Charlotte Civil Disturbance

An Emergency Management Perspective
High Country PIO Media Summit - August 1, 2017

Elaney Katsafanas, Emergency Management Planner
Charlotte-Mecklenburg Emergency Management
Charlotte Civil Disturbance
TIMELINE OF EVENTS

September 20 - October 1, 2016

**September 20**
15:34  Officer Involved Shooting (University Area)

19:00 – 23:00  Crowds Mobilize
CEU/PAC Teams Deployed
Aggressive Protestors
EM Responds
Activation of WebEOC

**September 21**
City Network and Email Outage
Active Violence / One Fatality
Threats to Public Safety
Multiple Press/Media Events
State Resource Requests
State of Emergency (SOE) Declaration
Mutual Aid/State Resources Deployed

**September 22-28**
Continued Active Violence
Curfew Declaration / Termination
JIS/JIC Mobilization
Multiple Peaceful Protests
Panthers Game
City Council Meeting

**September 23-October 1**
Public Records Requests
Termination of SOE
Demobilization of Resources
Normal Operations Resume
Charlotte Civil Disturbance

Photos Used Throughout this Presentation May be Credited to the Following Sources:
Charlotte Communications and Marketing, Charlotte Fire Department,
Charlotte-Mecklenburg Police Department, Charlotte-Mecklenburg Emergency Management,
Charlotte Business Insider, Charlotte Magazine, Charlotte Observer, Charlotte Stories,
Associated Press (AP), the Daily Mail, FORBES, Huffington Post, Sports Insider, TIME, TWC14, WBTV, WCNC, WSOC, WJZY and Yahoo!
Charlotte Civil Disturbance
UNIQUE EMERGENCY OPERATIONS CENTER (EOC) SETUP

Charlotte-Mecklenburg Police Department
Law Enforcement Center (LEC)

- Fire Suppression/Communications
- Emergency Management
- Law Enforcement Partners
- (EMS) Healthcare Partners
Charlotte Civil Disturbance
RESPONSE PARTNERS

Charlotte-Mecklenburg Police Department
Mecklenburg County Sheriff’s Office
North Carolina State Highway Patrol
North Carolina National Guard
CEU Support (Raleigh/Greensboro/Union County)

Charlotte Fire Department
Charlotte Fire Alarm
Asheville Fire Department (COML)

Charlotte-Mecklenburg Emergency Management
North Carolina Emergency Management
Catawba County Emergency Management (JIC)
North Department of Public Safety (EOC/JIC)
North Carolina Office of the Governor

North Carolina Department of Transportation (NCDOT)
Charlotte Department of Transportation (CDOT)
Charlotte Area Transit System (CATS)

Department of Homeland Security (DHS)
State Bureau of Investigation (SBI)

Charlotte Water and Stormwater Services
Charlotte Solid Waste Services
Charlotte Communications and Marketing
Mecklenburg County Parks and Recreation

Metrolina Healthcare Preparedness Coalition
Mecklenburg EMS Agency (MEDIC)
Carolinas Healthcare System
Novant

Intermedix (WebEOC)
Everbridge
Charlotte Civil Disturbance

THREATS TO PUBLIC SAFETY / INCIDENT RESPONSE

Hazardous Materials

Bomb Threats and Snipers

Physical Assaults

Recovery and Public Information/Political Inquiries
Charlotte Civil Disturbance
PLANNED EVENTS WITHIN THE INCIDENT

- **Carolina Panthers Game**
  - Declared Extraordinary Event
  - Mobile Operation Center at Stadium
  - Staff Working Two Locations
  - (Stadium Footprint / CMPD - LEC)

- **Dignitary Visit**
  - Presidential Candidate Hillary Clinton
  - Requested Field Support
  - Retracted Request
  - Visited a Week Later

- **City Council Meeting**
  - Heavy Public Comment Period
  - Political Backlash
  - Supporting Resources Requested
Charlotte Civil Disturbance

INCIDENT CHALLENGES

01 Political Officials
City/County Collaboration
Requests Outside Formal Process

02 Resources/Equipment
Local/State/Legal Representation
State Assets/Mutual Aid
Templates/Access to Files
Network Connectivity/Printer Access

03 Media/Public Perception
Public Records Requests
Media Staging/Incident Response
JIS/JIC Coordination

Photo Credit: Charlotte Observer
Charlotte Civil Disturbance

CHARLOTTE-MECKLENBURG WebEOC LIFECYCLE

System Build
Charlotte-Mecklenburg Emergency Management Intermedix Team
(July 1 – 30, 2016)

Soft Launch
International Soccer
(July 30, 2016)

Incident Response
Charlotte Civil Disturbance
(September 21 – October 1, 2016)

Formal On-Boarding
Train Existing Users
(October/November 2016)
Train New Users
(January 2017)

