



## Dickson County, TN Becomes the First County in the U.S. to Offer All Citizens Enhanced Access to Emergency Services

- 240 million<sup>1</sup> 9-1-1 calls are made every year in the U.S.; over 70%<sup>2</sup> are from mobile phones, which fail to provide exact location to emergency dispatchers
- The RapidSOS Haven app represents a transformation in access to emergency services – from a phone call solely dependent on voice to a robust data connection for voice, text, medical/demographic data

### FOR IMMEDIATE RELEASE - Dickson County, TN December 28, 2016.

Dickson County today announced a partnership with RapidSOS, an advanced emergency technology company, to provide citizens of Dickson County with improved access to 9-1-1 emergency services, as well as other features that will improve family safety and connectivity. Residents covered by the partnership will receive 3 years of free access to the RapidSOS Haven app.

The RapidSOS Haven application connects a wireless caller with the correct local dispatch center anywhere in the contiguous U.S., while providing a variety of enhanced data to 9-1-1:

- Precise location
- Emergency type
- Voice and text messages (Haven speaks the text message to the dispatcher)
- Relevant medical and demographic data

RapidSOS was formed after its founding team experienced personal challenges with the dated infrastructure behind 9-1-1. Over the last three and a half years, engineers at RapidSOS developed the Haven technology in close collaboration with the 9-1-1 community.

As part of the collaboration, Dickson County citizens will receive 3 years of free access to the Haven app if they sign up for the app by December 7, 2017 at [www.rapidsos.com/dicksoncounty](http://www.rapidsos.com/dicksoncounty).

“We are thrilled to partner with RapidSOS to provide our citizens with the Haven app,” said 911 Director Paul McCallister. “The faster residents can reach 9-1-1 in an emergency, the faster our wonderful team of 9-1-1 dispatchers will be able to send the appropriate help.”

“We are extremely excited about this partnership,” said RapidSOS co-founder and CEO Michael Martin. “Dickson County makes the safety and security of their citizens a high priority, and we are honored to be the solution they chose to keep all their citizens safe.”

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<sup>1</sup> National Emergency Number Association. <http://www.nena.org/?page=911Statistics>

<sup>2</sup> National 911 Program. *Review of Nationwide 911 Data Collection*. <http://www.911.gov/pdf/current911datacollection-072613.pdf>

The Haven app also helps to improve family connectivity through the Family Connect feature. Family Connect allows users to see the real-time locations of loved ones, check in with them, and even call 9-1-1 on their behalf, transmitting their loved one's location and relevant data directly to the dispatch center closest to them.

The Haven app is available for iPhone and Android devices and works anywhere across the contiguous U.S. and Hawaii, with one touch emergency calling in over 250 countries and jurisdictional territories. For more information about RapidSOS and the Haven app, visit [www.rapidsos.com](http://www.rapidsos.com).

### **About RapidSOS**

RapidSOS was formed in 2012 by a team of M.I.T., Harvard, and Stanford grad students who had personal experiences with the challenges of the existing emergency communication infrastructure. Working closely with the 9-1-1 community, tech and telecom companies, and leading investors, RapidSOS is developing technology to predict and preempt emergencies before they occur, dynamically warn people in harm's way, and ensure that first responders are one touch away globally. Learn more at [www.RapidSOS.com](http://www.RapidSOS.com)

### **Contacts:**

Regina Jaslow  
[rjaslow@rapidsos.com](mailto:rjaslow@rapidsos.com)  
(347) 879-0024

Paul McCallister  
Dickson County 911 Director  
[pmccallister@dicksoncountyttn.gov](mailto:pmccallister@dicksoncountyttn.gov)  
(615) 856-9856