



NEWS RELEASE

City of Charlotte · Mecklenburg County



Media Release
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Get Updates from Local Government

Charlotte, NC -- The City of Charlotte and Mecklenburg County governments are offering a new service through their joint website *charmeck.org*. This new service will allow citizens to be notified when specific visited pages are updated.

Currently, the service is available only on the site's most frequently updated pages, but it is being expanded to other web pages. In addition to continually changing items such as news, transit rider alerts and job listings, citizens may also subscribe to various electronic newsletters published by City and County departments and agencies.

"We are really excited about the new opportunities this service provides our customers," said Shawn Proffitt, the City of Charlotte's Web Manager. "It will allow us to communicate more frequently with our citizens, and it will help us provide information that is more relevant to them, based on the user's choice."

"Providing a tool to manage receipt of information is a significant customer service addition to the website," said Brian Cox, eGovernment Customer Service Manager for Mecklenburg County. "Currently the website receives more than 19,000 visits a day, but we hope to expand that figure."

The City and County hired GovDocs Inc. to manager the system. The company, headquartered in St. Paul, MN, is the world's leading provider of government -to-citizen email and wireless communication solutions designed specifically for the public sector.

Currently visitors to *charmeck.org* can [subscribe to updates](#) and information on transit, City Council meetings and garbage services.

To participate in the service, subscribers must click the icon labeled "**Notify Me**" located on the page. After providing an email address, the subscriber will begin receiving updated links to the information chosen.

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