

Monthly Report

January Activity

911 Calls— **1743**

Administrative Calls— **5348**

Text to 911— **10**

911 Hang up Calls— **31**

Calls for Service Initiated — **2992**

Total Mental Health Calls — **43**

Suicidal Calls — **5**

988 Calls Received — **0**

988 Calls Transferred — **0**

CPR Performed — **5**

Stroke Related Calls — **7**

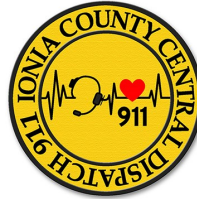
Child birth calls — **2**

Unit Responses / Activities

Law Enforcement— **2003**

Fire— **344**

EMS— **602**



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	45	Liquor / MIP	2
988 Calls	0	Lost Property / Found	11
Abandoned Vehicle	20	MODP	16
Active Violence Incident	0	MED 1	241
Alarm	50	MED 2	60
Ambulance Transport	109	MED 3	119
Assault	22	Medical Call / Amb Dispatch	13
Assist Jail	0	Mental Health	43
Assist Medical	0	Missing Person	4
Assist Other Agency	19	Motor Vehicle Theft / UDAA	8
Assist Outside Agency	12	Non Criminal	40
Bomb Threat	1	OWI / OUID	7
Burglary	15	PDA Traffic	158
Civil Dispute	72	Phone / Internet Harassment	24
Conservation / Wildlife	34	PIA Traffic	21
CSC - Criminal Sexual Conduct	29	PPO Violation	13
Disorderly Conduct	48	Property Check	0
Domestic Assault	19	Road Closure	2
DPW Request	14	Robbery / Hold up	0
Drugs	3	Structure Fire	14
Duplicate Call	2	Suspicious Situations	161
Family Abuse / Neglect	18	Test Call / System Test	16
Fire All Other	34	Thunder Storm Warning	0
Fireworks	2	Traffic Offense All Other	110
Follow Up	20	Traffic / Officer Stop	611
Fraud	30	Tree Down	1
General Assist	161	Trespassing	24
Grass / Wildland Fire	1	Vehicle Fire	9
Health & Safety / Animal	68	Verbal Domestic	23
Hit and Run	16	Vin Inspections / All Inspections	8
Homicide	1	Warrant Arrest / Fugitive	14
Juvenile Problems & Runaways	43	Weapons Offices All	6
Kidnapping	2	Wires Down / Arching	3
Larceny	36	Unclassified	264

Central Dispatch Activity

- January 10th 911 outage was the result of issues with the 911 carrier, which has been addressed, with changes planned for the near future to help eliminate it from happening again.
- New Supervisors are now in place, Natalie Herald and Jeremiah Wittenbach.
- Our Ionia Career Center (Heartlands) program continued with students in the center over 4 days, learning about the center and what we do.
- Work continues with our remodel project, waiting to have the construction drawings completed so that it can go out to bid.
- 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 have begun, waiting on equipment manufacture and shipping, no completion date has been determined.

Dispatcher's can only provide information to first responders that is provided to them by the reporting parties, often is 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.



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

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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—**64**

Berlin-Orange Fire— **24**

Clarksville Fire— **15**

Freeport Fire— **0**

Hubbardston Fire— **4**

Ionia Department Public Safety Fire— **86**

Lake Odessa Fire— **31**

Lyons-Muir Fire— **20**

Orleans Fire—**17**

Pewamo Fire— **4**

Portland Fire— **15**

Ronald Fire— **13**

Saranac Fire— **42**

Sunfield Fire— **9**

Life EMS— **509**

Portland EMS— **93**

Animal Control— **35**

Belding Police— **257**

Department of Natural Resources Law— **3**

Ionia County Sheriff's Office— **685**

Ionia Department Public Safety Law— **334**

Lake Odessa Police— **145**

Michigan State Police— **424**

Portland Police— **145**