

2022

Mid-Year 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: March 1, 2022

Reference: 2021 Ionia County Central Dispatch Annual Report

I would like to start by thanking the Board of Commissioners and County Administrator for allowing me the honor and pleasure to join the team of wonderful people at Ionia County Central Dispatch in August.

I have been involved in Public Safety for 33 years prior to moving to Ionia County and have seen a great deal of change, in the way 9-1-1 Services have been provided. The advances in Next Generation 9-1-1 have provided us additional tools to bring First Responders to those in need of help together when the need arises. There will also be much more to come as technology advances and provides additional tools to help us help you in a time of need.

Ionia County Dispatch has seen a bit of change in 2021, while dealing with the effects of Covid-19 in our work and home lives. Despite our best efforts about one half of the staff has had to endure the illness and fill the many gaps in staffing that resulted from it. I want to

The Center has had some other staffing changes as four of our staff members resigned their positions. Two of the staff moved to other employment opportunities, one moved to a new full-time career but remains as a part time member with the center. The fourth employee moved to a larger center in a near by county. We thank them for their service and wish them well.

With losing staff we were able to fill all four vacant positions. New staff members were added in March, July, October, and November after the vacancies opened. These new staff members will go through a great deal of training to learn the art of Dispatching here in Ionia County.

July 1, saw an increase in the telephone surcharge for residents of Ionia County. The charge increased from \$2.30 to \$2.80 per device. With the increase starting mid-year we are working to determine what the true increase of funding will be. While estimates project the funds that will be received, the actual number of devices that will pay the surcharge is unknown and changes regularly with people changing vendors and services. This surcharge is the main funding source received by the center for operations.

2021 saw a return to our education program with Heartland Schools. About 60 students visited staff at ICCD and learned about the 9-1-1 Center and what we do here. Dispatch Supervisor Kevin Booth oversees this program that started in October and will run until early summer.

As I joined the Center, staff members were interested in changing or updating the Centers logo. Our Officer Manager Cathi designed the new logo that is on the cover of this report. She incorporated the old heartbeat symbol with the gold color that represents Dispatchers along with a headset used by staff in the center to answer your calls. The Heart I feel represents the love that the staff here at ICCD has for the job they do each day and for the first responders and citizens they serve.



I look forward to serving with these great people as we move into 2022 and appreciate how welcome they have made me feel.

The remainder of this year end report will provide information and statistics as to the activities of the center.

Respectfully submitted,

Lance Langdon

Lance Langdon, ENP

Current Central Dispatch Staffing

Director

Office Manager

Supervisors (2)

Dispatchers – Full Time (10 of 11 approved) *

Dispatchers – Part Time (2)

- Three Dispatchers are currently in a training phase
-

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

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.

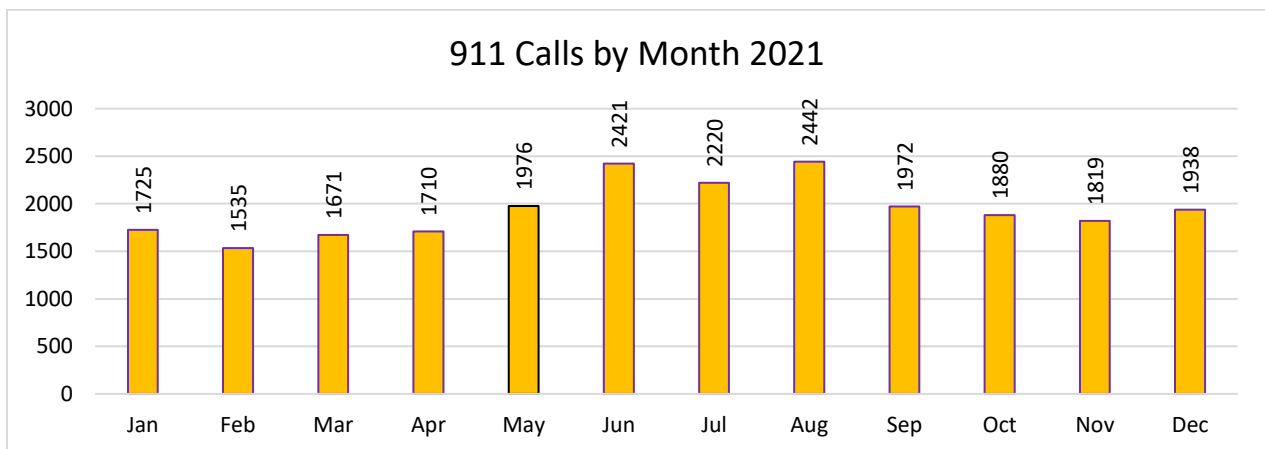
C. Caring: Feeling or showing concern for or kindness to others.

