



News Release

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Charleston County 911 strengthens emergency response with new call handling capabilities

This week, the Charleston County Consolidated Emergency Communications Center (ECC) adopted a new, more advanced call handling software that will improve emergency response for both the public and first responders.

The Carbyne Apex Call Handling Solution introduces several key features that will increase efficiency and situational awareness, including:

- **Voice to Text** – Call takers will receive a real-time text transcription of the caller's spoken words, improving accuracy and efficiency.
- **Translation** – This feature allows for seamless communication with non-English-speaking callers by automatically translating conversations in real time.
- **Triage** – The system prioritizes emergency calls, ensuring that simultaneous incidents, such as multiple calls about the same crash, do not delay responses to other emergencies.
- **Location Services** – If a caller's location is not automatically transmitted, call takers can send a link to obtain precise handset coordinates. If the caller accepts the link, the call taker will temporarily have access to the caller's exact location.
- **Images and Video** – Callers can share live images and video with the ECC, offering critical visual information to support response efforts.
- **Responder Link** – Call takers can transmit received images and videos directly to first responders in the field, enhancing situational awareness.

In addition, Charleston County ECC has partnered with Carbyne to integrate the new system alongside **RapidDeploy Radius Mapping**, a platform already in use by the ECC, which provides additional benefits, including:

- Access to caller-provided emergency data, such as preferred language and medical information.
- Outbound text messaging capabilities for two-way communication with 9-1-1 callers.
- Instant messaging between 9-1-1 centers for seamless information sharing.
- Crash data from OnStar, Bosch, and other vehicle safety services.
- Enhanced alarm data from security companies.

"This new system represents a major advancement in how we handle emergency calls," said Charleston County ECC Director Jim Lake. "By improving accuracy, communication, and situational awareness, it helps ensure that people in crisis get the help they need as quickly as possible. Our telecommunicators and first responders rely on clear and timely information, and these tools will make a real difference in their ability to respond effectively."

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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