

Monthly Report

April Activity

911 Calls— **2070**

Administrative Calls— **6172**

Text to 911— **10**

911 Hang up Calls— **63**

Calls for Service Initiated — **3436**

Total Mental Health Calls — **46**

Suicidal Calls — **13**

988 Calls Received — **0**

988 Calls Transferred — **0**

CPR Performed — **4**

Stroke Related Calls — **6**

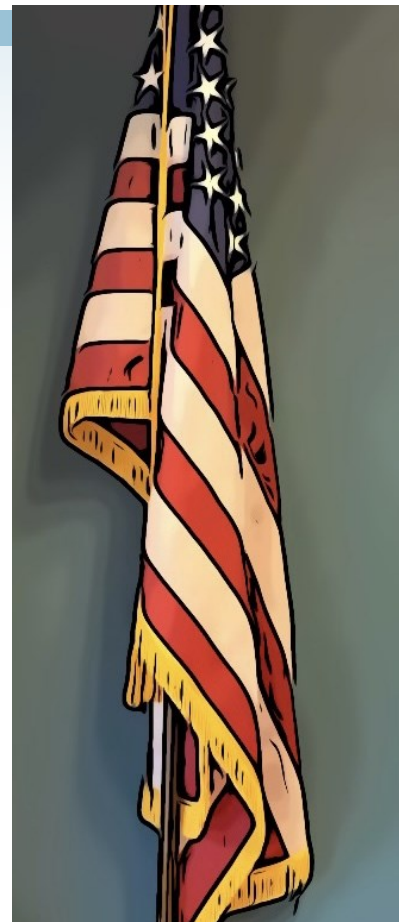
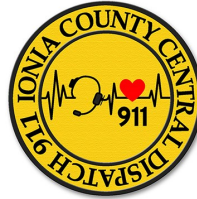
Child birth calls — **1**

Unit Responses / Activities

Law Enforcement— **2240**

Fire— **352**

EMS— **574**



Special Programs Available

Smart 911— Share
Medical Information
with your 911 call.

Smart911.com



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

What3words.com



Call for Service Type	Amount	Call for Service Type	Amount
911 Hang up Call	63	Liquor / MIP	1
988 Calls	2	Lost Property / Found	11
Abandoned Vehicle	17	MODP	35
Active Violence Incident	0	MED 1	232
Alarm	46	MED 2	72
Ambulance Transport	90	MED 3	115
Assault	16	Medical Call / Amb Dispatch	2
Assist Jail	1	Mental Health	46
Assist Medical	0	Missing Person	5
Assist Other Agency	20	Motor Vehicle Theft / UDAA	11
Assist Outside Agency	13	Non Criminal	48
Bomb Threat	0	OWI / OUID	20
Burglary	13	PDA Traffic	100
Civil Dispute	80	Phone / Internet Harassment	37
Conservation / Wildlife	28	PIA Traffic	23
CSC - Criminal Sexual Conduct	15	PPO Violation	10
Disorderly Conduct	58	Property Check	2
Domestic Assault	27	Road Closure	30
DPW Request	16	Robbery / Hold up	0
Drugs	9	Structure Fire	9
Duplicate Call	1	Suspicious Situations	200
Family Abuse / Neglect	23	Test Call / System Test	34
Fire All Other	48	Thunder/Tornado Watch-Warning	2
Fireworks	0	Traffic Offense All Other	152
Follow Up	16	Traffic / Officer Stop	832
Fraud	17	Tree Down	5
General Assist	141	Trespassing	25
Grass / Wildland Fire	9	Vehicle Fire	2
Health & Safety / Animal	115	Verbal Domestic	25
Hit and Run	9	Vin Inspections / All Inspections	11
Homicide	0	Warrant Arrest / Fugitive	30
Juvenile Problems & Runaways	40	Weapons Offices All	12
Kidnapping	2	Wires Down / Arching	7
Larceny	43	Unclassified	312

Central Dispatch Activity

- Our Ionia Career Center Oral Board Interviews took place, offering three students internships.
- Pagers for Fire Departments have been ordered
- Work continues with our remodel project, waiting to have the construction drawings completed so that it can go out to bid.
- Training attended: Natalie completed MPSCS train the trainer on 800 radio system.
- Director still working with NENA workgroups on 988 and VRS IP Relay.
- Bi-weekly calls for radio system infrastructure improvements continue, cold equipment install completed, waiting on frequencies.
- BOC approved proposal for Fire Radio Purchase — Radio equipment order has been placed. Waiting on MPSCS approval of Kenwood 8000 radio. Agency invoices prepared for additional radio costs.