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

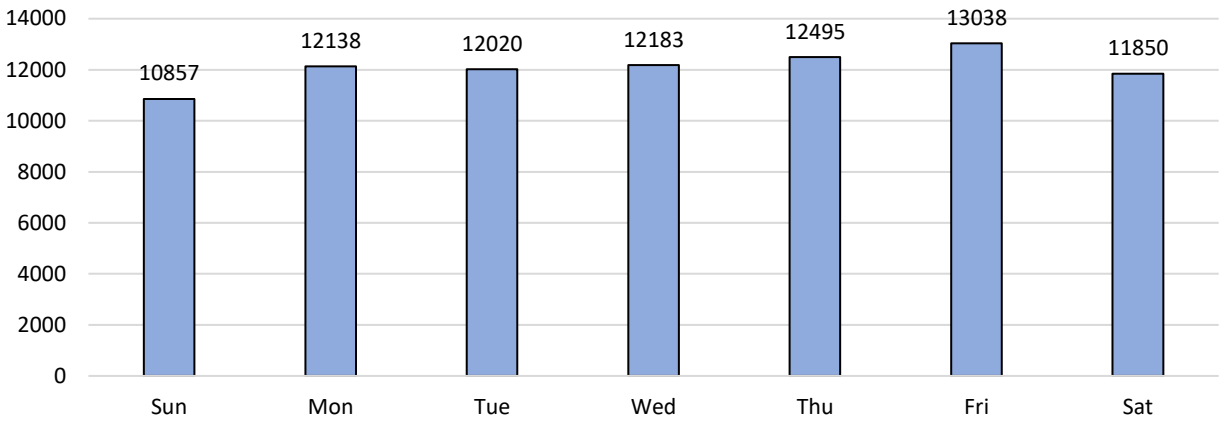
E. Empathy: Connecting with someone, sensing people’s emotions or feelings.

