

# Monthly Report

## May Activity

911 Calls— **1845**

Administrative Calls— **5830**

Text to 911— **18**

911 Hang up Calls— **171**

Calls for Service Initiated — **4397**

Total Mental Health Calls — **36**

Suicidal Calls — **9**

988 Calls Received — **0**

988 Calls Transferred — **0**

CPR Performed — **9**

Stroke Related Calls — **5**

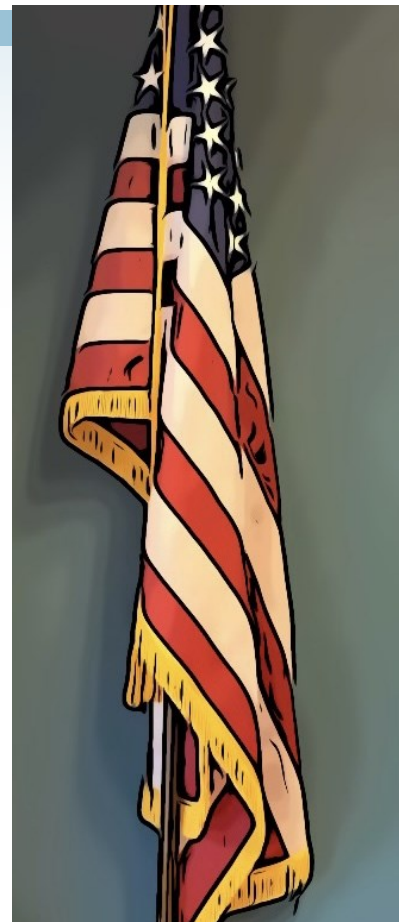
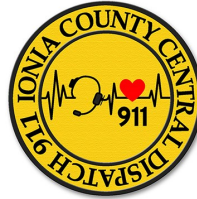
Child birth calls — **0**

## Unit Responses / Activities

Law Enforcement— **2504**

Fire— **349**

EMS— **632**



### 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              | 171    | Lost Property / Found             | 25     |
| 988 Calls                     | 0      | MDOP                              | 26     |
| Abandoned Vehicle             | 19     | MED 1                             | 240    |
| Active Violence Incident      | 0      | MED 2                             | 74     |
| Alarm                         | 25     | MED 3                             | 130    |
| Ambulance Transport           | 125    | Medical Call / Amb Dispatch       | 8      |
| Assault                       | 33     | Mental Health                     | 36     |
| Assist Jail                   | 2      | Missing Person                    | 7      |
| Assist Medical                | 0      | Motor Vehicle Theft / UDAA        | 10     |
| Assist Other Agency           | 18     | Non Criminal                      | 61     |
| Assist Outside Agency         | 28     | OWI / OUID                        | 15     |
| Bomb Threat                   | 0      | PDA Traffic                       | 172    |
| Burglary                      | 10     | Phone / Internet Harassment       | 27     |
| Burn Permit                   | 41     | PIA Traffic                       | 18     |
| Civil Dispute                 | 74     | PPO Violation                     | 10     |
| Conservation / Wildlife       | 43     | Property Check                    | 5      |
| CSC - Criminal Sexual Conduct | 17     | Repossession                      | 10     |
| Disorderly Conduct            | 39     | Request - Wrecker                 | 2      |
| Domestic Assault              | 30     | Road Closure                      | 13     |
| DPW Request                   | 8      | Robbery / Hold up                 | 0      |
| Drugs                         | 10     | Spam to Center                    | 233    |
| Duplicate Call                | 1      | Structure Fire                    | 13     |
| Family Abuse / Neglect        | 38     | Suspicious Situations             | 189    |
| Fire All Other                | 38     | Test Call / System Test           | 57     |
| Fireworks                     | 1      | Thunder Storm/Tornado Warning     | 0      |
| Follow Up                     | 203    | Traffic Offense All Other         | 212    |
| Fraud                         | 31     | Traffic / Officer Stop            | 882    |
| General Assist                | 259    | Tree Down                         | 10     |
| Grass / Wildland Fire         | 3      | Trespassing                       | 23     |
| Health & Safety / Animal      | 103    | Vehicle Fire                      | 6      |
| Hit and Run                   | 16     | Verbal Domestic                   | 19     |
| Homicide                      | 0      | Vin Inspections / All Inspections | 6      |
| Juvenile Problems & Runaways  | 36     | Warrant Arrest / Fugitive         | 66     |
| Kidnapping                    | 0      | Weapons Offices All               | 13     |
| Larceny                       | 44     | Wires Down / Arching              | 16     |
| Liquor / MIP                  | 0      | Unclassified                      | 297    |