Launch and Operation
Transition from E-Team
(October 2016)
System Development
(On-Going)
Charlotte Civil Disturbance

WebEOC BY THE NUMBERS / SYSTEM DEVELOPMENT

01 Incident (On-Record)
- 1,300+ Entries
- 28 Screen Pages of Activity Logged
- Translates to 130+ Printed Pages

02 Just In Time Training/Development
- Registered and On-Boarded
- 275+ Response Partners
- Real Time Board Development

03 Formal Process/On-Boarding
- Wrap Around Training (Existing Users)
- New Users (400+ Users in 10 Counties)
- Quarterly Training/User Group Meetings

04 System Development
- Redesigned System Post-Incident
- Menu Functionality
- Board Development
- Resource Gathering (Contacts/Files)
Charlotte Civil Disturbance
CHARLOTTE-MECKLENBURG WebEOC SUCCESSES

- Real Time Tracking
- Post Incident Reporting
- Status Boards / Infrastructure Access
- Situational Awareness
- Medical Intelligence
- Single Source
- Public Affairs
- JIS/JIC Operations
- Ease of Use
- Training/On-Boarding
# Charlotte Civil Disturbance

CHARLOTTE-MECKLENBURG WebEOC INCIDENT ACTION PLANS (IAP)

<table>
<thead>
<tr>
<th>Incident Name</th>
<th>Civil Disturbance (Officer Injured-Shooting)</th>
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<tbody>
<tr>
<td>Date From</td>
<td>09/23/2016</td>
</tr>
<tr>
<td>Time From</td>
<td>18:05:00</td>
</tr>
<tr>
<td>Date To</td>
<td>09/24/2016</td>
</tr>
<tr>
<td>Time To</td>
<td>05:00:00</td>
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</table>

**By the Numbers**
- 22 – Incident Action Plans Developed
- 24 – Operational Periods
- 12 – Days of Continuous Support

**Unified Command Details**
- Lead Identifiers for All Response Partners (ICS 203)
- Detailed Operational Breakdown (ICS 204)
- Unified Communications Plan (ICS 205)

**Digital Access**
- Online Development (Templates, Working and Published)
- Cloud Based Access Remotely
- Seamless Roll-Over into Multiple Operational Periods

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**Organization Assignment List (ICS 203)**

<table>
<thead>
<tr>
<th>Incident Commander(s) and Command Staff</th>
<th>Operations Section</th>
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<tbody>
<tr>
<td>ICUs</td>
<td>DC R. Granger, Chief, BCP Bossche</td>
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<tr>
<td>CMPD</td>
<td>Major M. Adams, Deputy</td>
</tr>
<tr>
<td>MEDIC</td>
<td>OM T. Fattile/CS S. Kliss</td>
</tr>
<tr>
<td>Deputy</td>
<td>DC K. Dams</td>
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<tr>
<td>Safety Officer</td>
<td>Charlotte Fire Dept. Branch Director, BCP Bossche</td>
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<tr>
<td>Public Info Officer</td>
<td>J. Gilmore (JIC) Branch Director, BCP Bossche</td>
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<tr>
<td>Liaison Officer</td>
<td>Charlotte Fire Dept. Engagement, BCP Bossche</td>
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**Agency/Organization Representatives**

<table>
<thead>
<tr>
<th>Agency/Organization Name</th>
<th>Lead Identifier for All Response Partners (ICS 203)</th>
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</thead>
<tbody>
<tr>
<td>CDR/CATS/Solid Waste</td>
<td>Jimmy Rhyne-H. Stainx/TBD</td>
</tr>
<tr>
<td>NCOM</td>
<td>Col. Baird</td>
</tr>
<tr>
<td>NCMG</td>
<td>E. Wissman</td>
</tr>
<tr>
<td>NCIS/NC</td>
<td>E. Kieser, SA Hamor, SA Long</td>
</tr>
<tr>
<td>NC SHP</td>
<td>L. A. Hook, C. H. Stameb</td>
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</tbody>
</table>

**Planning Section**

<table>
<thead>
<tr>
<th>Planning Section</th>
<th>Chief</th>
<th>Deputy</th>
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<tbody>
<tr>
<td>Operations</td>
<td>M. Pinn</td>
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<td>Air Operations</td>
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<tr>
<td>Air Ops Branch D.</td>
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**Situation Unit**

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<tr>
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<th>Resources Unit</th>
<th>Situation Unit</th>
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<td>Finance/Administration Section</td>
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**Logistics Section**

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<tr>
<th>Logistics Section</th>
<th>Chief</th>
<th>Deputy</th>
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<tbody>
<tr>
<td>Support Branch</td>
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<tr>
<td>Director</td>
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<td>Supplies Unit</td>
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<td>Facilities Unit</td>
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<td>Ground Support Unit</td>
<td>Cast D. Caldwell</td>
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<tr>
<td>Director</td>
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<td>Communications Unit</td>
<td>B. M. Stainx</td>
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<td>Medical Unit</td>
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<td>Food Unit</td>
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**Prepared by**

