	Cal OES, represented by the Attorney General's Office, will respond to the petition described in Section 1.	Bridge activities may be delayed. The extent and cost of any delay are not quantified.
Los Angeles preparation ahead of 2028 Olympic and Paralympic Games	Assess equipment needs for 31 agencies operating 55 PSAP sites. Cal OES is evaluating ways to offset the increased equipment costs internally to manage the expanding scope and ensure there is no impact on the timeline.	Additional equipment costs may arise. The cost estimate and confirmed schedule impact are not yet complete.
State and local readiness	Work with the State 9-1-1 Advisory Board to clarify responsibilities and needs for PSAP staffing, training, and equipment readiness.	Cal OES currently anticipates no additional cost or completion-date impact from this issue.

III. STATE 9-1-1 ADVISORY BOARD RECOMMENDATIONS AND RESPONSES

Government Code section 53121.2(c)(3)

The Board made no formal recommendations at its August 19, 2026, meeting. The California Governor's Office of Emergency Services will continue to provide updates and work with the Board on state and local responsibilities.

IV. QUARTERLY EXPENDITURES

Government Code section 53121.2(c)(4)

Total Next Generation 9-1-1 spending and encumbrances from July 2019 through June 2026 was \$545.3 million. Encumbrances represent commitments and are reported separately from expenditures until the related payments are made.

Next Generation 9-1-1 expenditures for fiscal year 2025-26, July 2025 to June 2026, total \$85.78 million.

A table of both total spending and quarterly FY 2025-26 spending is included in Appendix A. Amounts in the table are in dollars.

V. PUBLIC SAFETY ANSWERING POINT (PSAP) SITES TRANSITION UPDATES

Government Code section 53121.2(c)(5)

The information below reflects data as of August 2026. Voice calls, location data, and text data represent different activities and should be analyzed separately.

A – Voice Calls

Regional providers have begun implementation at 23 PSAPs, all of which have migrated to the bridge provider (See Appendix B for the full list of these 23 “Live” PSAPs).

The Los Angeles area includes the PSAPs sites transitioning to NG 9-1-1 ahead of the 2028 Olympic and Paralympic Games.

PSAPs added to NG 9-1-1 due to emergency circumstances or those receiving NG 9-1-1 transfer calls or have been added to Next Generation 9-1-1 because of emergency circumstances are listed separately.

In the table below, sites receiving both Next Generation and legacy 9-1-1 calls are labeled “In Progress,” while the “Completed” label is reserved for sites Next Generation 9-1-1 calls exclusively. The bridge provider estimates that the first completions will occur in late 2027.

		Voice Calls		
PSAP Sites	Count of PSAP Sites	Pending	In Progress	Completed
23 Live PSAPs	23	0	23	0
Los Angeles	55	53	2	0
Receiving NG 9-1-1 Transfer Calls/Exigent Circumstances				
Column Totals	90	53	37	0

Note: An estimated 90 PSAP sites will transition to the NG 9-1-1 network under the bridge contract. The remaining 350+ sites will continue using legacy 9-1-1; barring exigent circumstances, they will not be transitioned until the independent technical evaluation is complete.

B – Location

All PSAP sites are currently receiving location data. The table below shows the progress made in migrating to the bridge contract. Cal OES plans to finish this migration by January 2027.

		Location Data	
PSAP Sites	Count of PSAP Sites	Pending	Completed
23 Live PSAPs	23	23	0
Los Angeles	55	50	5
Others	367	325	42
Column Totals		398	47

Note: Location data completion is tracked separately from voice call completion, so the counts above do not establish that a site has completed its NG 9-1-1 transition.

C – Text Data

All PSAP sites have been live with text-to-911 since 2021. This capability is independent of the Next Generation 9-1-1 deployment.

VI. TRANSITIONS BEFORE THE 2028 OLYMPIC AND PARALYMPIC GAMES

Government Code section 53121.2(c)(6)

As of August 2026, 31 Los Angeles-area agencies representing 55 PSAP sites had requested NG 9-1-1 service ahead of the 2028 Olympic and Paralympic Games. Two of these sites are currently undergoing voice-call transition and 53 remain in the planning phase. Cal OES is assessing installation readiness and coordinating equipment delivery, staging, carrier transitions, and resiliency preparations with the participating agencies. Appendix B lists the agencies though participation is subject to change.

Expanded participation may require additional equipment and resources. Section 2 identifies the proposed response though cost and schedule information is not yet finalized.

VII. OTHER RELEVANT INFORMATION

Government Code section 53121.2(c)(7)

Independent Evaluation and Oversight

Cal OES contracted with RAND on August 6, 2026, to begin an independent technical evaluation that month. The preliminary report is due December 15, 2026, and any long-term NG 9-1-1 network services solicitation or award must wait at least 60 days after delivery of the final evaluation.

The California Department of Technology is providing independent project oversight.

The California Office of Data and Innovation is conducting stakeholder research to align future procurements with PSAP operational and implementation needs.

The California State Auditor is reviewing NG9-1-1 implementation.

Program Staffing

Cal OES is assessing baseline staffing needs for program oversight and contract management and will address any gaps through future reports and the regular budget process.

