

New plan may streamline state's 911 system

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CHARLESTON, SC (WCBD) - South Carolina's 9-1-1 calls may soon run on the same [operating system](#). Officials in Charleston County hope to introduce legislation to make it happen.

The issue came up Thursday during a County Council committee meeting. Supporters say the "Next Generation 911" system would provide better service.

The new system would connect all 911 centers in the state. If approved, users would be able to text 911 and send images, video and other data to dispatchers.

The Charleston County Consolidated 911 Center already allows users to text 911. Earlier this year, the facility also launched a web-based messaging system.

Other proposed benefits of the Next Generation system include cost savings, standardized 911 infrastructure across the state, and increased resilience of 911 centers.

On Thursday, some 911 calls from [cell phones](#) in Charleston and Berkeley counties were routed to the wrong call centers. The problem was resolved by cell phone service providers.

Charleston County officials plan to introduce the Next Generation 911 legislation at the statehouse in January.

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