



Charlotte City Council

Governance & Accountability Committee

Meeting Summary for February 23, 2015

COMMITTEE AGENDA TOPICS

- I. **Ethics Review**
 - a. **Plan Review Process (Attachment)**
Staff Resource: Ann Wall
 - b. **Boards and Commissions**
Staff Resource: Bob Hagemann

- II. **Employee Expense Reimbursements Audit**
Staff Resource: Greg McDowell

- III. **Emergency Communications Process**
Staff Resource: Sandy D'Elosua, Stacie Neale

- IV. **Next Meeting**
Monday, March 23, 2015

COMMITTEE INFORMATION

Present: Council Members David Howard, LaWana Mayfield, John Autry, Patsy Kinsey and Greg Phipps
Other (Speakers): Staff Resources Noted
Time: 12:00 p.m. to 1:27 p.m.



Charlotte City Council

Governance & Accountability Committee

Meeting Summary for February 23, 2015

ATTACHMENTS

1. Meeting Minutes Summary
2. Memo from Gartner Consulting
3. Audit Report Summary –Employee Expense Reimbursements FY2013
4. Emergency and Non-Emergency Communications Update Presentation

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DISCUSSION HIGHLIGHTS

Committee Chair Councilman David Howard called the meeting to order and asked those in attendance to introduce themselves.

Ethics Review

Staff Resources: Ann Wall / Bob Hagemann

A. Plan Review Process

Howard: So we start off today talking about an issue we've been talking about for I guess the past 11 months and that has to do with the review of our Ethics Policy. If the committee remembers we spent a lot of time lately on actual policies for Council but prior to that we actually had interest from Council to look at a couple of other issues one being the Hotline. The other one was a review of our Planning review as it deals with rezoning. And the way we dealt with that was by doing an independent review. At the time we already started conversations with the County regarding streamlining the process for permitting and to some extent rezoning. That review is being done by the Transportation and Planning Committee and Ann Wall is a support for that committee and she has joined us today. She is going to review something that was sent out in our package which is part of what the consultant did. (Attached)

Wall: As Council member Howard mentioned there is a two page memo from Gartner Consulting regarding a review of inspections and permitting. What we've asked Gartner to do was to look at our process and assess whether there were any inappropriate influences in the development review process and also to identify some checks and balances that can be put in place going forward that would prevent such inappropriate influence. During the discovery phase of their engagement with the City and County, Gartner assessed governance, organizational, process and technology aspects of development services and code enforcement. As part of this effort, the Gartner team attempted to determine whether there were any systemic issues or other evidence of inappropriate influences on development services and code enforcement decisions or results. As a result Gartner did not find any evidence of this during their study. However going forward Gartner did make some suggestions on ways that we can strengthen that process more to really work to make sure that we weren't seeing any inappropriate influences.

Howard: One of the things I wanted to say is that this report from Gartner is a lot longer than this and it will come to full Council in its entirety but it was really about streamlining the system as much as anything. So the full Council will get this later on but this is just a piece that's dealing with transportation.

Wall: That's correct. Gartner made twenty nine very broad recommendations as it relates to inspections and permitting on what we could do to our process. Today in this two page memo we will really speak to those issues about influence.

Phipps: Will Gartner actually describe what they did to come to the conclusion and find that there was no undue influence? Were there any steps to determine the conclusion?

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Wall: The way that Gartner received most of their recommendations was in a couple of ways. The first way was they spent a lot of time interviewing employees both City and County that are included in this process and they asked them about that. They also did work with the focus groups to assess how the process was working in terms of focus groups. So the way they gathered the conclusions was really from first hand contact with employees in the development community who have participated in this space.

Phipps: I think for now that is appropriate

Walls: So in the end the last task we gave Gartner was, what we can do to make sure our process stands out and Gartner really talked about two areas. One is about transparency and the other is about consistency of the process. They outlined five recommendations that will contribute to make sure it is appropriate. They talked about 1) Establishing Unified Development 2) Establishing Customer-Centric Service Model 3) Providing Improved Access to Development Services Information and Educational Tools. 4) Integrating or Consolidating City and County Permitting Systems and Plan Review Systems and 5) Communicating Building Code Interpretation and City Zoning Ordinance Application/Changes. Going forward it will go before Transportation and Planning. Staff has been organized in a series of programmed groups to tackle some of the very large programs and in turn leave specific recommendations so that we can do two things: 1) Continue to ensure this process is free of influence and 2) Ensure we are providing the best customer service and we are working to streamline that process for our development.

*COUNCILWOMAN LAWANA MAYFIELD ENTERED THE MEETING

Howard: Let's remember that we are trying our best to make sure we cover ourselves as much as we can and I think what I heard Ms. Wall say is that if we include the process of transparency, then the transparency alone should help with the process.

Autry: So do we have a timeline on when a solution might be identified because we are about to start budget discussions on Wednesday?

Wall: There are twenty nine recommendations made in seven major groups. There are some recommendations that require some immediate attention related to customer service and expectations in culture. Those are the recommendations that we are working on first. We are going to have conversations with Gartner and engage Gartner in some of this work. Some of the larger projects will move more quickly than the specific one on technology.

Autry: Ok thank you.

Howard: Any other questions? (No response) Thank you Ann. Let's move on. We are going to discuss Boards and Commissions and Bob (Hagemann) will lead us in that conversation.

