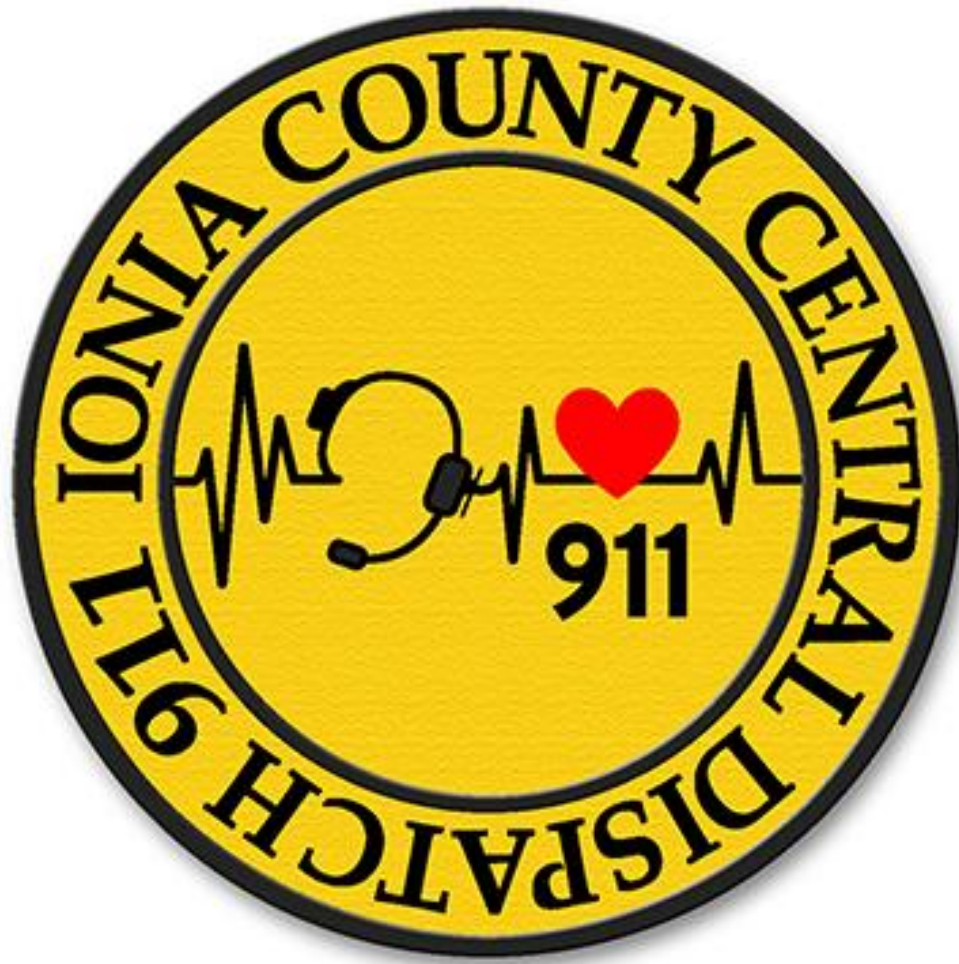




2022

Year End Report



IONIA COUNTY CENTRAL DISPATCH

545 Apple Tree Dr
Ionia Michigan 48846
Admin: (616) 522-0911

Director: Lance Langdon

To: Ionia County Board of Commissioners, and Residents of Ionia County

Date: January 17, 2023

Reference: 2022 Ionia County Central Dispatch Annual Report

Items

Having now completed more than a full year with Ionia County Dispatch, I am happy to report that Ionia County is truly blessed with a great group of people, serving in the Dispatch Center. Their dedication to our citizens and the teamwork they demonstrate each and every day is amazing.

Staff were very concerned with my starting as a new director. They anticipated a great deal of change but that was not the case. It took several months of watching their operations and how our partner agencies conducted business to determine what if any changes were needed. Change for the sake of change or to fix something that is not broken should never be the case.

The main area that I found needed to be addressed, were the policies, procedures, orders, and guidelines that staff used to determine their actions in processing of calls for service (CFS). Working through all these documents, they were condensed into a single policy and procedure manual and updated as needed to assist staff in their duties. In developing the procedures, input was sought from staff, and partner agencies to be sure that it properly captured the operational need of both Center Staff and our partners. These will be reviewed annually to determine if they are still current and meet their intended purpose and will be revised as needed.

The major concern of our Fire Departments has been the poor communications of our VHF radios system. A grant was submitted through FEMA for the Assistance to Firefighters Grant (AFG), right at the end of 2021. Grant awards were very slowly announced, and we were advised in late December that they were not approved for the grant. They will be resubmitting for the grant again in efforts to raise the one million dollars requested last year to purchase radio equipment. The BOC did approve ARPA funding for the infrastructure upgrades, and 10% matching funds that were required for the grant. The infrastructure portion of the project is underway and will be in place later in 2023.

Pagers are used for dispatching our Fire agencies, and these also running on VHF radio frequencies, and do not work well in most of the county. A request to use ARPA funds to purchase 800MHz pagers was made and tabled by the BOC. I expect that the request will be

renewed in early 2023, requesting to approve the project and improve the paging system to where it should be.

2022 brought a close to the pandemic, resulting in the renewal of our 911 Open House, under a new name of 911 Field Day. With many of our agency partners participating in the event the new name better describes the day. It was a little damp with some rain, but we had approximately 325 people participating in the event. Information provided by several Police, Fire and EMS agencies as well as tours of the Center. We had information tables indoors that presented information from MDOC, Sparrow Hospital, ICSO, and the Right Door.

This was then followed by our work with the Heartlands/Ionia Career Center programs. We worked with students to help them be stronger applicants to future employment opportunities, with several being interviewed for an opportunity to serve an internship with the Center. One student was offered the internship. With her interest and effort, she was hired as a Dispatcher shortly after her graduation increasing our full time Dispatcher positions from 11 to 12.

We did lose three employees in 2022, one to Belding PD and the second to Ionia Courts and the third did not make it through training. One position was filled by one of our part time employees and the employee that moved to Belding PD has continued as a part time staff member. Our part time employees are only occasional part time, working as able/needed to help cover overtime assignments.

With the requested 2023 budget, a need for additional supervisory staff was submitted/requested and was approved. Two positions were added to increase our supervisor's number from 2 to 4, allowing for a supervisor to be assigned to each team providing leadership to each team. While staff are all extremely capable, the addition of the additional supervisors will be a positive change for the organization.

With new employees needing to be trained, we did send three staff members to training to become CTO's (Communications Training Officers). Staff were sent to two different programs that are used by centers across the state. With their training, and the experience of our current trainers, we are working to further customize our training program to meet the needs of our center.

Supervisor Kevin Booth was selected by APCO's Michigan Chapter, (Association of Public Safety Communications Officials) as the Supervisor of the Year. We are very proud of Kevin and all the work he has done resulting in this recognition.

We have also begun the process of updating and remodeling the 911 Call Center, with the BOC approving ARPA funding. An Architect has been selected as well as a console vendor for the project. As we move into 2023, we look forward to the remodel project being completed and bringing our center into the future.

Respectfully submitted,

Lance Langdon

Current Central Dispatch Staffing

Director

Office Manager

Supervisors (2)

Dispatchers – Full Time (12)

Dispatchers – Occasional Part Time (2)

- Numbers are approved positions, not all are filled at this time.
-

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.

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.