R. Respectful: Being appreciative, considerate, polite and gracious to all those we serve and serve with.

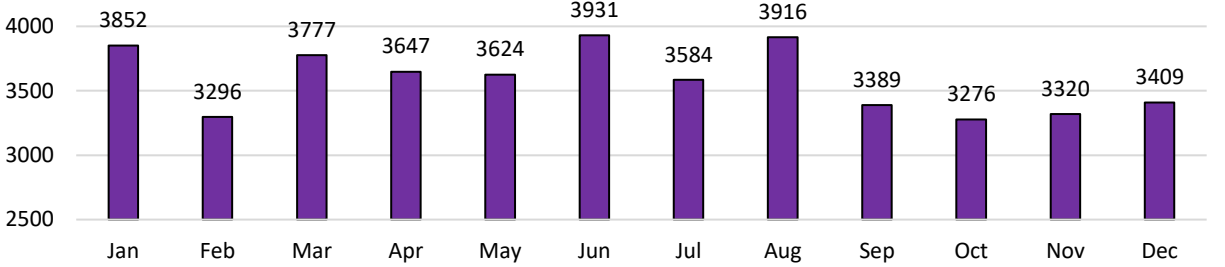
Call Center Statistics



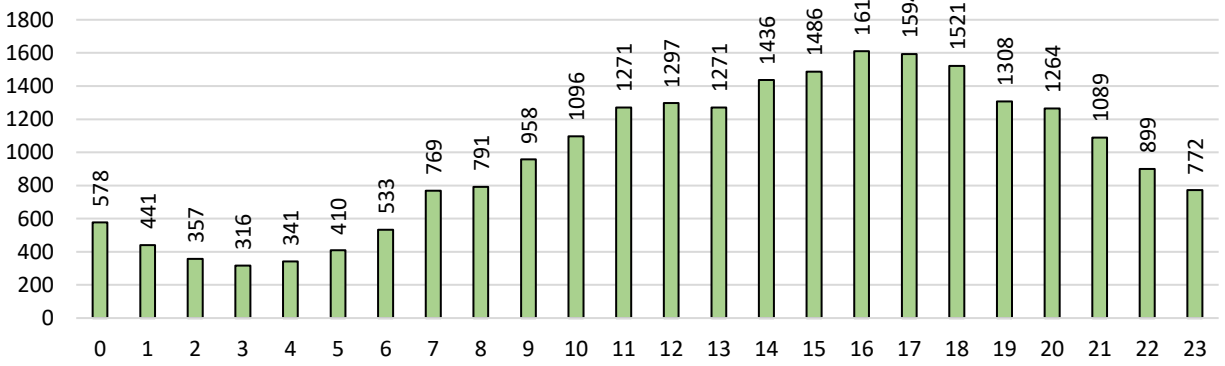
All Calls by Day of Week 2021



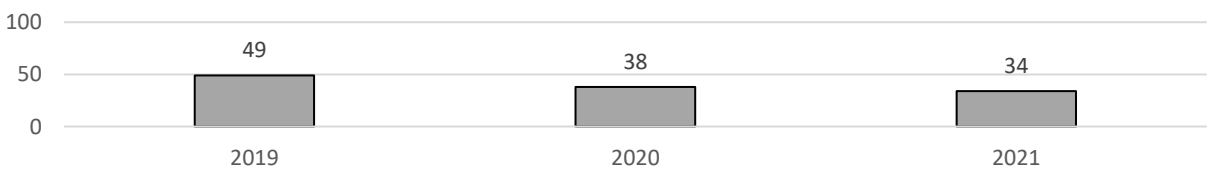
Administrative Calls 2021

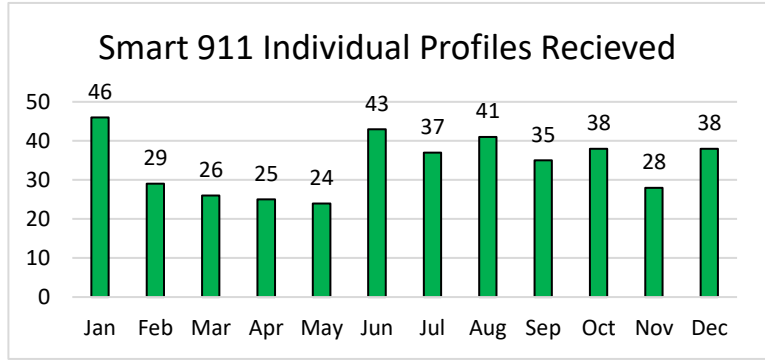


911 Calls by Hour of Day 2021



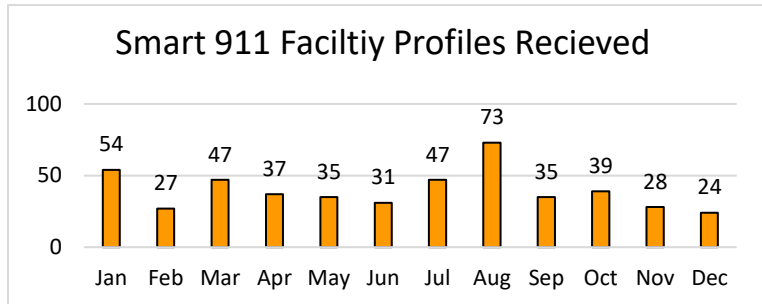
Texts To/From 911 by Year

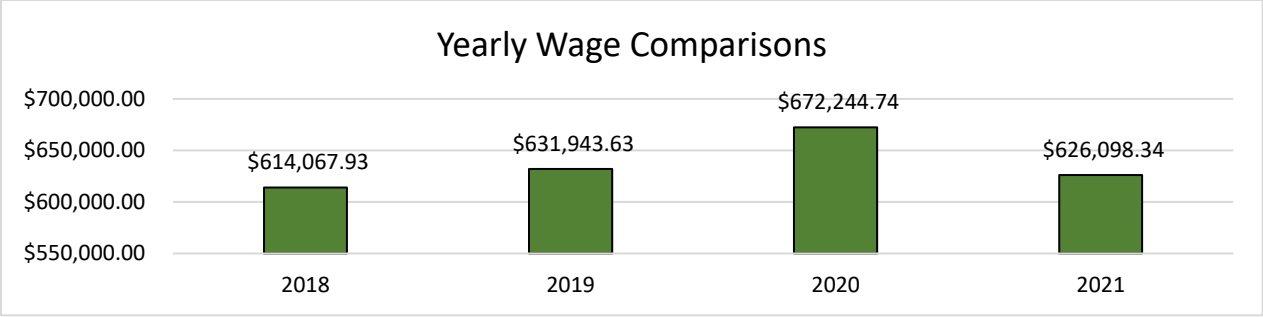




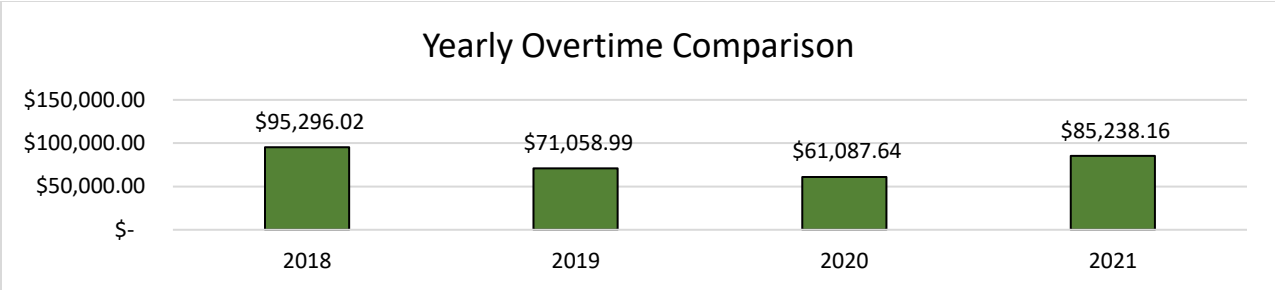
Smart 911 is a service that allows you to build a profile and share information with 911 when you call for help. You can provide information on medical conditions, prescriptions taken, emergency contacts, key locations, or codes for responders to use to get to you when you have an emergency. Share as 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.

