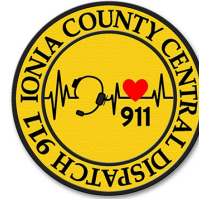


Monthly Report

July Activity

911 Calls— **2311**
Administrative Calls— **6946**
Text to 911— **14**
911 Hang up Calls— **201**
Calls for Service Initiated — **3948**



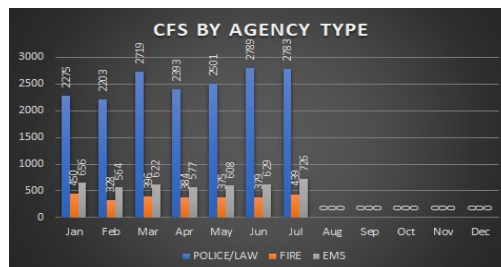
Total Mental Health Calls — **65**
Suicidal Calls — **8**
988 Calls Received — **0**
988 Calls Transferred — **0**
CPR Performed — **3**
Stroke Related Calls — **11**
Child birth calls — **0**

Unit Responses / Activities

Law Enforcement— **2783**

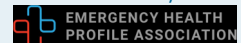
Fire— **439**

EMS— **726**



Special Programs Available

Share Medical Information with your 911 call.



www.emergencyprofile.org

What 3 Words— App that provides location information to a 10 meter square.

What3words.com



911 
CALL IF YOU CAN
TEXT IF YOU CAN'T

988 SUICIDE & CRISIS
LIFELINE

Statistics— All Dispatch Activity/Calls for Service.

JULY - 4953			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	201	Lost Property / Found	FALSE
988 Calls	0	MDOP	38
Abandoned Vehicle	22	MED 1	269
Active Violence Incident	0	MED 2	90
Alarm	47	MED 3	129
Ambulance Transport	125	Medical Call / Amb Dispatch	7
Assault	26	Mental Health	65
Assist Jail	8	Missing Person	10
Assist Medical	0	Motor Vehicle Theft / UDAA	2
Assist Other Agency	9	Non Criminal	122
Assist Outside Agency	12	OWI / OUID	26
Bomb Threat	1	PDA Traffic	127
Burglary	8	Phone / Internet Harassment	35
Burn Permit	31	PIA Traffic	41
Civil Dispute	77	PPO Violation	13
Conservation / Wildlife	29	Property Check	7
CSC - Criminal Sexual Conduct	25	Repossession	11
Disorderly Conduct	79	Request - Wrecker	3
Domestic Assault	39	Road Closure	25
DPW Request	11	Robbery / Hold up	0
Drugs	8	Spam to Center	721
Duplicate Call	19	Structure Fire	9
Family Abuse / Neglect	23	Suspicious Situations	224
Fire All Other	30	Test Call / System Test	7
Fireworks	23	Thunder Storm/Tornado Warning	2
Follow Up	196	Traffic / Officer Stop	222
Fraud	29	Traffic Offense All Other	750
General Assist	254	Tree Down	23
Grass / Wildland Fire	4	Trespassing	19
Health & Safety / Animal	114	Vehicle Fire	4
Hit and Run	18	Verbal Domestic	18
Homicide	0	Vin Inspections / All Inspections	11
Juvenile Problems & Runaways	49	Warrant Arrest / Fugitive	63
Kidnapping	0	Weapons Offenses All	8
Larceny	67	Wires Down / Arching	16
Liquor / MIP	1	Unclassified	232

Central Dispatch Activities

- The first 911 Advisory Board meeting was held in the new conference room this month.
- The Center hosted the Townships Officers Association Quarterly Meeting
- Center Staff made our first appearance at the Ionia County Fair where we spent time recruiting and discussing calling 911 with families and individuals that stopped by. We look forward to doing more at the various events around the County.
- Oral Board interviews took place, three that were moved forward were not hired.
- Weekly Tornado Sirens Tests have been started.
- Congratulations Lisa-3rd year completed, Krista- 2nd year completed with the center, keep up the good work.

