

WHAT HAPPENS WHEN **911** DOESN'T ANSWER



AMERICA'S **INVISIBLE** EMERGENCY

THE HEARTBREAKING STORY
OF CALLS THAT **NEVER REACH HELP**



LEO A. WROBEL | SHARON M. WROBEL

YOU TRUST 911 TO BE THERE. BUT WHAT IF IT NEVER KNEW YOU CALLED?

Every day in America, thousands of people dial 911 expecting help—

but **their calls fail before they ever reach an emergency center.**

No ringing. No answer. No record.

No one knows they called.

This is America's **Invisible Emergency.**

And it could happen to you, or someone you love.

In this groundbreaking book, experts Leo and Sharon Wrobel reveal the **hidden crisis** behind failed emergency calls—and why it's one of the most urgent public safety problems of our time.

THOUSANDS OF
INVISIBLE CALLS.

ZERO ANSWERS.

UNTIL NOW.

INSIDE THIS BOOK, YOU'LL DISCOVER:

- ✓ The stunning truth about why 911 calls fail.
- ✓ Real stories of people who called 911 but never got through.
- ✓ The hidden technology failures, system gaps, and policy blind spots that make 911 calls disappear.
- ✓ Why this crisis puts every American at risk.
- ✓ What is being done right now to finally make every call visible, traceable, and actionable.

THIS ISN'T JUST A BOOK ABOUT TECHNOLOGY.

It's about the moments when help should have arrived—but didn't.

It's about the families left behind.

It's about the emergency no one saw coming.

BECAUSE WHEN 911 DOESN'T ANSWER, EVERYONE IS AT RISK.



If you care about your family, your community, or your own safety, this book will open your eyes and change the way you think about 911 forever.

Awareness today. Accountability tomorrow.

Lives saved because the next call won't be invisible.

LEO WROBEL | SHARON WROBEL

Inventors. Innovators. Advocates for a 911 system that sees every call.

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Five seconds earlier, life is ordinary.
Five seconds later... nothing else matters.

About the Book

Every emergency begins with a single, fleeting moment. The moment an ordinary day becomes anything but ordinary. It can be when a mother cannot wake her baby, or when a husband watches his wife collapse without warning. It can be a driver that smells gasoline inside a crushed automobile. It may be a woman hiding in silence that hears footsteps outside her bedroom door. It can take the form of an elderly man that clutches his chest as pain races down his left arm.

Any life can have an ordinary day that is interrupted without warning. There is no announcement. No countdown. No soundtrack. One moment a family is eating dinner. The next, a child is choking. In the space between two heartbeats ordinary life becomes an emergency.

Five seconds earlier, life is ordinary.

Five seconds later...

nothing else matters.

Now imagine that today is your worst day. Not tomorrow or in the distant future. Right now. The room is suddenly too quiet because someone you love has stopped breathing. Your hands begin to shake. You reach for your phone.

Without thinking you press three numbers. **9-1-1.**

For more than half a century, Americans have believed those three digits represent something close to certainty. Not perfection. Not a 100% guarantee that help will arrive in time. But certainty that someone will know. Someone will answer. Someone will hear.

This belief has become part of the American social contract. Parents teach it to their children. Schools reinforce it. Governments promise it. Emergency responders devote their careers to honoring it.

Three numbers. One promise. 9-1-1.

It may be the most trusted promise in American public life. Think about that. People trust 911 more than airlines. More than banks. More than cell phones. More than almost any institution.

But what happens when this promise is incomplete?

What if help never came because no one knew help was needed?

This is a very different question, and one that most Americans have never considered until it's too late.

People understand hurricanes. They understand tornadoes. They understand earthquakes. They understand that disasters can destroy telephone poles, cellular towers, fiber optic links, and power lines. When the lights go out and the cell towers fall, people know something has happened. Those failures are visible. The more frightening failures are the ones that are *invisible*:

You have four bars on your cell phone. You dial 911. The call appears to connect. Then... nothing. No dispatcher. No police. No ambulance. No fire engine. Sometimes 911 calls can simply disappear. And somewhere inside a modern emergency network, there is no indication that anyone even tried to call.

You are on your own.

At first glance, this sounds impossible. How could someone dial 911 and simply vanish? The answer is uncomfortable because there is no single answer.

Sometimes a wireless carrier fails. Sometimes software fails. Sometimes emergency calls are routed to the wrong city or state. And sometimes, hundreds or thousands of emergency calls simply fail to reach anyone.

Not hypothetically. Not in fiction. Today. In America.

If these incidents were isolated, they would be unfortunate. Regrettably, they are not. Today's communications systems have created new paths to failure that did not exist a generation ago. The more complexities in these systems, the more invisible some of its failures have become.

Emergency technology never been more capable or has it possessed more tools. Yet history teaches us things about technology.

The Titanic was the most advanced passenger ship of its day. The Space Shuttle Challenger represented a pinnacle of American engineering. STS Columbia completed mission after mission before one piece of foam revealed an unseen vulnerability. Complex systems rarely fail because they are primitive. They fail because they contain interactions that no one fully anticipated.

In this book the reader will encounter **ten actual events** out of many thousands that have occurred across the United States involving invisible 911 callers. Some became national headlines. Others were known only to the communities that experienced them.

They are things that can happen to you.

Together, they reveal a pattern, and patterns are the things that change history:

- One airplane crash teaches pilots a lesson. A dozen change aviation.
- A bridge collapse is a travesty. A series of them change engineering.
- A single illness is routine. A pandemic changes medicine.
- An **Invisible 911 Call** is a tragedy. Thousands are a systemic problem.

The book examines these vulnerabilities in detail as a clear and present danger to every public safety system in America.

Summary

Every improvement in public safety has begun with someone recognizing a problem that others first accepted as inevitable: Smoke detectors, seat belts, heart defibrillators, ground-fault circuit interrupters – AND – Next Generation 911. Each innovation began with a simple observation:

"We can do better."

Because the greatest danger to public safety today may be the emergency that we never knew happened.

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