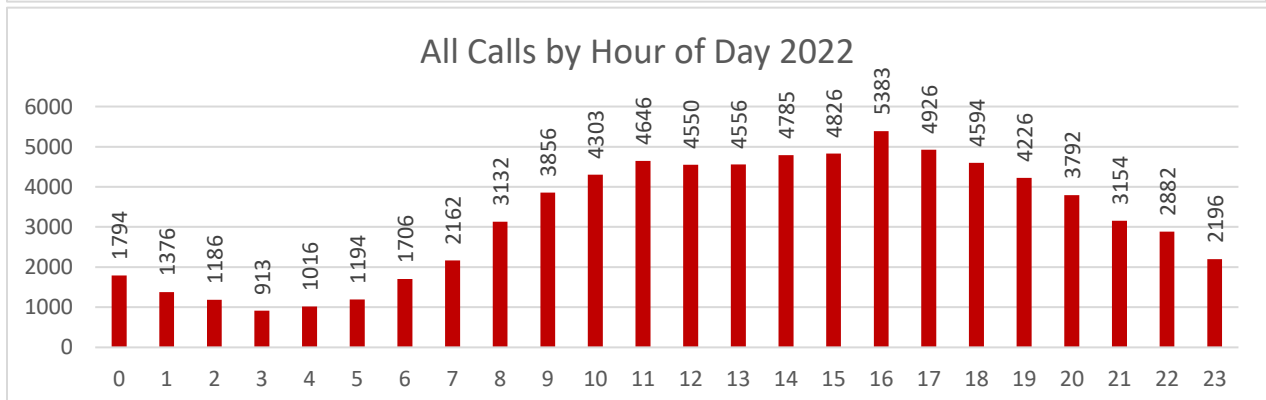
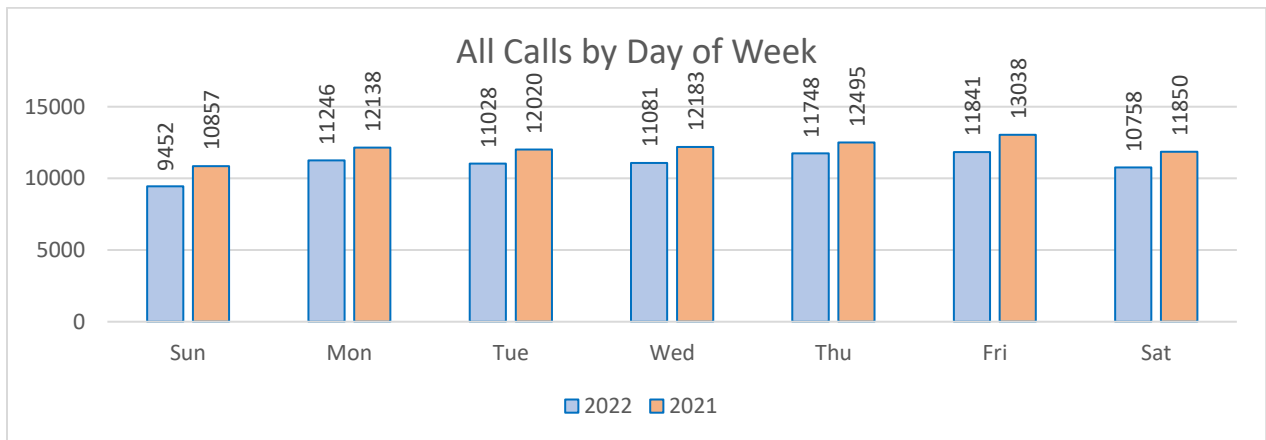
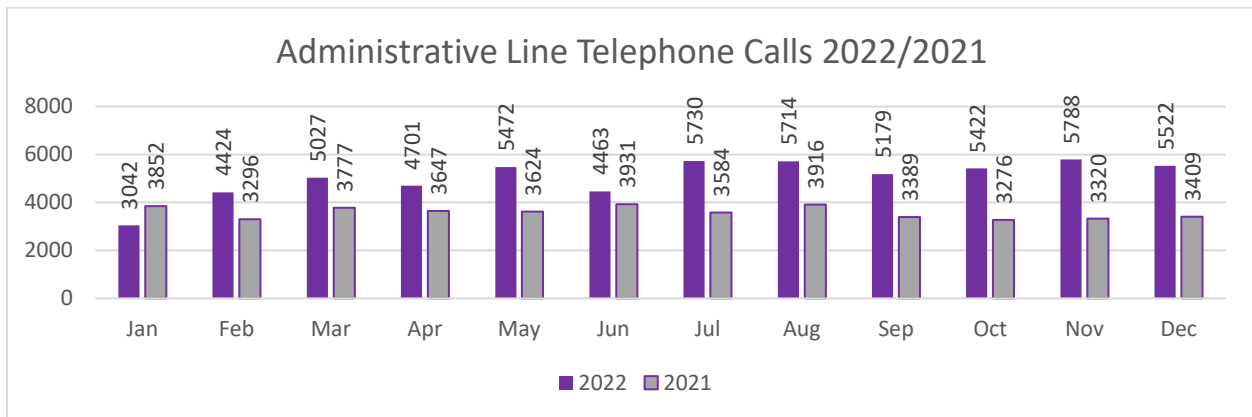
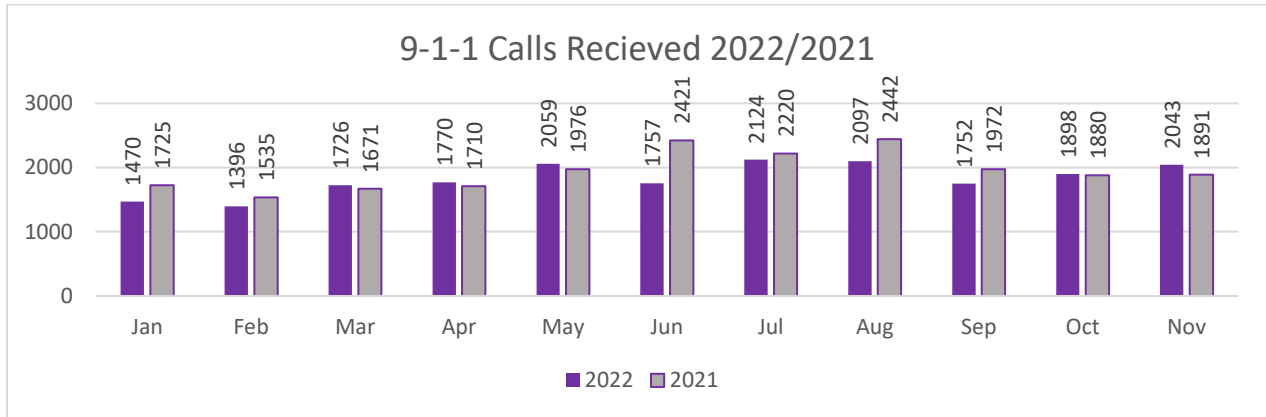
C. Caring: Feeling or showing concern for or kindness to others.

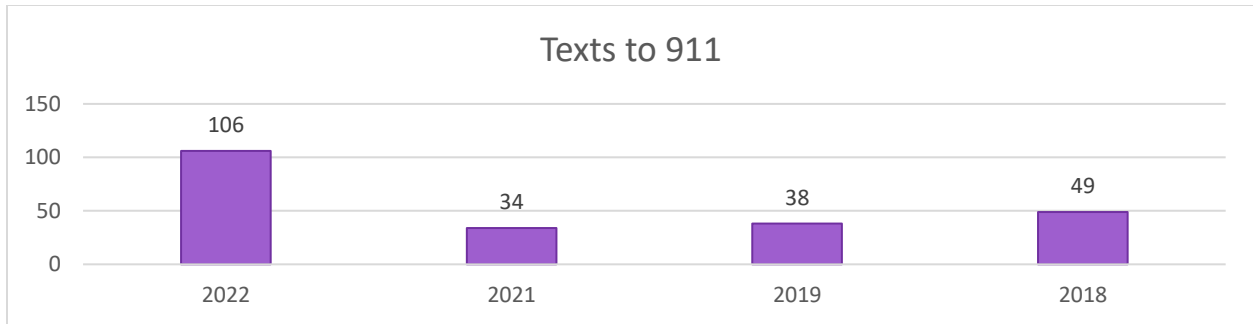
H. Honesty: Uprightness, fairness, truthfulness, sincerity, or frankness in communications and deeds.

