



Lost child found quickly with help from CodeRED notification system

Rapid, reliable notification keeps residents in communication when a child's life could be at stake.

Customer Profile:

Belmont County is located in the state of Ohio and has a population of roughly 70,400 people.

Problem:

When a seven-year-old child went missing and the usual services couldn't quickly find him, authorities wanted to engage residents to help.

Solution:

Using CodeRED, residents were alerted about the missing boy and he was quickly found to be at a neighbor's house, safe and sound.

Benefit:

Emergency responders have a quick and reliable way to target and reach residents who can aid in searches.

A boy goes missing and a search begins

On the night of May 12, 2016 around 6:00pm, authorities in Belmont County, Ohio, received a call about a missing seven-year-old boy in a rural area of the county. The initial report indicated that the child might have been taken by the child's father, who at the time, was residing in a different location. Law enforcement successfully located the child's father after just 15 minutes and determined that the child was not with him. The search widened.

The Problem: Reaching responders in different agencies

Belmont County Fire and emergency medical services (EMS) and utility terrain vehicles (UTVs) from surrounding fire departments were dispatched to assist with the search. When law enforcement, fire and EMS services realized the search of the immediate area was not returning any results, they knew they needed to issue a community alert and expand their search area.

The Solution: CodeRED

A fire chief in one of the local responding fire departments, who also is a supervisor of the County's 9-1-1 system, quickly deployed the CodeRED® Launcher application. This way he was able to send an alert from his tablet while in the fire apparatus helping with the search.

Just seven minutes later, a call was received at the dispatch center from a neighbor who said the child was at his house. The neighbor

was not aware that the boy's family did not know his whereabouts. Units responded to the call and the child was successfully reunited with his family. The family is grateful, and now all families in the county are reassured that there is a system in place in case other residents go missing.

How local government and law enforcement can use CodeRED:

- Keep crisis management plans up-to-date with pre-created notification scenarios identifying key communities to target
- Issue automated emergency alerts that notify civilians in the path of fire, storm or other danger
- Activate evacuation plans and guide and direct residents to safety
- Alert local emergency responders to assist during a disaster

The end result

"While this isn't the first incident of this type that CodeRED has helped in our county, it was one that definitely helped to expedite an end to a very scary situation for the family," said Bryan Minder, ENP director of Belmont County 9-1-1. "CodeRED is an invaluable tool for Belmont County. I can't express how happy we are to use your product."