



Next Generation 9-1-1 Transition Plan Implementation



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Introduction

In 2025, the California Governor's Office of Emergency Services (Cal OES) updated the state's strategy to transition California from the long-standing legacy 9-1-1 system to the more modern Next Generation 9-1-1 (NG 9-1-1) network technology. The strategy is outlined in the "2025 Next Generation 9-1-1 Transition Plan," which Cal OES presented at the 9-1-1 Advisory Board in November 2025. This document outlines the implementation of that plan and is referred to herein as the "Transition Plan Implementation" or, simply, "the Implementation Plan."

California's NG 9-1-1 system must be reliable, secure, intuitive, and future proof. The Implementation Plan outlines the approach to achieving those goals by leveraging transitional technology and a simplified service provider structure. Consequently, the Implementation Plan minimizes public safety answering point disruptions, accelerates migration, and ensures operational excellence. Furthermore, the Implementation Plan prioritizes transitioning Los Angeles area public safety answering points (PSAPs) to NG 9-1-1 to prepare for the Los Angeles 2028 Olympic Games.

Implementing California's NG 9-1-1 system is a complex effort that requires the coordination of many partners including PSAPs, local jurisdictions, legacy 9-1-1 providers, and NG 9-1-1 providers. As Cal OES engages in contracts with NG 9-1-1 providers, further project deployment plans and schedules will be created and shared with the 9-1-1 Advisory Board, the public, and other stakeholders. Cal OES is committed to ongoing accountability, transparency, and stakeholder engagement through the entire implementation effort.

Transition Plan Implementation Detail

The Cal OES' "2025 Next Generation 9-1-1 Transition Plan" (Transition Plan) outlines the plan to shift NG 9-1-1 deployment from a regional approach to a statewide approach. This Implementation Plan outlines the overarching steps that will effectuate the Transition Plan. Statewide NG 9-1-1 services will be implemented in three phases as follows:

- Phase 1: Establish contracts with statewide NG 9-1-1 providers.
- Phase 2: Migrate all PSAPs to the statewide provider.
- Phase 3: Decommission legacy 9-1-1.

The implementation phases may be updated, changed, or clarified as the Transition Plan proceeds. The Implementation Process is intended to be dynamic and adaptable to changes in circumstances when necessary.

PHASE 1

Phase 1 of the implementation sets the foundation for moving forward with deployment of NG 9-1-1. The phase involves three steps: 1) preparing for competitive procurements; 2) ensuring services are stable during the competitive procurements; and 3) establishing contracts with statewide NG 9-1-1 providers.

Cal OES is working in close coordination with California control agencies to ensure all contractual agreements are consistent with state rules, policies, and statutes. Cal OES is actively in the process of developing the documents necessary to facilitate these steps.

Preparing for competitive procurements

In the interim, to maintain critical services while developing the requirements for the new long-term NG 9-1-1 contracts, Cal OES will enter an interim contract to move the PSAPs currently on the NG 9-1-1 voice network to the network provided by the current statewide provider. This interim contract maintains the current statewide provider for continuity and will accomplish several important outcomes:

- Consolidate current NG 9-1-1 operations onto one network to eliminate the interfaces and handoffs that make the current regional design fragile,
- Simplify support processes for the PSAPs and for Cal OES to improve the problem recovery times,

- Implements NG 9-1-1 for PSAPs in the Los Angeles area prior to the 2028 Olympic games,
- Begins the process of moving to long-term providers, reducing costs and accelerating the timeline for NG 9-1-1 implementation.

In this interim period, Cal OES will also allow other PSAPs in urgent need to implement NG 9-1-1 on the statewide network. Cal OES, with input of the 9-1-1 Advisory Board, will evaluate PSAP needs related to legacy failures, capacity, or risk mitigation. Cal OES anticipates up to 20 PSAPs will be included in this expansion.

Solidifying interim operations before the competitive procurements

The interim contract with the statewide provider will also enable interim NG 9-1-1 operations and ensure NG 9-1-1 support until a long-term NG 9-1-1 provider is secured through open procurement.