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.

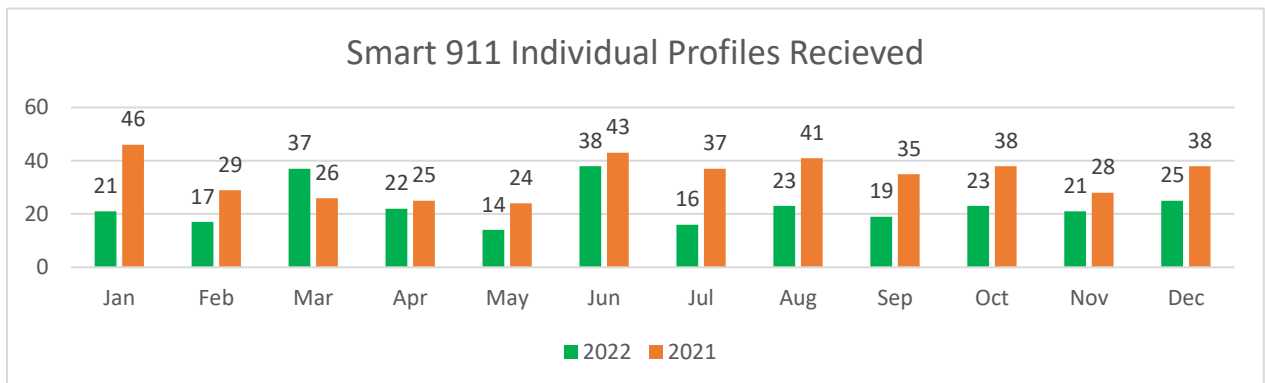
Call Center Statistics



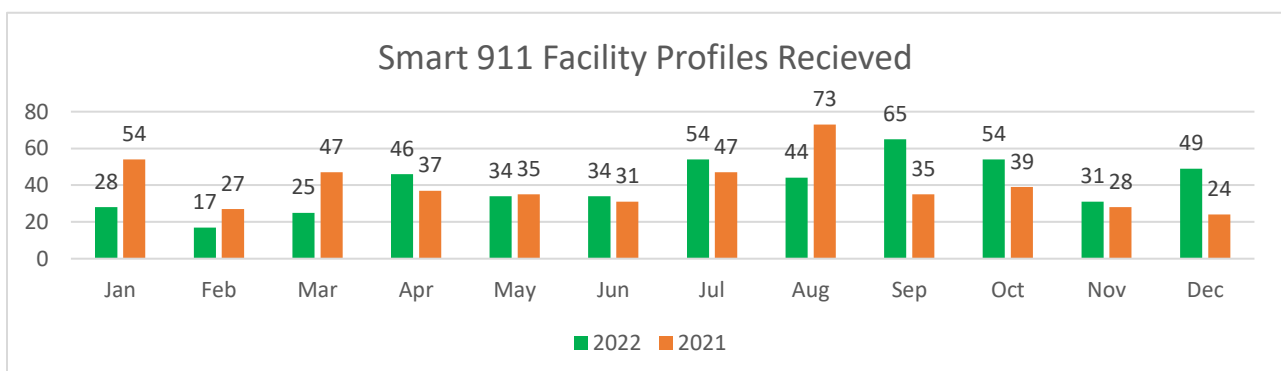


Smart 911 is a service that allows you to build a profile and share information with 911 when you call for help.

You can provide information on medical conditions, prescriptions taken, emergency contacts, key locations, or codes for responders to use to get to you when you have an emergency. Share as much or little as you wish for home, office, or vacation home.

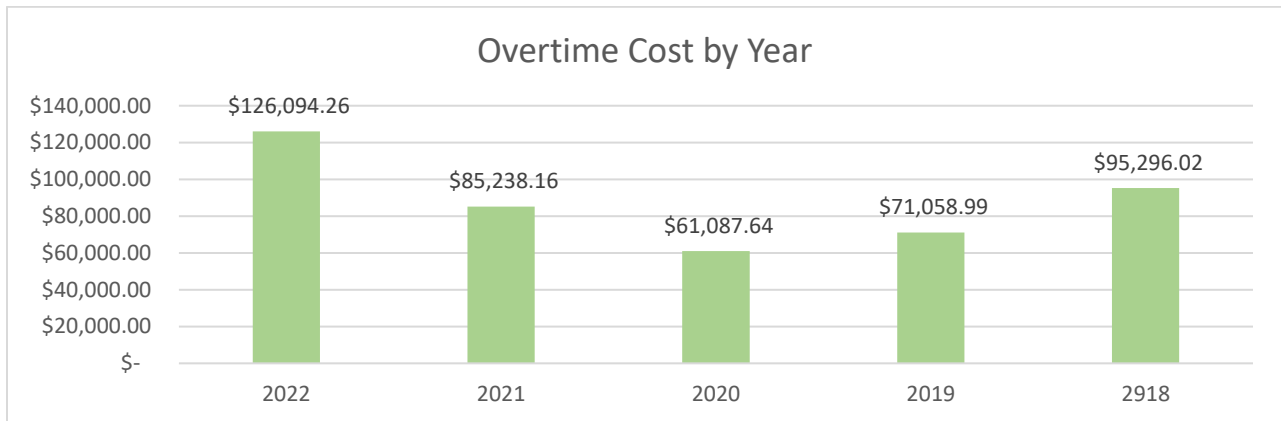


You can also create a profile for your business. Again, you choose to add what you wish to share, emergency contact numbers, light panel locations, any hazards, that responders should be aware of.