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B. Boards And Commissions

Hagemann: Mr. Chairman as the committee obviously knows we have been working on your Ethics policy and we will have your recommendations before the Council tonight on the agenda. As you work through that, there was also some discussion on whether or not we should look at making some revisions to what your expectations are to the City Boards and Commissions. So the three big things that are in your policy (depending on what happens tonight) that would not be in the code for Boards and Commissions because it's aspirational only, are 1) Code does not have a clear gift policy like its proposed for the full Council tonight 2) Code does not say anything about complaints and investigations and 3) There is no annual disclosure of economic interest requirements for members of Boards and Commissions. So the question for the Committee is whether you want to pursue something more for the Boards and Commissions in regards to gifts, complaints and investigations and disclosures and whether or not there may be a differentiation based on the function of your Boards and Commission.

Howard: Today we are talking about this conversation to make sure that we can put some framework around it so that staff knows what to do with it. So is it still a concern? Should we do this?

Phipps: I think we should maybe consider something on a higher level of disclosure for entities that have that type of authority, to strengthen some rules around that.

Mayfield: I would like for staff to present a recommendation on what Boards and Commissions that they see that may be a challenge and bring it back to the committee. I don't see any specific boards but it would be a good opportunity while we are having this discussion to bring that to the committee if there are any particular boards especially if they have final authority and depending on what their authorities are, let staff bring that back to the committee and we can look at it from there and let's see what Boards and Commissions are out there, where this may actually apply.

Autry: If you are identifying Boards and Commissions that could be tempted by influence and we were to accept a policy that would address those Boards and Commissions wouldn't that policy apply to all Boards and Commissions?

Mayfield: Well that's the purpose of the recommendation coming back to staff.

Howard: I think he's asking should we do a blanket for everyone?

Mayfield: I am not a fan of doing a blanket

Howard: So we will come back in a future agenda item and we will share with Council tonight just to make sure they have no problem with us going forward. So Bob I think I heard that we should look at the whole list and out of that maybe determine with the help of your office where we can go from there. Stephanie (Kelly) do you have any concerns on this?

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Kelly: The only concern I would have is whether you would have the same requirements for one of the committees that doesn't have the (inaudible) affiliate with them and also whether or not it would make it more difficult to recruit candidates.

Howard: We probably should think about this in more than financial ways.

Hagemann: Mr. Chairman if I could I think I understand the request of the committee and we will work with the Clerk's office and we will review the list of Boards and come back with a recommendation of which ones we think it makes sense to consider applying perhaps some additional disclosure requirements, maybe something in the area of gifts.

Kinsey: If we go this route would it just apply to members of the City or to the Boards that have City and County membership?

Hagemann: Generally the approach we take is if it is a City Board or Commissions, then these kinds of rules apply to all members.

Howard: Alright so we look forward to future conversations on this. Thank you.

Employee Expense Reimbursement Audit

Staff Resource: Greg McDowell

McDowell: I have a one page summary. (Attached) The whole report is seven pages but I just want to focus on just this one which capsulizes most of it and then you can certainly answer questions.

Howard: The City Manager is here and I just want to check to see if he wants to say anything about this.

Carlee: The only thing I want to say is an introductory comment to the audience and to remind them that this is a part of a longer term strategy to provide for a greater transparency in systems and structures and to ensure accountability within the City's organization. There are a number of audits we've had previously and a bunch of audits coming up and in each instance we look at our policies and structures to see if there are any changes we need to make. Part of what we are trying to do is create an environment, not a gotcha environment, but one where we trust people and verify. I just want to put this in a much larger picture as our Internal Auditor goes through what he did in this instance, what he learned and what we did about it.

Howard: OK. Thank you for sharing that.

McDowell: I should tell you this was on my back burner and then after meeting with the City Manager about a year and a half ago I moved it to the front burner because he specifically asked that we do this. So his charge was to look at himself, the City Manager's office and all the

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executives in the City and we counted up twenty seven executives including department heads and we added to that the ten employees in the city who had been reimbursed the most. And we decided to attack it this way with a one hundred percent testing of those individuals rather than doing a sample throughout the City because this type of audit is really designed to determine whether or not we have the right policies and whether people understand them and not necessarily aimed at recovering money because as you can see we didn't recover a lot of money and that was not our intent. We focused on fiscal year 2013 but for a few individuals we broadened that and looked into fiscal year 2014 and also a couple of years earlier than that. The audit for the most part focused on fiscal year 2013. The conclusion is supposed to be a summary of all the recommendations which says the policies need to be updated, consistently enforced and they need to be regularly audited. Policies for reimbursable employee expenses vary widely among both public and private organizations. By nature of our position as public servants and the perception of these expenses as discretionary, City employees need to exercise the highest level of judgment when interpreting City policies related to reimbursable expenses.

Howard: When you say regularly audited are you saying it should be internally audited or are you saying the City should do a kind of an ongoing check-in of documents every time? That kind of audit? Or a more frequent audit from your department overall?

McDowell: I intend annual audits of this and it may be different employees and it may be different sample sizes and different depths but we are also expecting each department to be doing a better job and we expect the finance division to do a more intense job.

Howard: That is not clear in what you just said so I hope that is implied because to me it's both. It's not either/or.

Carlee: Mr. Chairman, I certainly agree. In fact I'm expecting a much higher level of checking as expenses come through the process with the goal of strengthening things at that level so that when the Internal Auditor comes and does his checks he doesn't find anything.

Howard: That's right and that's what I'm asking

Carlee: That's the goal

Howard: And that's education all the way through the organization with as much one on one checks and balances to make sure it is getting audited.

Carlee: And empowering the finance office to send things back and not approve them.

Howard: Alright. OK, just making sure.