Once the interim contract is in place, PSAPs currently using the NG 9-1-1 voice network will be migrated first, with a goal of having them on the statewide network within 90 days. The interim provider will also replace or deploy any necessary infrastructure to PSAPs currently being served by NG 9-1-1. In these migrations and installations, the interim provider will minimize the operational impact for the affected PSAPs by working directly with the PSAPs to understand their needs. These steps will set the stage for long-term service providers, selected through open procurements, to maintain NG 9-1-1 network services on a statewide basis.

After the migration of the PSAPs currently receiving NG 9-1-1 calls, the interim provider will focus on implementation of NG 9-1-1 services for PSAPs in the Los Angeles area. This implementation helps prepare the area to support the 2028 Olympic and Paralympic games.

The current statewide provider is the only company that has infrastructure, connectivity, and operational presence across California necessary to support NG 9-1-1 during this interim period. The current statewide provider's system is designed with more than enough capacity to serve the PSAPs currently using NG 9-1-1 services and any additional PSAPs that may need to be added during the interim period. In operation, the statewide provider's network has proven to be stable, secure, resilient, and capable, with support services that have demonstrated a history of maturity and responsiveness when call traffic has been moved to the statewide provider due to issues in the region provider systems. As such, Cal OES has confidence that the statewide provider can provide NG 9-1-1 services during this interim period.

To allow Cal OES to prioritize focus on the NG 9-1-1 deployment, the delivery of automated location information (ALI) will be simplified during the interim period. For sites that are not yet receiving NG 9-1-1 call traffic, ALI will be delivered by the legacy providers, AT&T and Frontier, rather than the current regional NG 9-1-1 providers. Both companies are well-established at providing such data on a statewide basis. Services will be provided under existing tariffs, meaning no further contract is necessary. Delivery of ALI services by AT&T and/or Frontier is estimated to be completed by March 2027. Once all services in currently defined regional areas have been shifted to statewide service, regional providers will no longer be necessary. As a result, regional service providers will be asked to wind down and ultimately end their services. As an additional benefit, system costs will likely be reduced during the interim period.

Establishing long-term contracts with Next Generation 9-1-1 providers

Cal OES, in partnership with California Department of Technology (CDT), will execute open, competitive procurements focused on acquiring a statewide service provider capable of meeting California's functional, resilience, and security requirements. Cal OES will require the statewide provider to propose and demonstrate the ability to reach an availability level of 99.999% or better, and the ability to utilize multiple data centers, distribution networks, and aggregation sites should the services experience any sort of issue. The new statewide design will not require the interfaces and handoffs that have complicated the regional design. Cal OES will be obtaining proven, stable NG 9-1-1 core services with a highly redundant network and data centers.

Cal OES has retained industry experts to help draft the procurement requirements and expects to release the procurement(s) in early 2026. The requirements will allow NG 9-1-1 providers to outline solution design elements and deployment processes to best protect California's PSAPs, large geographic area, and large population from issues that could occur in the operation of NG 9-1-1. With the completion of the procurements, Cal OES can then establish a firm timeline and cost for the full rollout of NG 9-1-1 services to all public safety answering points in California. Cal OES encourages the existing regional service providers to compete in the procurement.

Once the interim contract and competitive procurements are complete, refined cost estimates and schedules will be possible and more planning details can be filled out.

PHASE 2

Once a statewide service provider is in place, the Implementation Plan will enter Phase 2. Phase 2 encompasses the actual deployment of NG 9-1-1 to all PSAPs in California. Phase 2 of the implementation involves: 1) migrating all 9-1-1 services to the statewide service provider; and 2) ensuring the migration process is improved and simplified.

Migrating All 9-1-1 Services to the RFP-selected Statewide Service Provider

With the execution of the new contracts, all PSAPs will transition onto the NG 9-1-1 network with the support of transitional elements. Any additional buildout of the NG 9-1-1 network will be coordinated by Cal OES with the selected service provider. With the new design, PSAP migrations will be faster and less cumbersome while resilience and security will be strengthened. This phase is expected to begin late 2026. With the assistance of the statewide providers, Cal OES will develop further deployment plans and updates as the project proceeds.

