

PUBLIC SAFETY

SITUATION: WHO DO I CALL IN CASE OF AN EMERGENCY

911 is meant to connect you to help in serious emergencies. Get on the line, and let the 911 dispatcher know what the emergency is. Answer any questions they have as best you can, and stay on the line follow any instructions they give you while waiting for help to arrive. If you need help for serious but less urgent issues, call a number other than 911, such as a non-emergency police number.

Charlotte-Mecklenburg Police Department (CMPD)

The Charlotte-Mecklenburg Police Department is the police department of Mecklenburg County, which includes the City of Charlotte. 601 E Trade St, Charlotte. There is an officer in the lobby 24/7. Customer service counters are open from 800AM-500pm Monday-Friday. Closed on weekends and holidays. Call 911 for emergencies.

Mecklenburg EMS Agency - MEDIC one of the top-notch EMS providers in the country

Mecklenburg EMS Agency – Medic 4425 Wilkinson Blvd. Charlotte Call 911 for emergencies

Non-Emergency Police Services (NEPS), 601 E. Trade Street. A citizen should call 311 in order to contact Non-Emergency Police Services. 311 will transfer the caller to NEPS if a police report is needed.

SITUATION: AN INDIVIDUAL WANTS TO KNOW CRIME AND SAFETY STATISTICS FOR A SPECIFIC NEIGHBORHOOD IN CHARLOTTE

Neighborhood Scouts provides objective home buying insights. Follow the link <https://www.neighborhoodscout.com/nc/charlotte/crime>

Opportunity 360 helps improve people's lives by offering a 360-degree view of any neighborhood, such as green space for kids to play, the quality of the air, and crime data and statistics. Follow the link <https://www.enterprisecommunity.org/opportunity360/measure>

Charlotte/Mecklenburg Quality of Life Explorer looks at the social, housing, economic, environmental and safety conditions in Charlotte and Mecklenburg County. Follow the link: <https://mcmap.org/qol/>

SITUATION: HOW ARE FAMILIES/INDIVIDUALS ALERTED TO INCIDENTS OF TERRORISM, NATURAL DISASTERS, ETC.

The **Charlotte-Mecklenburg ALERT Team**, which stands for **Advanced Local Emergency Response Team**, is a unique 90-member multi-agency terrorism response team of which the Charlotte Mecklenburg Police Department plays a key role.

Ready Rating

A free service offered by the American Red Cross to help businesses assess how prepared they really are in the event of a disaster.

The Charlotte Mecklenburg Emergency Management Office

Offers advisement and coordination of all parts of the emergency response and recovery process. The CMEMO ensures all entities involved in emergency planning and execution are operating on the same level and are working toward the common goal of public safety. Learn more at: charmeckem.net

ReadyNC

Get up-to-date local information in order to plan and prepare for disasters. The ReadyNC app allows your mobile device to get updates on local weather, road conditions, power outages, open shelters, and much more!

Ready.gov helps individuals plan for disaster and to continue to operate their businesses during times of disaster.

FEMA – Ready Business

Local businesses can now prepare for the impact of today's natural hazards like floods, hurricanes, tornadoes, earthquakes and widespread serious illness such as the H1N1 flu virus pandemic. Ready Business will assist businesses in developing a preparedness program by providing tools to create a plan that addresses the impact of those hazards.

Open for Business-EZ

A free business continuity tool designed to help even the smallest businesses focus on planning for any type of business interruption, so they can quickly re-open and resume operations following a disaster.

Uptown Evacuation Plan

Planning for an evacuation is a serious matter. If you or a loved one works uptown, lives uptown or goes uptown for sporting or cultural events it is important to know how to evacuate during an emergency. For cultural and sporting events always have an agreed to meeting place away for the venue to gather and account for everyone's whereabouts. Encourage your employer or landlord to create an approved evacuation plan for those who live and work in tall buildings. Contact your police precinct to help with that plan.

United States Computer Emergency Readiness Team

A governmental agency that monitors threats online. Stay up-to-date on cybersecurity and how to better secure your small-business networks.

Contact [Charlotte Business Resources.com](https://www.charlottebusinessresources.com) for more information and to download apps.

- *Still need help? Dial 2-1-1 or 1-888-892-1192 to speak to a call specialist 24/7/365.*