<table>
<thead>
<tr>
<th>Name</th>
<th>David Pivett</th>
</tr>
</thead>
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<table>
<thead>
<tr>
<th>Signature</th>
<th>Position/Title</th>
<th>EM Planner</th>
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<tr>
<td></td>
<td>Date/Time: 09/24/2016 05:25:57</td>
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</table>
Charlotte Civil Disturbance

STATE OF EMERGENCY / CURFEW ORDER AS CAPTURED IN WebEOC

- **Initial State Resource Requests**: 9/21/16 (10:19)
- **State of Emergency Order Declared**: 9/21/16 (22:42)
- **State Resources Demobilized**: 9/26/16 (10:30)
- **Curfew Order Declared**: 9/22/16 (21:15)
- **State of Emergency Terminated**: 9/28/16 (11:30)
- **Curfew Order Terminated**: 9/25/16 (19:30)
Appendix to Proclamation of a State of Emergency

Pursuant to the State of Emergency Proclamation issued on September 21, 2016, by City of Charlotte Mayor Jennifer Roberts and Commissioner Joe加快发展和增加.keep Police at the Board of County Commissioners within the City of Charlotte and Mecklenburg County, and in order to more effectively protect the lives and property of the people within the City of Charlotte, I, in pursuance of the provisions of the Code of Ordinances of the City of Charlotte, Section 150-30, hereby exercise the authority to enforce and require the execution of the following provisions and this curfew.

Charlotte, beginning September 21, 2016, a curfew will be imposed at midnight until 6:00 a.m. each morning and every evening until the end of the state of emergency is declared and this proclamation is revoked, within the corporate limits of the City of Charlotte to prohibit travel on any public street, alley, or roadway or upon any other public property except by those in the performance of their duties as public servants, such as police or fire personnel, or persons living in the vicinity of the area or persons of the immediate family of persons residing in the vicinity of the area.

There shall be no travel on any public street, alley, or roadway or upon any other public property, except by those who are performing their duties as public servants, such as police or fire personnel, or persons living in the vicinity of the area or persons of the immediate family of persons residing in the vicinity of the area.

Issued this 22nd day of September 2016.

The Mayor of Charlotte
Mayor, City of Charlotte

Proclamation of a State of Emergency

Section 1. Pursuant to Chapter 19 of the General Statutes and Article 18A, Chapter 141 of the General Statutes, I hereby declare that a State of Emergency as defined in Section 141-69, exists within the City of Charlotte under the County of Mecklenburg.

Section 2. I, therefore, declare the existence of a State of Emergency in the City of Charlotte under the County of Mecklenburg.

Section 3. I hereby order all city, county, and other emergency services personnel, and all other emergency services personnel to work together to carry out the provisions of the emergency orders established by Section 1 of this proclamation.

Section 4. Under the direction of the Charlotte-Mecklenburg Board of Commissioners, the Director of Public Safety shall conduct the Charlotte-Mecklenburg Board of Commissioners in implementing the emergency orders.

Section 5. The Director of Public Safety, in conjunction with the Charlotte-Mecklenburg Board of Commissioners, shall make the decisions necessary to carry out the emergency orders.
Charlotte Civil Disturbance

JOINT INFORMATION CENTER (JIC) LIFECYCLE AND WHY THIS MATTERS

01
Public Safety Liaison with Command
9/21/16 (11:30)

02
Virtual Joint Information Center (JIC)
9/21/16 and 9/22/16

03
JIC Support Request
9/22/16 (01:00)

04
JIC Soft Opening
9/22/16 (08:00)

05
Full Scale JIC Operations
9/22/16 (17:15)

06
JIC Demobilization
10/1/16 (23:30)
Charlotte Civil Disturbance

JOINT INFORMATION CENTER (JIC)

OUTREACH AND CHALLENGES
Charlotte Civil Disturbance
SOCIAL MEDIA

Intelligence Gathering
Social Justice
Outreach and Engagement
Live Feeds
Cross Sharing
Charlotte Civil Disturbance

SOCIAL MEDIA
Charlotte Civil Disturbance
OPERATIONAL TAKE AWAYS

- JIS/JIC TRAINING AND PUBLIC INFORMATION RESOURCES
- DEPLOYABLE EQUIPMENT
- ALTERNATE STAFFING (EXTENDING THE BENCH)
- ALL HAZARDS CONTACT ROSTER
- MASS NOTIFICATION SYSTEM OVERHAUL
- ICS FOR ELECTED OFFICIALS
- FAMILY ASSISTANCE CENTER/REUNIFICATION
- CONTINGENCY PLANNING
Charlotte Civil Disturbance

CONTACT INFORMATION

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Charlotte-Mecklenburg Emergency Management
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(704) 336-2412 – General