McDowell: We summarized here that the reimbursements we looked at, and that's travel, training and other, that the employee expense reimbursements totaled about \$1.4 million and that's a fairly small amount of the City's budget but the cost requires and deserves careful

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scrutiny and so we made the following recommendations which have all been addressed. The first one there is that we need a new policy which took effect January 1, 2015. We also found the responsible division for employee travel policies should be Finance. The third finding talks about some specific issues that we found. For the thirty seven employees we selected we looked at over \$123k worth of expenses and we found errors for three employees (2 former, 1 current) and those aggregated \$3400 or so and as soon as it was brought to their attention they wrote checks back to the City. The new policy clarifies the responsibilities of individual departments and we received commitment from everybody that they will pay a lot closer attention and I can tell already that is already happening. Randy Harrington can speak more to the City Manager's response to the report.

Howard: Could you?

Harrington: I don't have anything to add other than we will be doing some additional training within the departments as well as ramping up training clarifying the policies.

Phipps: Prior to the policy being updated, how old was it?

Harrington: 1989

Phipps: Did you find this audit to be acceptable and were you satisfied with this audit? When I look at the conclusion it would not jump out at me that this was something of concern to me. So would you look at this audit as an acceptable way to handle expenses? Does it reach out to us in a way that we recognize that was an issue or a problem?

Carlee: I didn't know if it was a problem or not but I do know from past experience that travel reimbursements are an area of risk for organizations. So I'm not expecting to find big problems whenever we do these audits in fact my expectations and hope would be that we don't find any problems whatsoever. But we go into the audit to learn what we can and to see if the systems are working. So this initiative was not launched by identified problems. It was part of a menu of audits that I think are important to what organizations do on a routine basis.

Howard: So this was more about process than it is was about dealing with gotcha, so more than anything and it achieved that.

Carlee: Yes sir.

Howard: OK thank you. We are ready to move to the next item.

Emergency Communications Process

Staff Resources: Sandy D'Elosua, Stacie Neale

Howard: Mr. Manager I am going to let you set this one up.

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Carlee: Sandy D'Elosua is giving you a very deep report on communication as it relates to emergency communications to everybody so you can see what we do and how we do it. (Attached) Both from the standpoint of the Corporate Communications role and how they work and collaborate with communication staff in each of our agencies. We have Stacie Neale from the office of Emergency Management to talk with you about CharMeck alerts.

Howard: OK so why don't we get to the presentation

D'Elosua: Our communications goal is to be a well-informed community with access to timely, accurate information through multiple communication vehicles that enable audiences to make informed decisions in a non-emergency or emergency situation. Events may be considered non-emergency if it poses no injury or loss of life.

Mayfield: I think we are doing a really good job in getting the message out but one of the challenges I see is our ADA compliance. So we need to figure out whether it is coming from the Manager's Office or coming from departments but we need to ensure that we have the proper people in place for sign language and other forms to make sure we are reaching everyone and following the same ADA compliance rules that we have instituted for others in the community.

D'Elosua: Totally noted.

Mayfield: So for clarification with the Joint Information Center, we only create that when it is needed and it is not a standing?

D'Elosua? Right it is one of our tools in our arsenal.

Carlee: Just to clarify what is actually in the Joint Information Center (JIC) are communicators from the different agencies that have a role in the events taking place so that way we can connect the dots to make sure we aren't putting out any contradictory or confusing information. It is actually highly effective.

Howard: So the situation where they set up downstairs do we have a backup power in case the systems go down?

Carlee: Yes we do have multiple places where we can set up.

Howard: Have we ever looked at redundancy?

Neale: We actually have looked at redundancy. We have two T1 lines provided by TWC so we have multiple providers giving us redundancy within the EOC.

D'Elosua: We have hard lines in this building too so we are not just relying on cellular technology.

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Howard: That is what I was asking.

D'Elosua: We talk about keeping Council in the loop more often than in a typical situation every 2-3 hours receiving updates if not more. The idea would be is to get you guys information would that be via email, text message, voice message or wherever you want to receive that information it would be up to you how you dictate that piece.

Howard: That is a good point Ron. It may be worth it to going through the process with asking each Councilmember giving us the tools and saying this is the way we want to do it.

Carlee: So right now you have the ability to get alerts through the registration that Stacie was describing but what I will be setting up is a more narrowly focused communication to Council that I or others in the Sr. Executive positions can launch just to Council and I will do that based on the preferred form of communication that each Council member selects.

Howard: I know you can set up alerts for road closures and things like that but you can't do that by districts right now. If you could do that by district that would probably be pretty cool.

Carlee: Ok let's think about that.

Howard: Alright

D'Elosua: We treated last week's event by every six to eight hours you were receiving updates. It was really in line with the departmental updates and phone calls that were taking place. We wanted to get you the timely information with the latest news happening at those times.

Howard: Well I'm not sure that I knew there was a rotation. I just knew that they popped up every now and then. This is the type of things that I thought Council would know to expect.

D'Elosua: So maybe in the future we can communicate that this is a level two and that means you will be getting updates every six to eight hours from me or from a designated person on staff.

Howard: We should tell Council now and then I also think in every new employee orientation that this information should go out and every new council member should hear this too. OK, this was great information and with that our next meeting is the 23rd of March. Thank you all.

Next Meeting:

Monday, March 23, 2015

Meeting adjourned at 1:27 p.m. ~jcs



19 February 2015

Dear Mrs. Wall,

At the onset of the Development Planning, Permitting and Inspection Process Review we conducted for the City of Charlotte and Mecklenburg County, you asked our team to assess whether there were any inappropriate influences in the development review process. This memo addresses your inquiry, and elaborates on recommendations that will help provide additional regarding checks and balances in the development process going forward.