Information received from callers is often incorrect. This often results in the 911 Dispatcher providing incorrect location or other information to First Responders.

Inside 9-1-1 Focus Stories

Public Outreach, Recruiting and Education

The Ionia Free Fair saw a new group setting up shop at this years fair. ICCD staff participated in recruiting and education at this years fair, and are hoping to have some people think about a career with us. We have received a few applications that we believe were the result of our efforts. Way to go Natalie for spear heading this, thank you!.



Ionia County Central Dispatch

Mission: To enhance the quality of life in Ionia County for all people, providing professional, efficient, courteous, and responsive public safety communications.

Vision: To be the example for other Public Safety Dispatch Centers providing exceptional service.

Our Values: D.I.S.P.A.T.C.H.E.R.

D. Detail-oriented: Able to pay close attention, notice the minor details.

I. Innovative: Share new ideas that can improve ICCD for the better, embrace change.

S. Strong Work Ethic: Consistently performing our job to the best of our ability.

P. Professionalism: Communicating respectfully, effectively, and appropriately leading by example.

A. Adaptability: Flexibility, responding effectively to changes or various situations.

T. Teamwork: Work together toward a collective goal with good communication, patience, and dedication.

C. Caring: Feeling or showing concern for or kindness to others.

H. Honesty: Uprightness, fairness, truthfulness, sincerity, or frankness in communications and deeds.

E. Empathy: Connecting with someone, sensing people's emotions or feelings.

R. Respectful: Being appreciative, considerate, polite and gracious to all those we serve and serve with.

Ionia County Central Dispatch

545 Apple Tree Drive, Ionia MI 48846

EMERGENCY: 911

NON-EMERGENCY: (616) 527-0400

ADMINISTRATION: (616) 522-0911

Director: Lance Langdon, ENP, CMCP
(616) 527-5611 llangdon@ioniacounty.org

Office Manager: Cathi Brodbeck
(616) 522-0911 cbrodbeck@ioniacounty.org

Supervisor: Kevin Booth (Day Shift)
(616) 527-5613 kbooth@ioniacounty.org

Supervisor: Natalie Hearld (Day Shift)
(616) 527-5612 nheard@ioniacounty.org

Supervisor: Jeremiah Wittenbach (Night Shift)
(616) 527-5617 jwittenbach@ioniacounty.org

Supervisor: Roy McCarver (Night Shift)
(616) 527-5616 rmccarver@ioniacounty.org

FOIA Requests - 911 Records Only-No Police Repts.
Form available at: <http://ioniacounty.org/foia>
Send or Email to: CentralDispatch@ioniacounty.org

Agency Individual Responses / Activity

Animal Control— 33	Total YTD 256
Belding Fire—96	Total YTD 564
Belding Police— 303	Total YTD 2016
Berlin-Orange Fire— 43	Total YTD 254
Clarksville Fire— 23	Total YTD 111
Department of Natural Resources Law— 5	Total YTD 29
Freeport Fire— 0	Total YTD 5
Hubbardston Fire— 4	Total YTD 52
Ionia County Sheriff's Office— 959	Total YTD 6321
Ionia Department Public Safety Law— 473	Total YTD 2712
Ionia Department Public Safety Fire— 85	Total YTD 590
Lake Odessa Fire— 31	Total YTD 223
Lake Odessa Police— 62	Total YTD 354
Life EMS— 608	Total YTD 3688
Lyons-Muir Fire— 19	Total YTD 115
Michigan State Police— 719	Total YTD 4580
Orleans Fire—14	Total YTD 106
Pewamo Fire— 14	Total YTD 67
Portland EMS— 118	Total YTD 694
Portland Fire— 14	Total YTD 123
Portland Police— 262	Total YTD 1651
Ronald Fire— 11	Total YTD 89
Roxand Fire— 0	Total YTD 89
Saranac Fire— 77	Total YTD 389
Sunfield Fire— 7	Total YTD 52

Central Dispatch Activity