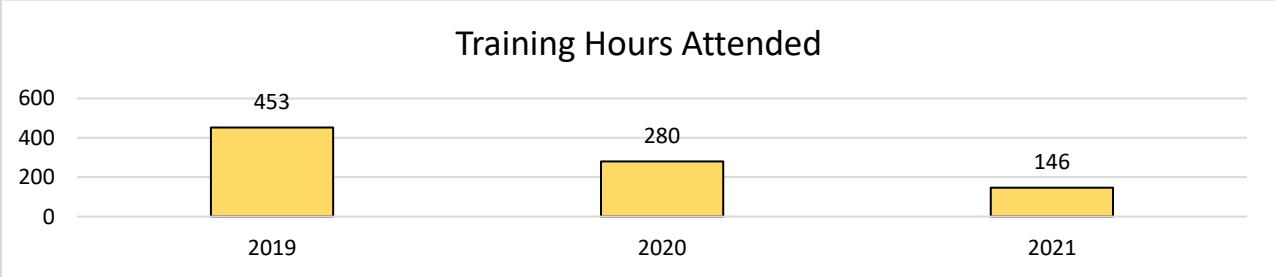




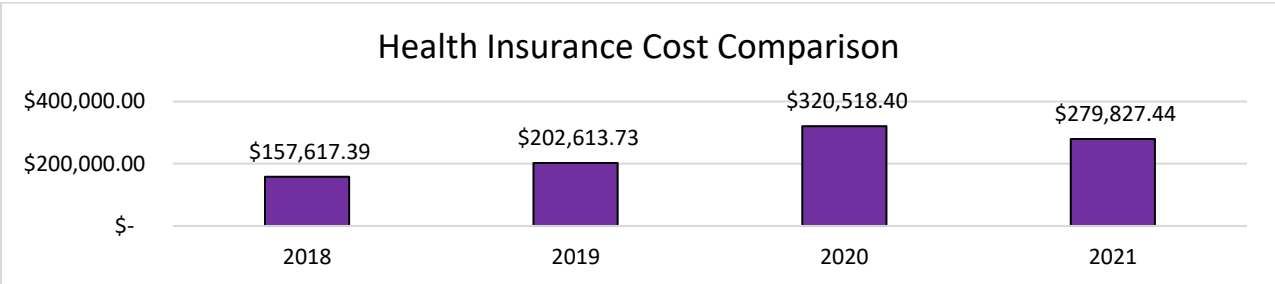
For 2021 there were (5) five positions that came open and were filled with new staff members at a lower starting pay rate. There was a total of 52 weeks of a position being open resulting in additional payroll savings.



Open positions in 2021, discussed above resulted in additional overtime for shift coverage.

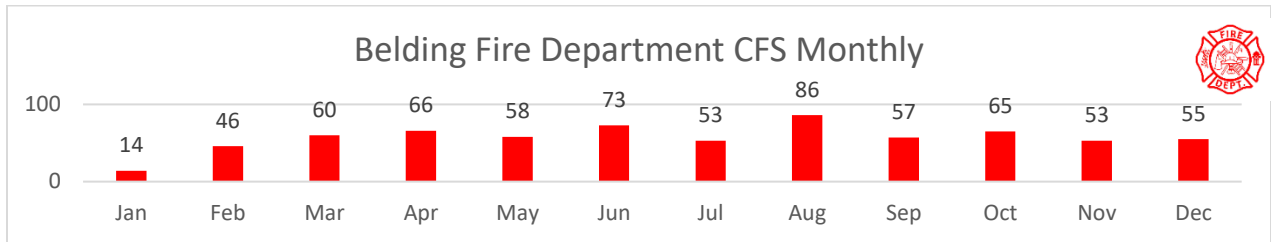


Training hours reduced as the result of COVID shutdowns, more classes now being offered in an online format. 2019 saw many 40 hour required training instances for staff to complete their State 911, requirements. Staff must have 24 hours of training in a 2-year period.

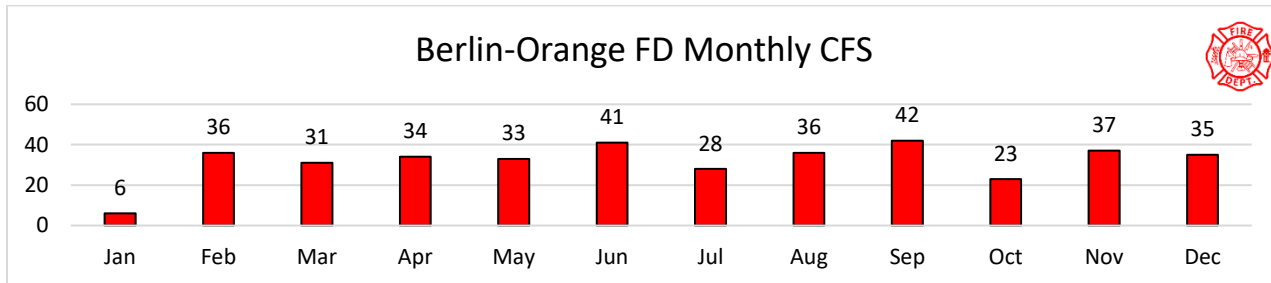


The staffing shortage in 2021 would also have an impact on the total cost of Health Insurance. Each of the open positions was filled by the end of 2021.

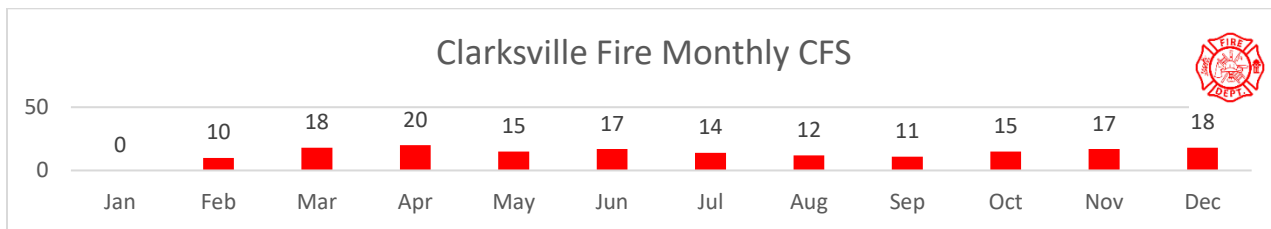
Belding Fire – 686 Calls for Service – 5.93% of Fire CFS



