



**"E Team was the one solution that offered everything each partner at the local Charlotte-Mecklenburg level wanted"**

**Garry McCormick  
Battalion Chief  
Charlotte Fire  
Department**

*E Team empowers Charlotte UASI Region partners to coordinate efforts and share vital information throughout the UASI Region and across state borders.*

## Situational Response In Action Charlotte UASI

### Emergency Management without Borders

Considering the potential for local disturbances and medical emergencies during large-scale events, the Charlotte region has established a proactive emergency planning program. For example, this area of North Carolina hosts several large events during the Memorial Day weekend, transforming itself into a downtown festival and playing host to a major motorsport event, drawing tourists from around the nation. This creates a local challenge for emergency responders.

In 2003, the Department of Homeland Security (DHS) identified the Charlotte-Mecklenburg region as a potential

location for a terrorist attack. As a result, eight North Carolina counties and two South Carolina counties collaborated to organize the Charlotte Urban Area Security Initiative (UASI). The Charlotte UASI focuses on the prevention of, preparedness for, response to, and recovery from, terrorist incidents.

### Charlotte-Mecklenburg Emergency Management Challenges

Located in an area of the southeast where hurricanes, tropical storms, and flash flooding can severely impact first responder activities, emergency management offices in the Charlotte-Mecklenburg region have long

### Challenge

To provide an incident management system that can be used as a common platform for gathering and sharing information across independent municipalities.

### Solution

Implement NC4's E Team incident management system that allows jurisdictions to share complex data streams from multiple sources in a single, easy-to-use solution that delivers collaboration, real-time mapping, and fast access to information.

### Benefits

- Inter-agency collaboration and communication between cities, counties and numerous local and non-governmental organizations
- Establishes complete interoperability between region's emergency responders
- Fosters the strengthening and development of new interagency partnerships in preparedness, response and recovery

***"Originally, when emergency personnel responded to an incident, we all used our own dispatch systems to communicate with our jurisdictions, and then used the telephone or fax machine to notify neighboring jurisdictions of potential emergency situations and request specific resources. This process was time consuming and ineffective – often the information we received was inconsistent, incomplete, or out-of-date, leading to additional phone calls and even more time allocated to simply sharing information. We recognized the critical need to share information in real time in order to increase the effectiveness of our emergency operations."***

***Stacie Neal  
Program Manager  
Charlotte Fire  
Department***

focused on emergency response preparedness with a common goal of protecting the area's more than two million citizens. Historically, emergency response and coordination was managed by each individual county utilizing the tools they had available to them, from handwritten notes to spreadsheets and the legacy state system for tracking and reporting. However, emergency response agencies found these methods to be time consuming and inefficient, as they required multiple phone calls to different agencies to find correct contacts and gather necessary information.

### **Locally, Charlotte-Mecklenburg puts E Team to the test**

Understanding the need for a local emergency response solution, yet also aware that emergency managers are not always technologically confident, Charlotte-Mecklenburg searched for a user-friendly, easy-to-deploy product that could be up and running quickly after implementation. After reviewing five solutions, the county chose NC4's E Team technology.

"E Team was the one solution that offered everything each partner at the local Charlotte-Mecklenburg level wanted," said Garry McCormick, Battalion Chief, Charlotte Fire Department. "The

police force especially liked the law enforcement functions and the all-encompassing platform. Combined with the fact that we could program region-specific data and begin using it right away, E Team was the logical choice."

In 2005, a month after Charlotte-Mecklenburg purchased E Team, Hurricane Katrina hit the Louisiana coastline, displacing thousands of families and causing widespread devastation and chaos. Shortly after the storm passed, the county began receiving hurricane evacuees. As the evacuees arrived by air and automobile, Charlotte-Mecklenburg found itself setting up shelters in its coliseum and trying to track approximately 2,200 people who had lost everything, including their personal identification.

Although Charlotte-Mecklenburg's E Team implementation was still in its early stages and many key workers still required training, the county was able to utilize E Team to help manage the sheltering mission. E Team's Case Management reporting feature allowed first responders in the county to begin tracking people the moment they arrived for assistance. Charlotte-Mecklenburg used this data to register people in one main database, as well as share information with support agencies such as the Red Cross and Salvation Army. The common goal



*E Team allows Charlotte UASI partners to quickly and easily share vital information and access reports during events.*

was to provide those devastated by the natural disaster with the basic necessities to survive and recover from their ordeal.

