

Monthly Report

May Activity

911 Calls— **2232**

Administrative Calls— **5844**

Text to 911— **26**

911 Hang up Calls— **222**

Calls for Service Initiated — **4389**

Total Mental Health Calls — **64**

Suicidal Calls — **7**

988 Calls Received — **2**

988 Calls Transferred — **0**

CPR Performed — **2**

Stroke Related Calls — **9**

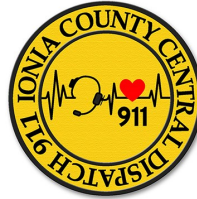
Child birth calls — **0**

Unit Responses / Activities

Law Enforcement— **2748**

Fire— **408**

EMS— **591**



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



Statistics—Calls for Service.

Call for Service Type	Amount	Call for Service Type	Amount
911 Hang up Call	222	Lost Property / Found	28
988 Calls	2	MDOP	46
Abandoned Vehicle	32	MED 1	227
Active Violence Incident	0	MED 2	91
Alarm	49	MED 3	116
Ambulance Transport	85	Medical Call / Amb Dispatch	4
Assault	20	Mental Health	64
Assist Jail	0	Missing Person	18
Assist Medical	0	Motor Vehicle Theft / UDAA	18
Assist Other Agency	12	Non Criminal	83
Assist Outside Agency	26	OWI / OUID	9
Bomb Threat	0	PDA Traffic	77
Burglary	7	Phone / Internet Harassment	40
Burn Permit	31	PIA Traffic	36
Civil Dispute	79	PPO Violation	3
Conservation / Wildlife	21	Property Check	1
CSC - Criminal Sexual Conduct	18	Repossession	2
Disorderly Conduct	73	Request - Wrecker	19
Domestic Assault	30	Road Closure	9
DPW Request	18	Robbery / Hold up	2
Drugs	13	Spam to Center	53
Duplicate Call	2	Structure Fire	10
Family Abuse / Neglect	23	Suspicious Situations	230
Fire All Other	61	Test Call / System Test	58
Fireworks	7	Thunder Storm Warning	2
Follow Up	229	Traffic Offense All Other	237
Fraud	36	Traffic / Officer Stop	873
General Assist	219	Tree Down	52
Grass / Wildland Fire	4	Trespassing	30
Health & Safety / Animal	130	Vehicle Fire	5
Hit and Run	11	Verbal Domestic	34
Homicide	1	Vin Inspections / All Inspections	8
Juvenile Problems & Runaways	39	Warrant Arrest / Fugitive	60
Kidnapping	0	Weapons Offices All	9
Larceny	36	Wires Down / Arching	36
Liquor / MIP	5	Unclassified	263

Central Dispatch Activity

- Work continues with our remodel project, Central Michigan Builders has been chosen as our contractor for the project. Staff have moved to new office locations in the building.
- Interns for 2023, Jimmy was hired and started this month, we are looking at possibly two more in late August.
- In service training on changes in policy and business processes done for all staff.
- Radio system infrastructure improvements continue, coordinating with Motorola and MPSCS, still waiting on some parts.
- Fire Pager programing and training to be done by 8/2/23.
- Latest Dispatcher Hires, Jimmy Parish phase one, Don Eady cleared shadow now working on his own, and Krista Melcher is now off probation.
- Other Hiring information, Testing set first week of August and Oral boards to follow about 10 days later.

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

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— 72	YTD— 497
Berlin-Orange Fire— 35	YTD— 239
Clarksville Fire— 8	YTD— 101
Freeport Fire— 1	YTD— 4
Hubbardston Fire— 4	YTD— 44
Ionia Department Public Safety Fire— 105	YTD— 598
Lake Odessa Fire— 39	YTD— 264
Lyons-Muir Fire— 22	YTD— 117
Orleans Fire— 13	YTD— 119
Pewamo Fire— 15	YTD— 75
Portland Fire— 24	YTD— 111
Ronald Fire— 13	YTD— 92
Roxand Fire— 4	YTD— 10
Saranac Fire— 46	YTD— 336
Sunfield Fire— 7	YTD— 56
Life EMS— 488	YTD— 3447
Portland EMS— 103	YTD— 684
Animal Control— 50	YTD— 303
Belding Police— 317	YTD— 1830
Department of Natural Resources Law— 4	YTD— 48
Ionia County Sheriff's Office— 911	YTD— 5424
Ionia Department Public Safety Law— 448	YTD— 2608
Lake Odessa Police— 301	YTD— 1541
Michigan State Police— 555	YTD— 3544
Portland Police— 212	YTD— 1236