



## NG 9-1-1 History of Regional Implementation Challenges

The following timeline is a list of major events and challenges in the regional implementation of NG 9-1-1. The list is a summary and not all-inclusive of issues and concerns raised over time.

**NGCS** – Next Generation Corp Services (network system)

**CPE** – Call Processing Equipment (phone equipment)

**Trouble ticket** – Formal reports of issues ranging from a broken piece of equipment to total system failure

- 2015** Government Code section 53121 gives the California Governor's Office of Emergency Services (Cal OES) to "develop a plan and timeline of target dates for the testing, implementation, and operation of a Next Generation 911 emergency communication system, including text to 911 service, throughout California."
- 2017** Cal OES announces a plan for transitioning from the legacy 911 system to a new Next Generation 911 (NG 911) network using an internet protocol-based network that integrates current and emerging technologies. **NGCS**
- 2019** Cal OES adopts a regional approach to implement NG 911 which calls for the state to be divided into four regions — Northern, Central, Los Angeles, and Southern — with independent service providers implementing NG 911 in each region and one provider implementing NG 911 statewide. **NGCS**
- JUNE 2019** Tariff schedules filed with NG911 network service providers with California Public Utilities Commission for NG 911 services. **NGCS**
- AUGUST 20, 2019** Cal OES enters into four contracts with regional network service providers (RNSPs) and one contract with a prime network service provider (PNSP) for NG 911 network services. **NGCS**
- JANUARY 17, 2020** Cal OES sends initial problem notification letter to Atos re: text to 911 and other issues. **NGCS**
- JULY 2020** Cal OES enters into multiple contracts with call processing equipment (CPE) vendors allowing PSAPS throughout California to procure equipment. **CPE**
- APRIL 30, 2021** Cal OES sends NGA 911, LLC an initial [problem notification letter](#) re: network not meeting NENA i3 requirements, including problems with transport layer security and ensuring cyber-secure call routing, the inability to transfer calls to the public switched telephone network (PSTN) and the delayed implementation of location database (LBD). **NGCS**
- JUNE – AUGUST 2021** Atos requests payment of full monthly recurring costs. Cal OES requires demonstrated proficiency with all technical requirements first. **NGCS**

**DECEMBER 2021 –  
AUGUST 2022**

Tuolumne County Sheriff’s Office surmises there were at least six major failures in six months (Feb ’22 – July ’22), including, but not limited to, carriers being unable to connect to 911 for up to 12 hours, the inability to transfer calls between PSAPs, calls dropping, location data not being delivered with calls, call routing issues with calls coming in from various parts of the state, and service provider, **NGA 911, LLC**, being unable to detect outages and disruptions and proposing dispatchers periodically make test calls to determine if the NG 911 system was working properly. **NGCS**

**DECEMBER 2021**

Tuolumne County Sheriff’s Office goes live with NG911 using the **NGA 911, LLC** network. **NGCS**

**DECEMBER 2021 –  
AUGUST 2022**

Tuolumne County Sheriff’s Office surmises there were at least six major failures in six months (Feb ’22 – July ’22), including, but not limited to, carriers being unable to connect to 911 for up to 12 hours, the inability to transfer calls between PSAPs, calls dropping, location data not being delivered with calls, call routing issues with calls coming in from various parts of the state, and service provider, **NGA 911, LLC**, being unable to detect outages and disruptions and proposing dispatchers periodically make test calls to determine if the NG 911 system was working properly. **NGCS**

**FEBRUARY 10, 2022**

During migration testing at Tuolumne County Sheriff’s Office and Sonora Police Department, it is revealed that the CPE (Intrado **VIPER** solution) was not displaying some location data. **CPE**

**MARCH 30, 2022**

Cal OES sends an [initial problem notification](#) to AT&T (Intrado **VIPER** solution) re: failure to display location data at Tuolumne County Sheriff’s Office and Sonora Police Department. **CPE**

**JUNE 9, 2022**

Cal OES sends two initial problem notification letters to **NGA 911, LLC** re: required completion of development, testing and change control process to comply with the interface control document (ICD) for [location delivery](#). One letter was for the Los Angeles Region and one was for the Central Region. **NGCS**

**JULY 2022**

Cal OES enters into contracts for the procurement of call processing equipment (CPE) to deliver 9-1-1 traffic. **CPE**

**FEBRUARY 2023**

Desert Hot Springs Police Department (DHSPD) goes live with new CPE from **NGA 911, LLC**. 911 calls that were disconnected before being answered by the PSAP are not displaying for dispatchers. A workaround was immediately implemented that required dispatchers to use third party technology. **NGA 911, LLC** is notified of the problem and indicates it is working on a solution. **CPE**

