

ORIGINAL
STAMPED IN RED

RESOLUTION NO.: R-2023-093

*Authorizing the City Manager to execute a Memorandum of Understanding
Between Columbia-Richland 911 Communications and Lexington County 911 Communications*

BE IT RESOLVED by the Mayor and City Council of the City of Columbia, South Carolina this 5th day of December, 2023, that the City Manager is hereby authorized to execute the attached Memorandum of Understanding, or on a form to be approved by the City Attorney, between Columbia-Richland 911 Communications and Lexington County 911 Communications to ensure continuity of operations during interruption of 911 service to citizens.

Requested by:

ACM Simons

Mayor

Approved by:


City Manager

Approved as to form:


City Attorney

ATTEST:


City Clerk

Introduced: 12/05/2023
Final Reading: 12/05/2023



We Are Columbia

Memorandum of Understanding

between
Columbia-Richland 911 Communications
and
Lexington County 911 Communications

This Memorandum of Understanding (MOU) sets forth the terms and understanding establishing an agreement between Columbia-Richland 911 Communications and Lexington County 911 Communications to ensure continuity of operations during interruption of 911 service to citizens.

Background

During an unexpected equipment failure Columbia-Richland 911 Communications experienced a disruption of 911 service in Richland County, significantly limiting access to emergency services.

Purpose

This MOU will establish an agreement to transfer operations to Lexington County 911 Communications in the event of a disruption of service at either site. This agreement will establish procedures to roll phone lines over to the alternate site and establish communications until normal operations can resume.

The above goals will be accomplished by undertaking the following activities:

- CRC 911 Director will make contact with Director of Lexington County 911 Communications to make notification.
- Intrado will be contacted to switch the lines from CRC 911 to Lexington County 911.
- Lexington County 911 Communications will field calls for Columbia-Richland 911 Communications during a disruption of service.
 - In the event Lexington County does not have adequate staffing, CRC 911 will have additional staff to send over to assist in fielding calls.
- Upon receiving the calls, Lexington County will then make notification to CRC 911 via the SC Regional channel for the calls to be processed in our CAD for response.

Reporting

Following each incident where this procedure is utilized, Columbia-Richland 911 Communications Director will complete an After-Action report, evaluating the effectiveness of the agreement. A review of the agreement will take place once every two (2) years from the effective date.

Funding

There are no funding expenses expected with the establishment of this agreement.

Duration

This MOU is at-will and may be modified by mutual consent of authorized officials from Columbia-Richland 911 Communications and Lexington County 911 Communications. This MOU shall become effective upon signature by the authorized officials from the Columbia-Richland 911 Communications and Lexington County 911 Communications and will remain in effect until modified or terminated by any one of the partners by mutual consent. In the absence of mutual agreement by the authorized officials from Columbia-Richland 911 Communications and Lexington County 911 Communications this MOU shall end on _____.

Contact Information**Columbia-Richland 911 Communications**

Wendy Royal, *Director*

1800 Laurel St. Columbia, SC 29201

(803) 988-8005 Office (803) 255-8139 Fax

Wendy.Royal@columbiasc.gov

Signature

Date

Lexington County 911 Communications

Sharmel Miller, *Director*

434 Ball Park Rd. Lexington, SC 29072

(803) 785-2366 Office (803) 785-8200 Fax

Smiller@lex-co.com

Signature

Date

City of Columbia

Teresa Wilson, *City Manager*

1737 Main St. Columbia, SC 29201

(803) 545-3026 Office

Teresa.Wilson@columbiasc.gov



Signature

12/7/2023
Date

APPROVED AS TO FORM


Legal Department City of Columbia, SC

12/06/2023