

Charleston County Consolidated 9-1-1 Center launches web-based Emergency Messaging System

Apr 19, 2018



The Charleston County Consolidated 9-1-1 Center went live with 911HelpMe.com, a dedicated website for citizens to report an emergency. Citizens should use 911HelpMe.com only when they are unable to contact 911 by a voice call or text to 911.

Incoming emergency messages arrive at designated call taker stations. Telecommunicators will manually enter the information into our Computer Aided Dispatch (CAD) system, which will generate a dispatch to the first responders. Recently, staff at the 9-1-1 Center have observed an increase in the reporting of emergencies over several different communication platforms across the United States.

“We have learned from previous disasters the public will use whatever communications means available to call for help including their preferred social media platform,” said Consolidated 9-1-1 Director Jim Lake. “By adding 911HelpMe.com, we are providing the public with another communications tool to contact us directly as compared to posting their plea for help on social media in hopes that someone will see their post and contact 9-1-1 for them. The public can contact us by wireless or wireline phone, text and now the internet.”

“CALL IF YOU CAN, TEXT IF YOU CAN’T, CONNECT IF YOU MUST - 911HelpMe.com”

How it works:

If citizen cannot call or text to 9-1-1 but has internet access:

- Enter 911HelpMe.com into your browser
- Fill out the required information
 - o Address
 - o Nature of the emergency
- ♣ Citizens can attach photos but the system does not allow videos
- o Contact information
- Dispatcher will send appropriate public safety agency to your location.