Dispatcher's can only provide information to first responders that is provided to them by the reporting parties, often is in not complete or correct.

Inside 9-1-1 Focus Story

IONIA COUNTY BOARD OF COMMISSIONERS

**RESOLUTION OF APPRECIATION TO THE
IONIA COUNTY CENTRAL DISPATCH CENTER
TELECOMMUNICATORS
DURING NATIONAL TELECOMMUNICATORS
WEEK APRIL 9-15, 2023**

WHERE AS, the Ionia County Board of Commissioners has established a Consolidated Central Dispatch Emergency Dispatch Center; and

WHERE AS, President Bill Clinton, signed Proclamation 6667, April 12, 1994, Establishing National Public Safety Telecommunicators Week; and

WHERE AS, Ionia County Central Dispatch Telecommunicators (Central Dispatch Dispatchers & Supervisors) daily serve the citizens of Ionia County by answering their emergency calls for police, fire, and emergency medical services and by dispatching the appropriate assistance as quickly as possible; and

WHERE AS, Ionia County Central Dispatch Telecommunicators are the first and most critical contact our citizens have with emergency services; and

WHERE AS, Ionia County Central Dispatch

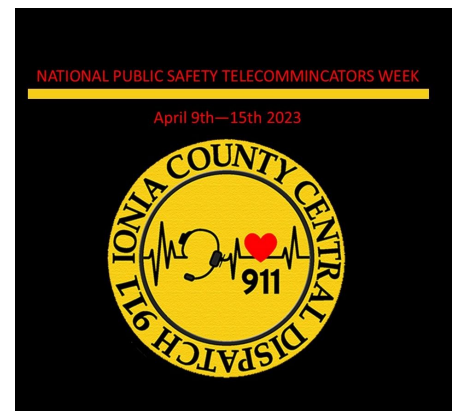
Telecommunicators are the single vital link for our Police Officers, Firefighters and EMS by monitoring their activities and providing them information to ensure their safety; and

WHERE AS, Ionia County Central Dispatch Telecommunicators are professionals who work to improve the emergency response capabilities of these communications through their knowledge and experience; and

WHERE AS, Ionia County Central Dispatch Telecommunicators have contributed substantially to the apprehension of criminals, suppression of fires, and treatment of the injured; and

WHERE AS, each Telecommunicator has exhibited compassion, understanding, and professionalism during the performance of their job in the past year.

THEREFORE, BE IT RESOLVED, that the Ionia County Board of Commissioners declares the week of April 9-15, 2023, to be National Public Safety Telecommunicators Week in Ionia County, in honor of the Ionia County Central Dispatch Telecommunicators for their crucial role in the protection of life and property, the Public Safety Agencies, and the Citizens of Ionia County.



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 49946

EMERGENCY: 911

NON-EMERGENCY: (616) 527-0400

ADMINISTRATION: (616) 522-0911

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

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

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

Supervisor: Natalie Hearld
(616) 527-5612 nhearld@ioniacounty.org

Supervisor: Jeremiah Wittenbach
(616) 527-5617 nhearld@ioniacounty.org

FOIA Requests - 911 Records Only
Form available at: <http://ioniacounty.org/foia>

Send or Email to:
CentralDispatch@ioniacounty.org

Agency Individual Responses / Activity

Belding Fire—**66**

Berlin-Orange Fire— **27**

Clarksville Fire— **15**

Freeport Fire— **1**

Hubbardston Fire— **4**

Ionia Department Public Safety Fire— **83**

Lake Odessa Fire— **32**

Lyons-Muir Fire— **18**

Orleans Fire—**15**

Pewamo Fire— **11**

Portland Fire— **13**

Ronald Fire— **11**

Saranac Fire— **51**

Sunfield Fire— **5**

Life EMS— **476**

Portland EMS— **98**

Animal Control— **51**

Belding Police— **224**

Department of Natural Resources Law— **7**

Ionia County Sheriff's Office— **705**

Ionia Department Public Safety Law— **361**

Lake Odessa Police— **315**

Michigan State Police— **451**

Portland Police— **177**