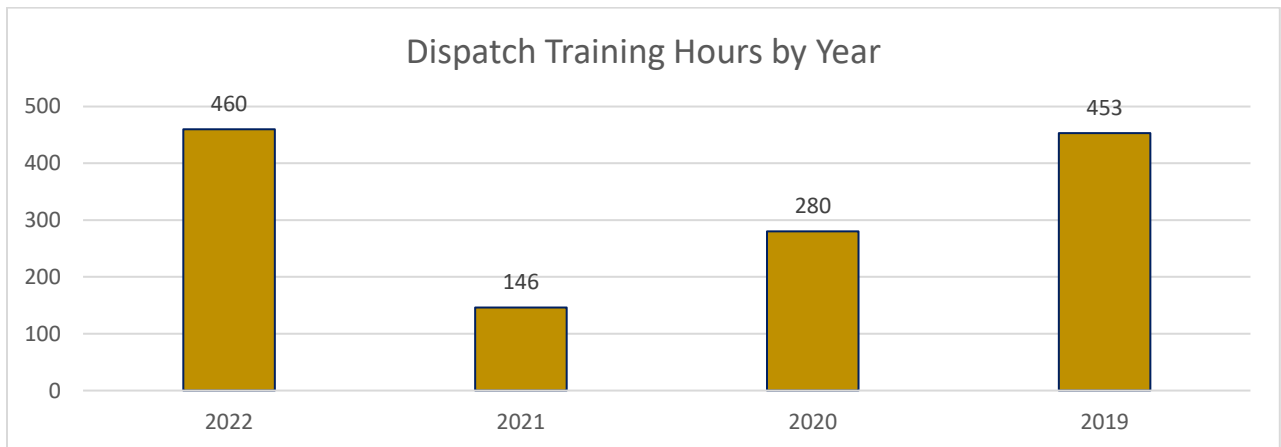




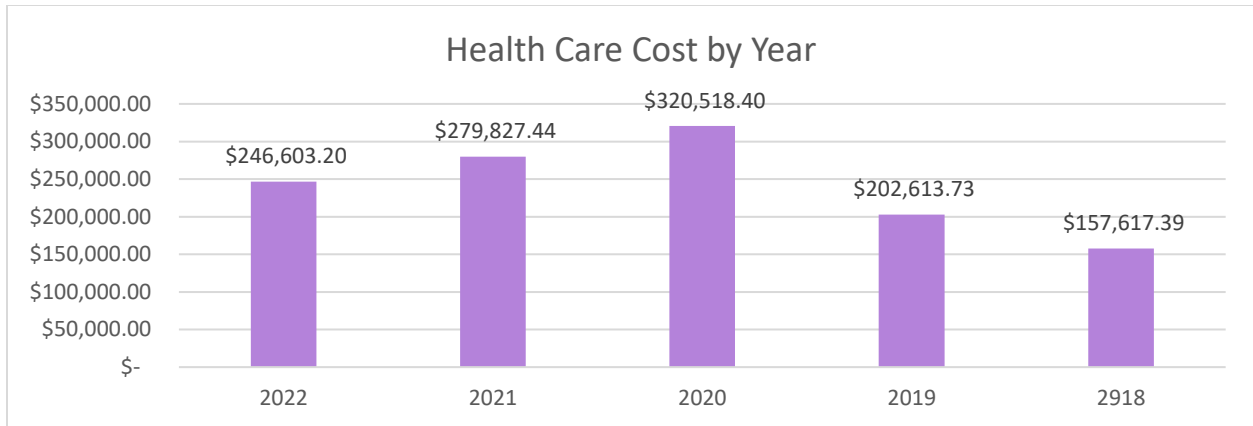
2021 had wage savings with open positions. 2022 saw across the board wage increases resulting in the increase shown above.



Open positions and employees in training in 2021 & 2022 resulted in additional overtime for shift coverage.



Training hours required for Dispatchers to maintain state requirements of 24 hours in each 2-year period from the employee's anniversary date. Training costs are funded by the State through wireless training funds provided to the Center.

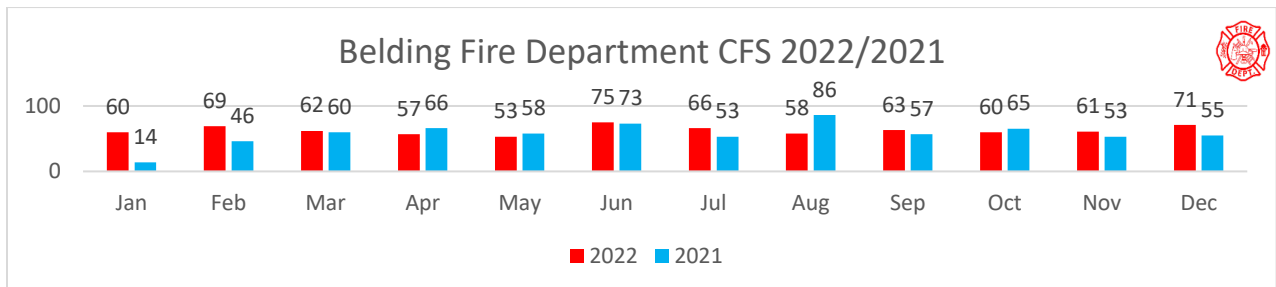


The staffing levels in 2021 and 2022 have an impact on the total cost of Health Insurance, as well as an incentive pay out not to take county insurance.

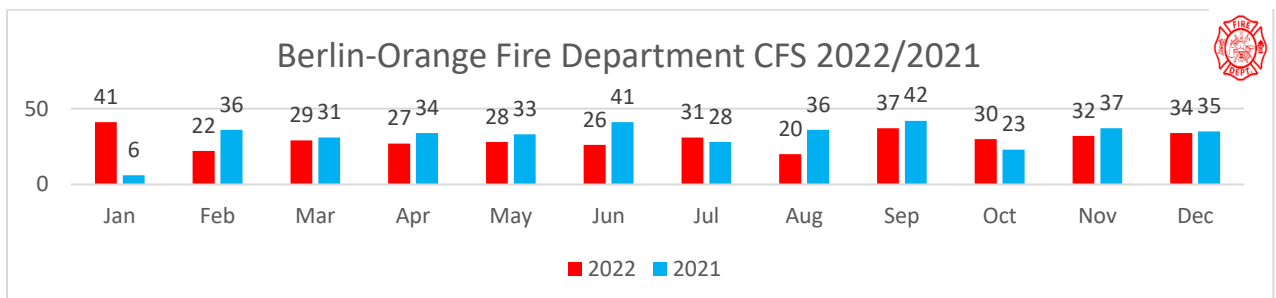
Agency Statistics

*Statistics start January 26, 2021, with the implementation of a new CAD program.

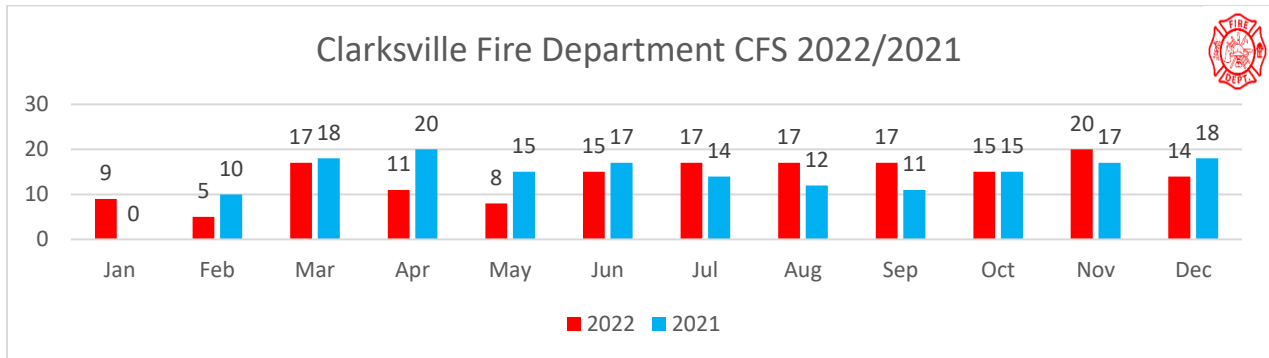
Belding Fire – 755 Calls for Service – 17.55% of Fire CFS



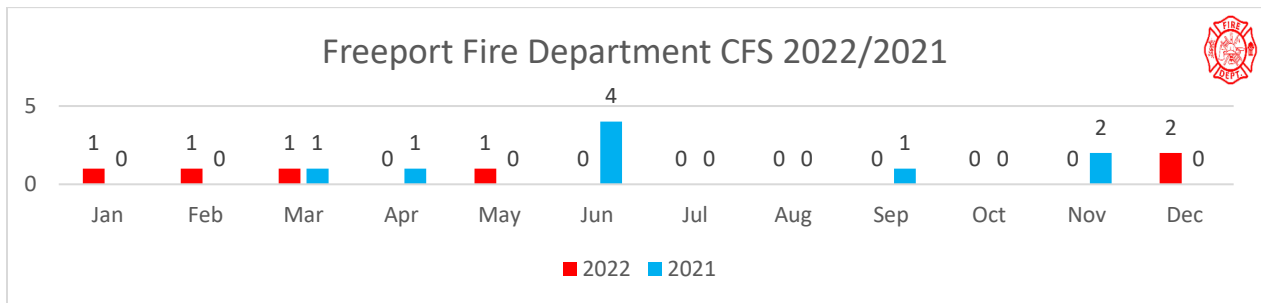
Berlin-Orange Fire – 357 Calls for Service – 8.30% of Fire CFS



