



Next Generation 9-1-1 Transition

WHAT TO KNOW

The California Governor's Office of Emergency Services (Cal OES) is updating the state's strategy to transition California from the long-standing legacy 9-1-1 system to the modern Next Generation 9-1-1 (NG 9-1-1) network. In early 2026, Cal OES will move 9-1-1 call centers, also known as public safety answering points (PSAPs), currently using the regional NG 9-1-1 network to a statewide network while a long-term provider is selected by late 2026.

California's NG 9-1-1 system must be reliable, intuitive, and modern. The NG 9-1-1 Implementation Plan will reduce disruptions at PSAPs, so people can reach help quickly when they need it most. Approximately \$450 million has been invested so far, funding key statewide infrastructure milestones including new hardware and software, electrical work, trenching for underground fiber-optic lines, and NG 9-1-1 system operations. This serves as a strong base as more PSAPs join the NG 9-1-1 network over the next few years, leading to a dependable, top-tier statewide network by 2030.

IMMEDIATE SUPPORT FOR LOCAL 9-1-1 DISPATCH CENTERS

9-1-1 PSAPs already receiving voice calls on the NG 9-1-1 network will move to the statewide service provider within the next 90 days. The statewide service provider will upgrade equipment at PSAPs as new locations transition.

DEDICATED FUNDING KEEPS 9-1-1 READY

California's NG 9-1-1 project is primarily paid for through a dedicated surcharge added to phone and wireless bills.

CALIFORNIA'S COMMITMENT TO DEPENDABLE, TOP-TIER TECHNOLOGY

Through a three-phase rollout, Cal OES is working to make sure NG 9-1-1 is reliable, connected, and ready for modern emergency communication.

ADVANCING THE FUTURE OF 9-1-1

California is taking the next step in 2026 to begin the contracting process for a long-term network service provider.

Additional details can be found in the 2025 Next Generation 9-1-1 Transition Plan [here](#) and the Next Generation 9-1-1 Implementation Plan [here](#).