SETNA Surcharge

California's Next Generation 9-1-1 program is funded primarily through a dedicated surcharge on telephone and wireless bills. The California State Emergency Telephone Number Account (SETNA) surcharge is \$0.41 for calendar year 2026 and is calculated in accordance with Revenue & Taxation Code section 41030(g)(1). The surcharge will be \$0.59 for calendar year 2027. The surcharge is applied monthly to all California phone lines.

SETNA funds support essential components of California's 9-1-1 system, including upgrades to public safety communications infrastructure, equipment purchases for state and local 9-1-1 agencies, implementation of NG 9-1-1 networks, and operational or staffing needs required to maintain reliable emergency communications.

Appendix A: NG 9-1-1 and Program Expenditures

Next Generation 9-1-1 costs, July 2019-June 2026

Next Generation 9-1-1 costs									
	FY19	FY20	FY21	FY22	FY23	FY24	FY25	Encumbrances	Total
Regionals (RNSPs)	\$44,717,571	\$85,169,217	\$95,570,913	\$55,646,851	\$74,337,800	\$ 99,637,205	\$85,784,303	\$2,404,350	\$543,268,210
Bridge Contract								\$1,993,475	\$1,993,475
NG 9-1-1 (Subtotal)	\$44,717,571	\$85,169,217	\$95,570,913	\$55,646,851	\$74,337,800	\$ 99,637,205	\$85,784,303	\$4,397,825	\$545,261,685

The table reflects actual spending from July 2019 through June 2026. California's 9-1-1 system is funded by the State Emergency Telephone Number Account (SETNA) and a one-time allocation of federal funds in 2019-20. Revenue for SETNA comes from a monthly surcharge applied to all phone access lines in California.

Quarterly Next Generation 9-1-1 and 911 program costs, July 2025-2026

	(Q1) (Jul – Sep 2025)	Q2 (Oct – Dec 2025)	Q3 (Jan – Mar 2026)	Q4 (Apr – Jun 2026)	FY25/26 Total Cost
Regionals (RNSPs)	\$10,366,961	\$27,235,514	\$28,217,720	\$19,964,107	\$85,784,303
Bridge Contract					
NG 9-1-1 (Subtotal)	\$10,366,961	\$27,235,514	\$28,217,720	\$19,964,107	\$85,784,303
Legacy 9-1-1	\$ 2,195,486	\$ 4,289,128	\$ 5,849,673	\$5,686,976	\$18,021,263
PSAP Services	\$ 781,520	\$ 984,016	\$ 685,836	\$2,294,544	\$4,745,916
Call Handling Equipment	\$ 4,168,781	\$2,314,782	\$ 3,574,292	\$3,284,510	\$13,342,364
External Contract/ Project Management	\$ -	\$ 117,875	\$ 423,125	\$ 348,125	\$ 889,125
Location Database	\$ 177,938	\$ 572,687	\$ 434,055	\$ 494,248	\$ 1,678,928
Total Expenditures	\$17,690,686	\$ 35,514,002	\$39,184,701	\$32,072,510	\$124,461,899

PSAP Services provides funding to agencies for additional goods necessary to support 9-1-1 services.

Appendix B: List of 23 Live Public Safety Answering Points (PSAP) Sites

Cal OES transitioned these 23 PSAPs in 2022 to receive live voice calls from regional Next Generation 9-1-1 (NG 9-1-1) networks. Each of the PSAPs receives a combination of both legacy and NG 9-1-1 calls.

1. Arvin Police Department
2. Bakersfield Police Department
3. Brawley Police Department
4. Calexico Police Department
5. California City Police Department
6. California Highway Patrol (CHP) El Centro
7. California State University Los Angeles Police Department
8. Delano Police Department
9. El Camino Community College District Police
10. El Centro Police Department
11. El Dorado County Sheriff's Office
12. Imperial County Sheriff's Office
13. Kern County Sheriff's Office
14. McFarland Police Department
15. Mono County Sheriff's Office
16. Placerville Police Department
17. Ridgecrest Police Department
18. Shafter Police Department
19. Sonora Police Department
20. South Lake Tahoe Police Department
21. Taft Police Department
22. Tehachapi Police Department
23. Tuolumne County Sheriff Department

Appendix C: Los Angeles Agencies for the 2028 Olympic and Paralympic Games

As of August 2026, these 31 agencies represent 55 PSAP sites. Participation remains subject to change.

1. Alhambra Police Department
2. Arcadia Police Department
3. Beverly Hills Police Department
4. Burbank Police Department
5. California Highway Patrol Inland
6. California Highway Patrol Irvine
7. California Highway Patrol Los Angeles
8. California State University Dominguez Hills
9. California State University Long Beach
10. California State University Los Angeles
11. California State University Northridge
12. El Camino College
13. Glendale Police Department
14. Inglewood Police Department
15. Long Beach Fire Department
16. Long Beach Police Department
17. Los Angeles Police Department
18. Los Angeles County Fire Department
19. Los Angeles Fire Department
20. Los Angeles Port Police
21. Los Angeles Sheriff's Department
22. Pasadena Police Department
23. Pomona Police Department
24. San Fernando Police Department
25. Sierra Madre Police Department
26. South Bay Regional 9-1-1 Communications Center
27. South Pasadena Police Department and Fire Department
28. Torrance Police Department
29. University of California Los Angeles Police Department
30. Verdugo Fire Department
31. Whittier Police Department