



RapidSOS 

# Overcoming Outages:

Maintaining 911 Service During Disruptions

APCO Nexus

May 2024



## RapidSOS: 10 Yrs of Building with 911

**540M+**

Devices connected to RapidSOS,  
providing life-saving data

**99.7%**

Portion of U.S. population covered  
by RapidSOS

**21K+**

Agencies using RapidSOS solutions,  
including 16K field agencies

# 911 outages: increasing in scope & frequency

The Washington Post

**Widespread 911 outages hit several states**



**Outages affect 911, non-emergency and county phone calls**

The Verge

**911 outages have become a fact of life – are we even fixing this?**

The New York Times

***Widespread 911 Outages Are Reported in Four States***

NBC NEWS

**Multistate 911 outage shows fragility of systems, experts say**



INDEPENDENT

**Tech company admits to causing widespread 911 outage in three states**

# Overcoming Outages: Maintaining 911 Service During Disruptions



**Edward Parkinson**

President, Public Sector, RapidSOS



**Michael Armitage**

MPA, ENP. Executive Director, Calhoun County  
Consolidated Dispatch Authority



**Catalina Latorre**

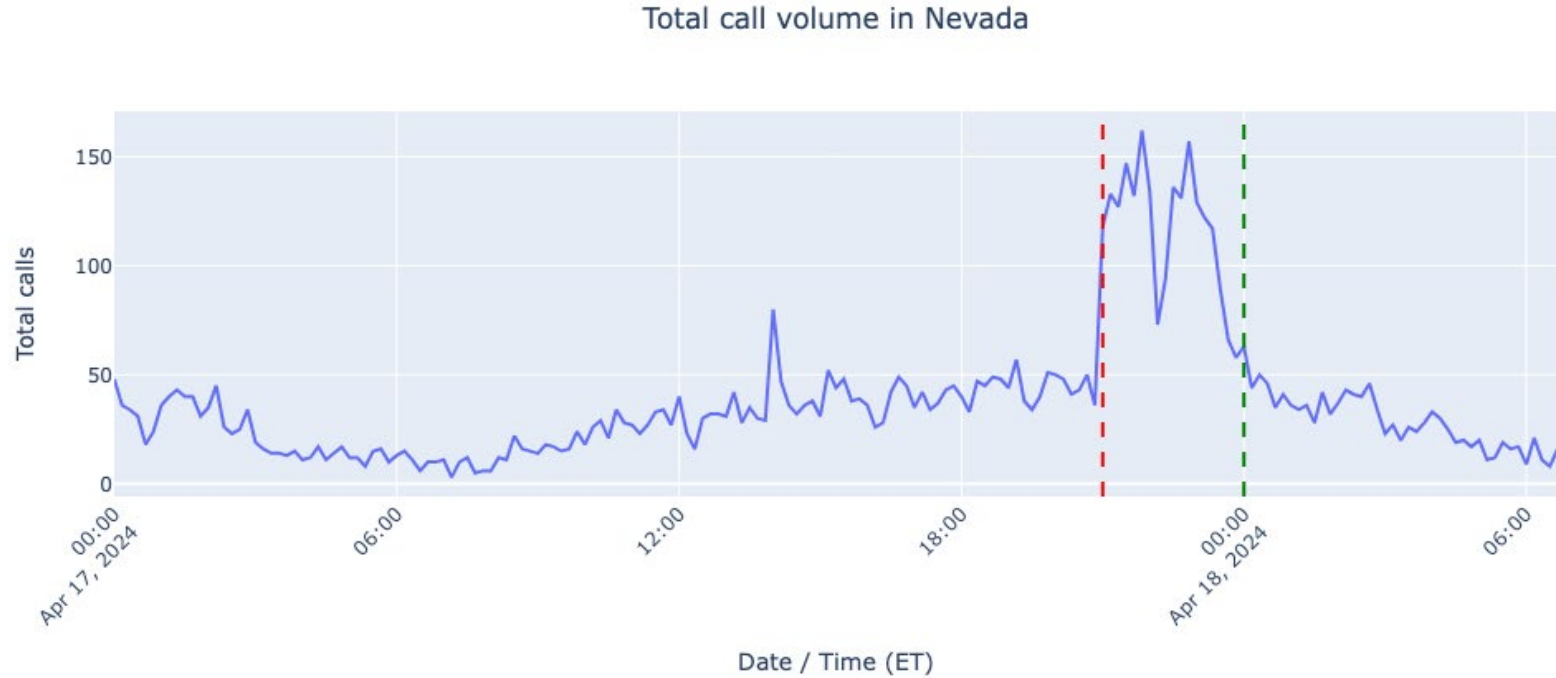
Training Manager, Communications Bureau,  
Las Vegas Metropolitan Police Dept