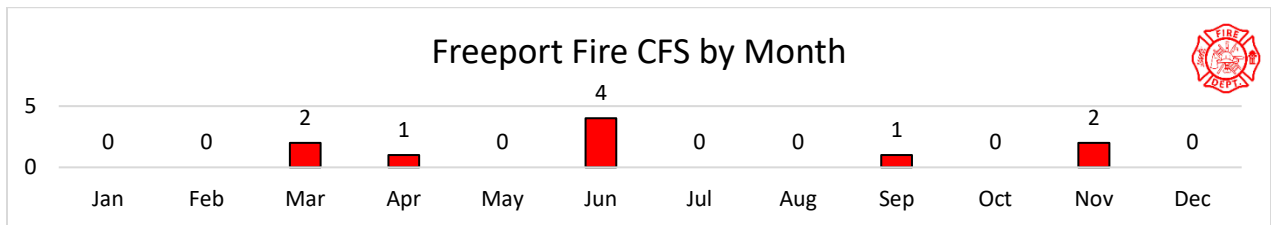
Berlin-Orange Fire – 381 Calls for Service – 17.42% of Fire CFS



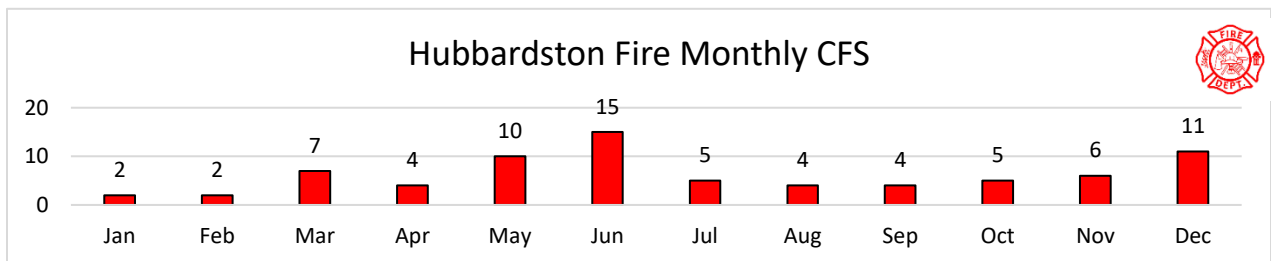
Clarksville Fire – 167 Calls for Service – 7.52% of Fire CFS



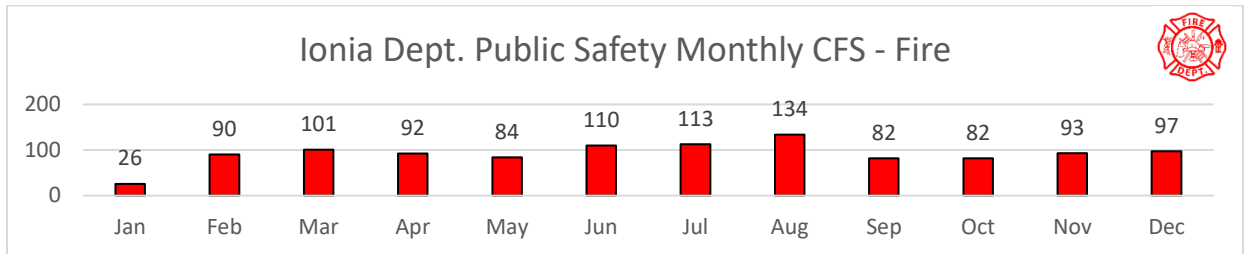
Freeport Fire – 10 Calls for Service – 0.46% of Fire CFS



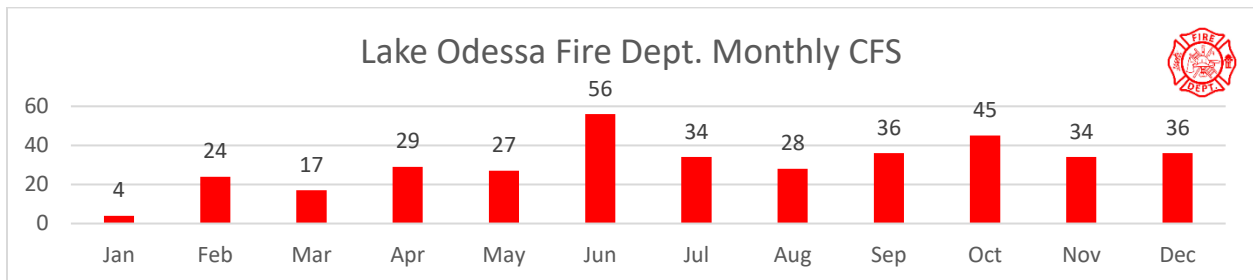
Hubbardston Fire – 75 Calls for Service – 3.42% of Fire CFS



