

From: [Troxel, Paul@CalOES](mailto:Troxel.Paul@CalOES)
To: [Carlberg, Janeen@CalOES](mailto:Carlberg.Janeen@CalOES)
Subject: Fw: Notice of Rejection of Corrective Action Plan
Date: Monday, August 18, 2025 8:18:35 AM
Attachments: [Outlook-fpdo2vaw.png](#)

Good morning, do you have a few minutes to discuss?

Paul E. Troxel, ENP
9-1-1 Branch Manager
9-8-8 Systems Director
California Governor's Office of Emergency Services
CA 9-1-1 Emergency Communications Branch
601 Sequoia Pacific Blvd. MS-911
Sacramento, CA 95811
Office Phone (916) 894-5017
Cell Phone (916) 508-4700
www.caloes.ca.gov/911



[Book time to meet with me](#)

From: Don Ferguson <don@nga911.com>
Sent: Saturday, August 16, 2025 6:06 AM
To: Troxel, Paul@CalOES <Paul.Troxel@CalOES.ca.gov>
Cc: Mattson, Andrew@CalOES <Andrew.Mattson@CalOES.ca.gov>; Doukakos, Theodore@CalOES <Theodore.Doukakos@CalOES.ca.gov>; Barbara Winn <barb.winn@nga911.com>; jennifer <jennifer@nga911.com>; michelle <michelle@nga911.com>; Emily Klahn <emily.klahn@nga911.com>
Subject: Re: Notice of Rejection of Corrective Action Plan

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Paul,

We thought we understood the initial request for a Corrective Action Plan from Cal OES, but based on this Rejection of the Corrective Action Plan, it is clear to NGA that we do not understand what exactly Cal OES is seeking here, so we seek additional clarity.

We thought our Corrective Action Plan presented how the discrepancies will be resolved and the associated timeline.

Please note that we did have follow up questions in our Correct Action Plan. These follow up questions were intended to confirm our understanding of these discrepancies Cal OES has identified. We found no clarifications to our questions in the Rejection to Corrective Action, so in order to ensure we provide a Corrective Action Plan that is aligned with Cal OES's expectations, we seek additional clarification.

Can we have a follow up discussion or memorandum that answers the questions we have submitted in our Corrective Action Plan?

Thanks,

Don

On Fri, Aug 15, 2025 at 11:34 AM CalOES CA911Branch <CA911Branch@caloes.ca.gov> wrote:

Mr. Ferguson,

Please see the attached letter. For any questions contact Paul Troxel at paul.troxel@caloes.ca.gov, or by phone at 916-894-5017. Thank you, and have a great day.

--

Don Ferguson
Chief Executive Officer

NGA 911, LLC

213-284-1480

Don@NGA911.com

www.NGA911.com

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