



News Release

October 27, 2015
Release Number: 3985

Charleston County Consolidated 9-1-1 Center Awarded Communications Center of the Year for South Carolina and Receives Reaccreditation

Center earned reaccreditation from international association; top center award announced at recent conference

The Charleston County Consolidated 9-1-1 Center has been named the 2015 Communications Center of the Year for South Carolina by the South Carolina chapters of the National Emergency Number Association (NENA) and the Association of Public-Safety Communications Officials (APCO) at their recent annual conference in Myrtle Beach, SC.

The annual NENA/APCO award is presented to the center that has exemplified outstanding professionalism, leadership and innovation to the community it serves including its contribution to the advances of Public Safety Communications through the use of technology, management and training of staff. Charleston County's Center processed 1,082,801 phone calls and dispatched 1,000,670 calls for service in 2014.

"The people and public safety responders of Charleston County have suffered through a horrific and tragic year. During the last year it was the people who make up Charleston County Consolidated 9-1-1 Center that answered those public calls for help," said Consolidated 9-1-1 Center Director Jim Lake. "I am very proud of our call takers, dispatchers, supervisors and support staff for the way they took care of each other so that we could fulfill our mission to serve the public."

Charleston County Council will recognize the Center during their meeting on Tuesday, Oct. 27.

The Center also recently earned reaccreditation by the International Academies of Emergency Dispatch (IAED) for their Emergency Fire Dispatch (EFD) and Emergency Medical Dispatch (EMD) programs. To achieve reaccreditation, the agency must demonstrate commitment and practice to twenty specific points of practice, documentation, oversight and performance. Charleston County was initially accredited by the association in November of 2012.

"Although call takers specifically use the protocols and are subjected to the quality improvement process, it is a team effort that includes Dispatchers, Supervisors and Support Staff," said Lake. "You can hear the professionalism on the floor as our experienced Call Takers 'stroll' through the protocols with ease and familiarity that make it sound conversational to callers. We appreciate the time and effort our call takers have put into their job performance."

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