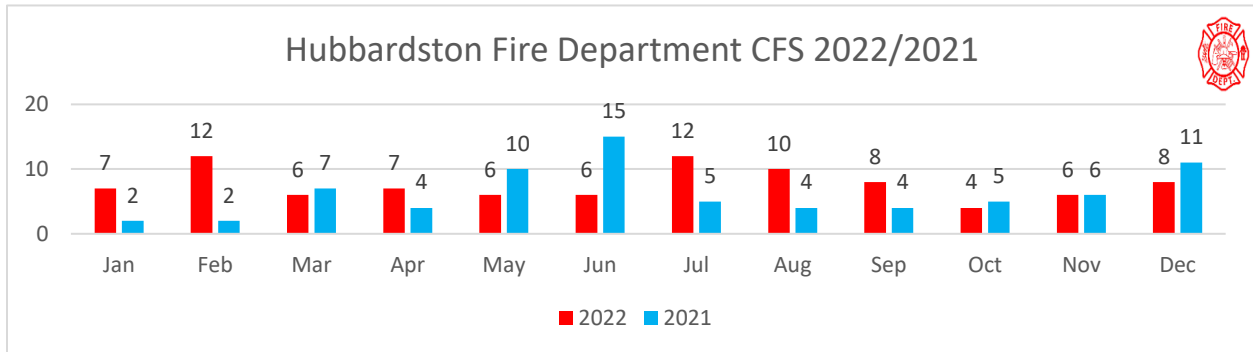
Clarksville Fire – 165 Calls for Service – 3.84% of Fire CFS



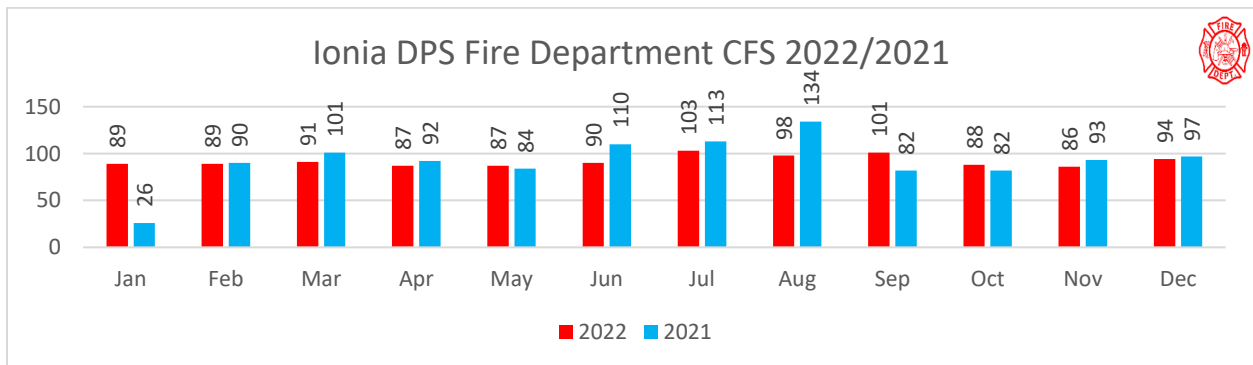
Freeport Fire – 6 Calls for Service – 0.14% of Fire CFS



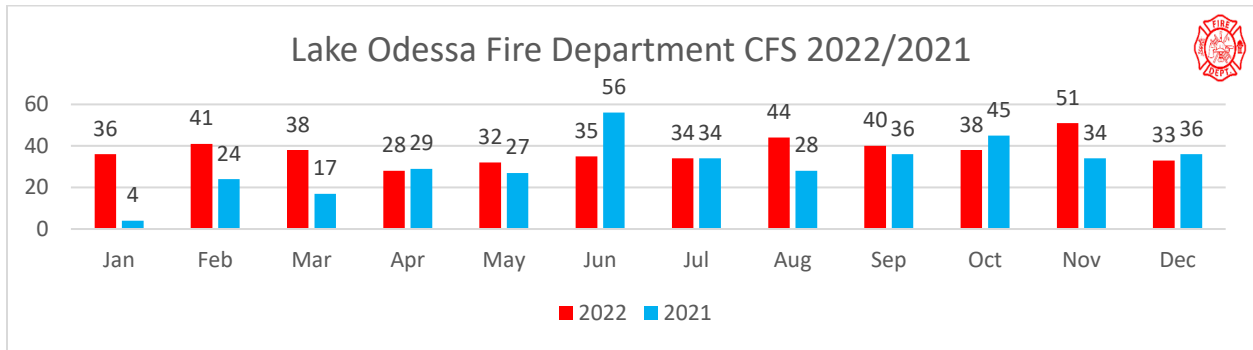
Hubbardston Fire – 92 Calls for Service – 2.14% of Fire CFS



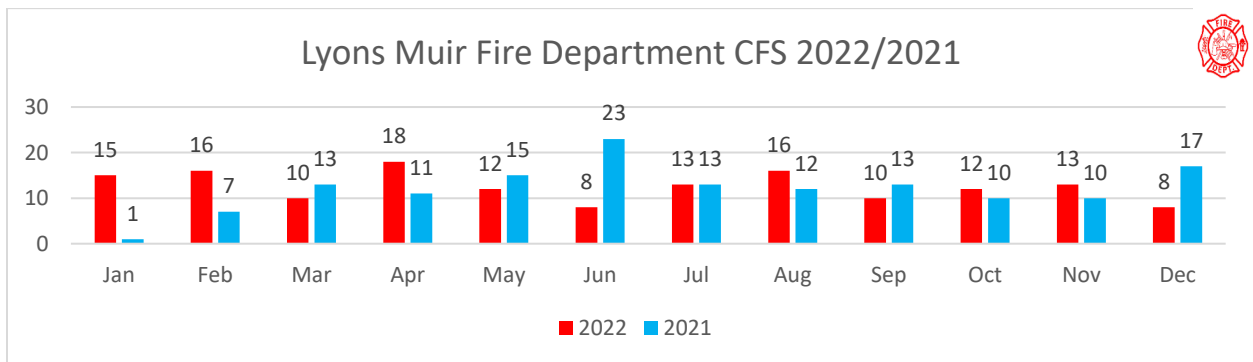
Ionia Department of Public Safety Fire – 1103 Calls for Service – 25.64% of Fire CFS



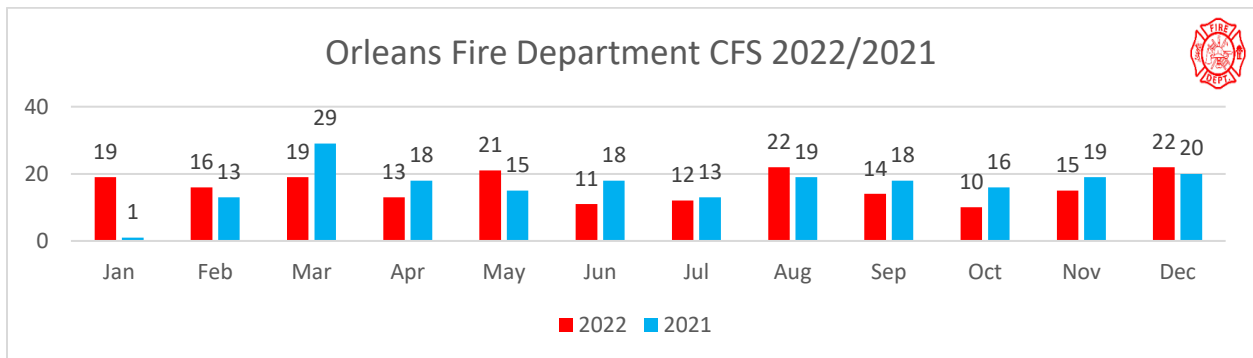
Lake Odessa Fire – 450 Calls for Service – 10.46% of Fire CFS