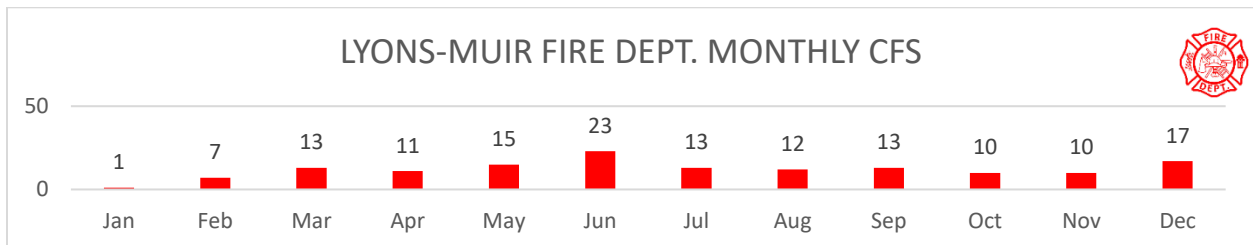
Ionia Department of Public Safety Fire – 1104 Calls for Service - 50.34% of Fire CFS



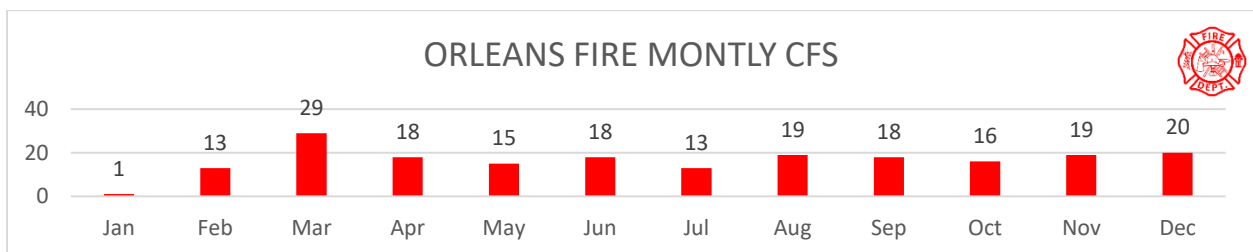
Lake Odessa Fire – 370 Calls for Service – 2.10% of Fire CFS



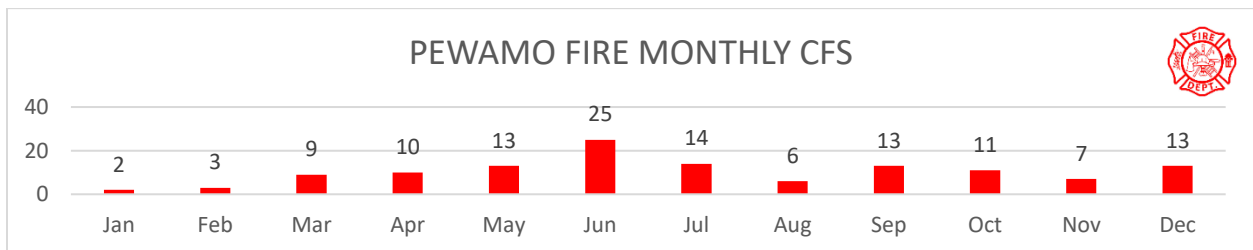
Lyons-Muir Fire – 145 Calls for Service – 1.09% of Fire CFS



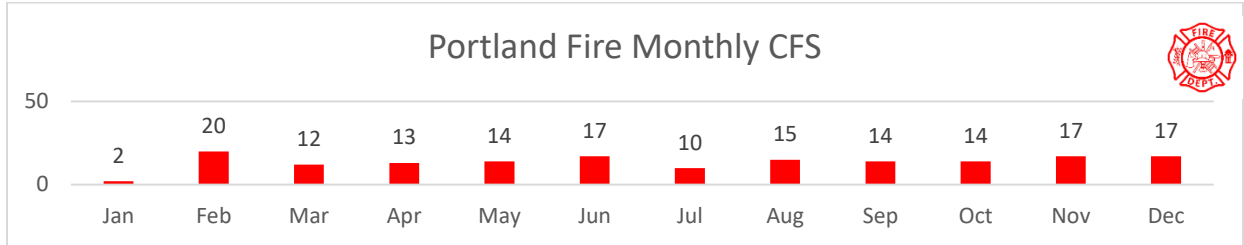
Orleans Fire – 199 Calls for Service – 1.37% of Fire CFS



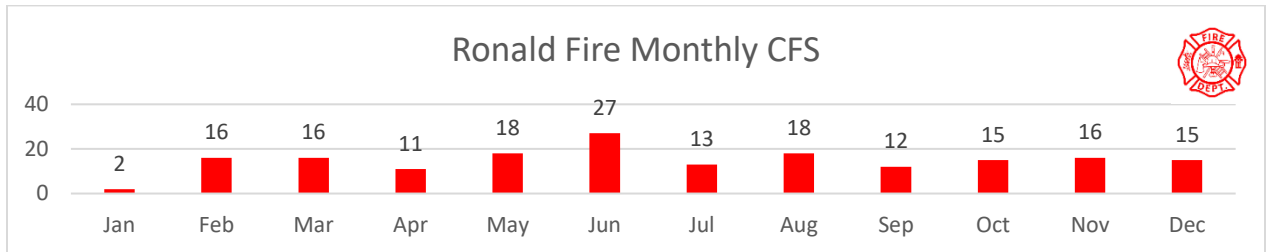
Pewamo Fire – 126 Calls for Service – 1.19% of Fire CFS