## Central Dispatch Activity

- Work continues with our remodel project.
- 911 Field Day Canceled for this year. Plans for next year are already getting started.
- Interns for 2023, At this point there will be no High School Interns this school year.
- Radio system infrastructure tower improvements completed, channels not yet turned up.
- Fire Radios, the 8000 model is still waiting testing/final approval. Hope by end of October.
- Supervisor Position has been posted, interview to take place first part of December.
- LEIN audit completed, addressing some documentation needed.
- Dispatcher written tests and oral boards set for November.

*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

Well as the end of October neared and the excitement was building for the children of the area to participate in Halloween related festivities, Ionia County Central Dispatch decided to join in the fun.



Center staff participated in the two events downtown Ionia on the 26th. The first was the chili dog contest. Phil our Secret weapon (Chef) whipped up an amazing chili for the dogs. We also had several family members of staff that came to help out. Thank you so much to all of them.



Lines were long waiting to get one or more of the amazing chili dogs.



The second event was Trunk or Treat. For the children that visited us, it was not just walking up and saying Trick or Treat! With the Central Dispatch trunk or treat, they got to spin the wheel, and answer a dispatch trivia question to receive their candy. The wheel had 4 options; Police, Fire, EMS or bean bag challenge for a special candy prize.



At the end of the day when all was complete, Central Dispatch took second place in the chili dog contest. We will be placing our trophy in the new call center when construction is complete.



*What sound does a police car make?  
WOOOO, WOOO, WOOO!*



#### 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](mailto:llangdon@ioniacounty.org)

Office Manager: Cathi Brodbeck  
(616) 522-0911 [cbrodbeck@ioniacounty.org](mailto:cbrodbeck@ioniacounty.org)

Supervisor: Kevin Booth  
(616) 527-5613 [kbooth@ioniacounty.org](mailto:kbooth@ioniacounty.org)

Supervisor: Natalie Hearld  
(616) 527-5612 [nhearld@ioniacounty.org](mailto:nhearld@ioniacounty.org)

Supervisor: Jeremiah Wittenbach  
(616) 527-5617 [nhearld@ioniacounty.org](mailto:nhearld@ioniacounty.org)

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>66</b>                        | YTD— 709  |
| Berlin-Orange Fire— <b>32</b>                  | YTD— 340  |
| Clarksville Fire— <b>21</b>                    | YTD— 159  |
| Freeport Fire— <b>0</b>                        | YTD— 5    |
| Hubbardston Fire— <b>8</b>                     | YTD— 63   |
| Ionia Department Public Safety Fire— <b>73</b> | YTD— 836  |
| Lake Odessa Fire— <b>34</b>                    | YTD— 379  |
| Lyons-Muir Fire— <b>16</b>                     | YTD— 165  |
| Orleans Fire— <b>13</b>                        | YTD— 165  |
| Pewamo Fire— <b>11</b>                         | YTD— 118  |
| Portland Fire— <b>10</b>                       | YTD— 165  |
| Ronald Fire— <b>11</b>                         | YTD— 124  |
| Roxand Fire— <b>4</b>                          | YTD— 15   |
| Saranac Fire— <b>45</b>                        | YTD— 496  |
| Sunfield Fire— <b>5</b>                        | YTD— 81   |
| Life EMS— <b>519</b>                           | YTD— 4944 |
| Portland EMS— <b>113</b>                       | YTD— 1040 |
| Animal Control— <b>57</b>                      | YTD— 451  |
| Belding Police— <b>283</b>                     | YTD— 2799 |
| Department of Natural Resources Law— <b>7</b>  | YTD— 75   |
| Ionia County Sheriff's Office— <b>816</b>      | YTD— 8036 |
| Ionia Department Public Safety Law— <b>357</b> | YTD— 3862 |
| Lake Odessa Police— <b>231</b>                 | YTD— 2919 |
| Michigan State Police— <b>544</b>              | YTD— 5364 |
| Portland Police— <b>266</b>                    | YTD— 1942 |