



## CUSTOMER STORY

# Sheriffs Use OnSolve® CodeRED® to Help in Wildfire Evacuations and to Find Missing People

## Customer Profile

An Arizona county that is often subject to wildfires that can endanger lives and property.

## Problem

When a wildfire erupted, authorities needed a way to alert residents of evacuation and direct them to shelter.

## Solution

Using CodeRED, the county sheriff's office alerted residents about the fire danger, potentially saving lives in the process.

## Benefit

The people of the county can rest assured that they will quickly be provided with critical information when danger threatens.

Rapid, reliable notification keeps lines of communication within communities open in diverse situations.

### A Fire Threatens

A human-caused brush fire began in the county during the late afternoon and soon exploded into burning hundreds of acres, fanned by 20 mph winds. The blaze burned through several structures, a major highway was closed, over 1,000 residents and businesses were without power and the fire threatened communications equipment used by the sheriff's deputies.

### The Problem: Alerting the Community of Danger

The county sheriff's office needed a way to alert and direct entire towns in the vicinity to evacuate. This situation was especially alarming because a few years earlier, a firestorm destroyed more than 100 homes and resulted in the loss of life. No one wanted a repeat performance of that disaster.

## The Solution: OnSolve CodeRED

Using CodeRED, the county sheriff's office was able to alert all citizens quickly. When the fire danger ended, they sent another alert to let everyone know it was safe to return home.

Since that time, the county has experienced more wildfires, as well as missing person incidents, and has successfully used CodeRED to assist a local police agency with evacuations due to another fire bearing down.

One such incident involved a woman with dementia who was reported missing one evening. The local police department used the CodeRED system to alert residents of the missing woman along with her physical description. The system made over 1,500 calls, and the county's search and rescue K-9 team was able to locate the missing woman later that same night.

## 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

The CodeRED system is a year-round, critical resource for the county sheriff's office. Following this wildfire and several other incidents, the sheriff's personnel heard from many of the town's residents who expressed great appreciation for the important notifications from CodeRED.

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