Next Generation 9-1-1 Transition

PROJECT TIMELINE OVERVIEW

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 technology. The timeline below shows what has already occurred, what is happening now, and what communities can expect next.

2010 – 2018
PLANNING AND DEVELOPMENT

- Since publishing the NG 9-1-1 Roadmap in 2010, Cal OES has worked with vendors to transition from a legacy 9-1-1 system to a modern NG 9-1-1 system.

2019 – 2024
UPGRADED STATEWIDE INFRASTRUCTURE

- Cal OES transitioned 23 public safety answering points (PSAPs) to receive live voice calls from the NG 9-1-1 regional networks. Cal OES has also completed statewide infrastructure upgrades, including new hardware and software, electrical work, trenching for underground fiber-optic lines, and NG 9-1-1 system operations.

- In early 2025, Cal OES paused moving more PSAPs onto the NG 9-1-1 network to review and improve the rollout.

PHASE 1
CURRENT STATUS ▶ TRANSITION TO A SHORT-TERM SYSTEM (TARGETING MID-2026)

- Taking advantage of infrastructure already in place, Cal OES is using a short-term contract for a statewide NG 9-1-1 network provider until a long-term provider is selected.

- Cal OES will move the PSAPs currently using the regional NG 9-1-1 network to the statewide NG 9-1-1 network.

PHASE 2
IMPLEMENTING A LONG-TERM SOLUTION (TARGETING LATE 2027)

- In partnership with California Department of Technology, Cal OES will choose a long-term service provider through a competitive process to complete the statewide rollout.

PHASE 3
RETIRING LEGACY 9-1-1, MOVING TO THE NG 9-1-1 STATEWIDE NETWORK (TARGETING 2029)

- When complete, the NG 9-1-1 network project will deliver a reliable, modern NG 9-1-1 system to Californians.

COMPLETION

- A fully tested, reliable NG 9-1-1 system by 2030