During the discovery phase of our engagement with the City and County, Gartner assessed governance, organizational, process and technology aspects of development services and code enforcement. As part of this effort, the Gartner team attempted to determine whether there were any systemic issues or other evidence of inappropriate influences on development services and code enforcement decisions or results; we did not find any evidence of this during our study.

That said, a number of our recommendations, once implemented, will help protect against any future issues of this ilk through increased transparency and consistency of process. For instance, published end-to-end process information – and the overall service model for delivering services to industry and other customers – will ensure that all stakeholders are aware of each step required to achieve an outcome, whether that is a Certificate of Occupancy, trade permit, zoning variance, or other result. In addition, improved tracking of procedural steps and supporting data via technology improvements will “shine the light” on all results, decisions, and process steps and provide much-needed transparency into development services and code enforcement processes. Finally, and most importantly, an improved governance model will ensure appropriate decision-making, escalation and appeal processes.

Of the 29 Gartner sub-recommendations provided to the City and the County, the following subset directly addresses increasing transparency and promoting process consistency:

Recommendation 1—1

Establish Unified Development Services Committee

There is currently no entity empowered by both the City and County to implement cross-City/County improvement initiatives and manage overall execution of development services. Establishment of this governance structure is key to effectively implementing the majority of the other Gartner recommendations.

Recommendation 4—2

Establish Customer-Centric Unified Service Delivery Models

Effectively documenting and communicating process requirements for delivery of development and code enforcement services across both the City and County will take some of the ‘mystery’ out of the current operation and allow for more process consistency, predictability and transparency.

Paul Denvir
Managing Partner
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paul.denvir@gartner.com
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Recommendation 4—4

Provide Improved Access to Development Services Information and Educational Tools

Once the customer-centric service model and process steps are fully documented, the City and County can provide training and other educational opportunities to internal and stakeholders to ensure that all parties understand the procedural steps to achieve a development services or code enforcement outcome, as well as the roles and responsibilities.

Recommendation 5—4

Integrate or Consolidate City and County Permitting Systems and Plan Review Systems

Effectively establishing a single, or fully integrated, permitting and plan review solution will enable all to track progress and milestones for all development and code enforcement services provided by the City and the County. The increased transparency into process, augmented by supporting data track comments, results decisions and other key information will provide a much improved historical record for any given project.

Recommendation 6—2

Communicate Building Code Interpretation and City Zoning Ordinance Application/Changes

To effectively address the natural evolution of processes and requirements in response to changing ordinances and other business conditions, this recommendation provides increased access to up-to-date decisions, policies and other developments that impact the delivery of development and code enforcement services provided by the City and the County.

We feel that these recommendations, in addition to the others proposed by Gartner, will help the City and County collectively achieve its development services and code enforcement process and business improvement goals, as well as aid with economic development objectives. Please feel free to contact me if you have further questions regarding this matter.

Sincerely,

Denvir, Paul
Managing Partner, Gartner Consulting

Audit Report Summary

Employee Expense Reimbursements – Fiscal Year 2013

Purpose and Scope

The intent of this audit was to determine whether the City's employee expense reimbursement policies were adequate and if employees' reimbursements were in compliance with City policies. For FY13, we reviewed 100% of expense reimbursement transactions for 27 executives and the 10 non-executive employees who were reimbursed the most. We also reviewed corporate card transactions from two selected months and a sample of FY14 reimbursements, as we expanded testing to review employees with the most reimbursement activity.

Conclusion

Expense reimbursement policies need to be updated, consistently enforced and regularly audited. Policies for reimbursable employee expenses vary widely among both public and private organizations. By nature of our position as public servants and the perception of these expenses as discretionary, City employees need to exercise the highest level of judgment when interpreting City policies related to reimbursable expenses.

Summary Recommendations and Actions

During fiscal year 2013, employee expense reimbursements (travel, training and other) totaled about \$1.4 million, making up less than two-tenths of one percent (< 0.2%) of the City's total operating expenditures for the year (\$781.2 million). Although this is only a small portion of the City's expenditures, the cost of travel and meals for employees while conducting City business rightfully require careful scrutiny. Therefore, our review has resulted in the following recommendations, along with management's corrective actions, which are detailed further below:

1. The Employee Travel Policy should be updated. A meal per diem should be adopted and guidelines related to non-travel meals should be established.
 - The City's Travel Policy has been appropriately updated to address our concerns. The Policy became effective January 1, 2015.
2. The designated Division responsible for employee travel policies should be shifted from Budget & Evaluation to Finance.
 - Management has shifted responsibility for the Citywide policy, and Finance is taking steps to improve the effectiveness of its reviews.
3. Departments should more closely review and enforce compliance with travel policies before submitting employee reimbursement requests to Finance.
 - For the 37 employees selected, \$123,581 in reimbursed employee expenses for fiscal year 2013 was examined. Errors were identified which resulted in three (now former and current) employees reimbursing the City an aggregate \$3,432.89.
 - The new policy clarifies the responsibilities of individual departments. Specific findings from the audit have been reviewed with the appropriate department heads and each has committed to providing stronger internal reviews.



CHARLOTTE

**CORPORATE COMMUNICATIONS
& MARKETING**

Emergency and Non-Emergency Communications Update

Sandy D'Elosua

Director, Corporate Communications & Marketing

Stacie Neal

Emergency Management Planner, CFD

Feb. 23, 2015

Our Communications Goal

A well-informed community with access to timely, accurate information through multiple communication vehicles that enable audiences to make informed decisions in a non-emergency or emergency situation



Non-Emergency Communications

Events may be considered non-emergency if it poses no injury or loss of life.

This method still requires communication from the City to ensure the public and internal audiences are aware of events affecting neighborhoods, work sites or normal flow of business.



