

News Release



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County's Consolidated 9-1-1 Center Welcomes Charleston Police Department

City's Police Department will consolidate with other agencies on Nov. 19



The [Charleston Police Department](#) (CPD) will join other Charleston County emergency services agencies as part of the [Charleston County Consolidated 9-1-1 Center](#) on Tuesday, Nov. 19, 2013. Once the transition occurs, the Consolidated 9-1-1 Center will begin receiving and dispatching calls for the CPD.

Beginning on Nov. 19, City of Charleston residents needing emergency or police assistance should:

- Dial **9-1-1** for emergencies and crimes in progress
- Dial **(843) 743-7200** for non-emergency police assistance, and officers will be dispatched to their location
- Dial **(843) 577-7434** to reach the administrative offices for the CPD, and select the appropriate unit that can provide the necessary services

"Other than a change in the telephone number for police responses, those in the City of Charleston shouldn't notice any difference in the quality of service or response times," said Charleston Police Chief Greg Mullen.

The County welcomes the CPD as the final phase of consolidation among the consolidation partner agencies.

"The primary objective of the Consolidated 9-1-1 Center is to ensure prompt, efficient response and assistance to those requesting emergency service, and to ensure the support and safety of public safety responders," said Jim Lake, [Charleston County Consolidated 9-1-1 Center](#) Director. "Having the Charleston Police Department join the existing agencies enhances the sharing of information and resources so that the public receives the best possible service."

The CPD transition comes six weeks sooner than originally planned, benefitting both the [City](#) and the [County](#). Although [Charleston County Government](#) will have management control over the transitioning CPD telecommunicators, the

telecommunicators will continue to be paid by the [City](#) until January 1, 2014, at which time they will become [County](#) employees.

With the addition of the CPD telecommunicators, Charleston County's Consolidated 9-1-1 Center will staff 30 telecommunicators and supervisors per shift to provide their internationally-accredited service to the public, law enforcement officials, firefighters and emergency medical services personnel.

[The County's new 38,000-square-foot facility opened on January 24, 2013](#), at a cost of \$27 million. It has a dual purpose in that it houses two of [Charleston County Government's](#) major departments: the [Consolidated 9-1-1 Center](#) and [Emergency Management Department](#). In essence, it enables the full consolidation of 9-1-1 and emergency dispatch operations in Charleston County and serves as the new location for the Emergency Operations Center.

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