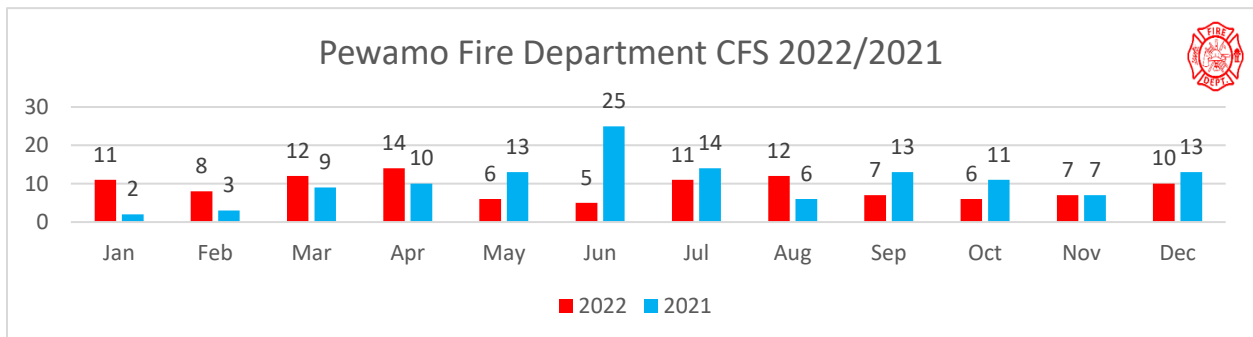
Lyons-Muir Fire – 151 Calls for Service – 3.51% of Fire CFS



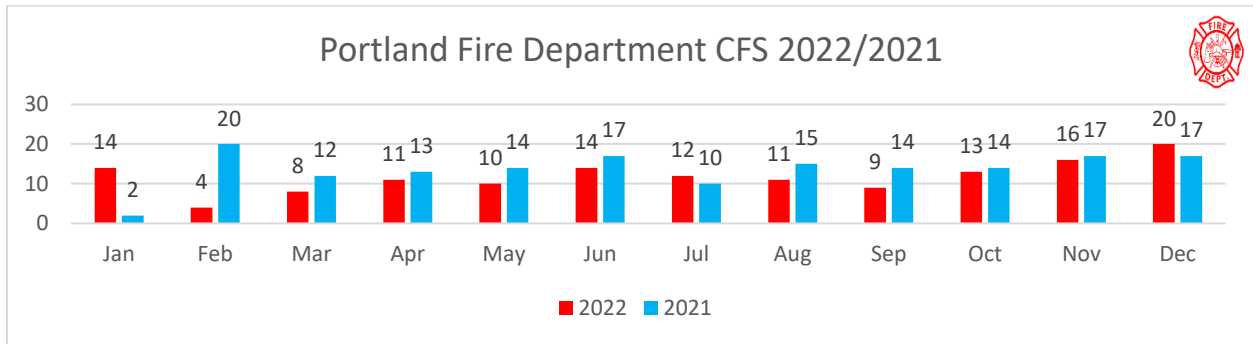
Orleans Fire – 194 Calls for Service – 4.51% of Fire CFS



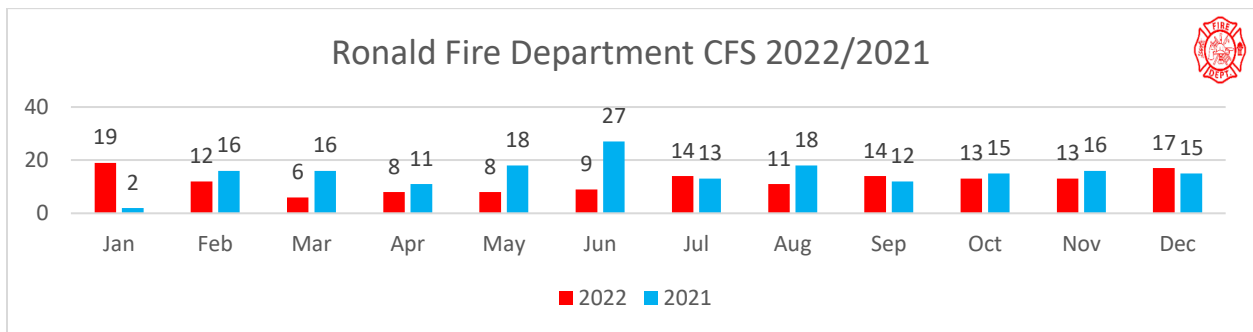
Pewamo Fire – 109 Calls for Service – 2.53% of Fire CFS



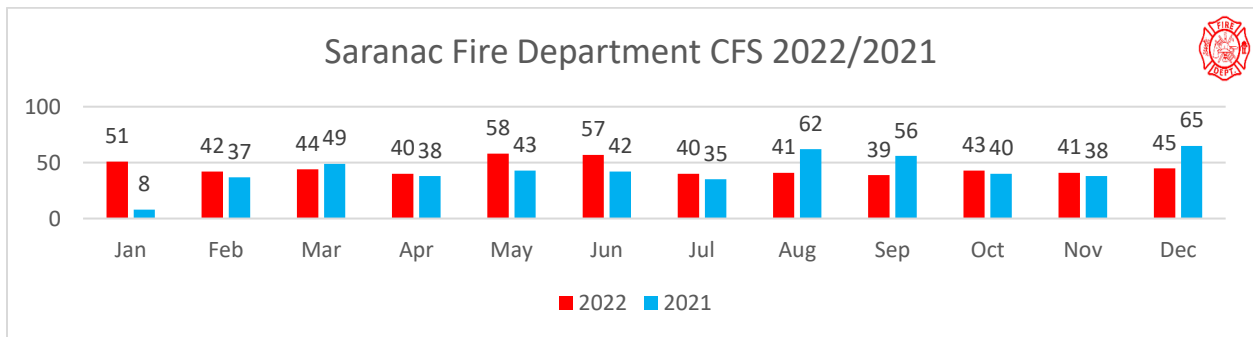
Portland Fire – 142 Calls for Service– 3.30% of Fire CFS



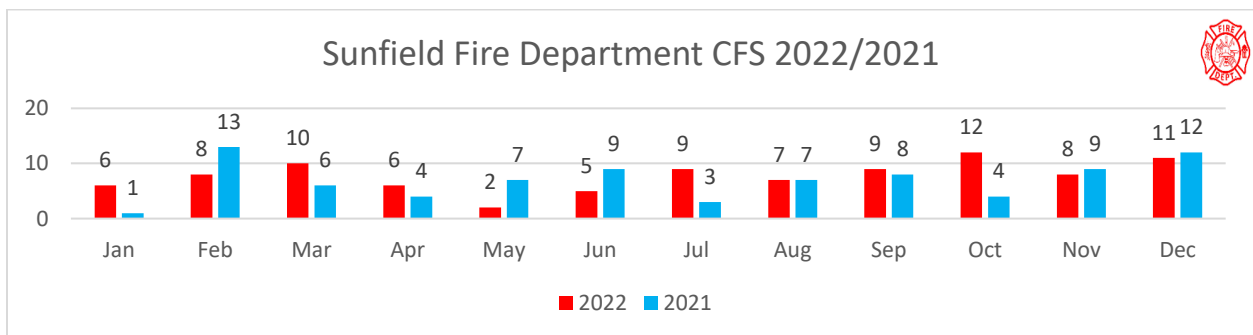
Ronald Fire – 144 Calls for Service – 3.55% of Fire CFS