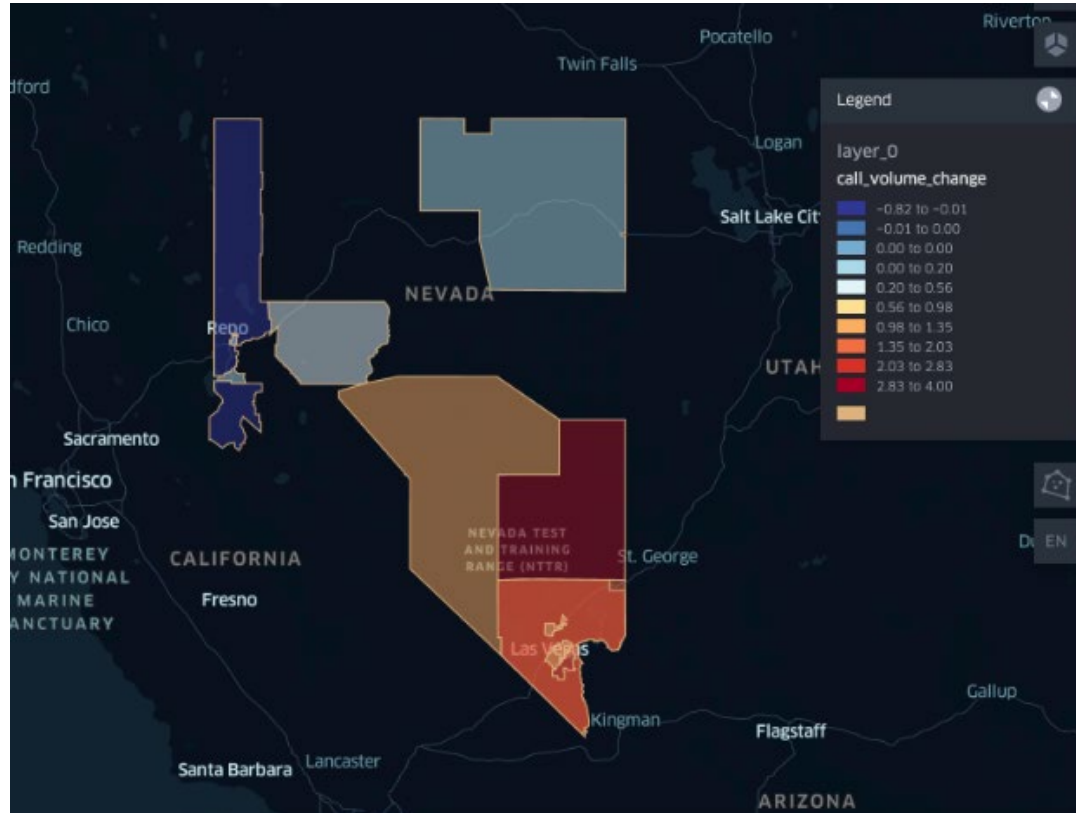
**Dave Sehnert**

Sr. Director, Public Safety Partnerships, RapidSOS

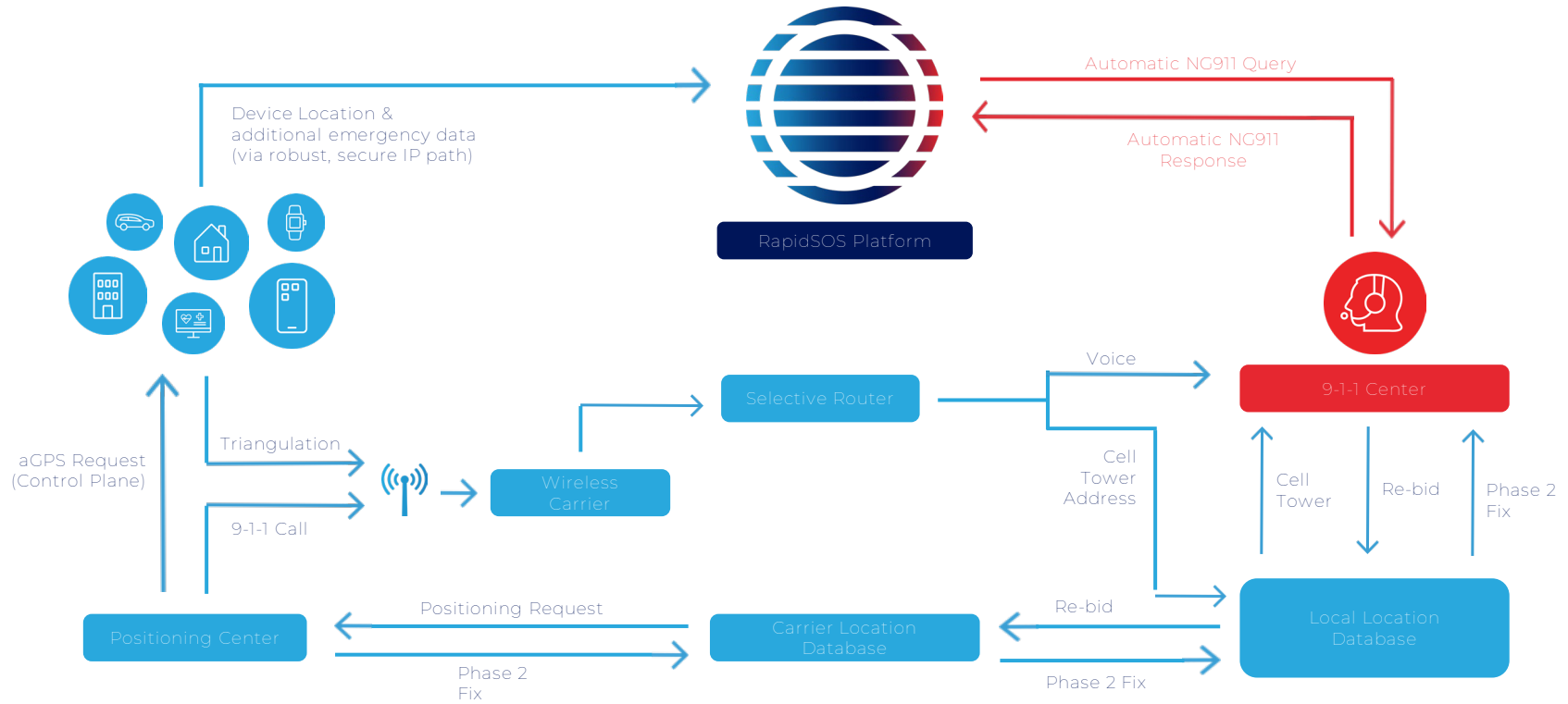
# April 2024 Outage: NV 911 Call Volume



# April 2024 Outage: NV Call Volume



# How 911 Redundancy with RapidSOS Works



*\*This diagram is highly simplified*



# Thank you

for building this with us!





**Ed Parkinson**

President, Public Sector

202-731-8108

[eparkinson@rapidsos.com](mailto:eparkinson@rapidsos.com)

**Dave Sehnert**

Head of Public Safety Partnerships

303-476-0719

[dsehnert@rapidsos.com](mailto:dsehnert@rapidsos.com)

