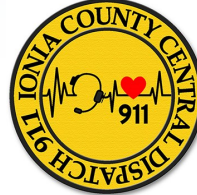


Monthly Report

November Activity



911 Calls— **1,699** YTD 20,083

Administrative Calls— **6,449** YTD 73,336

Text to 911— **9** YTD 129

911 Hang up Calls— **137** YTD 1,847

Calls for Service Initiated — **5,318** YTD 52,567

Total Mental Health Calls — **43** YTD 486

Suicidal Calls — **7** YTD 101

988 Calls Received — **2** YTD 9

988 Calls Transferred — **0** YTD 0

CPR Performed — **2** YTD 44

Stroke Related Calls — **12** YTD 119

Child birth calls — **0** YTD 0

Unit Responses / Activities

Law Enforcement— **2,598** YTD 28,426

Fire— **414** YTD 4,484

EMS— **591** YTD 6,985



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



what3words



911 
CALL IF YOU CAN
TEXT IF YOU CAN'T

988 SUICIDE & CRISIS
LIFELINE

Statistics—Calls for Service.

NOVEMBER - 5318			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	137	Lost Property / Found	17
988 Calls	2	MDOP	26
Abandoned Vehicle	23	MED 1	239
Active Violence Incident	0	MED 2	69
Alarm	27	MED 3	108
Ambulance Transport	98	Medical Call / Amb Dispatch	7
Assault	23	Mental Health	43
Assist Jail	0	Missing Person	6
Assist Medical	0	Motor Vehicle Theft / UDAA	8
Assist Other Agency	0	Non Criminal	57
Assist Outside Agency	9	OWI / OUID	12
Bomb Threat	0	PDA Traffic	211
Burglary	5	Phone / Internet Harassment	23
Burn Permit	43	PIA Traffic	32
Civil Dispute	61	PPO Violation	8
Conservation / Wildlife	60	Property Check	5
CSC - Criminal Sexual Conduct	27	Repossession	7
Disorderly Conduct	63	Request - Wrecker	2
Domestic Assault	28	Road Closure	2
DPW Request	9	Robbery / Hold up	0
Drugs	8	Spam to Center	1420
Duplicate Call	7	Structure Fire	13
Family Abuse / Neglect	23	Suspicious Situations	165
Fire All Other	34	Test Call / System Test	69
Fireworks	0	Thunder Storm/Tornado Warning	0
Follow Up	231	Traffic / Officer Stop	203
Fraud	28	Traffic Offense All Other	835
General Assist	189	Tree Down	15
Grass / Wildland Fire	3	Trespassing	30
Health & Safety / Animal	120	Vehicle Fire	3
Hit and Run	10	Verbal Domestic	15
Homicide	0	Vin Inspections / All Inspections	7
Juvenile Problems & Runaways	51	Warrant Arrest / Fugitive	70
Kidnapping	0	Weapons Offenses All	16
Larceny	32	Wires Down / Arching	8
Liquor / MIP	4	Unclassified	212

Central Dispatch Activities

- Classes scheduled for Career Center, first groups started the end of the month
- New dispatcher started November 6th.
- Applicant background completed, conditional offer of employment made.
- Phone tree added to administrative lines which eliminated spam phone call issues.
- Landscaping around the dispatch side of the building was completed.

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

Central Dispatch Spam phone call solution

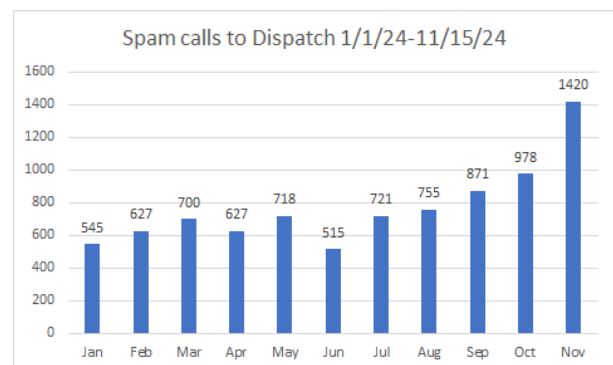
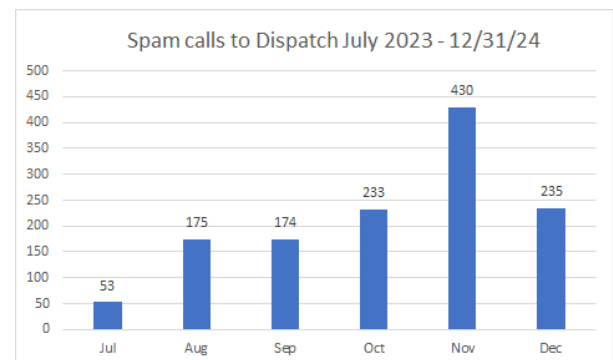
Central Dispatch has several administrative phone lines that allow for both incoming and outgoing calls for non emergent matters.

In mid July 2023 we started to document the spam calls that we were receiving at the center as staff was complaining about them. These calls would be received between 8 am and 8 pm primarily on day shift.

As we started to track them little did we know how much the frequency of the calls would increase to over 1400 calls in the first half of November.

The changes now have reduced the stress on staff who would be working emergency calls and have to address the spam calls, among the other tasks they needed to do.

The phone tree does not require callers to wait for the recording to give instructions, once it starts just press 4 to reach a dispatcher.



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 nhearl@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— **80** YTD 907

Berlin-Orange Fire— **40** YTD 417

Clarksville Fire— **21** YTD 203

Freeport Fire— **0** YTD 8

Hubbardston Fire— **7** YTD 87

Ionia Department Public Safety Fire— **87** YTD 943

Lake Odessa Fire— **32** YTD 348

Lyons-Muir Fire— **19** YTD 187

Orleans Fire—**26** YTD 185

Pewamo Fire— **11** YTD 120

Portland Fire— **14** YTD 180

Ronald Fire— **12** YTD 143

Roxand Fire— **3** YTD 26

Saranac Fire— **49** YTD 632

Sunfield Fire— **13** YTD 98

Life EMS— **486** YTD 5,816

Portland EMS— **105** YTD 1169

Animal Control— **56** YTD 442

Belding Police— **336** YTD 3374

Department of Natural Resources Law— **14** YTD 51

Ionia County Sheriff's Office— **1,104** YTD 10,650

Ionia Department Public Safety Law— **330** YTD 4,287

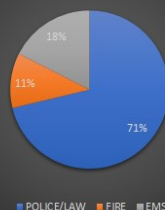
Lake Odessa Police— **111** YTD 663

Michigan State Police— **530** YTD 6,953

Portland Police— **173** YTD 2,448

Dispatch Activity

Call Percentage by Type



CFS BY AGENCY TYPE