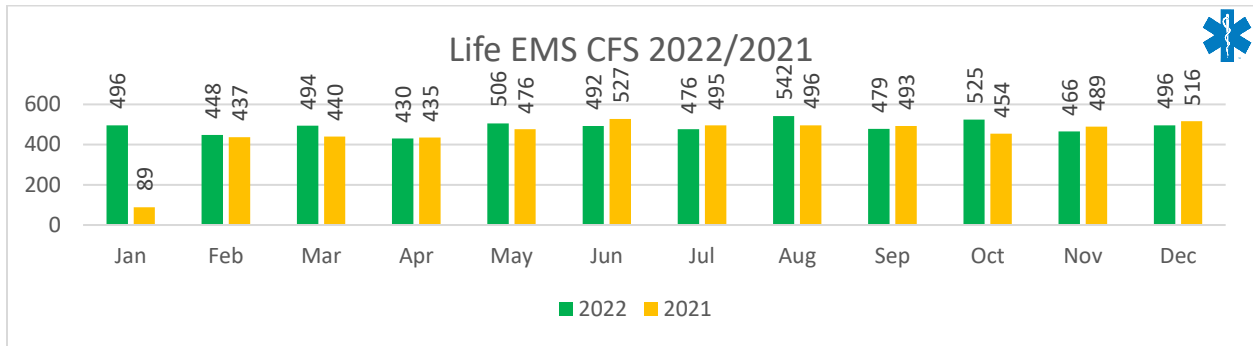
Saranac Fire – 541 Calls for Service – 12.58 % of Fire CFS



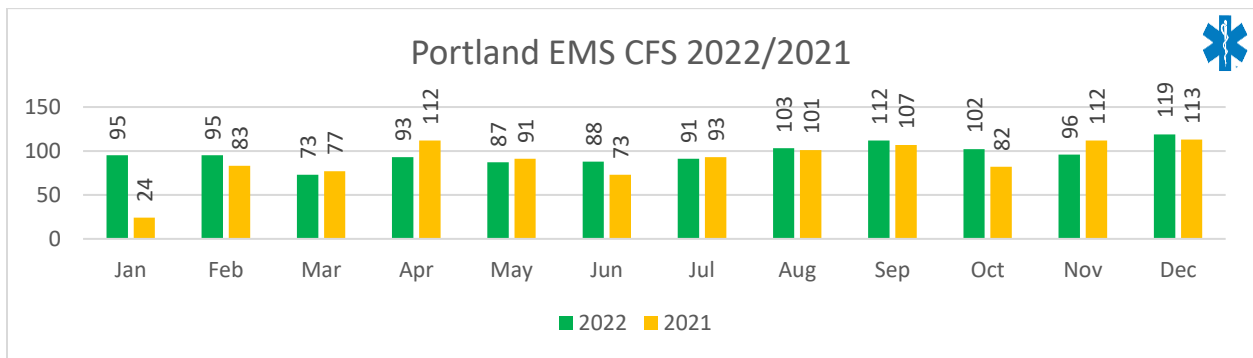
Sunfield Fire – 93 Calls for Service – 2.16% of Fire CFS



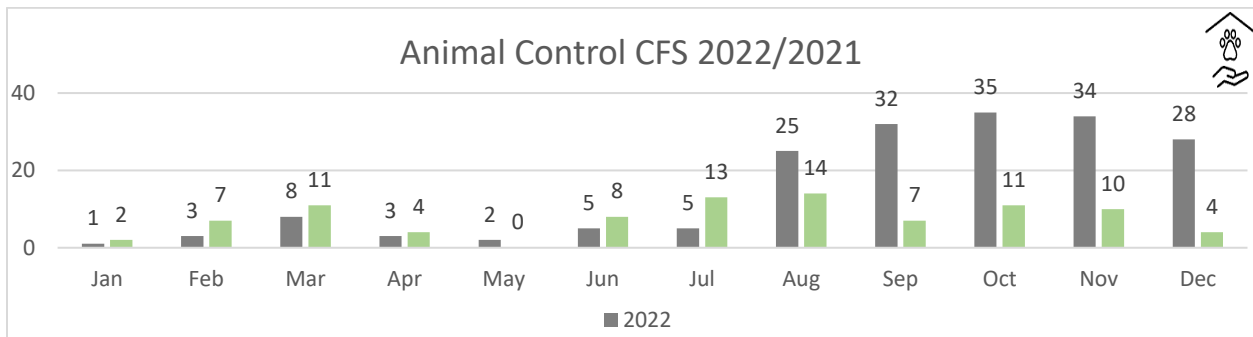
Life EMS – 5850 Calls for Service



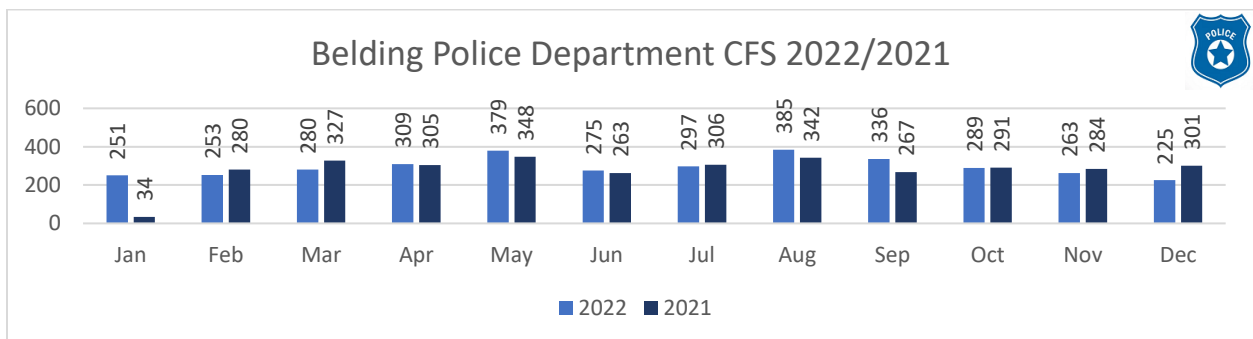
Portland EMS – 1154 Calls for Service



Ionia County Animal Control – 153 Calls for Service – 0.58% of LAW CFS



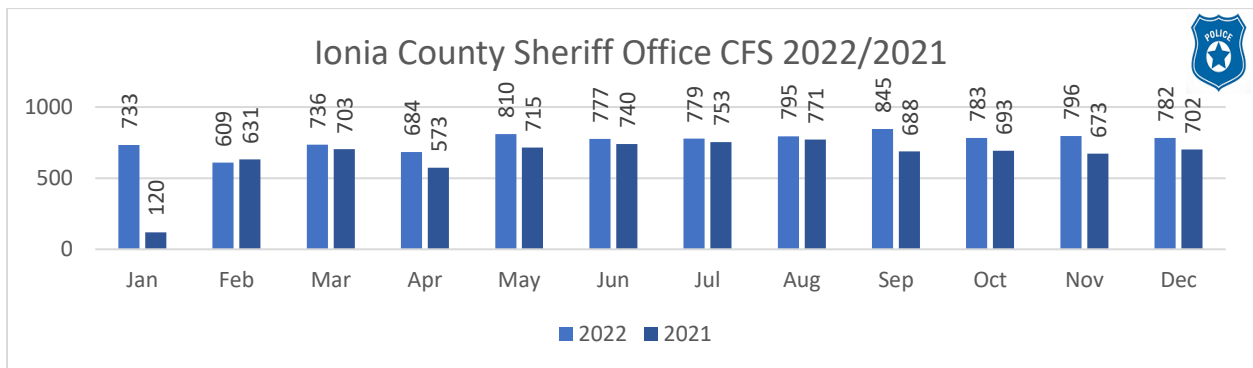
Belding Police – 3542 Calls for Service – 13.46% of LAW CFS



