



News Release

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Charleston County Consolidated Emergency Communications Center Fully Automates Non-Emergency Line

Residents will be able to report non-emergencies, contact a duty officer, or reserve a street name at <https://911.charlestoncounty.org/>.

The Charleston County Consolidated Emergency Communications Center has expanded its capacity to handle non-emergency calls with fully automated machine learning. “We are excited about this technology as it allows our call-takers to better assist with emergency calls, said Charleston County Consolidated Emergency Communication Center Director Jim Lake. “Prior to using machine learning, a call-taker would have to answer calls about barking dogs, a stolen bicycle, or noisy neighbors which takes them away from answering real emergencies. We still want residents to report those things, but we don’t need to tie up a call-taker to have it dispatched.” On average, the center receives about 210,000 calls on the non-emergency line each year.

Charleston County Consolidated Emergency Communications has launched a new website to help residents with direct contact to the agencies the County serves. It also has direct links to contact information and online reporting tools for law enforcement agencies, fire departments, EMS, and other departments we serve.

Website: 911.Charlestoncounty.org

Important reminders:

- If you have an emergency, call or text 9-1-1.
- When you call 9-1-1, do **NOT** hang up. You will hear an automated message reminding you not to hang up. Hanging up the phone causes significant delays in answering calls.
- If you accidentally call 9-1-1, do **NOT** hang up. Wait for a call-taker to answer and let them know it was an accidental dial.
- If you need a welfare check, or need animal control, call **843.743.7200** or use 911HelpMe.com to report your situation. This information gets entered in the County’s system and sent to the appropriate agency.

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, the public can:

- Visit our website: www.charlestoncounty.org



- written by the Public Information Office -