



# Everbridge Charlotte-Meddenburg NC



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



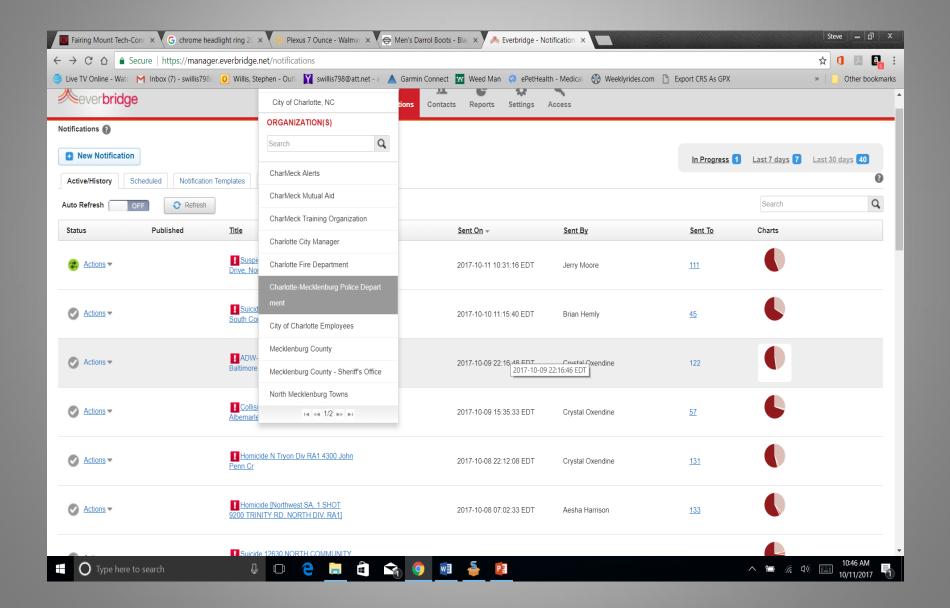
## **County Wide Implementation**

- 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



# **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.

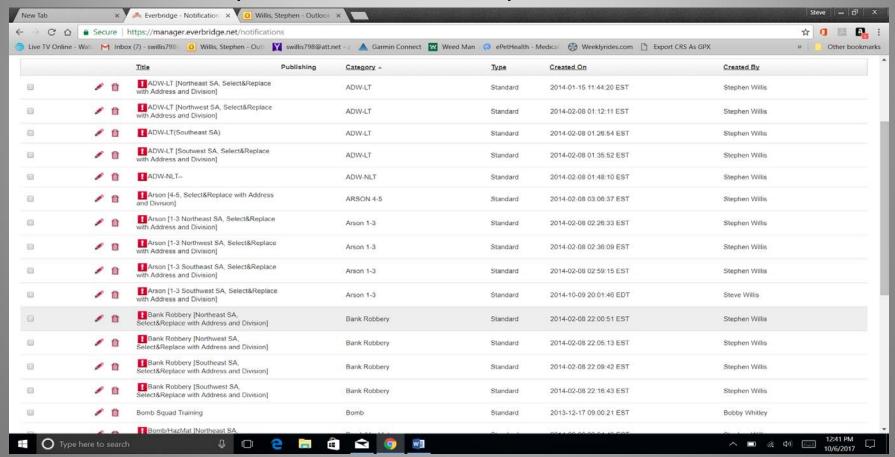
For CharMeck Alerts questions visit the CharMeck Alerts Website at <a href="www.charmeckalerts.org">www.charmeckalerts.org</a> or email us at <a href="mailto:charmeckalerts@charlottenc.gov">charmeckalerts@charlottenc.gov</a>.

For Everbridge 24x7 Client Care, call (866) 436-4911 or email: <a href="mailto:support@everbridge.com">support@everbridge.com</a>.