Currently, Cal OES is prioritizing the following objectives:

- Utilizing as much of the previous project investment, technology, and progress as possible.
- Ensuring resilience and cyber security in NG 9-1-1 solution
- Beginning the transition of additional PSAPs to the new NG 9-1-1 network by July 2027.
- Retiring one selective router and all legacy services related to that selective router by the end of 2027.
- Completing the transition of all PSAPs to the new NG 9-1-1 network by June 2030.
- Retiring all components of the legacy 9-1-1 system by July 2030.

Ensuring the Migration Process is Improved and Simplified

Easing Burdens to PSAPs

The previous NG 9-1-1 implementation process was highly impactful to PSAPs. To ease the burdens, Cal OES will employ transitional elements comprised of technology components and deployment processes to simplify the dispatchers' work processes. The transitional elements will deliver both legacy and NG 9-1-1 calls to the PSAP in the same manner, simplifying the operational environment for the PSAP call-taker and enhancing the call-takers' ability to provide service

to the public. Call-takers will be able to focus on their duties rather than the technical mechanisms used to deliver 9-1-1 traffic. The use of transitional elements is considered a best practice in the industry and is specifically identified as a transition tool in the NENA i3 standards, which sets forth the NG 9-1-1 standards.

Furthermore, under the previous approach, PSAPs had to be migrated in groups that transfer calls amongst each other. With the introduction of transitional elements, PSAPs will be able to individually migrate to the NG 9-1-1 network and still transfer to, or receive transfers from, other PSAPs that have not migrated. The impact of this improvement alone is substantial. Under the old design, there was virtually no way to migrate PSAPs in large urban areas, such as Los Angeles or San Francisco, without significant risk of service disruptions.

Improving Support Processes

To simplify operations for PSAPs, Cal OES will institute a single point of contact for all NG 9-1-1 support issues. The support contact will engage and coordinate all appropriate parties for troubleshooting and resolution to expedite resolutions and enhance PSAP service to the public.

Improving Technical Operations

Under the statewide design, all phone providers, also called originating service providers (OSPs), will connect to the same statewide NG 9-1-1 provider, allowing all NG 9-1-1 calls to be delivered by one entity. Under the regional design, some entities connected directly to the regional providers, while others connected to the statewide provider. This configuration was difficult for Cal OES to monitor and to manage.

Solution Testing

During the transition from the current NG 9-1-1 design to the new design, Cal OES will coordinate testing in the PSAPs with the statewide provider to ensure NG 9-1-1 calls are delivered successfully. Because of improvements in the design, PSAPs will not need to repeat the testing for each carrier or the backup provider.

PHASE 3

Phase 3 of the implementation decommissions the legacy 9-1-1 system and completes the transition from legacy 9-1-1 to NG 9-1-1 for California.

Decommissioning Legacy 9-1-1

As transitioning PSAPs to the NG 9-1-1 system concludes, the legacy 9-1-1 system will no longer be needed. Cal OES plans to begin the decommissioning quickly,

with full legacy decommission occurring after all public safety answering points are moved to NG 9-1-1.

Under the legacy 9-1-1 system, public safety answering points are connected to local hubs called legacy selective routers. The legacy 9-1-1 system contains 45 legacy selective routers. Portions of the legacy 9-1-1 system and some of the legacy selective routers will exist until every public safety answering point has transitioned to the NG 9-1-1 system.

NG 9-1-1 Cost and Schedule

As Cal OES evaluated potential paths forward, significant focus was given to the overall cost of operating the legacy 9-1-1 system and completing the migration to NG 9-1-1. The NG 9-1-1 deployment schedule and deployment approach are significant cost drivers. Deployment approach includes the number of concurrent PSAP deployments, the number of phone carriers involved for specific PSAPs, and training among other considerations.

The schedule and cost will be finalized during execution of new NG 9-1-1 contracts.

Upcoming Milestones

Feb. 2026	Execution of interim contract
March 2026	Release of RFPs for NG 9-1-1 providers and full implementation
May 2026	Migration of PSAPs for interim period (from Regional Providers to the statewide NG 9-1-1)
Fall 2026	Award for long-term contracts
Fall 2026	NG 9-1-1 Deployment Planning
Spring 2027	All Regional Provider services ended
Summer 2027	Begin statewide deployment with long-term providers