

# Monthly Report

## March Activity

911 Calls— **1622**

Administrative Calls— **6621**

Text to 911— **9**

911 Hang up Calls— **167**

Calls for Service Initiated — **4828**

Total Mental Health Calls — **44**

Suicidal Calls — **7**

988 Calls Received — **1**

988 Calls Transferred — **0**

CPR Performed — **8**

Stroke Related Calls — **12**

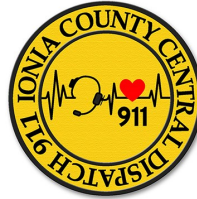
Child birth calls — **0**

## Unit Responses / Activities

Law Enforcement— **2727**

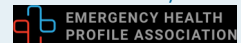
Fire— **396**

EMS— **624**



### Special Programs Available

Share Medical Information with your 911 call.



[www.emergencyprofile.org](http://www.emergencyprofile.org)

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

[What3words.com](http://What3words.com)



what3words



## Statistics—Dispatch Activities for all Agencies

| March - 4828                  |       |                                   |       |
|-------------------------------|-------|-----------------------------------|-------|
| CALL FOR SERVICE TYPE         | TOTAL | CALL FOR SERVICE TYPE             | TOTAL |
| 911 Hang up Call              | 167   | Lost Property / Found             | 21    |
| 988 Calls                     | 1     | MDOP                              | 17    |
| Abandoned Vehicle             | 18    | MED 1                             | 250   |
| Active Violence Incident      | 1     | MED 2                             | 69    |
| Alarm                         | 41    | MED 3                             | 128   |
| Ambulance Transport           | 114   | Medical Call / Amb Dispatch       | 6     |
| Assault                       | 26    | Mental Health                     | 44    |
| Assist Jail                   | 0     | Missing Person                    | 11    |
| Assist Medical                | 1     | Motor Vehicle Theft / UDAA        | 3     |
| Assist Other Agency           | 9     | Non Criminal                      | 76    |
| Assist Outside Agency         | 10    | OWI / OUID                        | 12    |
| Bomb Threat                   | 0     | PDA Traffic                       | 136   |
| Burglary                      | 6     | Phone / Internet Harassment       | 29    |
| Burn Permit                   | 70    | PIA Traffic                       | 28    |
| Civil Dispute                 | 75    | PPO Violation                     | 6     |
| Conservation / Wildlife       | 27    | Property Check                    | 4     |
| CSC - Criminal Sexual Conduct | 15    | Repossession                      | 5     |
| Disorderly Conduct            | 46    | Request - Wrecker                 | 4     |
| Domestic Assault              | 24    | Road Closure                      | 2     |
| DPW Request                   | 13    | Robbery / Hold up                 | 0     |
| Drugs                         | 12    | Spam to Center                    | 700   |
| Duplicate Call                | 4     | Structure Fire                    | 17    |
| Family Abuse / Neglect        | 35    | Suspicious Situations             | 183   |
| Fire All Other                | 45    | Test Call / System Test           | 46    |
| Fireworks                     | 1     | Thunder Storm/Tornado Warning     | 0     |
| Follow Up                     | 196   | Traffic / Officer Stop            | 159   |
| Fraud                         | 28    | Traffic Offense All Other         | 1031  |
| General Assist                | 251   | Tree Down                         | 8     |
| Grass / Wildland Fire         | 15    | Trespassing                       | 37    |
| Health & Safety / Animal      | 75    | Vehicle Fire                      | 3     |
| Hit and Run                   | 14    | Verbal Domestic                   | 17    |
| Homicide                      | 0     | Vin Inspections / All Inspections | 8     |
| Juvenile Problems & Runaways  | 31    | Warrant Arrest / Fugitive         | 88    |
| Kidnapping                    | 0     | Weapons Offenses All              | 15    |
| Larceny                       | 41    | Wires Down / Arching              | 6     |
| Liquor / MIP                  | 1     | Unclassified                      | 246   |

## Central Dispatch Activities

- We moved into the new call center on the 15th, Work still continues with our remodel project, phase 2.
- Fire Radios, All Fire Departments have moved to the new radio 800 MHz equipment.
- Supervisors have moved to 12 hour shifts with a supervisor now attached with all 4 teams.
- Don completed his probationary period working night shift.
- Chase & Mya completed their shadow phase of training and are now working a shift from Noon to Midnight, covering our peak hours.
- We did a testing process for Dispatch applicants with testing set for Mid April.

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

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## Inside 9-1-1 Focus Stories

2024 has been an exciting time so far for the staff. The new call center has been completed with only a few minor technology issues that have been addressed very quickly. Our Senior Dispatcher Becky was the first staff member to log in and start dispatching in the new call center. Her coworkers then shut down their work stations one at a time and moved to the new center.

While the programs they use day in and day out remained the same, it has taken a little time for them to become familiar with the new workstation lay out. Each work station has been set up the same as the others, so there is no difference from one station to the other as they had in the old call center.

The old call center has also started its transformation as we begin phase 2 of the project. The old call center area will become a training room,

meeting room, and Emergency Operations Center.

As this project completed phase 1, another project has reached its conclusion. Ionia County Fire departments are now all on 800MHz radios, using the state radio system known as the MPSCS.

We will be decommissioning the old VHF equipment very soon as the various communities complete the upgrade to their tornado siren systems from VHF to 800MHz as well.

Plans have been started to continue our 911 Field Day in September, to teach students about 911/Dispatch and about all our other public safety partners and what they do in their professions.

We look forward to the completion of phase 2 of our remodel project with plans for an open house/ribbon cutting to celebrate the staff and their new work space.

#### 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 nhearld@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

|                                         |                |
|-----------------------------------------|----------------|
| Belding Fire—67                         | Total YTD 226  |
| Berlin-Orange Fire— 38                  | Total YTD 110  |
| Clarksville Fire— 17                    | Total YTD 49   |
| Freeport Fire— 1                        | Total YTD 4    |
| Hubbardston Fire— 8                     | Total YTD 22   |
| Ionia Department Public Safety Fire— 86 | Total YTD 268  |
| Lake Odessa Fire— 32                    | Total YTD 106  |
| Lyons-Muir Fire— 14                     | Total YTD 46   |
| Orleans Fire—18                         | Total YTD 46   |
| Pewamo Fire— 12                         | Total YTD 31   |
| Portland Fire— 21                       | Total YTD 58   |
| Ronald Fire— 22                         | Total YTD 48   |
| Roxand Fire— 4                          | Total YTD 5    |
| Saranac Fire— 50                        | Total YTD 138  |
| Sunfield Fire— 6                        | Total YTD 20   |
| Life EMS— 532                           | Total YTD 1555 |
| Portland EMS— 92                        | Total YTD 294  |
| Animal Control— 31                      | Total YTD 107  |
| Belding Police— 263                     | Total YTD 789  |
| Department of Natural Resources Law— 1  | Total YTD 6    |
| Ionia County Sheriff's Office— 870      | Total YTD 2438 |
| Ionia Department Public Safety Law— 435 | Total YTD 1164 |
| Lake Odessa Police— 45                  | Total YTD 141  |
| Michigan State Police— 840              | Total YTD 2026 |
| Portland Police— 273                    | Total YTD 651  |

## Central Dispatch CFS Activity

