

Monthly Report

May Activity

911 Calls— **1981**

Administrative Calls— **7035**

Text to 911— **16**

911 Hang up Calls— **180**

Calls for Service Initiated — **4906**

Total Mental Health Calls — **43**

Suicidal Calls — **14**

988 Calls Received — **0**

988 Calls Transferred — **0**

CPR Performed — **5**

Stroke Related Calls — **4**

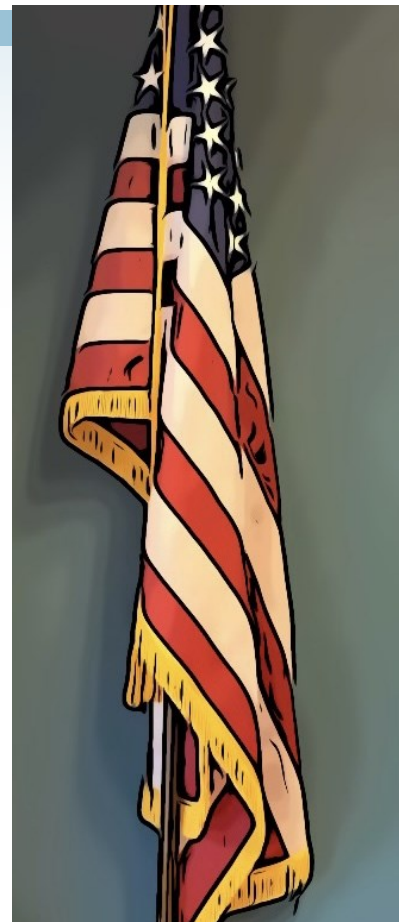
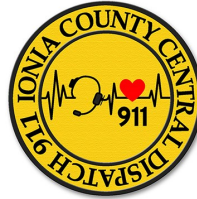
Child birth calls — **0**

Unit Responses / Activities

Law Enforcement— **2703**

Fire— **465**

EMS— **612**



Special Programs Available

Smart 911— Share
Medical Information
with your 911 call.

[Smart911.com](https://www.smart911.com)



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

[What3words.com](https://www.what3words.com)



Statistics—Calls for Service.

Call for Service Type	Amount	Call for Service Type	Amount
911 Hang up Call	180	Lost Property / Found	22
988 Calls	0	MDOP	25
Abandoned Vehicle	25	MED 1	239
Active Violence Incident	0	MED 2	80
Alarm	54	MED 3	115
Ambulance Transport	104	Medical Call / Amb Dispatch	3
Assault	26	Mental Health	43
Assist Jail	1	Missing Person	12
Assist Medical	1	Motor Vehicle Theft / UDAA	7
Assist Other Agency	19	Non Criminal	60
Assist Outside Agency	27	OWI / OUID	17
Bomb Threat	1	PDA Traffic	113
Burglary	9	Phone / Internet Harassment	32
Burn Permit	55	PIA Traffic	20
Civil Dispute	81	PPO Violation	3
Conservation / Wildlife	22	Property Check	2
CSC - Criminal Sexual Conduct	26	Repossession	16
Disorderly Conduct	76	Request - Wrecker	5
Domestic Assault	24	Road Closure	33
DPW Request	8	Robbery / Hold up	0
Drugs	13	Spam to Center	175
Duplicate Call	4	Structure Fire	2
Family Abuse / Neglect	19	Suspicious Situations	232
Fire All Other	82	Test Call / System Test	77
Fireworks	0	Thunder Storm/Tornado Warning	1
Follow Up	229	Traffic Offense All Other	1
Fraud	29	Traffic / Officer Stop	812
General Assist	269	Tree Down	137
Grass / Wildland Fire	4	Trespassing	30
Health & Safety / Animal	92	Vehicle Fire	11
Hit and Run	12	Verbal Domestic	23
Homicide	0	Vin Inspections / All Inspections	12
Juvenile Problems & Runaways	56	Warrant Arrest / Fugitive	97
Kidnapping	2	Weapons Offices All	15
Larceny	49	Wires Down / Arching	181
Liquor / MIP	3	Unclassified	342

Central Dispatch Activity

- Work continues with our remodel project.
- Interns for 2023, Chase started employment this month with more planned for near future.
- Radio system infrastructure improvements continue, coordinating with Motorola and MPSCS, still waiting on some parts.
- Fire Pager programing and training completed with move from VHF to 800 pagers complete.
- Other Hiring information, Testing first week of August and Oral boards completed, 2 candidates being Considered sent to background.

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 & changes.

Inside 9-1-1 Focus Stories

Changes to Statistics

The management team has been working to improve the use of our Computer Aided Dispatch (CAD) system. In the past we have used excel spread sheets to document work activities that center staff perform, as well as activities of our public safety partners.

With this months statistical reports we have new Call for service (CFS) codes and updating data entry, to better track activities of first responders and center staff. They include burn permits, follow up reporting on calls, spam calls to the center, repossession of vehicle and Vehicle tow/wrecker request calls.

This information then will be better for a quick search to locate CFS's by the call types and put all our information in our CAD system.

With these changes this months agency stats will see an increase as we are now better tracking the data.

911 Field Day 2023

We are sad to report that Mr. Nelson is no longer with the Ionia Career Center, (the old Heartlands program). With his leaving and with the centers remodel project we have decided that we will not be having the Field Day in October this year.

Our plan is to work with the Career Center and the person that takes over for Mr. Nelson to bring it back again in 2024

The event saw 325 young people last year, with one possibly more of the students join the center as a new Dispatcher.

More to come on this for 2024.



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

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Ionia MI 49946

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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— 84	YTD— 539
Berlin-Orange Fire— 45	YTD— 284
Clarksville Fire— 26	YTD— 127
Freeport Fire— 1	YTD— 5
Hubbardston Fire— 4	YTD— 48
Ionia Department Public Safety Fire— 82	YTD— 680
Lake Odessa Fire— 47	YTD— 311
Lyons-Muir Fire— 18	YTD— 135
Orleans Fire— 16	YTD— 135
Pewamo Fire— 16	YTD— 91
Portland Fire— 27	YTD— 138
Ronald Fire— 11	YTD— 102
Roxand Fire— 3	YTD— 13
Saranac Fire— 75	YTD— 411
Sunfield Fire— 11	YTD— 67
Life EMS— 489	YTD— 3936
Portland EMS— 123	YTD— 807
Animal Control— 42	YTD— 346
Belding Police— 368	YTD— 2198
Department of Natural Resources Law— 10	YTD— 53
Ionia County Sheriff's Office— 959	YTD— 6383
Ionia Department Public Safety Law— 444	YTD— 3052
Lake Odessa Police— 169	YTD— 1710
Michigan State Police— 546	YTD— 4090
Portland Police— 207	YTD— 1443