



News Release

March 30, 2017
Release Number: 4130

County's Consolidated 9-1-1 Center to Partner with Joint Base Charleston

New partnership will enhance public safety for Joint Base Charleston

The Charleston County Consolidated 9-1-1 Center is now partnering with Joint Base Charleston (JB CHS) to provide a more efficient 9-1-1 service. Charleston County 9-1-1 will answer and process all 9-1-1 calls and texts to 9-1-1 for JB CHS. Charleston County 9-1-1 will then send the information electronically to JB CHS and they will dispatch the information to their Security Forces and Fire Service.

The new partnership will decrease emergency response time and increase information sharing with other public safety agencies.

"The goal of this relationship with Joint Base Charleston is to ensure prompt, efficient response and assistance to those requesting emergency service," said Jim Lake, Charleston County Consolidated 9-1-1 Center Director.

Partnership Highlights:

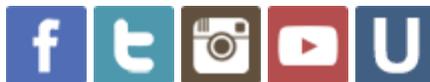
- **Charleston County provides certified Dispatchers for emergency call handling**
 - Life saving techniques provided via phone or text
- **JB CHS provides trained Dispatchers to dispatch the calls to their responders**
 - Provides specific Base and military operations knowledge
- **Coordinated Response**
 - Improves the ability to work with surrounding police, fire, and EMS
 - County and JB CHS share live feed response maps showing current emergency responses
 - Response units utilize GPS mapping directions instead of Security Force (SFS) escorts
- **Cost Savings/Additional Efficiencies:**
 - Reduces cost by eliminating the \$500,000 Air Force 9-1-1 system refresh every five years
 - Reduces workload on JB CHS dispatchers, letting them focus on response coordination

The new streamlined dispatch process with Charleston County 9-1-1 will replace an older system which required multiple agencies. Previously, some emergency calls were routed to the JB CHS Fire Department or Berkeley County only to be routed back to the base. Additionally, cell phones from JB CHS were answered by Charleston County but, landlines were answered by JB CHS Fire. Now, all 9-1-1 calls or texts will be handled by Charleston County 9-1-1 for emergency response.

"This is a great example of a partnership achieving mutual value and benefits, creating a win-win for our Joint Base service members and families, and for the surrounding communities," said Colonel Rob Lyman, Commander, Joint Base Charleston.

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