

From: [Troxel, Paul@CalOES](mailto:Troxel.Paul@CalOES)
To: [don](#)
Cc: [Mattson, Andrew@CalOES](mailto:Mattson.Andrew@CalOES); [Doukakos, Theodore@CalOES](mailto:Doukakos.Theodore@CalOES); [Barbara Winn](#); [jennifer](#); [michelle](#); [Emily Klahn](#)
Subject: Re: Notice of Rejection of Corrective Action Plan
Date: Monday, August 18, 2025 3:58:51 PM
Attachments: [Outlook-bmlsa1er.png](#)

Don,

The California Governor's Office of Emergency Services (Cal OES) received your e-mail dated August 16, 2025, which requests clarification about expectations for the corrective action plan. This e-mail seeks to provide guidance.

While NGA's corrective action plan insists that its CPE is "fully compliant with contractual and technical requirements" (NGA Corrective Action Plan, section 1, paragraph 2), Cal OES disagrees. NGA's corrective action plan was rejected for several reasons, including the following:

- NGA incorrectly states that Cal OES has "blocked deployment" of a "prior patch to improve visibility" of abandoned calls. (NGA Corrective Action Plan, section 1, paragraph 2.)
- NGA incorrectly states that deployment of a patch to meet local conferencing requirements was stalled "solely due to Cal OES's 'no-patch' directive." (NGA Correction Action Plan, section 1, paragraph 2.)
- NGA denies a CPE system failure, despite acknowledging what it reframes as "feature-level disruptions," and instead claims without support that legacy providers and OSPs are to blame. (NGA Correction Action Plan, section 1, paragraph 2.)
- NGA insists that speed dial functionality existed, but admits it required "final configuration." (NGA Correction Action Plan, section 1, paragraph 2.)

Please be aware that Cal OES did not institute a "block deployment" of fixes or institute a "no-patch policy." Rather, Cal OES understands that public safety answering points (PSAPs) Wasco Police Department (WPD) and Desert Hot Springs Police Department (DHSPD) directed that no further updates be attempted after experiencing a multitude of problems which worsened after patches were introduced. It is Cal OES's understanding that these PSAPs have since decided to have NGA's CPE replaced altogether.

As NGA is aware, the validation of its CPE was suspended by Cal OES on November 15, 2024. It is imperative that all issues with CPE be resolved in lab environment, not at the PSAPs themselves. In order to remain an authorized CPE vendor for California PSAPs, NGA's corrective action plan must state how all outstanding issues will be addressed and resolved in the lab environment. Cal OES looks forward to NGA then resubmitting its CPE to Cal OES for further testing and laboratory validation. Additionally, Cal OES reminds NGA any updates to the NGA Cloud CPE and testing conducted shall not impact the production environment.

In the meantime, please submit a revised corrective action plan explaining the steps NGA has taken, or will take, to identify root causes of all problems identified to date, the plan to solve the problems, and a timeline stating when resolution of each issue is expected. Please submit the revised corrective action plan to Cal OES no later than the close of business on **Thursday, August 21, 2025**.

If you would like to discuss these matters further, please do not hesitate to contact me.

Sincerely,

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
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[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

This Message is From an External Sender

This message came from outside your organization.

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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