



August 1, 2025

VIA E-MAIL ONLY:

Donald Ferguson
Don@nga911.com
8383 Wilshire Blvd., Suite 800
Beverly Hills, CA 90211

Re: Problem Notification

Dear Donald Ferguson,

This letter serves as the California Governor's Office of Emergency Services' (Cal OES) problem notification of NGA 911, LLC's (NGA) failure to meet the terms of contract number 6150-2020.

On July 14, 2020, NGA contracted with Cal OES to allow public safety answering points (PSAPs) throughout California to procure call processing equipment (CPE) to deliver 9-1-1 traffic.

In February 2023, NGA's CPE went live at PSAP Desert Hot Springs Police Department (DHSPD). It immediately became apparent that 9-1-1 calls that were disconnected before being answered by the PSAP were not displaying for dispatchers. A workaround using third party technology was immediately implemented. NGA was promptly notified of the problem.

On April 2, 2024, NGA's CPE went live at PSAP Wasco Police Department (WPD). WPD experienced the same problems as DHSPD. The same workaround was implemented. Again, NGA was notified of the problem.

On November 15, 2024, Cal OES advised NGA that its lab validation of the CPE was being removed. NGA was informed that its CPE would need to be successfully retested and validated before being sold to, or installed at, other PSAPs.

On June 11, 2025, NGA deployed a patch to attempt to correct the issue. Unfortunately, the patch reintroduced previously resolved issues that were identified by the PSAP, which include CPE position crashing, the PSAP being unable to conference call with an administrative line, and



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dispatcher login credential issues. To date, the issues have not been resolved.

Pursuant to section 8, paragraph 3, of the contract, the CA 9-1-1 Branch, in partnership with the PSAP, determines the adequacy of all work performed and all products installed by the Contractor. It has been determined that NGA's CPE is not performing to the following required technical specifications:

21.2.20 - Any CPE system failure within an active operational component shall result in no loss of service or capability.

21.2.33 - CPE shall provide local conferencing consisting of six (6) or more internal and/or external parties (including originator). The system's conferencing functionality shall allow the conference call to continue when the originating calling party disconnects.

21.2.35 - CPE shall provide speed dial functionality for both hold conference and no-hold conference for 9-1-1 calls as well as non-emergency calls.

21.2.25 - CPE shall provide abandoned call detail.

21.2.29 - CPE shall provide complete call progress detection including but not limited to idle, ringing, dial tone, ring back, and busy.

It is imperative that NGA resolve these issues as quickly as possible. In accord with section 8, paragraph 3, subparagraph a, NGA shall, within five (5) State business days after this notification, respond to the CA 9-1-1 Branch by submitting a corrective action plan to address each and every specific inadequacy and failure identified herein. Please include a timeline for resolution of the issues.

Within five (5) State business days of receiving the corrective action plan, Cal OES will notify the Contractor as to whether its proposed corrective action plan is accepted or rejected.

While Cal OES believes NGA will diligently work to resolve this issue, failure to promptly resolve the problems or submit an acceptable corrective action plan, may result in Cal OES taking additional action, including, but

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not limited to, canceling all pending orders from PSAPs, seeking credits on behalf of the impacted PSAPs, or terminating the contract.

If you have any questions regarding this notice, you may contact me at paul.troxel@caloes.ca.gov or (916) 894-5017.

Sincerely,

Paul E. Troxel, ENP
9-1-1 Emergency Communications Branch Manager