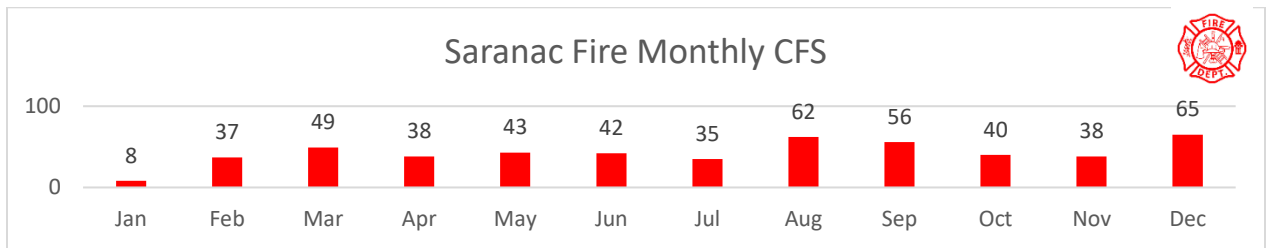
Portland Fire – 165 Calls for Service– 2.83% of Fire CFS



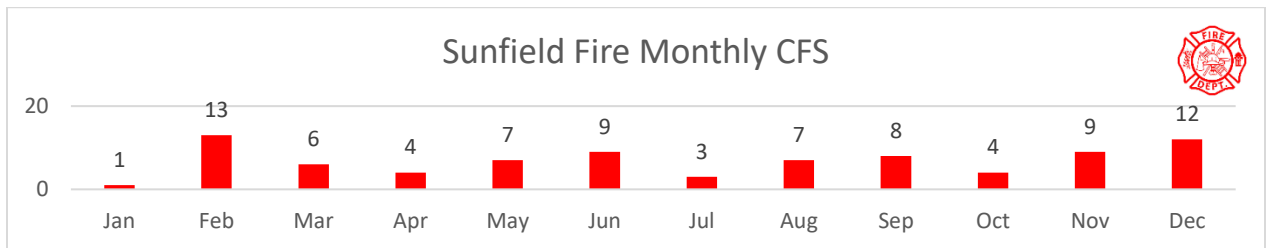
Ronald Fire – 179 Calls for Service – 1.50% of Fire CFS



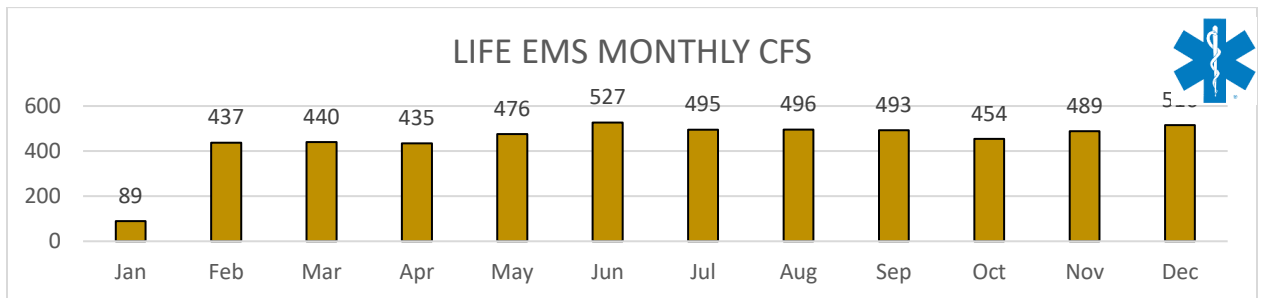
Saranac Fire – 513 Calls for Service – 4.51% of Fire CFS



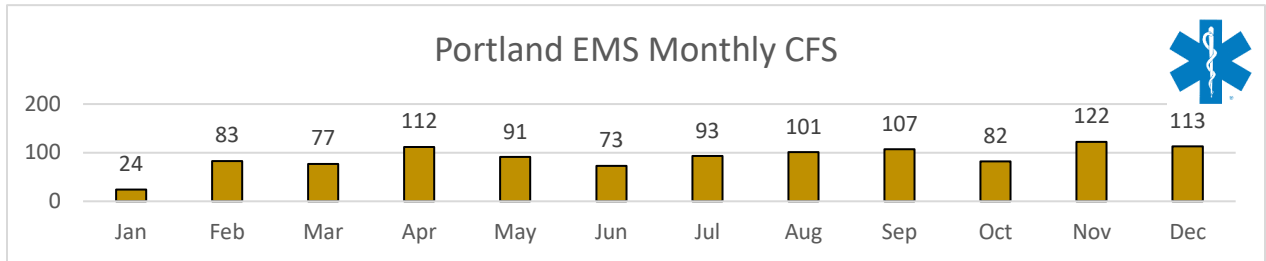
Sunfield Fire – 83Calls for Service – 0.41% of Fire CFS