Non-Emergency Communications

Goal

Ensure that residents, community stakeholders, and employees receive news and information about issues, events, programs and services that are of a non-emergency nature.

Strategy

Collaborating with city departments, stakeholders and residents, we use all communication tools available to engage and inform audiences.

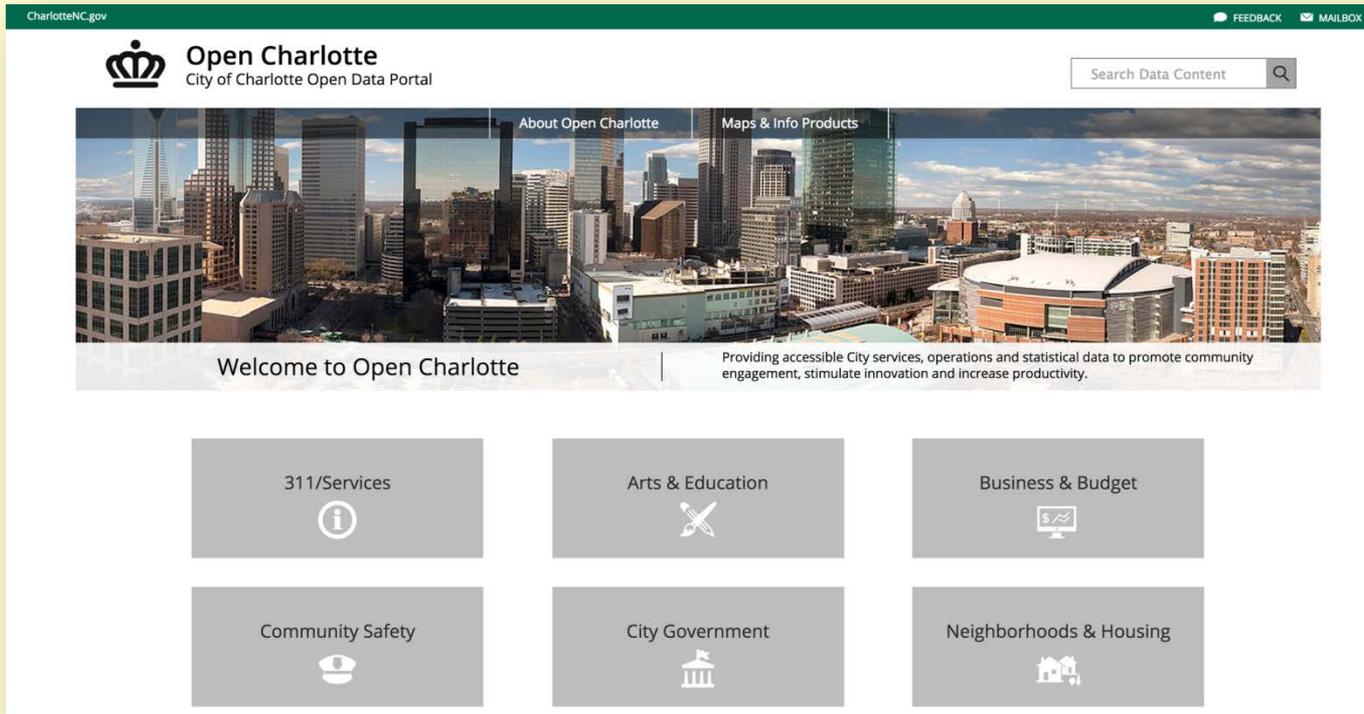
Non-Emergency Examples

- Community meetings
- Conventions
- Festivals
- Town hall meetings
- Sporting events
- Parades