**SEPTEMBER 12, 2023**

Cal OES sends an initial [problem notification letter](#) to **Atos** re: not being ready for PSAP testing. **NGCS**

**NOVEMBER 25, 2023**

Multiple PSAPs in the Central Region (**NGA 911, LLC**), beginning with Bakersfield Police Department, experience no location data being delivered with the calls. Manual failover initiated. Location data restored. **NGCS**

**FEBRUARY 5 – 6, 2024**

California Highway Patrol Stockton Area experiences location data not being delivered with calls. Calls were rerouted to alternate answer (“alt answer”), wherein calls are sent to a backup PSAPs. However, alt answer could not be disengaged by the service provider. Alt answer had not been engaged because **NGA 911, LLC** had cut over towers without informing **Atos**. **NGCS**

<b>APRIL 2, 2024</b>	Wasco Police Department (WPD) goes live with new CPE from <b>NGA 911, LLC</b> . WPD experiences the same problems as DHSPD [see 2/2023]. The same workaround is used. <b>NGA 911, LLC</b> is again notified of the problem. <b>CPE</b>
<b>MAY 1, 2024</b>	Testing at California Highway Patrol Bakersfield reveals <b>NGA 911, LLC</b> did not implement Cal OES requests to make standardized changes to ensure proper functionality between the <b>Atos</b> network and the <b>NGA 911, LLC</b> network. <b>NGCS</b>
<b>JUNE 20, 2024</b>	Tuolumne County Sheriff's Office experiences a network problem ( <b>NGA 911, LLC</b> ). When a call-back is initiated by a dispatcher to a 911 caller whose call did not initially connect (such as a hang-up or other disconnect before answer), the call-back lands at another dispatch workstation within the PSAP rather than connecting to the caller. The <b>NGA 911, LLC</b> network did not properly fail over to the prime network provider. PSAP experiences an outage. <b>NGCS</b>
<b>JUNE 26, 2024</b>	Cal OES sends <b>NGA 911, LLC</b> (NGA) a <a href="#">letter confirming that the Atos network</a> connectivity to NGA's CPE is resolved and NGA must install all CPE installation within the Central and Los Angeles Regions within 90 days. <b>CPE</b>
<b>JULY 10, 2024</b>	Cal OES sends an <a href="#">initial problem notification</a> to <b>NGA 911, LLC</b> re: network failing to properly route Tuolumne County Sheriff's Office call-backs [see 6/20/2024]. <b>NGCS</b>
<b>JULY 17, 2024</b>	Cal OES sends an <a href="#">initial problem notification</a> to <b>NGA 911, LLC</b> re: failure to provide a root cause analysis report for Tuolumne County Sheriff's Office outage of 6/20/2024. <b>NGCS</b>
<b>AUGUST 19, 2024</b>	NGCS contracts expire. Going forward, NGCS are provided pursuant to tariffs. <b>NGCS</b>
<b>NOVEMBER 15, 2024</b>	There is still no fix for the DHSPD and WPD CPE issues [see 2/2023 and 4/2/2024]. Cal OES advises <b>NGA 911, LLC</b> that its lab validation for its CPE solution is being withdrawn, and the CPE must be retested before it can be sold or installed at any other PSAPs. <b>CPE</b>
<b>NOVEMBER 20, 2024</b>	9-1-1 Advisory Board Meeting: Cal OES states pre-migration testing is paused as Cal OES works on revalidating network performance. Migrations are "on hold" while Cal OES conducts a network analysis. Board members raise concerns that the media has highlighted problems with NGCS which they were not aware of. <b>NGCS</b>
<b>FEBRUARY 19, 2025</b>	911 Advisory Board Meeting: Cal OES states a consultant was brought in to aid in the review of the NG 9-1-1 project. <b>NGCS</b>
<b>APRIL 10, 2025</b>	Imperial County Sheriff's Department reports receiving intermittent 911 call delivery. A software patch resolves the issue. However, subsequent testing reveals that calls in alt answer cannot be transferred and were being dropped. Southern Region was transitioned to the <b>Atos</b> network. <b>RNSP Lumen</b> immediately engaged and prepared a fix, but because <b>Atos</b> service was successfully delivering calls without issue, the fix was not deployed. <b>NGCS</b>
<b>MAY 2025</b>	Cal OES reviews trouble tickets from Desert Hot Springs Police Department and Wasco Police Department and finds approximately <b>300 trouble tickets</b> were opened between 2/22/23 – 4/10/25, of which 17 incidents were categorized as critical importance and 99 were categorized as high importance. <b>CPE</b>
<b>MAY 14, 2025</b>	911 Advisory Board Meeting: Cal OES states that migration of PSAPs to NGCS is still paused. An interim plan is being developed. A Request for Proposal (RFP) is targeted for the end of 2025. Transitional elements will be introduced. Russ Nichols addresses findings from review of NG 9-1-1 project. <b>NGCS</b>

