



## Next Generation 9-1-1 Transition

### SERVICE PROVIDER ISSUES – NGA 911, LLC

Next Generation 9-1-1 is about helping those on the front lines of public safety to better and reliably serve all Californians in their time of need. The California Office of Emergency Services has worked with several service providers during the initial NG 9-1-1 regional approach and during the transition to the statewide NG 9-1-1 system.

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- NGA 911, LLC disruptions have caused detrimental impacts on both dispatchers working to protect public safety and those calling for assistance.
- In addition to the myriad problems with NGA's network services, the call-processing equipment that public-safety answering points (PSAPs) purchased from NGA proved so problematic that it was unworkable.
- Since 2019, NGA has been paid more than \$110 million by Californians.
- They continue to be paid to this day, even though the company is no longer providing network services in their contracted regions due to deep-seated technical issues that required their services to be failed over to the prime provider.
- NGA has insisted upon receiving full monthly payments for its monthly services, even when not providing service.
- NGA now publicly claims that the regional approach to 911 should be preserved, not because it is what is best for Californians, but because NGA continues to get paid.
- It is no wonder NGA wants to continue to delay the implementation of the transition to the statewide provider.
- NGA has also been removed from the list of approved vendors from which Public Safety Answering Points (PSAPs) or dispatch centers can purchase call-processing equipment.
- The NGA equipment installed in PSAPs caused repeated problems for dispatchers and callers.
- The only PSAPs where NGA's equipment was installed canceled their orders and had the equipment removed.

While we continue to work with NGA in good faith, NGA has not shown that it can resolve the recurring equipment issues or maintain consistent, problem-free network services. Other regional service providers have also had issues that could not be immediately resolved, and short-term failovers have occurred. The difference is that other vendors worked diligently and cooperatively with Cal OES and PSAPs to resolve issues so they can continue to provide the best possible services to Californians.