



CHARLOTTE-MECKLENBURG POLICE DEPARTMENT
POLICE TRAINING ACADEMY

Everbridge

Charlotte-Mecklenburg NC



County Wide Implementation

- City of Charlotte
 - Charlotte-Mecklenburg Police
 - Charlotte Fire Department
 - Charlotte-Mecklenburg Emergency Management
 - Charlotte Water
 - Charlotte Area Transportation System



County Wide Implementation

- Mecklenburg County
 - 6 Small Towns
 - North
 - South
 - Mecklenburg County Sheriff's Office
 - Courts
 - Department of Social Services
 - Mecklenburg County Health Department
 - MEDIC



CHARLOTTE-MECKLENBURG POLICE DEPARTMENT POLICE TRAINING ACADEMY

Browser tabs: Fairing Mount Tech-Com, chrome headlight ring 20, Plexus 7 Ounce - Walmar, Men's Darrol Boots - Bla, Everbridge - Notification

Address bar: <https://manager.everbridge.net/notifications>

Navigation: Home, Search, Live TV Online - Wat, Inbox (7) - swillis798, Willis, Stephen - Outl, swillis798@att.net, Garmin Connect, Weed Man, ePetHealth - Medical, Weeklyrides.com, Export CRS As GPX, Other bookmarks

City of Charlotte, NC

ORGANIZATION(S)

Search

CharMeck Alerts

CharMeck Mutual Aid

CharMeck Training Organization

Charlotte City Manager

Charlotte Fire Department

Charlotte-Mecklenburg Police Department

City of Charlotte Employees

Mecklenburg County

Mecklenburg County - Sheriff's Office

North Mecklenburg Towns

Notifications

Contacts Reports Settings Access

In Progress 1 Last 7 days 7 Last 30 days 40

Search

Sent On	Sent By	Sent To	Charts
2017-10-11 10:31:16 EDT	Jerry Moore	111	
2017-10-10 11:15:40 EDT	Brian Hemly	45	
2017-10-09 22:16:46 EDT	Crystal Oxendine	122	
2017-10-09 15:35:33 EDT	Crystal Oxendine	57	
2017-10-08 22:12:08 EDT	Crystal Oxendine	131	
2017-10-08 07:02:33 EDT	Aesha Harrison	133	

Notifications sidebar:

Active/History Scheduled Notification Templates

Auto Refresh OFF Refresh

Status Published Title

- Actions [Suspi Drive, No](#)
- Actions [Suicid South Co](#)
- Actions [ADW- Baltimore](#)
- Actions [Collis Albemar](#)
- Actions [Homicide N Tryon Div RA1 4300 John Penn Cr](#)
- Actions [Homicide \[Northwest SA_1 SHOT 9200 TRINITY RD_ NORTH DIV_ RA1\]](#)
- Actions [Suicide 12630 NORTH COMMUNITY](#)

System tray: Type here to search, 10:46 AM 10/11/2017

County Wide Notification

- CharMeck Alerts
 - Joint access for citizen Alerting



Charlotte-Mecklenburg has implemented the CharMeck Alerts Mass Notification System powered by Everbridge which helps local officials protect lives and property by providing critical information to residents during emergencies and disasters.

CharMeck Alerts is managed by the Charlotte-Mecklenburg Office of Emergency Management.

For CharMeck Alerts questions visit the CharMeck Alerts Website at www.charmeckalerts.org or email us at charmeckalerts@charlottenc.gov.

For Everbridge 24x7 Client Care, call (866) 436-4911 or email: support@everbridge.com.



Contacts

- 300,788 Contacts
 - 215,994 White Pages
 - 70,592 Yellow Pages
 - 13,425 Web-Registrations
 - 600 Manual Registrations



- Charlotte - Mecklenburg Police
 - Internal Alerting
 - 98 Unique Event Based Templates