<b>MAY – JUNE 2025</b>	Southern Region and Los Angeles Region failed over to Atos [see 4/10/2025]. <b>NGCS</b>
<b>JUNE 11, 2025</b>	<b>NGA 911, LLC</b> deploys a patch to fix CPE problems at DHSPD and WPD, but the patch creates more issues [see 2/2023, 4/2/2024, and 11/15/2024]. <b>CPE</b>
<b>JUNE 20, 2025</b>	Letter from Cal OES to NGCS service providers noting shift from regional configuration to statewide configuration of the NG 911 network. <b>NGCS</b>
<b>JULY 8, 2025</b>	Cal OES sends an initial <a href="#">problem notification letter</a> to AT&T (Carbyne solution) re: graphical user interface (GUI) issue. <b>CPE</b>
<b>JULY 15, 2025</b>	DHSPD cancels its CPE order with <b>NGA 911, LLC</b> and asks that the system be replaced with different CPE [see 2/2023, 11/15/2024 and 6/11/2025]. <b>CPE</b>
<b>JULY 16, 2025</b>	Cal OES sends RNSPs an e-mail advising them not to renew or extend any circuit contracts and to plan to decommission all but one circuit. <b>NGCS</b>
<b>JULY 22, 2025</b>	WPD cancels its CPE order with <b>NGA 911, LLC</b> and asks that the system be replaced with different CPE [see 4/2/24, 11/15/2024 and 6/11/2025]. <b>CPE</b>
<b>AUGUST 1, 2025</b>	Cal OES sends an initial <a href="#">problem notification letter</a> to <b>NGA 911, LLC</b> re: CPE issues at DHSPD and WPD [see 2/2023, 4/2/2024, 11/15/2024, and 6/11/2025]. <b>CPE</b>
<b>AUGUST 20, 2025</b>	9-1-1 Advisory Board Meeting: Cal OES discusses reconfiguring the NG911 network. Atos will be used to replace the complex network design that originally had multiple networks. Transitional elements will be introduced. <b>NGCS</b>
<b>AUGUST 21, 2025</b>	<b>NGA 911, LLC</b> agrees to submit its CPE for Cal OES lab validation by 8/26/2025. <b>CPE</b>
<b>AUGUST 25, 2025</b>	Central Region PSAPs, including those in Kern, Fresno and San Luis Obispo Counties, experience phone number and location data not being delivered with calls. This was caused by human error when <b>NGA 911, LLC</b> conducted unplanned maintenance and someone accidentally deleted a necessary configuration file. <b>NGCS</b>
<b>AUGUST 26, 2025</b>	<b>NGA 911, LLC</b> 's CPE solution is scheduled to undergo Cal OES lab validation testing. <b>NGA 911, LLC</b> does not proceed with testing as planned. <b>CPE</b>
<b>SEPTEMBER 12, 2025</b>	DHSPD experiences CPE issues ( <b>NGA 911, LLC</b> solution) wherein dispatchers were logged out of the system due to a server maintenance issue [see 2/2023, 11/15/2024, 6/11/2025, and 7/15/2025]. <b>CPE</b>
<b>OCTOBER 2025</b>	Multiple PSAPs in Tuolumne County, Kern County and Mono County, including CHP sites, experience failed transfers and the inability to activate alternate answer. <b>NGA 911, LLC</b> 's attempted fixes cause additional issues. <b>NGCS</b>
<b>OCTOBER 1, 2025</b>	Cal OES notifies <b>NGA 911, LLC</b> their CPE is being taken off of the approved vendor list until they can pass lab validation, including text to 911 [see 2/2023, 4/2/2024, 11/15/2024, 6/11/2025, 7/15/2025 and 7/22/2025]. <b>CPE</b>
<b>OCTOBER 28, 2025</b>	CHP requests that the entire Central Region be failed over to the Atos network [see 10/2025]. <b>NGCS</b>

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**NOVEMBER 2025**

Central Region and Los Angeles Region failed over to the **Atos** network. **NGCS**

**MARCH 11, 2026**

Cal OES sends notice of termination for convenience upon thirty (30) days' notice of **NGA 911, LLC's CPE** contract. **CPE**

