



News Release

October 30, 2024
Release Number: 4895

MEDIA CONTACT

Chloe Field, Public Information Officer

Mobile: (843) 991-1391

Email: cfield@charlestoncounty.org

Charleston, Collier Counties Partner on Successful Test of Emergency 9-1-1 Call Rerouting

Charleston County Consolidated Emergency Communications Center recently partnered with Collier County, Florida to conduct a test of their 9-1-1 systems and the feasibility of rerouting calls to outside jurisdictions in the event of a large-scale emergency, like a mass casualty event or natural disaster.

During the test, six live 9-1-1 calls out of Collier County were instantly routed to Charleston County Public Safety Telecommunicators who processed the call, then electronically transmitted the call information to Collier County for dispatch of appropriate emergency responses. These calls were rerouted seamlessly with no delay or time lost.

This collaboration demonstrated how regions can support each other during emergencies and ensure timely responses to 9-1-1 calls and deployment of emergency personnel when local resources – like 9-1-1 centers – may be strained or otherwise compromised.

Facilitated by leading industry partners INdigital, Motorola, RapidDeploy, and ReadyOP, this test marks a significant advancement in public safety technology.

“The successful rerouting of these emergency calls exemplifies our shared commitment to public safety and the power of collaboration,” said Charleston County Consolidated Emergency Communications Center Director Jim Lake. “Our partnership with INdigital, Motorola, RapidDeploy, and ReadyOP has enabled us to explore new frontiers in emergency response capabilities and continue to ensure that help is always just a call away.”

In keeping with the Americans with Disabilities Act (ADA), those needing assistance should contact Charleston County at (843) 202-6917 during regular business hours.

For information on Charleston County Government news and services, please visit www.charlestoncounty.org.

