

Monthly Report

May Activity

911 Calls— **2349**

Administrative Calls— **6749**

Text to 911— **13**

911 Hang up Calls— **92**

Calls for Service Initiated — **3400**

Total Mental Health Calls — **38**

Suicidal Calls — **6**

988 Calls Received — **1**

988 Calls Transferred — **0**

CPR Performed — **7**

Stroke Related Calls — **6**

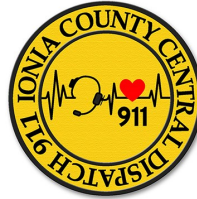
Child birth calls — **1**

Unit Responses / Activities

Law Enforcement— **2438**

Fire— **372**

EMS— **590**



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	92	Liquor / MIP	1
988 Calls	1	Lost Property / Found	6
Abandoned Vehicle	21	MODP	21
Active Violence Incident	0	MED 1	230
Alarm	35	MED 2	75
Ambulance Transport	83	MED 3	131
Assault	23	Medical Call / Amb Dispatch	4
Assist Jail	2	Mental Health	38
Assist Medical	1	Missing Person	10
Assist Other Agency	16	Motor Vehicle Theft / UDAA	16
Assist Outside Agency	13	Non Criminal	57
Bomb Threat	2	OWI / OUID	14
Burglary	17	PDA Traffic	99
Civil Dispute	83	Phone / Internet Harassment	32
Conservation / Wildlife	33	PIA Traffic	33
CSC - Criminal Sexual Conduct	17	PPO Violation	6
Disorderly Conduct	69	Property Check	0
Domestic Assault	31	Road Closure	9
DPW Request	13	Robbery / Hold up	0
Drugs	14	Structure Fire	6
Duplicate Call	1	Suspicious Situations	176
Family Abuse / Neglect	25	Test Call / System Test	54
Fire All Other	46	Thunder Storm Warning	0
Fireworks	1	Traffic Offense All Other	227
Follow Up	24	Traffic / Officer Stop	845
Fraud	30	Tree Down	4
General Assist	194	Trespassing	21
Grass / Wildland Fire	9	Vehicle Fire	3
Health & Safety / Animal	101	Verbal Domestic	29
Hit and Run	17	Vin Inspections / All Inspections	14
Homicide	0	Warrant Arrest / Fugitive	52
Juvenile Problems & Runaways	65	Weapons Offices All	13
Kidnapping	0	Wires Down / Arching	16
Larceny	69	Unclassified	376

Central Dispatch Activity

- Management team attended FOIA training.
- IPAWS Training completed for two supervisors.
- Work continues with our remodel project, the construction drawings are completed so that it can go out to bid.
- Interns for 2023 have started in dispatch, we will have four this year.
- Director still working with NENA workgroups on 988 and VRS IP Relay.
- Bi-weekly calls for radio system infrastructure improvements continue, frequencies are in.
- BOC approved proposal for wage adjustment to improve recruiting and retention of staff effective June 4, 2023.
- Radio equipment order has been placed. MPSCS has approved the Kenwood 8000 radio. Agency invoices prepared for additional radio costs.

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

Changes in Central Dispatch Wage Scale.

While staffing difficulties are common for almost every business today, Public Safety has been struggling to find good people to fill much needed positions. Central Dispatch is no exception, and we have five positions to fill.

In looking at our neighboring centers a wage comparison was done and found that all but one of our neighboring centers were at a starting wage near twenty dollars per hour. This was about three dollars an hour more than our starting wage.

As a result of this a request was made to open the dispatchers contract and adjust the pay scale to bring us closer to the starting wage of the other centers. The BOC did approve this and a new wage scale went into effect June 4th.

As we look forward we are now at a similar starting pay that we hope will attract potential employees to ICCD.

The adjustment in the pay scale does have an effect on all of the dispatchers, in an effort also to retain the staff members we have.

We also still have the MERS Defined Benefit pension that is a very important benefit that is at times, not understood by younger generation applicants. We work to point out the benefit and what it means in the long term of their careers.

So we are hiring looking for good people that want to make a difference, and help their community. Applications are available on the County web site.



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— 76	YTD— 327
Berlin-Orange Fire— 45	YTD— 167
Clarksville Fire— 7	YTD— 73
Freeport Fire— 0	YTD— 2
Hubbardston Fire— 5	YTD— 31
Ionia Department Public Safety Fire— 83	YTD— 418
Lake Odessa Fire— 43	YTD— 181
Lyons-Muir Fire— 12	YTD— 85
Orleans Fire— 18	YTD— 92
Pewamo Fire— 9	YTD— 45
Portland Fire— 12	YTD— 68
Ronald Fire— 8	YTD— 64
Saranac Fire— 47	YTD— 233
Sunfield Fire— 7	YTD— 40
Life EMS— 490	YTD— 2475
Portland EMS— 100	YTD— 482
Animal Control— 46	YTD— 193
Belding Police— 275	YTD— 1281
Department of Natural Resources Law— 12	YTD— 32
Ionia County Sheriff's Office— 800	YTD— 3728
Ionia Department Public Safety Law— 408	YTD— 1809
Lake Odessa Police— 236	YTD— 1029
Michigan State Police— 542	YTD— 2525
Portland Police— 165	YTD— 827