

Monthly Report

May Activity

911 Calls— **1320**

Administrative Calls— **5139**

Text to 911— **8**

911 Hang up Calls— **124**

Calls for Service Initiated — **3788**

Total Mental Health Calls — **46**

Suicidal Calls — **11**

988 Calls Received — **0**

988 Calls Transferred — **0**

CPR Performed — **7**

Stroke Related Calls — **9**

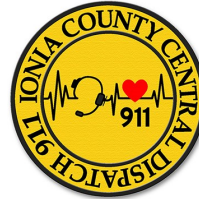
Child birth calls — **0**

Unit Responses / Activities

Law Enforcement— **2386**

Fire— **376**

EMS— **622**



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	124	Lost Property / Found	19
988 Calls	0	MDOP	19
Abandoned Vehicle	6	MED 1	274
Active Violence Incident	0	MED 2	63
Alarm	31	MED 3	116
Ambulance Transport	114	Medical Call / Amb Dispatch	4
Assault	13	Mental Health	46
Assist Jail	2	Missing Person	8
Assist Medical	1	Motor Vehicle Theft / UDAA	6
Assist Other Agency	7	Non Criminal	37
Assist Outside Agency	11	OWI / OUID	19
Bomb Threat	0	PDA Traffic	129
Burglary	13	Phone / Internet Harassment	33
Burn Permit	24	PIA Traffic	14
Civil Dispute	68	PPO Violation	5
Conservation / Wildlife	28	Property Check	4
CSC - Criminal Sexual Conduct	18	Repossession	5
Disorderly Conduct	38	Request - Wrecker	4
Domestic Assault	33	Road Closure	3
DPW Request	8	Robbery / Hold up	1
Drugs	8	Spam to Center	235
Duplicate Call	3	Structure Fire	10
Family Abuse / Neglect	22	Suspicious Situations	153
Fire All Other	47	Test Call / System Test	11
Fireworks	1	Thunder Storm/Tornado Warning	0
Follow Up	159	Traffic Offense All Other	148
Fraud	20	Traffic / Officer Stop	860
General Assist	241	Tree Down	8
Grass / Wildland Fire	2	Trespassing	7
Health & Safety / Animal	81	Vehicle Fire	5
Hit and Run	6	Verbal Domestic	24
Homicide	0	Vin Inspections / All Inspections	6
Juvenile Problems & Runaways	33	Warrant Arrest / Fugitive	82
Kidnapping	0	Weapons Offices All	5
Larceny	40	Wires Down / Arching	14
Liquor / MIP	0	Unclassified	209

Central Dispatch Activity

- Work still continues with our remodel project, Workstations are installed waiting equipment.
- Fire Radios, Orleans, Lake Odessa, & Belding Fire Depts. Have moved to the new radio equipment.
- Supervisor Position process will be starting next month.
- Don completed Advanced Dispatch 40 hr. course
- Chase & Mya completed their EMD 40 hr. course
- LEIN audit completed, addressing some documentation needed.
- 3 Dispatch applicants moved to background process.
- Weekly validation of users for all agencies on our multibridge and CAD has been started and documentation of this is being done.

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

The new call center is well under way. We have moved the Directors Office, and Officer Managers Office to the back of the building utilizing other work spaces. The Supervisors now have a shared office space, which will be adjacent to the new call center area.

The new area now has six workstations and should be a comfortable workspace for our 911 Dispatchers, as well as providing them updated technology to perform their duties.

Everyone is excited for the new changes, anxious to move to the new space. If all goes well the new call center will be live in March, as we are waiting for some of the technology pieces of the project to come in.

We have been very pleased so far with our Contractor and the work they have done.



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
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Supervisor: Kevin Booth
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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— 76	YTD— 838
Berlin-Orange Fire— 32	YTD— 417
Clarksville Fire— 18	YTD— 189
Freeport Fire— 3	YTD— 7
Hubbardston Fire— 9	YTD— 77
Ionia Department Public Safety Fire— 84	YTD— 994
Lake Odessa Fire— 39	YTD— 454
Lyons-Muir Fire— 12	YTD— 186
Orleans Fire— 24	YTD— 201
Pewamo Fire— 13	YTD— 138
Portland Fire— 16	YTD— 195
Ronald Fire— 13	YTD— 146
Roxand Fire— 3	YTD— 25
Saranac Fire— 32	YTD— 554
Sunfield Fire— 2	YTD— 90
Life EMS— 512	YTD— 3911
Portland EMS— 110	YTD— 1252
Animal Control— 31	YTD— 525
Belding Police— 279	YTD— 3353
Department of Natural Resources Law— 7	YTD— 91
Ionia County Sheriff's Office— 731	YTD— 9639
Ionia Department Public Safety Law— 350	YTD— 4595
Lake Odessa Police— 105	YTD— 2561
Michigan State Police— 691	YTD— 6836
Portland Police— 223	YTD— 2420