



SHERIFFS GUIDANCE ON 911 SERVICE OUTAGES

July 19, 2024 – (Alexandria, V.A.) – The National Sheriffs' Association (NSA) released the following statement and guidance concerning the problem affecting computing and some cloud-based storage services and reports that it is affecting 911 services.

At this time the NSA has fewer than 5 agencies reporting outages, and in those jurisdictions all emergency services remain viable and are responding to calls for services. We see no broad inability of Sheriff's to receive 911 calls, or respond to needs to emergency support. The "Crowdstrike" failure is not negatively affecting the Nation's dispatch systems. Some reporting implied that CAD and 911 services were affected. We see no evidence of widespread operational disruption.

It is important that any public reporting of outages be specific and clarify what service may not be operational, may be delayed or in some way affected. And we implore local media to check with local agencies before reporting about 911 services which could have an adverse effect on first responding.

The National Sheriffs' Association is one of the largest non-profit associations of law enforcement professionals in the United States, representing more than 3,000 elected sheriffs across the nation, and with a total membership of approximately 10,000 individuals. NSA is dedicated to raising the level of professionalism among sheriffs, their deputies, and others in the field of law enforcement, public safety, and criminal justice. Throughout its eighty-three-year history, NSA has also served as an information resource for all law enforcement, as well as local, state, and federal government agencies.

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