

A RESOLUTION

IN SUPPORT OF A CO-LOCATED COUNTYWIDE DISPATCH CENTER FOR THE GREENVILLE COUNTY SHERIFF’S OFFICE, GREENVILLE COUNTY EMERGENCY MEDICAL SERVICES AND LOCAL FIRE DISTRICTS, TO PROMOTE OPERATIONAL AND FINANCIAL EFFICIENCIES FOR THE HEALTH AND SAFETY OF GREENVILLE COUNTY CITIZENS.

WHEREAS, in 2012 Greenville County (the “County”) commissioned a Joint Operations Assessment, Feasibility, and Recommendations study by nationally recognized industry expert L.R. Kimball (the “Study”), which noted many specific benefits to a co-located Countywide dispatch center; and

WHEREAS, the benefits of a co-located dispatch center includes improved situational awareness, interoperability, and cost efficiencies through sharing technical support, systems, network infrastructure, and equipment; and

WHEREAS, as a result of the Study’s recommendation, the County has invested in a new singular Computer Automated Dispatch (CAD) system allowing all participating entities to receive call information instantaneously, which is vital for the safety and response protocols of an integrated first-responder response plan; and

WHEREAS, the County has also invested in a new Countywide Palmetto 800 interoperable radio system which allows County, local, State, and Federal agencies to communicate with each other on shared channels, expanding public safety communications to unprecedented levels across the County; and

WHEREAS, many local entities in the State of South Carolina and across the nation have found significant operational and financial efficiencies via co-located dispatch, with Charleston, South Carolina, serving as a recent notable successful case study; and

WHEREAS, the Greenville County Sheriff and the Greenville County Fire Chief’s Association have both expressed support for a co-located dispatch center in which the Sheriff retains management of law enforcement dispatch and the Executive Director for Greenville County Emergency Medical Services (GCEMS) manages GCEMS and local fire dispatch; and

WHEREAS, the Greenville County Sheriff’s Office and GCEMS both maintain accredited dispatch operations and GCEMS has begun the process of attaining Emergency Fire Dispatch (EFD) accreditation; and

WHEREAS, the GCEMS already dispatches for fifteen local fire districts and the remaining fifteen area fire districts have expressed a desire to be dispatched by the GCEMS; and

WHEREAS, call transfer times are sometimes negatively impacted by the operation of seven primary Public-Safety Answering Points (PSAPs) and one secondary PSAP across the County; and

WHEREAS, the nation is currently suffering a documented shortage of dispatch professionals which forces various public safety agencies to compete for a limited number of qualified employees; and

WHEREAS, the Greenville County Sheriff's Office dispatch center is currently located in the basement of the Greenville County Law Enforcement Center in insufficient space with limited physical growth and technological advancement opportunities and could realize significant operational improvement and employment retention via an improved physical location; and

WHEREAS, the County will undertake a new dispatch center in conjunction with the relocation of GCEMS headquarters and the timing is ripe to incorporate a co-located facility with current technological capabilities and appropriate redundancies at the design phase of construction.

NOW THEREFORE, be it resolved that Greenville County Council supports the consideration and effort to co-locate countywide dispatch services in the future GCEMS headquarters to incorporate the Greenville County Sheriff's Office, GCEMS, and all local fire district dispatch.

DONE IN REGULAR MEETING THIS ____ DAY OF _____, 2020.

Herman G. Kirven, Jr., Chairman
Greenville County Council

ATTEST:

Regina McCaskill
Clerk to Council

Joseph M. Kernell
County Administrator