

COMMITTEE ON PUBLIC SAFETY AND HUMAN SERVICES

April 28, 2025

3:30 P.M.

**Council Committee Room
301 University Ridge, Greenville**

Citizens may also access the meeting at the following web address:

<https://www.greenvillecounty.org/livestream.aspx>.

Committee Members Present:

Garey Collins, Chairman
Steve Shaw, Vice Chairman
Frank Farmer
Joey Russo

Committee Members Absent:

Dan Tripp

Staff Present:

Chris Antley, County Attorney
Israel Hollister, Assistant County Administrator Public Safety
Lauren Gilstrap, Clerk, Public Safety Committee

Call to Order:

Chairman Garey Collins

Invocation:

Councilor Frank Farmer

Approval of Minutes:

ACTION: Councilor Farmer moved to approve the minutes of the March 24, 2025 regular Committee Meeting. Motion carried unanimously by all present.

MR. JIM LAKE, DIRECTOR OF CHARLESTON CONSOLIDATED DISPATCH CENTER

Chairman Collins introduced Mr. Jim Lake, Director of the Charleston County Emergency Communications Center. He was invited to present Charleston County's ideas, pros, cons and implementation of their consolidated dispatch center to the Public Safety Committee. During his presentation, he covered the following topics:

- Consolidated Emergency Communications Center (ECC) History
- Staffing Numbers – Budgeted positions and Hired positions
- Call Volume in 2024
- Performance Metrics for 2024 & 2025
- Traditional and Non-Traditional Agencies Served within the consolidation
- Accreditations, Certifications, and Standards
- 9-1-1 Consolidation Pros
- 9-1-1 Consolidation Cons
- Shared Systems
- Fiscal Costs
- Consolidation Achievements
- Lessons Learned

Mr. Lake concluded his presentation and asked the committee if they had any questions.

Councilor Russo asked several questions regarding costs of the consolidated facility, pros and cons, and the challenges of integrating dispatchers. Mr. Lake addressed each question with stats, costs, development strategies and incentives.

Councilor Farmer asked if call time response improved after the consolidation. Mr. Lake shared the progress from agencies who were tracking those numbers.

Councilor Shaw asked what the first steps were to starting a consolidation effort. Mr. Lake recommended having a conversation with all the agencies Greenville County would want to consolidate.

Chairman Collins asked about the diversified dispatch process and suggestions on ambulatory service integration. Mr. Lake shared the dispatch integration, incentives, and employee response outcomes throughout the process, as well as, Charleston County's procedure for dispatching calls for ambulance services.

Chairman Collins thanked Mr. Lake for his time and presentation.

Adjournment:

ACTION: Councilor Farmer moved to adjourn the meeting.
Motion carried unanimously and the meeting adjourned at 4:18 p.m.

Respectfully submitted:

Lauren M. Gilstrap, Clerk to Public Safety Committee