



News Release

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Charleston County 911 Center recognized for excellence in emergency medical, fire dispatch

The Charleston County Consolidated Emergency Communications Center has been recognized by the International Academies of Emergency Dispatch (IAED) as an Accredited Center of Excellence for both emergency medical and emergency fire dispatching. This prestigious honor makes Charleston County's dispatch operation the 171st Emergency Medical and 24th Emergency Fire Dispatch Accredited Center in the world.

IAED is the standard-setting organization for emergency dispatch services worldwide. Accreditation from the IAED is the highest distinction given to emergency communication centers, certifying that the center is performing at or above the established industry standards.

"This reaccreditation reaffirms our commitment to the people of Charleston County, ensuring that every call for help is met with trained, capable, and compassionate professionals," said **Charleston County Consolidated Emergency Communications Center Director Jim Lake**. "From new trainees to veteran telecommunicators, our team works tirelessly to be a lifeline in times of crisis. The IAED's rigorous certification process and continuing education ensure that we stay at the forefront of emergency response, so when our community needs us most, we are always ready to answer the call."

The Consolidated Emergency Communications Center took 294,000 911 calls in 2024 and directly handles communications for six law enforcement agencies, 13 fire departments, and Charleston County EMS. Additionally, they work closely with many other local, state, and federal public safety partners.

IAED accreditation is pursued via a lengthy application process that requires the completion of 20 points of accreditation, a detailed performance evaluation by industry experts, and a final review and ruling by IAED. This accreditation is valid for a three-year period, during which all standards must be upheld.

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

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