

# Monthly Report

## May Activity

911 Calls— **1736**

Administrative Calls— **6001**

Text to 911— **17**

911 Hang up Calls— **161**

Calls for Service Initiated — **4523**

Total Mental Health Calls — **58**

Suicidal Calls — **7**

988 Calls Received — **0**

988 Calls Transferred — **0**

CPR Performed — **3**

Stroke Related Calls — **3**

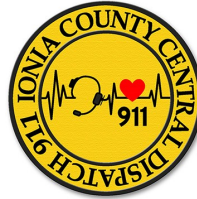
Child birth calls — **0**

## Unit Responses / Activities

Law Enforcement— **2809**

Fire— **333**

EMS— **557**



### 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              | 161    | Lost Property / Found             | 16     |
| 988 Calls                     |        | MDOP                              | 28     |
| Abandoned Vehicle             | 5      | MED 1                             | 224    |
| Active Violence Incident      |        | MED 2                             | 66     |
| Alarm                         | 37     | MED 3                             | 102    |
| Ambulance Transport           | 115    | Medical Call / Amb Dispatch       | 7      |
| Assault                       | 19     | Mental Health                     | 58     |
| Assist Jail                   | 4      | Missing Person                    | 5      |
| Assist Medical                |        | Motor Vehicle Theft / UDAA        | 7      |
| Assist Other Agency           | 22     | Non Criminal                      | 50     |
| Assist Outside Agency         | 20     | OWI / OUID                        | 10     |
| Bomb Threat                   |        | PDA Traffic                       | 166    |
| Burglary                      | 11     | Phone / Internet Harassment       | 20     |
| Burn Permit                   | 41     | PIA Traffic                       | 23     |
| Civil Dispute                 | 76     | PPO Violation                     | 5      |
| Conservation / Wildlife       | 53     | Property Check                    | 4      |
| CSC - Criminal Sexual Conduct | 19     | Repossession                      | 11     |
| Disorderly Conduct            | 35     | Request - Wrecker                 | 2      |
| Domestic Assault              | 25     | Road Closure                      | 0      |
| DPW Request                   | 11     | Robbery / Hold up                 | 0      |
| Drugs                         | 9      | Spam to Center                    | 430    |
| Duplicate Call                | 1      | Structure Fire                    | 8      |
| Family Abuse / Neglect        | 27     | Suspicious Situations             | 157    |
| Fire All Other                | 48     | Test Call / System Test           | 48     |
| Fireworks                     | 0      | Thunder Storm/Tornado Warning     | 0      |
| Follow Up                     | 199    | Traffic Offense All Other         | 147    |
| Fraud                         | 20     | Traffic / Officer Stop            | 1169   |
| General Assist                | 245    | Tree Down                         | 3      |
| Grass / Wildland Fire         | 5      | Trespassing                       | 19     |
| Health & Safety / Animal      | 77     | Vehicle Fire                      | 4      |
| Hit and Run                   | 12     | Verbal Domestic                   | 14     |
| Homicide                      | 0      | Vin Inspections / All Inspections | 7      |
| Juvenile Problems & Runaways  | 39     | Warrant Arrest / Fugitive         | 70     |
| Kidnapping                    | 0      | Weapons Offices All               | 11     |
| Larceny                       | 55     | Wires Down / Arching              | 7      |
| Liquor / MIP                  | 1      | Unclassified                      | 233    |

## Central Dispatch Activity

- Work continues with our remodel project, Workstations are installed waiting equipment.
- Fire Radios, the 8000 model has complete testing working on programing with state.
- Supervisor Position has been posted, interview to take this month.
- LEIN audit completed, addressing some documentation needed.
- Chase & Mya completed their Basic Dispatch 40 hr. course
- Department awards event held for first time, Team Award, Supervisor of Year Award, Director of Year Awards given
- Kevin celebrated 20 years with ICCD. Serving as a Dispatcher, Supervisor, CTO program administrator, Mentor, 911 Field Day Chairman, APCP 2022 Michigan Supervisor of the Year, and Chief Cheerleader for staff.
- Katy celebrated 20 years with ICCD. Serving as Dispatcher, CTO, Union Steward, and APCO committee member.

*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

Members of the Management team submitted members of our staff for awards with one of our 911 professional associations APCO, the Association of Public-Safety Communications Officials. Members from around the state submit people, usually from their agency, for recognition of outstanding performance.

This year a team of the year submission was made for the excellent team work with regards to the I96 crash earlier in the year. Also the Director was submitted for Director of the year.

There were many submissions for these awards and unfortunately this year members of our staff were not given the APCO awards.

Members of the Management team decided that while not being given the APCO awards, they wanted to have those that were submitted, recognized for their work. A plan was made and the first ICCD awards night took place on the 17th.

Staff, family and friends were invited to a lite dinner and awards ceremony.

### Team of the Year

|        |      |
|--------|------|
| Megan  | Lisa |
| Krista | Roy  |
| Katy   |      |

### Supervisor of the Year

Natalie

### Director of the Year

Lance

Thank you to all the staff for the hard work that they do each day, and congratulations to those who were recognized by your peers for your work this year.

The Supervisor award for Natalie was for her continued work with morale and public outreach, which has been very well received by staff.

It should be noted that the Director was not part of the awards team, and had no input into receiving an award.



#### 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  
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Supervisor: Natalie Hearld  
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Supervisor: Jeremiah Wittenbach  
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FOIA Requests - 911 Records Only  
Form available at: <http://ioniacounty.org/foia>

Send or Email to:  
[CentralDispatch@ioniacounty.org](mailto:CentralDispatch@ioniacounty.org)

## Agency Individual Responses / Activity

|                                                |           |
|------------------------------------------------|-----------|
| Belding Fire— <b>53</b>                        | YTD— 709  |
| Berlin-Orange Fire— <b>45</b>                  | YTD— 385  |
| Clarksville Fire— <b>12</b>                    | YTD— 171  |
| Freeport Fire— <b>0</b>                        | YTD— 5    |
| Hubbardston Fire— <b>5</b>                     | YTD— 68   |
| Ionia Department Public Safety Fire— <b>74</b> | YTD— 910  |
| Lake Odessa Fire— <b>36</b>                    | YTD— 415  |
| Lyons-Muir Fire— <b>12</b>                     | YTD— 177  |
| Orleans Fire— <b>12</b>                        | YTD— 177  |
| Pewamo Fire— <b>7</b>                          | YTD— 125  |
| Portland Fire— <b>14</b>                       | YTD— 179  |
| Ronald Fire— <b>8</b>                          | YTD— 132  |
| Roxand Fire— <b>2</b>                          | YTD— 21   |
| Saranac Fire— <b>46</b>                        | YTD— 542  |
| Sunfield Fire— <b>7</b>                        | YTD— 88   |
| Life EMS— <b>455</b>                           | YTD— 5399 |
| Portland EMS— <b>102</b>                       | YTD— 1142 |
| Animal Control— <b>44</b>                      | YTD— 495  |
| Belding Police— <b>272</b>                     | YTD— 3071 |
| Department of Natural Resources Law— <b>9</b>  | YTD— 84   |
| Ionia County Sheriff's Office— <b>872</b>      | YTD— 8908 |
| Ionia Department Public Safety Law— <b>383</b> | YTD— 4245 |
| Lake Odessa Police— <b>237</b>                 | YTD— 2456 |
| Michigan State Police— <b>781</b>              | YTD— 6145 |
| Portland Police— <b>255</b>                    | YTD— 2197 |