

Meade County, Kentucky

Bridging the gap between dispatch and boots on the ground: how Meade county saved a life with the lightning app

On December 26, 2025, what began as a routine post-holiday morning for first responders in Meade County, Kentucky, rapidly evolved into a critical rescue operation. The Public Safety Answering Point (PSAP) received a 911 report regarding a UTV rider who was injured during an excursion in the remote regions of Otter Creek State Park. Recognizing the dangers posed by the park's isolated and rugged landscape, emergency dispatchers prioritized the immediate location of the missing individual to ensure their safety.

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Customer
Meade County, Kentucky

Industry
Public Safety

Solutions
- RapidDeploy Radius
- RapidDeploy Lightning App

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Background: a call for help from Otter Creek Park

Otter Creek Park offers beautiful, sprawling landscapes, but its rugged terrain can pose serious risks to outdoor enthusiasts. On that late December morning, the Meade County 911 center received a worried call about a UTV rider who was presumed injured, with their whereabouts unknown, after leaving to ride in the remote areas of the park

The telecommunicators at the Meade County 911 center knew they had to mobilize a coordinated response immediately. They gathered whatever information they could from the caller, but pinning down an exact location in a vast, forested park is notoriously difficult. The situation required swift action and precise coordination to ensure the rider received potential life-saving medical attention.

The challenge: navigating a secluded landscape

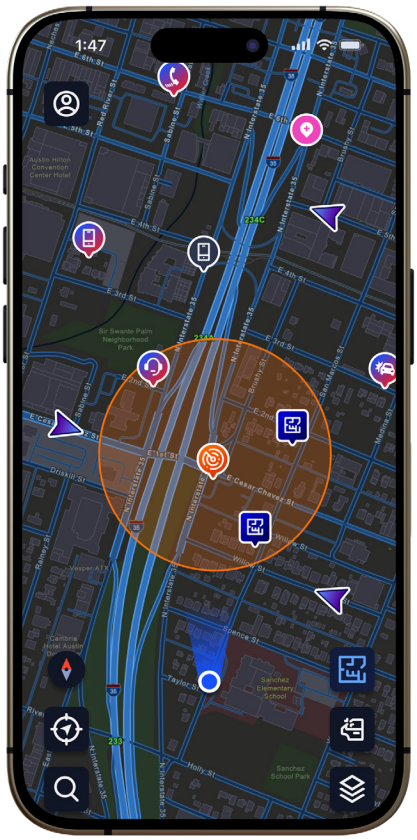
Finding a missing person in a remote park is often like searching for a needle in a haystack. The steep drops, dense tree cover, and lack of clear landmarks in Otter Creek Park meant that traditional search methods would eat up valuable time.

First responders faced several massive hurdles. First, they needed to pinpoint the exact location of the victim without a standard street address. Second, they had to navigate hazardous terrain to safely reach the injured rider. Finally, they had to coordinate multiple units across different agencies to ensure a smooth rescue operation. In cases of severe trauma, cutting down search time is the single most important factor in saving a life. Relying solely on verbal directions or radio updates could easily result in delays that the victim could not afford. The rescue teams needed an immediate, shared operational picture.

The solution: technology that lights the way

To overcome these obstacles, the Meade County 911 center turned to their ecosystem of connected technologies. The telecommunicators quickly executed a phone ping to identify the UTV rider's coordinates. With this vital data in hand, they created a new call within **RapidDeploy Radius** using the last known location.

This is where the **RapidDeploy Lightning App** changed the trajectory of the mission. The Lightning App puts the same powerful mapping and location data used by the 911 center directly into the hands of field responders. As police, fire, and EMS units rushed to Otter Creek Park, they opened the Lightning App on their mobile devices. Instead of searching blindly or relying on radioed estimates, the responders could see the exact location of the individual on their screens. This shared visibility enabled the collaboration between public safety agencies that is critical for a proactive response. The technology bridged the gap between the dispatch center and the boots on the ground, providing clear, actionable intelligence exactly when it mattered most.

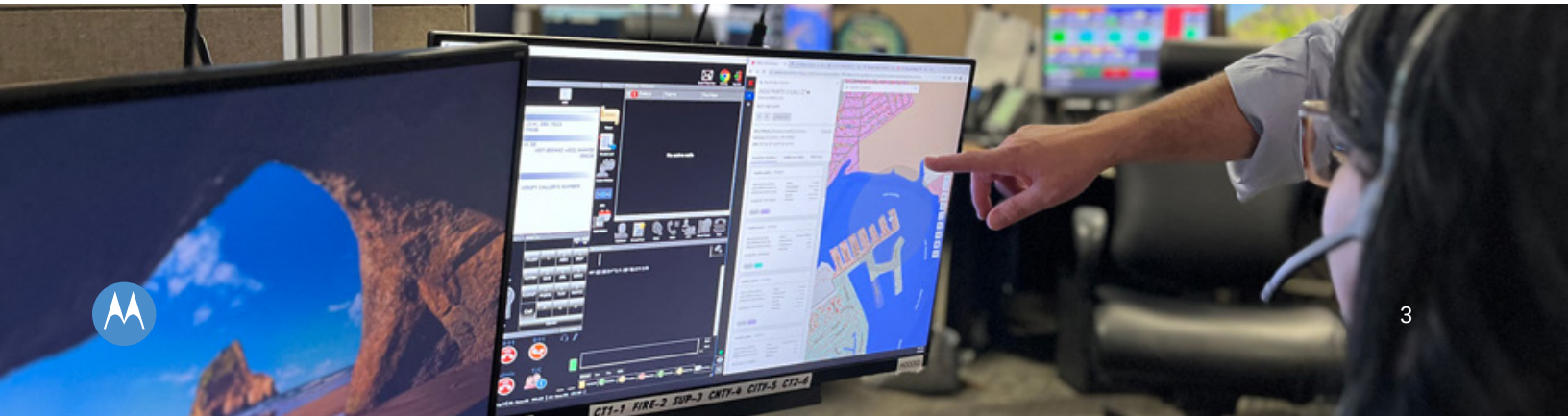


The outcome: a swift rescue and deep gratitude

Now that the responders had precise location data at their fingertips, they were able to quickly locate the individual, who had run off a 20-foot cliff and was seriously injured.

Following the incident, the units on the scene reached a unified conclusion: the Lightning App allowed them to find the individual significantly faster. By cutting the search time down to a fraction of what a manual grid search would take, the technology directly contributed to saving the rider's life.

The impact of this successful mission extended far beyond the park. A few weeks later, all the agencies involved—including the Meade County 911 center—received a heartfelt letter from the victim's family. The letter expressed profound gratitude for the dedication, speed, and capability of the first responders. It stands as a powerful reminder of why we continue to push the boundaries of public safety technology.





Shaping the future of public safety

We are enthusiastic about the real-world impact of our solutions. The successful rescue in Meade County highlights the immense value of equipping field responders with connected, mobile-first technology. When 911 centers and field teams share the same accurate information, they can overcome complex environmental challenges and protect the communities they serve.

To learn more, visit: **www.rapiddeploy.com/lightning**

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