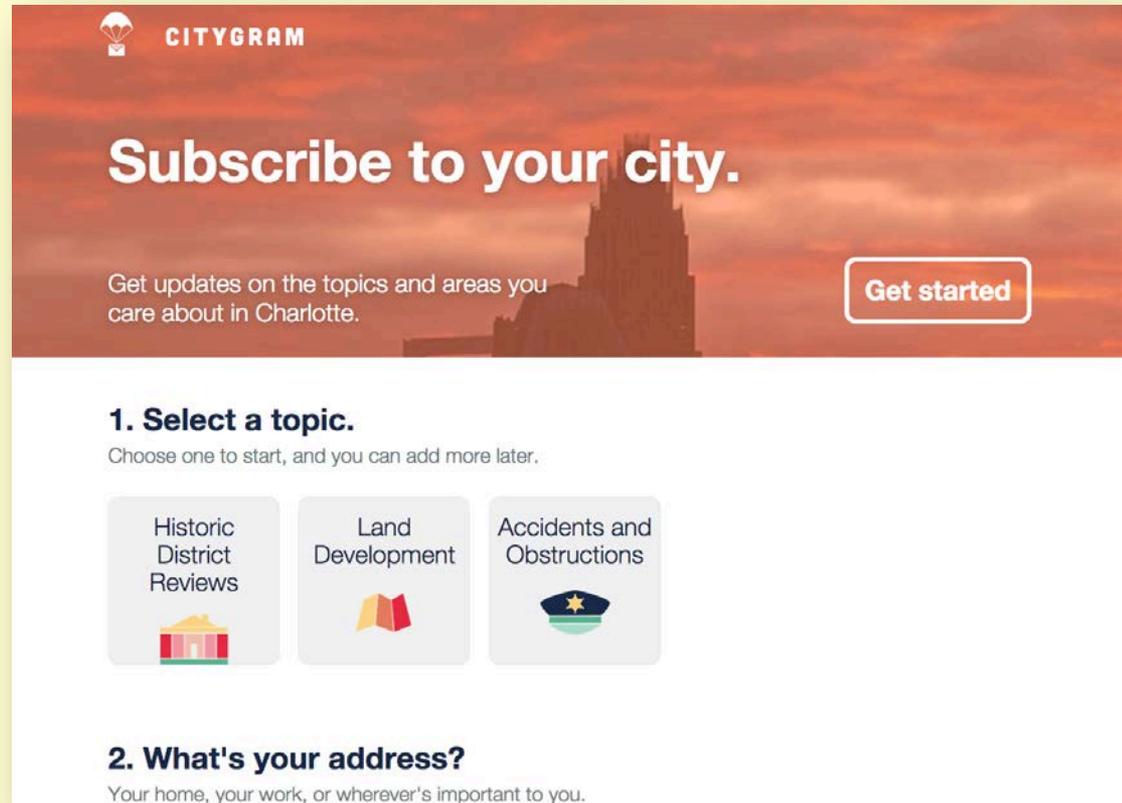
Non-Emergency Communication Tools

- **CharMeck 311**: access to City/County services online (24/7) or during business hours
- **GovDelivery**: Email notification system
- **Open Data Portal**: Site that transmits data
- **NextDoor**: Neighborhood social tool



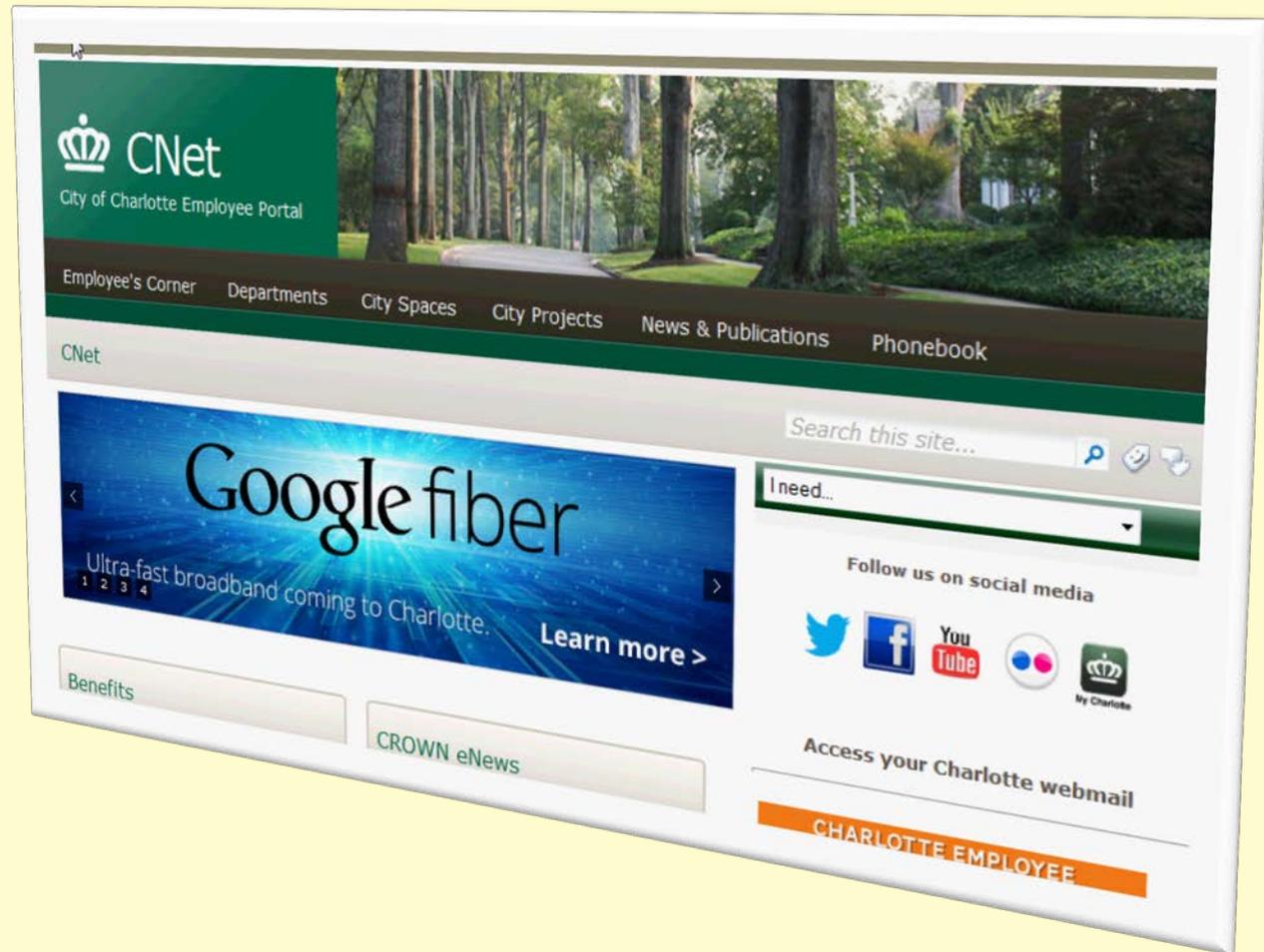
Non-Emergency Communication Tools

- **CityGram:** App in pilot phase – Managed by CLT Brigade – text message updates
- **Media Relations:** Promote citizen awareness
- **CharMeck.org:** Promotes messaging to citizens, media and community partners



- **GOV Channel**
- **Crown Newsletter**
- **Social media channels:** 
- **My Charlotte:** App that provides access to municipal services
- **CharMeck Alerts:** Notification system managed by CFD/Emergency Management for employees and the public

- **Cnet:** Intranet site for employees to communicate information affecting city business and services.