“Throughout the entire event, NC4 and its E Team technology were truly pillars of support,” McCormick said. “NC4 was on the ground with us the entire time, offering support and helping us implement the necessary technology to track, house, and provide necessities for the many people who had lost everything.”

## From Charlotte-Mecklenburg to the Charlotte UASI Region

As a diverse, widespread area spanning both county and state

lines, the Charlotte UASI Region needed a regional solution that would allow all counties in the area to communicate during an emergency, as well as document information for Federal reimbursement. To consolidate and manage resources effectively, the UASI also wanted a system that would enhance mutual aid – allowing partner counties to call on shared major emergency response groups to avoid the potential for duplicate operations.

“When looking at solutions, we wanted a program that would enable instant communication for resource and asset sharing,” McCormick said.

Following the success Charlotte-Mecklenburg experienced using E Team to assist with its effort to shelter Katrina victims, the Charlotte UASI Region decided to implement E Team throughout the region. Funded via a DHS grant, the Charlotte UASI Region developed standalone E Team systems for five North Carolina counties, one South Carolina county, and two North Carolina cities, enhancing emergency preparedness and allowing each city and county to communicate with the surrounding jurisdictions. These systems provide a common framework for information sharing that includes standardized reports, requests, notifications, and maps, as well as a complete set of Web-



Status	Priority	Requesting Organization	Category	Type	Qty
Black-New	Flash	EOC	Law Enforcement	Crime Scene Technician	
Purple-Ops Desk/Mission Tasker	Flash	RDSTF 5	Law Enforcement	Law Enforcement Aviation-Helicopters?Patrol & Surveillance - Type II	
Red-Tasked to ESF	High	Orlando International Airport (GOAA)	Public Works	Generator 100 Kw	
Orange-Enroute	High	EOC	EMS	Ground Ambulance - Type III	
Yellow-On-Scene	Medium	Public Works	Public Works	Backhoe Loader - Type III	
Green-Released	High	Fire	Fire/HazMat	Engine, Fire (Pumper) - Type VI	

"When looking at solutions, we wanted a program that would enable instant communication for resource and asset sharing," McCormick said. E Team's real-time, collaborative features enable multiple counties to share vital information including resource requests.

based incident management tools to sort and prioritize data. The Charlotte UASI Region completed its E Team implementation in six months and NC4 provided separate training for each county in order to tailor the E Team application to meet specific county and city needs.

## Implementation benefits

With the days of phone calls and

paper shuffling behind, emergency managers in the Charlotte UASI Region have improved efficiency by cutting their administrative work load. Agencies typically spent the weeks following an incident calculating costs, entering data, and submitting reports necessary to properly document response and recovery efforts. E Team has greatly improved after-incident

reporting tasks by allowing staff to record events as they happen on a daily basis as well as during disasters.

"E Team empowers users with the ability to share information and access reports quickly, as well as communicate with UASI partners effortlessly," said David Weldon, Catawba County Emergency Services Director. "In addition to daily coordination, E Team provides the platform necessary for supporting specific events at the nuclear power plants on both sides of the North/South Carolina border, including joint training exercises and federally-mandated drills. We now have the ability to coordinate efforts and share vital information throughout the UASI Region and across state borders."

## More About NC4

NC4 delivers safety and security solutions for both business and government organizations. NC4 revolutionizes how organizations and communities collect, manage, share and disseminate information to reduce cyber threats, fight crime, mitigate risks and manage incidents. NC4 also provides cyber threat sharing solutions both through secure collaboration services and recently (via Soltra Edge®), through automated, structured, and standardized (STIX/TAXII) mechanisms.

NC4 solutions are used by private sector companies involved in financial services, high-tech, insurance, manufacturing, aerospace and defense, oil and gas, pharmaceuticals and healthcare, as well as other industries. In the public sector, NC4 solutions are used by federal, state and local agencies in homeland security, emergency management and law enforcement disciplines.

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