

Monthly Report

May Activity

911 Calls— **1914**

Administrative Calls— **5943**

Text to 911— **13**

911 Hang up Calls— **163**

Calls for Service Initiated — **3484**

Total Mental Health Calls — **47**

Suicidal Calls — **15**

988 Calls Received — **1**

988 Calls Transferred — **0**

CPR Performed — **4**

Stroke Related Calls — **8**

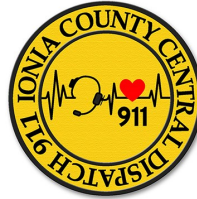
Child birth calls — **0**

Unit Responses / Activities

Law Enforcement— **2501**

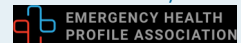
Fire— **375**

EMS— **608**



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



Statistics— All Dispatch Activity/Calls for Service.

May - 4600			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	163	Lost Property / Found	19
988 Calls	1	MDOP	28
Abandoned Vehicle	16	MED 1	216
Active Violence Incident	0	MED 2	67
Alarm	21	MED 3	128
Ambulance Transport	108	Medical Call / Amb Dispatch	7
Assault	31	Mental Health	47
Assist Jail	2	Missing Person	12
Assist Medical	0	Motor Vehicle Theft / UDAA	10
Assist Other Agency	14	Non Criminal	81
Assist Outside Agency	18	OWI / OUID	16
Bomb Threat	0	PDA Traffic	123
Burglary	8	Phone / Internet Harassment	29
Burn Permit	66	PIA Traffic	25
Civil Dispute	85	PPO Violation	7
Conservation / Wildlife	37	Property Check	5
CSC - Criminal Sexual Conduct	24	Repossession	11
Disorderly Conduct	86	Request - Wrecker	3
Domestic Assault	36	Road Closure	31
DPW Request	8	Robbery / Hold up	0
Drugs	13	Spam to Center	718
Duplicate Call	1	Structure Fire	10
Family Abuse / Neglect	29	Suspicious Situations	220
Fire All Other	35	Test Call / System Test	20
Fireworks	3	Thunder Storm/Tornado Warning	0
Follow Up	170	Traffic / Officer Stop	230
Fraud	32	Traffic Offense All Other	721
General Assist	218	Tree Down	18
Grass / Wildland Fire	9	Trespassing	15
Health & Safety / Animal	107	Vehicle Fire	11
Hit and Run	15	Verbal Domestic	22
Homicide	0	Vin Inspections / All Inspections	8
Juvenile Problems & Runaways	43	Warrant Arrest / Fugitive	63
Kidnapping	0	Weapons Offenses All	7
Larceny	44	Wires Down / Arching	13
Liquor / MIP	0	Unclassified	216

Central Dispatch Activities

- Phase 2 of the remodel project continues waiting on some materials to arrive and be installed
- Motorola has submitted their final invoice for the radio console upgrades
- Natalie, Jeremiah, Roy and Lance Attended Michigan NENA/APCO 2024 Conference in Muskegon.
- Residents of Sherwood Forrest received a presentation from ICCD and ICSO.
- PFN & Indigital Upgraded our MEVO system for use with 911 and Texty.
- Our most senior dispatcher Becky celebrated her 30th anniversary working for Ionia County Central Dispatch, working to get everyone the help they need for 30 years, Amazing!

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

How are 911 services funded in Michigan?

Funding for 911 services are provided at the state and local/county levels. At the state level a 911 surcharge is levied on all devices that can access 911. A portion of the funds received by the State of Michigan are dispersed to the 911 Centers specifically for training of 911 Dispatchers. Another portion is for operations and is determined by the population of the county.

At the County level, a local surcharge is levied and for Ionia County the amount is \$3.00 per month per device that can access 911. This amount is set by each county and requires a vote of the residents to set the amount of the surcharge. Ionia Central Dispatch is funded totally through 911 Surcharge Funds.

These funds are limited to only be used for 911 Center operations per FCC regulations.

Some local/counties have a millage attached to the property taxes to raise funding. With millage funds based on the ballot language, the funds may be used outside of the 911 center, for public safety.

Other Jurisdictions use both a millage and surcharge funds to provide for 911 services.

How are 911 funds used in Ionia County?

Each year the 911 Center reports to the State of Michigan as to how the funds that were received and spent.

The State 911 surcharge funds received in 2023, \$212,989.00

Local 911 Surcharge funds received in 2023, \$1,724,019.28.

Miscellaneous income; rent, FOIA reimbursement, bank interest, local agency reimbursements. \$33,180.00

Total expenses for 2023, 911 operations \$1,857,618.77.

Some of the expenses in 2023 are related to the remodel project of the 911 center, which were initially approved for ARPA funding. The BOC approved the project to be paid for through the centers fund balance, opening the allocated ARPA funds to cover a portion of the cost for new radios and pagers that were badly needed.

Costs/expenses to operate the center include but are not limited to; the facilities, wages, benefits, equipment /systems used to process the 911 calls; radio, CAD, recorders, utilities, various maintenance contracts to keep the systems operational.

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
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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— 35	Total YTD 184
Belding Fire—89	Total YTD 403
Belding Police— 292	Total YTD 1414
Berlin-Orange Fire— 22	Total YTD 169
Clarksville Fire— 11	Total YTD 75
Department of Natural Resources Law— 3	Total YTD 15
Freeport Fire— 0	Total YTD 4
Hubbardston Fire— 12	Total YTD 39
Ionia County Sheriff's Office— 943	Total YTD 4205
Ionia Department Public Safety Law— 373	Total YTD 1806
Ionia Department Public Safety Fire— 77	Total YTD 419
Lake Odessa Fire— 32	Total YTD 169
Lake Odessa Police— 50	Total YTD 247
Life EMS— 512	Total YTD 2559
Lyons-Muir Fire— 15	Total YTD 83
Michigan State Police— 604	Total YTD 3257
Orleans Fire—13	Total YTD 77
Pewamo Fire— 14	Total YTD 50
Portland EMS— 96	Total YTD 468
Portland Fire— 18	Total YTD 91
Portland Police— 236	Total YTD 1147
Ronald Fire— 8	Total YTD 70
Roxand Fire— 1	Total YTD 7
Saranac Fire— 53	Total YTD 243
Sunfield Fire— 10	Total YTD 34

Central Dispatch Activity

A new dispatcher was hired this month, we welcome Howard to ICCD.

