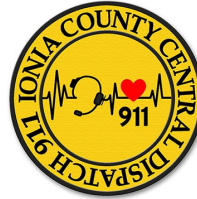


Monthly Report

February Activity

911 Calls— **1828**
Administrative Calls— **5330**
Text to 911— **15**
911 Hang up Calls— **49**
Calls for Service Initiated — **3202**

Total Mental Health Calls — **43**
Suicidal Calls — **17**
988 Calls Received — **1**
988 Calls Transferred — **0**
CPR Performed — **4**
Stroke Related Calls — **8**
Child birth calls — **0**



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)



Unit Responses / Activities

Law Enforcement— **2083**

Fire— **415**

EMS— **571**



Statistics—Calls for Service.

Call for Service Type	Amount	Call for Service Type	Amount
911 Hang up Call	49	Liquor / MIP	1
988 Calls	4	Lost Property / Found	5
Abandoned Vehicle	24	MODP	18
Active Violence Incident	0	MED 1	239
Alarm	25	MED 2	68
Ambulance Transport	83	MED 3	123
Assault	11	Medical Call / Amb Dispatch	5
Assist Jail	0	Mental Health	49
Assist Medical	0	Missing Person	5
Assist Other Agency	11	Motor Vehicle Theft / UDAA	7
Assist Outside Agency	15	Non Criminal	53
Bomb Threat	0	OWI / OUID	5
Burglary	10	PDA Traffic	123
Civil Dispute	58	Phone / Internet Harassment	23
Conservation / Wildlife	21	PIA Traffic	19
CSC - Criminal Sexual Conduct	31	PPO Violation	7
Disorderly Conduct	55	Property Check	0
Domestic Assault	18	Road Closure	4
DPW Request	8	Robbery / Hold up	0
Drugs	2	Structure Fire	13
Duplicate Call	4	Suspicious Situations	174
Family Abuse / Neglect	19	Test Call / System Test	10
Fire All Other	34	Thunder Storm Warning	0
Fireworks	0	Traffic Offense All Other	149
Follow Up	28	Traffic / Officer Stop	757
Fraud	27	Tree Down	30
General Assist	186	Trespassing	19
Grass / Wildland Fire	1	Vehicle Fire	5
Health & Safety / Animal	90	Verbal Domestic	15
Hit and Run	8	Vin Inspections / All Inspections	6
Homicide	1	Warrant Arrest / Fugitive	24
Juvenile Problems & Runaways	51	Weapons Offices All	5
Kidnapping	0	Wires Down / Arching	51
Larceny	29	Unclassified	287

Central Dispatch Activity

- Our Ionia Career Center (Heartlands) program continues.
- Storm planning in progress, portable radios ordered for workstations and staff to address tower or system outages.
- ICCD Director still working with NENA workgroups on 988 and VRS IP Relay.
- Bi-weekly calls for radio system infrastructure improvements continue, waiting on equipment manufacture and shipping, no completion date has been determined.
- Emergency Radio training for schools completed.
- Training: Natalie, Kevin and Jeremiah Achieving Supervisory Excellence, Natalie Communications Training Officer

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

The FCC has now required us to use 10 digit dialing for all our phone calls. But do you know why?

The purpose of this change allowed for 988 a three digit number like 911 or 211, to be used as a single easy to remember number to call when someone is contemplating or in the process of committing suicide or in crisis and in need of trained help.

988 provides access to a large network of providers that can take your phone call, text or chat, and work to help you through your crisis.

Your crisis may be resolved in talking with them on the 988 line, it may be through a referral to local resources, or if needed the help can be to send public safety to help you as soon as possible.

This will be handled by 9-1-1 staff very similarly as it has been in the past, when we get a referral that required emergent response from our public safety partners. What will be new for 9-1-1 is that we will have a resource that we can refer someone to that is not in need of Police, Fire or EMS, but just needs to

speak to someone that can help them in their crisis or in dealing with other mental health related issues that again don't need public safety to be involved.

The program was started July 1, 2022 in a soft launch mode, to allow providers the ability to implement the new system.

Marketing and advertising the new 988 line has kicked off January 1st, and everyone should see a great deal more information out in the public with regards to 988.

988 is not just for suicidal persons, it is for anyone in need of help or in crisis with mental health issues.

We have seen the number of mental health calls increasing, as a result we left this focus story up again for this month to bring more awareness to the new 988 program.

NENA standards are underway for guidance to 911 Centers to have direction in working within the new 988 system.



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—**89**

Berlin-Orange Fire— **27**

Clarksville Fire— **22**

Freeport Fire— **1**

Hubbardston Fire— **12**

Ionia Department Public Safety Fire— **91**

Lake Odessa Fire— **37**

Lyons-Muir Fire— **19**

Orleans Fire—**23**

Pewamo Fire— **8**

Portland Fire— **15**

Ronald Fire— **18**

Saranac Fire— **45**

Sunfield Fire— **8**

Life EMS— **490**

Portland EMS— **81**

Animal Control— **29**

Belding Police— **252**

Department of Natural Resources Law— **5**

Ionia County Sheriff's Office— **738**

Ionia Department Public Safety Law— **301**

Lake Odessa Police— **149**

Michigan State Police— **484**

Portland Police— **154**