

Monthly Report

May Activity

911 Calls— **2470**

Administrative Calls— **5912**

Text to 911— **16**

911 Hang up Calls— **101**

Calls for Service Initiated — **3708**

Total Mental Health Calls — **56**

Suicidal Calls — **6**

988 Calls Received — **1**

988 Calls Transferred — **0**

CPR Performed — **7**

Stroke Related Calls — **6**

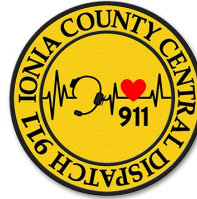
Child birth calls — **1**

Unit Responses / Activities

Law Enforcement— **2438**

Fire— **396**

EMS— **583**



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	101	Liquor / MIP	1
988 Calls	1	Lost Property / Found	7
Abandoned Vehicle	26	MDOP	34
Active Violence Incident	0	MED 1	218
Alarm	36	MED 2	81
Ambulance Transport	93	MED 3	129
Assault	16	Medical Call / Amb Dispatch	7
Assist Jail	0	Mental Health	56
Assist Medical	2	Missing Person	6
Assist Other Agency	6	Motor Vehicle Theft / UDAA	12
Assist Outside Agency	13	Non Criminal	59
Bomb Threat	0	OWI / OUID	16
Burglary	7	PDA Traffic	103
Civil Dispute	80	Phone / Internet Harassment	21
Conservation / Wildlife	24	PIA Traffic	13
CSC - Criminal Sexual Conduct	30	PPO Violation	6
Disorderly Conduct	62	Property Check	0
Domestic Assault	30	Road Closure	9
DPW Request	11	Robbery / Hold up	0
Drugs	22	Structure Fire	14
Duplicate Call	9	Suspicious Situations	178
Family Abuse / Neglect	17	Test Call / System Test	108
Fire All Other	73	Thunder Storm Warning	2
Fireworks	8	Traffic Offense All Other	234
Follow Up	26	Traffic / Officer Stop	709
Fraud	24	Tree Down	22
General Assist	181	Trespassing	35
Grass / Wildland Fire	12	Vehicle Fire	4
Health & Safety / Animal	107	Verbal Domestic	24
Hit and Run	20	Vin Inspections / All Inspections	12
Homicide	0	Warrant Arrest / Fugitive	64
Juvenile Problems & Runaways	52	Weapons Offices All	8
Kidnapping	1	Wires Down / Arching	25
Larceny	48	Unclassified	353

Central Dispatch Activity

- Work continues with our remodel project, Site visits with contractors held on the 28th, bids due in August 18th.
- Interns for 2023 doing well, one under background investigation for full time employment
- Director still working with state and NENA workgroups on 988 and VRS IP Relay.
- Bi-weekly calls for radio system infrastructure improvements continue, Tower work scheduled - Radio equipment to be added to tower sites
- Fire Pager programming and training to start in July, with system testing on July 4th.
- Latest Dispatcher Hire moved to Phase 3 of training.
- We have set the date for this years 911 Field Day, October 12, 2023

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

Who should I call?

988 SUICIDE & CRISIS LIFELINE

24/7 CONFIDENTIAL MENTAL HEALTH SERVICE

Reasons for calling 9-8-8 include, but are not limited to:

- Thoughts of Suicide
- Self-harm
- Experiencing mental health related distress
- Support for substance use disorders
- Worried about the mental well-being of a loved one
- Emotional Support
- Connection to mental health and substance use disorder services

If you or someone you know needs support, call or text 9-8-8 or chat via 988lifeline.org

911 POLICE FIRE MEDICAL EMERGENCY

24/7 ACCESS TO TOOLS & RESOURCES TO HELP LOCATE CALLERS

Reasons for calling 9-1-1 include, but are not limited to:

- Imminent Danger
- Life Safety
- Suicide attempt made
- Self-harm
- Crime in progress/ committed
- Suspicious activity
- Believe someone is in danger
- Police/Medical/Fire Emergency

Text to 9-1-1 is available. Call if you can, text if you can't.

Prepared by the 9-1-1/9-8-8 Workgroup of Michigan

Looking forward to July 16th, 988 will be one year old.

Attached is a flyer that they have developed to help people to know when they should call 988 or 911.



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
(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— 71	YTD— 425
Berlin-Orange Fire— 45	YTD— 204
Clarksville Fire— 20	YTD— 93
Freeport Fire— 1	YTD— 3
Hubbardston Fire— 9	YTD— 40
Ionia Department Public Safety Fire— 75	YTD— 493
Lake Odessa Fire— 44	YTD— 225
Lyons-Muir Fire— 10	YTD— 95
Orleans Fire— 14	YTD— 106
Pewamo Fire— 15	YTD— 60
Portland Fire— 19	YTD— 87
Ronald Fire— 15	YTD— 79
Saranac Fire— 57	YTD— 290
Sunfield Fire— 9	YTD— 49
Life EMS— 484	YTD— 2959
Portland EMS— 99	YTD— 581
Animal Control— 60	YTD— 253
Belding Police— 232	YTD— 1513
Department of Natural Resources Law— 9	YTD— 44
Ionia County Sheriff's Office— 785	YTD— 4513
Ionia Department Public Safety Law— 351	YTD— 2160
Lake Odessa Police— 211	YTD— 1240
Michigan State Police— 464	YTD— 2989
Portland Police— 197	YTD— 1024