

Monthly Report

May Activity

911 Calls— **2087**

Administrative Calls— **5522**

Text to 911— **12**

911 Hang up Calls— **209**

Calls for Service Initiated — **4506**

Total Mental Health Calls — **37**

Suicidal Calls — **6**

988 Calls Received — **0**

988 Calls Transferred — **0**

CPR Performed — **7**

Stroke Related Calls — **11**

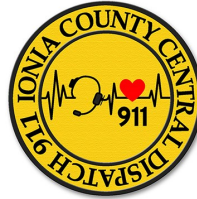
Child birth calls — **0**

Unit Responses / Activities

Law Enforcement— **2859**

Fire— **348**

EMS— **609**



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.

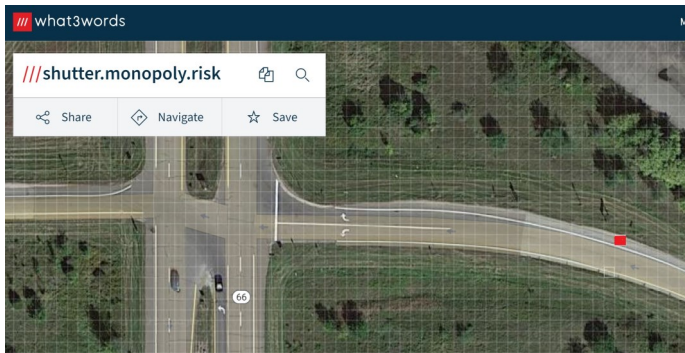
Call for Service Type	Amount	Call for Service Type	Amount
911 Hang up Call	209	Lost Property / Found	24
988 Calls	0	MDOP	25
Abandoned Vehicle	21	MED 1	236
Active Violence Incident	0	MED 2	79
Alarm	40	MED 3	108
Ambulance Transport	110	Medical Call / Amb Dispatch	7
Assault	28	Mental Health	37
Assist Jail	0	Missing Person	7
Assist Medical	0	Motor Vehicle Theft / UDAA	2
Assist Other Agency	15	Non Criminal	62
Assist Outside Agency	42	OWI / OUID	5
Bomb Threat	0	PDA Traffic	98
Burglary	8	Phone / Internet Harassment	45
Burn Permit	42	PIA Traffic	23
Civil Dispute	81	PPO Violation	3
Conservation / Wildlife	27	Property Check	7
CSC - Criminal Sexual Conduct	28	Repossession	12
Disorderly Conduct	67	Request - Wrecker	6
Domestic Assault	31	Road Closure	14
DPW Request	8	Robbery / Hold up	0
Drugs	16	Spam to Center	174
Duplicate Call	8	Structure Fire	8
Family Abuse / Neglect	23	Suspicious Situations	214
Fire All Other	61	Test Call / System Test	53
Fireworks	7	Thunder Storm Warning	0
Follow Up	195	Traffic Offense All Other	210
Fraud	28	Traffic / Officer Stop	976
General Assist	256	Tree Down	12
Grass / Wildland Fire	3	Trespassing	32
Health & Safety / Animal	121	Vehicle Fire	10
Hit and Run	15	Verbal Domestic	26
Homicide	0	Vin Inspections / All Inspections	11
Juvenile Problems & Runaways	64	Warrant Arrest / Fugitive	89
Kidnapping	1	Weapons Offices All	11
Larceny	55	Wires Down / Arching	11
Liquor / MIP	0	Unclassified	259

Central Dispatch Activity

- Work continues with our remodel project.
- Interns for 2023, Mya started employment this month with Evelyn due to start on October 1st.
- Radio system infrastructure tower improvements completed.
- Fire Radios, the 8000 model is still waiting testing/final approval. Hope by end of October.
- 4th Supervisor Position will be posted next month, hope to have in place for January 1, 2024
- Notified LEIN audit of center will take place October 31st.
- Job offer

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



Your driving down I-96 and its foggy, dark and you have a flat tire after you pass an exit sign but manage to get to the side of the road and you have no idea where you are.

Your out in the woods, fell out of your tree stand that you moved last week to a new location and no one knows where you are. Your leg is hurt and you can't walk.

How do you let 911 or EMS know where you are?

phone, you can open the app and it will tell you where you are and with just 3 words, dispatch can send help to you.

Or if you did not download W3W, we can send you a link to the program and it can tell us where you are, within a 10 meter square. So if your on the highway with car problems, lost not knowing where you are, on a river or lake, in a sports stadium, W3W can plot your location and we can get help headed your way.

Download What 3 Words today!

What 3 Words (W3W) is there for you. It is a free tool that is endorsed by Ionia County Central Dispatch.

If you plan ahead and download the application to your cell



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

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Ionia MI 49946

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NON-EMERGENCY: (616) 527-0400

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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— 62	YTD— 643
Berlin-Orange Fire— 24	YTD— 308
Clarksville Fire— 11	YTD— 138
Freeport Fire— 0	YTD— 5
Hubbardston Fire— 7	YTD— 55
Ionia Department Public Safety Fire— 83	YTD— 763
Lake Odessa Fire— 34	YTD— 345
Lyons-Muir Fire— 15	YTD— 150
Orleans Fire— 17	YTD— 152
Pewamo Fire— 16	YTD— 107
Portland Fire— 17	YTD— 155
Ronald Fire— 11	YTD— 114
Roxand Fire— 2	YTD— 15
Saranac Fire— 40	YTD— 451
Sunfield Fire— 9	YTD— 76
Life EMS— 489	YTD— 4425
Portland EMS— 120	YTD— 927
Animal Control— 48	YTD— 394
Belding Police— 318	YTD— 2516
Department of Natural Resources Law— 10	YTD— 68
Ionia County Sheriff's Office— 837	YTD— 7220
Ionia Department Public Safety Law— 453	YTD— 3505
Lake Odessa Police— 278	YTD— 1988
Michigan State Police— 730	YTD— 4820
Portland Police— 233	YTD— 1676