

GAVIN NEWSOM  
GOVERNOR

NANCY WARD  
DIRECTOR



July 10, 2024

Don Ferguson  
NGA 911, LLC  
8383 Wilshire Blvd.  
Suite 800  
Beverly Hills, CA 90211

Subject: Notice of Contractor Performance Failures

Mr. Ferguson:

The purpose of this letter is to inform NGA 911, LLC of its failure to meet the 99.999% objective to deliver 9-1-1 call routing. Service Level Agreement (SLA), as articulated in contract 6060-2019 (Central Region Next Generation 9-1-1 Service Provider) with the California Governor's Office of Emergency Services (Cal OES), Section 32.7 SLA NG Core Services – Routing Failure, requires NGA 911, LLC to achieve delivery of greater than 99.999% for each month.

Tuolumne County Sheriff's Department is receiving phantom 9-1-1 calls due to inaccurate call routing. When Tuolumne County Sheriff's Office receives an abandoned 9-1-1 call, a call-back is initiated, per Public Safety Answering Point (PSAP) policy. Every time the PSAP attempts this action, the call lands at another 9-1-1 dispatch workstation internally, rather than at the number that made the abandoned call.

The measurement method for SLA 32.7 is to ensure that 99.999% of all calls are routed to the correct PSAP. For these abandoned calls, the Next Generation Core Service (NGCS) is failing to select the correct, preferred PSAP for the call, because they should not even be sent to a PSAP. These abandoned calls should be sent to an external phone number, but instead are incorrectly routed back to the PSAP.

Contract 6060-2019 SLA 32.7 identifies that a failure to meet the 99.999% call routing objective shall result in a 25% credit/or adjustment of the Total Monthly Recurring Cost (TMRC) of NG9-1-1 Core Service. Therefore, NGA 911, LLC must remit a credit for \$112,500.00, for the month of June. This SLA will continue each month, until NGA can restore service, with the next



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consecutive month resulting in a 50% TMRC credit of the NGCS and the next month, and all subsequent months resulting in a 100% TMRC credit, and an additional \$50,000.

Cal OES is confident that NGA 911, LLC will honor these commitments, however, if these lapses are not remedied or if there are future concerns, Cal OES will have no choice but to pursue any and all remedies available under the contract, including but not limited to potential termination of the contract.

Please contact me to discuss the credit referenced above and an immediate solution to address this performance failure. You may contact me at [budge.currier@caloes.ca.gov](mailto:budge.currier@caloes.ca.gov) or (916) 894-5150.

Sincerely,

DocuSigned by:  
  
418B3254F64F423...

Budge Currier, ENP  
Public Safety Communications, Assistant Director