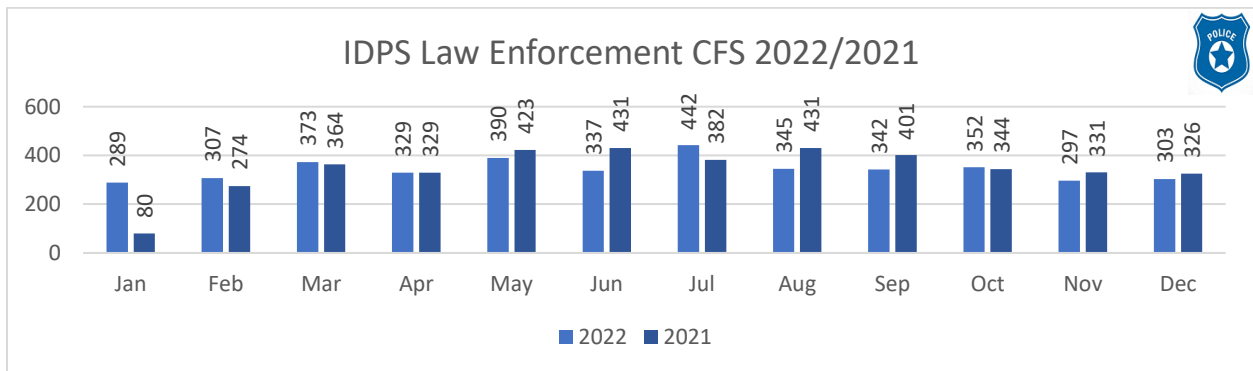
Department of Natural Resources Law Enforcement – 31 Calls for Service – 0.12% of LAW CFS



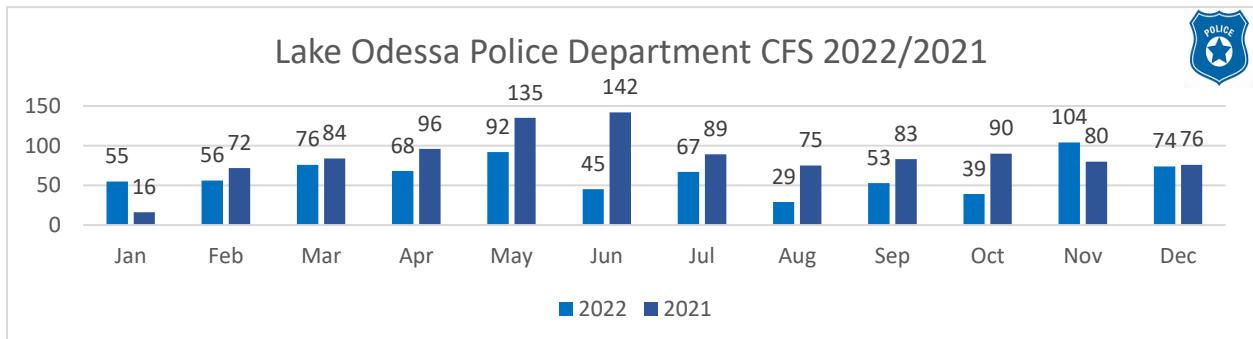
Ionia County Sheriff – 9129 Calls for Service – 34.68% of LAW CFS



Ionia Dept. of Public Safety-Law Enforcement – 4106 Calls for Service – 15.60% of LAW CFS



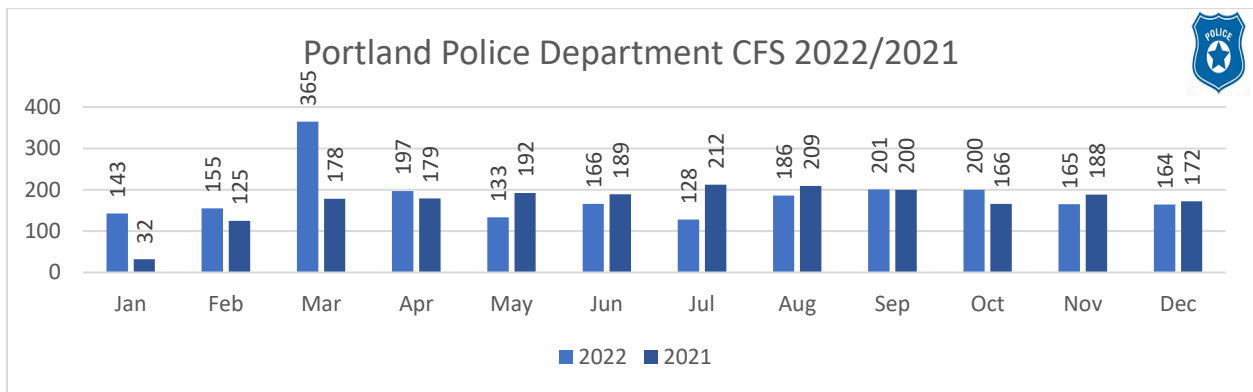
Lake Odessa Police – 758 Calls for Service – 2.88% of LAW CFS



Michigan State Police – 6402 Calls for Service – 24.32% of LAW CFS



Portland Police Department – 2203 Calls for Service – 8.37% of LAW CFS



Township	CFS Count	% of CFS
Berlin	1695	9.25%
Boston	2333	12.73%
Campbell	513	2.80%
Danby	726	3.96%
Easton	1140	6.22%
Ionia	2624	14.32%
Keene	381	2.08%
Lyons	1043	5.69%
North Plains	333	1.82%
Odessa	1572	8.58%
Orange	1573	8.58%
Orleans	1164	6.35%
Otisco	872	4.76%
Portland	1243	6.78%
Ronald	885	4.83%
Sebewa	232	1.27%

Calls for service by Township

Calls broken down by Township providing a count of Calls for Service and the percentage of the total calls received.

Looking forward to 2023



Work with the Ionia Fire Agencies to update to 800MHz Radios and pagers.

IC Fire is currently on an old VHF radio system that is failing to allow them to communicate effectively on scenes. A grant request will be re-submitted, and they are hopeful to receive funding for this project.



Recruit and train new staff members.

Ionia Central Dispatch like many of the Centers across the state are looking for good people searching for a career with great purpose and wanting to become part of a great team. Efforts to recruit and retain staff will be a priority in 2023.



Move all remaining telephone circuits to PFN.

AT&T's costs for administrative circuits has become cost prohibitive. PFN is the current vender for our 911 circuits, and we will be moving our other lines to them with a significant cost savings.



Continue Hartland's Education Program – 911 Field Day

Heartland's/Ionia Career Center students' education program returned winter 2021 and will continue into 2023. We hope to continue in the fall and bring back to Ionia County our Open House with area first responders.



Dispatch Center Remodel – Equipment updates

ARPA funded project to modernize and update the 911 Call Center, allowing for future growth, future NG911 systems and redundancy in operations.



Dispatch Center Supervision

With the new supervisors' positions approved with the 2023 budget, I look forward to filling the positions and working to develop these staff members into their new roles within the center.