Title	Publishing	Category	Type	Created On	Created By
ADW-LT [Northeast SA, Select&Replace with Address and Division]		ADW-LT	Standard	2014-01-15 11:44:20 EST	Stephen Willis
ADW-LT [Northwest SA, Select&Replace with Address and Division]		ADW-LT	Standard	2014-02-08 01:12:11 EST	Stephen Willis
ADW-LT(Southeast SA)		ADW-LT	Standard	2014-02-08 01:28:54 EST	Stephen Willis
ADW-LT [Southwest SA, Select&Replace with Address and Division]		ADW-LT	Standard	2014-02-08 01:35:52 EST	Stephen Willis
ADW-NLT--		ADW-NLT	Standard	2014-02-08 01:48:10 EST	Stephen Willis
Arson [4-5, Select&Replace with Address and Division]		ARSON 4-5	Standard	2014-02-08 03:06:37 EST	Stephen Willis
Arson [1-3 Northeast SA, Select&Replace with Address and Division]		Arson 1-3	Standard	2014-02-08 02:26:33 EST	Stephen Willis
Arson [1-3 Northwest SA, Select&Replace with Address and Division]		Arson 1-3	Standard	2014-02-08 02:36:09 EST	Stephen Willis
Arson [1-3 Southeast SA, Select&Replace with Address and Division]		Arson 1-3	Standard	2014-02-08 02:59:15 EST	Stephen Willis
Arson [1-3 Southwest SA, Select&Replace with Address and Division]		Arson 1-3	Standard	2014-10-09 20:01:46 EDT	Steve Willis
Bank Robbery [Northeast SA, Select&Replace with Address and Division]		Bank Robbery	Standard	2014-02-08 22:00:51 EST	Stephen Willis
Bank Robbery [Northwest SA, Select&Replace with Address and Division]		Bank Robbery	Standard	2014-02-08 22:05:13 EST	Stephen Willis
Bank Robbery [Southeast SA, Select&Replace with Address and Division]		Bank Robbery	Standard	2014-02-08 22:09:42 EST	Stephen Willis
Bank Robbery [Southwest SA, Select&Replace with Address and Division]		Bank Robbery	Standard	2014-02-08 22:16:43 EST	Stephen Willis
Bomb Squad Training		Bomb	Standard	2013-12-17 09:00:21 EST	Bobby Whitley
Bomb/HazMat [Northeast SA					



CHARLOTTE-MECKLENBURG POLICE DEPARTMENT

POLICE TRAINING ACADEMY

Navigation menu: everbridge | Dashboard | Universe | Notifications | **Contacts** | Reports | Settings | Access

Contacts ?

Sub-headers: Contacts | Uploads | **Groups** | Rules | Deleted Contacts

Group management sidebar:

- + Group
- Group Name or Description
- Drag Groups to rearrange
- All Contact Groups
 - CFD
 - CSS
 - Communications
 - IA
 - Investigations
 - Lieutenants
 - PIO
 - Patrol
 - Real Time Crime Center
 - Speical Ops
 - Sworn Command Staff
 - Sworn Executive Staff
 - Watch Commanders

CFD

2016-03-16 10:03:45 EDT, Steve Willis

Description: | Done Max 500 characters

Buttons: Move | Remove | Add Contact

Search: First Name Last Name

<input type="checkbox"/>	First Name	M.I.	Last Name	External ID	Record Type
There are no items to display in this table.					

Page 1 of 1



Two-Way Communication

The screenshot shows a web browser window with the URL <https://manager.everbridge.net/bcTemplates/edit/1763620945922994>. The page title is "Charlotte-Mecklenburg Police Department (Organization Admin)". The user is logged in as "Steve Willis (swillis798)". The navigation menu includes Dashboard, Universe, Notifications (highlighted), Contacts, Reports, Settings, and Access. The main content area is titled "Notifications > Edit notification template".

The "Update Message" form contains the following fields and options:

- High priority message ! i [Use a message template](#)
- Title**
ADW-LT [Northeast SA, Select&Replace with Address and Division]
- Body**
 Include a separate message for email notifications i
All delivery methods
[Select&Replace this text w/brief incident details and contact #]
Send incident updates/email replies to cmpdadw-lnortheastSA@cmpd.org
Email/Fax : 2297, SMS : 37, Estimated # of SMS : 2 i
- Speech**
 Text-to-speech i 🔊
 Use a voice recording
- Save this as a message template
- Message type:**
 Standard 📄 Polling 🗳️ Conference Bridge 🗣️
- [Attach Files](#) i

A red arrow points to the "Body" text field.

The Windows taskbar at the bottom shows the search bar with "Type here to search", several application icons, and the system tray with the time "10:14 AM" and date "10/11/2017".



- External Alerting
 - Event Based
 - Missing Person
 - SWAT
 - Emergency
 - Community Event



CHARLOTTE-MECKLENBURG POLICE DEPARTMENT
POLICE TRAINING ACADEMY

2016 Riots



ADAM FINEWORTH/CHARLOTTE MINGRENE



- Community Messaging
 - Areas to avoid
 - Major thoroughfares impacted
 - Interstates impacted
 - Center City impacted
 - Businesses
 - Entertainment
 - Hotels
 - Government Facilities



● Internal Messaging

● Areas to Avoid

- Headquarters Entrance/Exit Impacted
- Shift Impacts
- Officer Injuries
- State of Emergency

● Lessons Learned

● Civil Emergency Unit Activation

- Inaccurate-Insufficient member contacts

● Community Messaging

- IPAWS – EAS Capabilities
- Community Enrollment