### **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

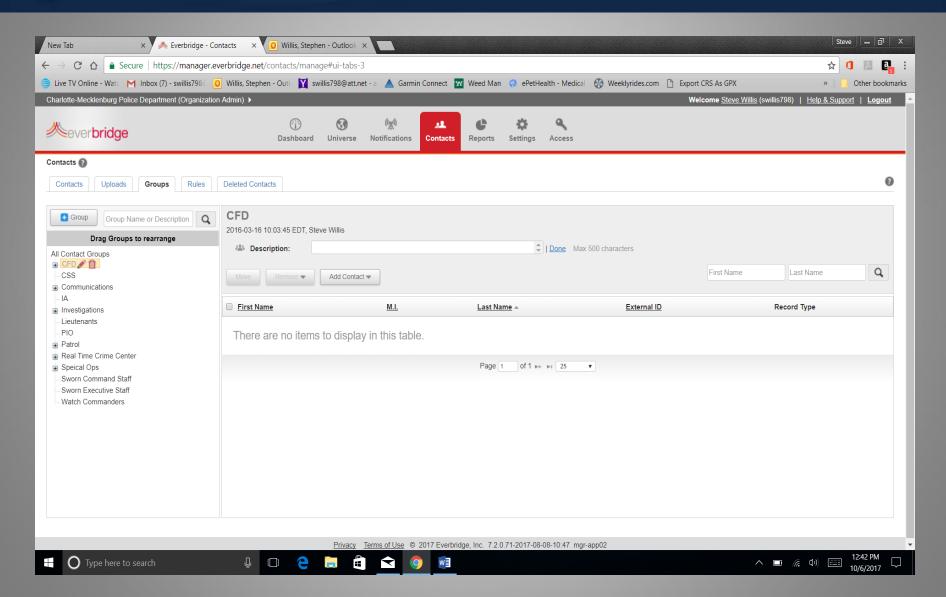




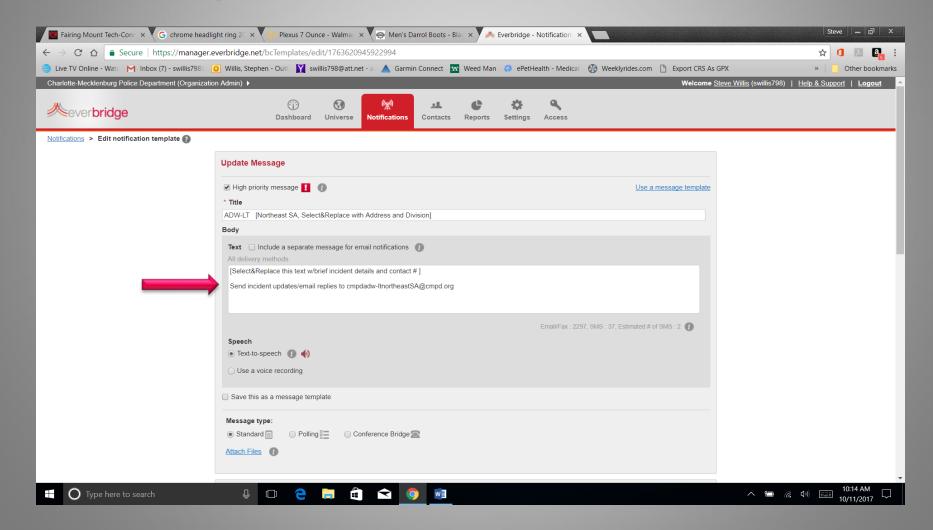
#### CHARLOTTE-MECKLENBURG POLICE DEPARTMENT

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#### POLICE TRAINING ACADEMY



# **Two-Way Communication**



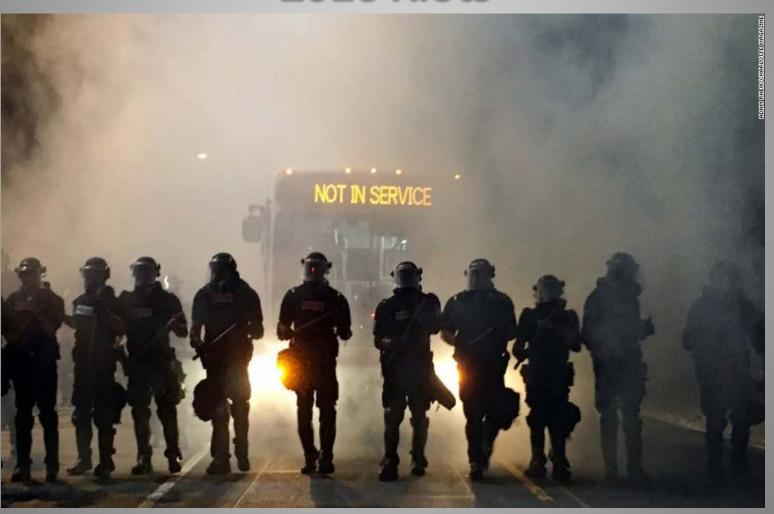


## External Alerting

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



# **2016 Riots**





## 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