An event may be considered an emergency if it is serious in nature, unexpected and often dangerous requiring immediate action.

It poses an immediate risk to health, life, property or the environment.



Emergency Communications

Goal

To communicate with external and internal audiences regarding their safety and security while providing informational needs in a pro-active, responsive, timely and accurate manner.

Strategy

- Use existing communication tools during the four phases of an emergency – preparedness, mitigation, recovery, response.
- Collaborate with multi-agency partners and community stakeholders ensuring that all messaging reaches the appropriate audiences.

Emergency Examples

- Fires
- Natural disasters
- Riots
- Environmental spills
- Water main breaks



Emergency Communications Tools



- **911:** Emergency response managed by CMPD
- **CharMeck 311:** During emergencies, citizens can report flooding and street conditions.



Emergency Communications Tools

- **JIC:** The Charlotte-Mecklenburg Joint Information Center (JIC) is responsible for public information operations during emergency responses and pre-planned events requiring multi-agency collaboration. (Ex. winter storm, Speed Street, DNC, etc.)
- **Emergency.charmeck.org:** Designated page to provide information regarding an incident or to prepare residents for an oncoming event such as extreme weather.
<https://www.charmeckem.net> emergency information before, during and after incident is kept on the EM website for emergency situations.
- **CharMeck Alerts:** Emergency Notification System



A Deeper Dive



- Upgrade an antiquated system
- A hosted solution
- Redundancy and reliability
- Multiple device notification
- Self-registration portal
- Communicate with employees and citizens
- Send emergency and non-emergency notifications
- Consistent branding across the entire county



- Implemented in 2013
- City, county and town employee database
- Citizen self-registration
- Location-based alerts
- Text, email, mobile app, phone messages
- Used daily as well as during disasters
- Integrated Public Alert and Warning System (IPAWS) capability



Citizen Self-Registration

Web portal, <http://www.charmeckalerts.org>

Welcome sneal_charmeckalerts [Logout](#) [Home](#) [Overview](#) [FAQs](#)

[? Help & Answers](#)

My Profile [Edit](#)

Username: sneal_charmeckalerts
First Name: Stacie
Last Name: Neal
Registration Email: sneal@charlottenc.gov

Mobile Member App: Logged in
TEXT #1 (10 Digit #): 7045160026
TEXT #2 (10 Digit #): 7042928984
Primary E-Mail: sneal@charlottenc.gov
Secondary E-Mail: stacieneal@me.com
Primary Mobile #: 7045160026
Secondary Mobile #: 7042928984
Business Phone #: 7043366720

My Locations [Edit](#)

Work: 228 E. 9th Street
Home: 2011 Cadberry Court
Training Academy: 1770 Shopton Road
New Home: 2805 Ed Reid Road
FS42: 5620 Central Ave.

My Alert Subscriptions [Edit](#)

Important Community Alerts
Important City of Charlotte Alerts
Prescribed Burn Notices
Charlotte Fire Department Alerts
Amber Alerts
Silver Alerts
Important Mecklenburg County Alerts

Severe Weather Alerts
Severe Weather Alerts

Transportation Alerts > Charlotte DOT
Winter Weather Advisories

Towns > Town of Huntersville
Crime Alerts
ElectriCities Huntersville Area
Solid Waste/Recycling Alerts
Transportation Alerts
Parks & Recreation/Special Events Alerts

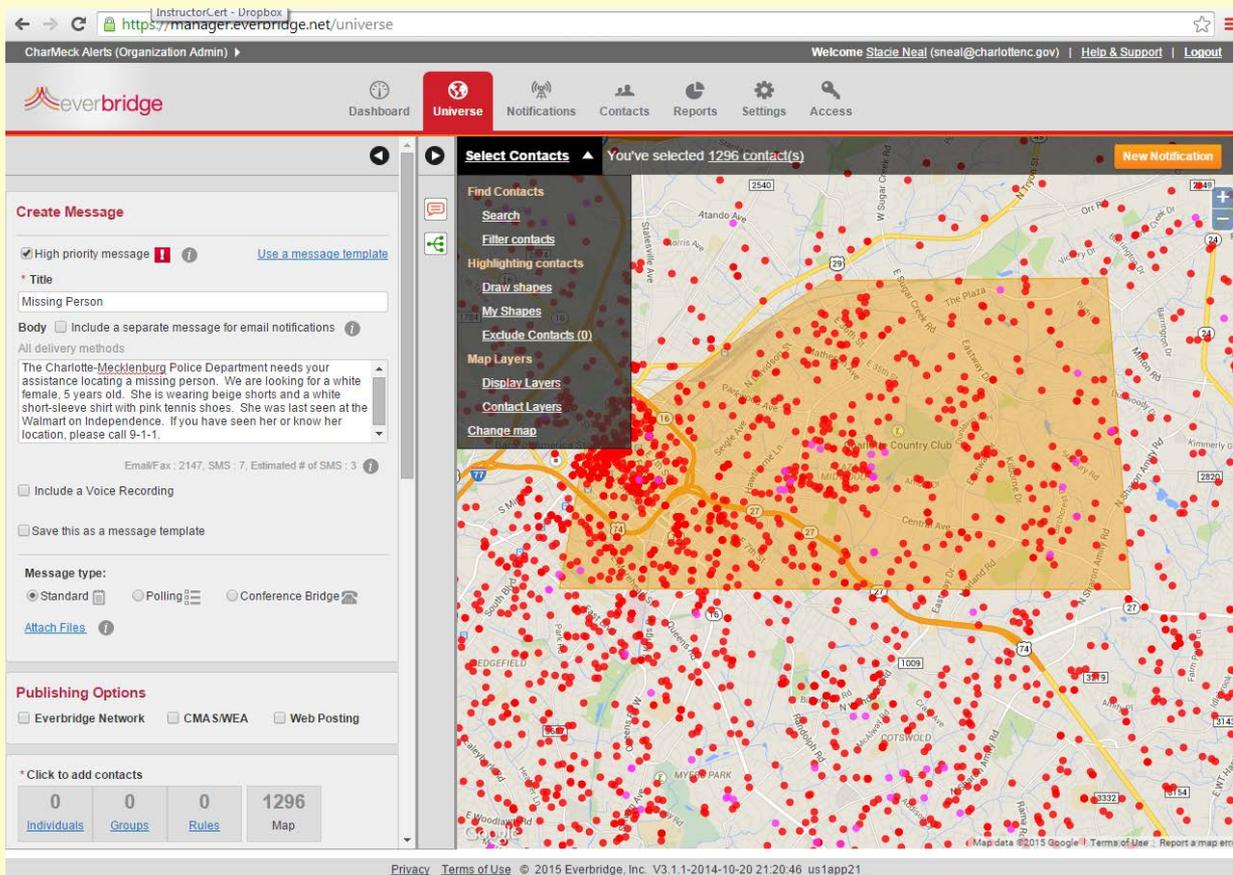
Towns > Town of Cornelius
Crime Alerts
Fire Alerts
Special Events
Traffic Alerts
Solid Waste/Recycling Alerts

Towns > Town of Davidson
Crime Alerts
Special Events
Traffic Alerts
Fire Alerts

Towns > Town of Matthews
Crime Alerts
Special Events
Traffic Alerts
Fire Alerts

Towns > Town of Mint Hill

Sending Notifications



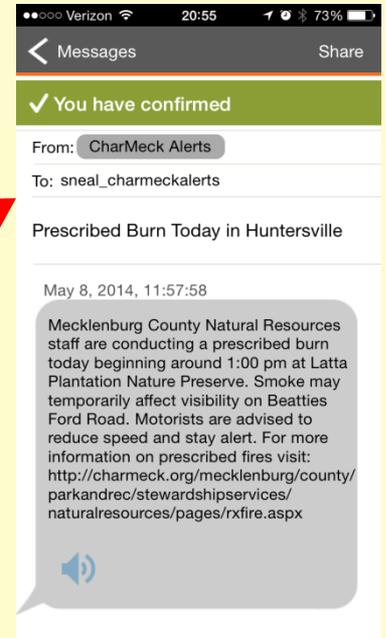
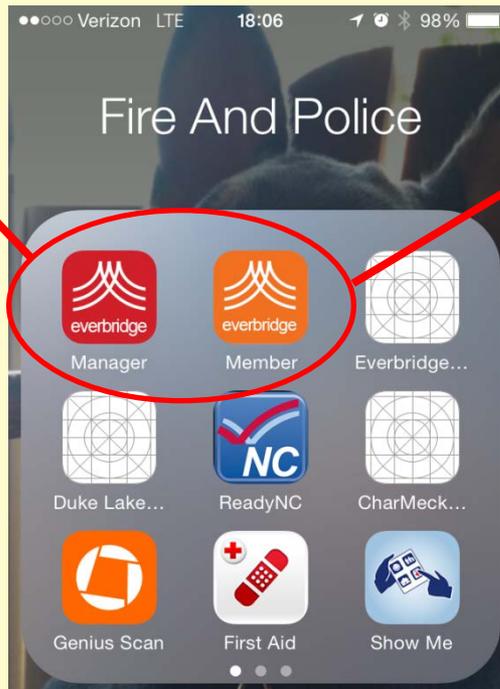
The screenshot shows the Everbridge management console. On the left, the 'Create Message' form is filled with a message about a missing person. The central map displays a large red dot overlay, indicating a targeted notification area. The 'Publishing Options' section at the bottom includes checkboxes for various special needs categories.

- Map-Based
- Targeted Alerts
- Simple to Send
- Multiple Methods
- Special Needs

- Deaf or Hard of Hearing
- Dialysis
- Mentally Impaired
- Oxygen Tank
- Power Dependent
- Refrigerated Medications
- Speech Impaired
- Transportation Assistance Needed
- Wheelchair/Mobility



- Send from mobile



- Receive to mobile



CHARLOTTE

**CORPORATE COMMUNICATIONS
& MARKETING**



Does CharMeck Alert You?

Charlotte-Mecklenburg Emergency Management Office

Disaster Declaration Process

Local Emergency Declaration

Mayor of Charlotte

Chairman of County
Commissioners

State Emergency Declaration

Governor

Federal Emergency Declaration

U.S. President



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Level	Examples	EOC/JIC	Communication w/ Mayor & Council
1	National Special Security Events such as the Democratic National Convention, major tornado or hurricane, and major hazardous materials spill or large technological disasters	Sustained Response	Communications every 2-3 hours -CharMeck Alerts -text message -phone call -Email
2	Tornadoes, large snow storms, large flooding/hurricane events, and regional incidents	Immediate or Sustained Response	Communications every 6-8 hours -CharMeck Alerts -text message -phone call -Email
3	Train derailment, medium Hazmat incident, local flooding event, medium snow event, or a planned event in a public venue such as the CIAA or Speed Street	Increased Readiness; Command Center may be opened	Communications daily -CharMeck Alerts -text message -phone call -Email
4	House fires, minor hazardous materials spills, criminal investigations, isolated flooding, and minor snow events	Monitoring Only	Communications as necessary -CharMeck Alerts -text message -phone call -Email



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Questions?

Thank you.