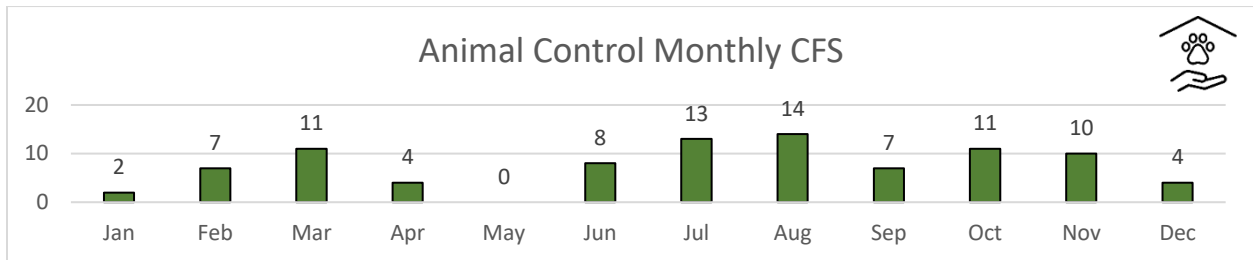
Life EMS – 5347 Calls for Service



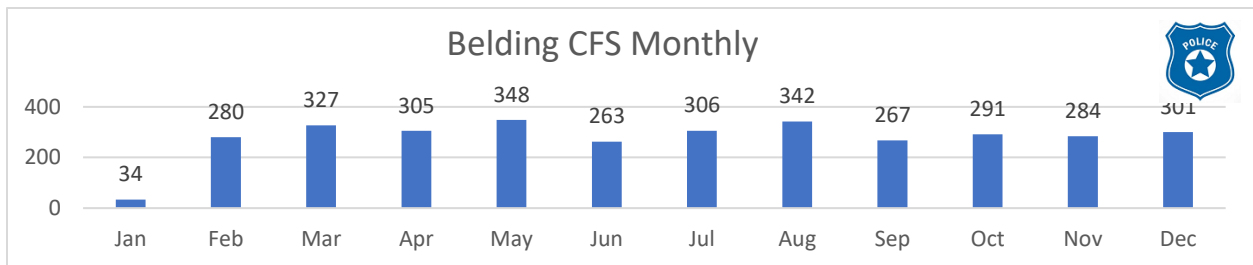
Portland EMS – 1078 Calls for Service



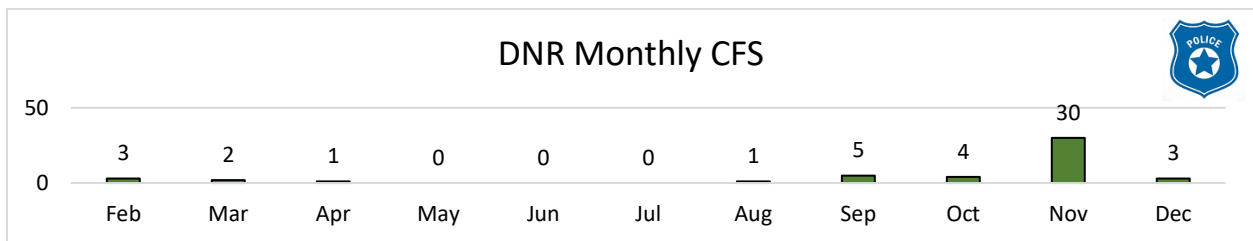
Ionia County Animal Control – 91 Calls for Service



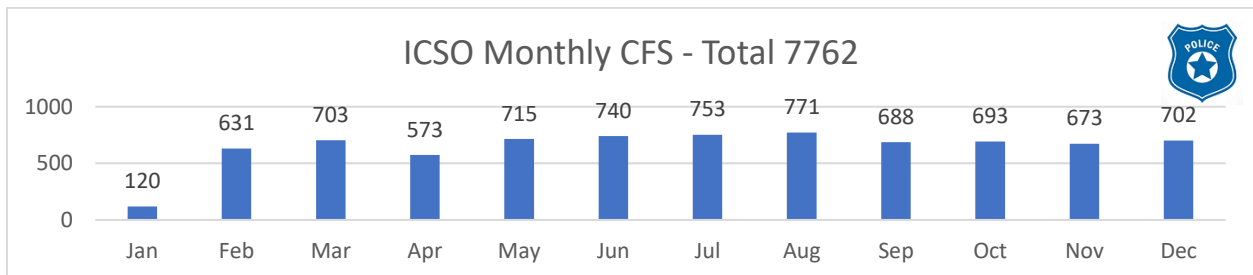
Belding Police – 3348 Calls for Service – 13.33% of LAW CFS



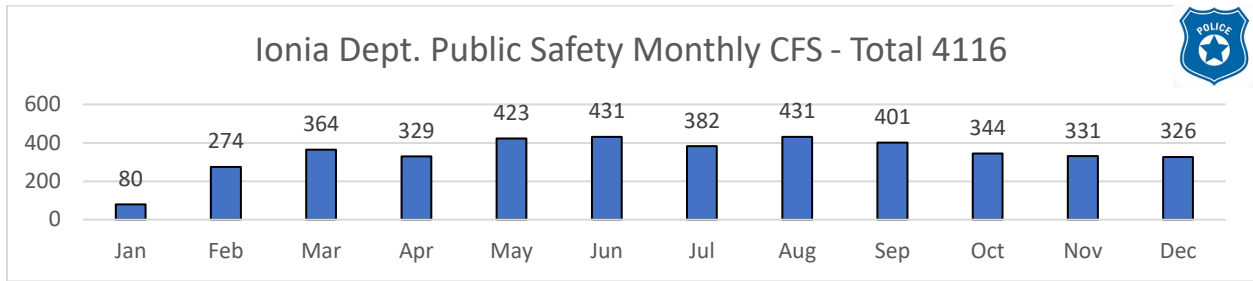
Department of Natural Resources Law Enforcement – 50 Calls for Service – 0.24% of LAW CFS



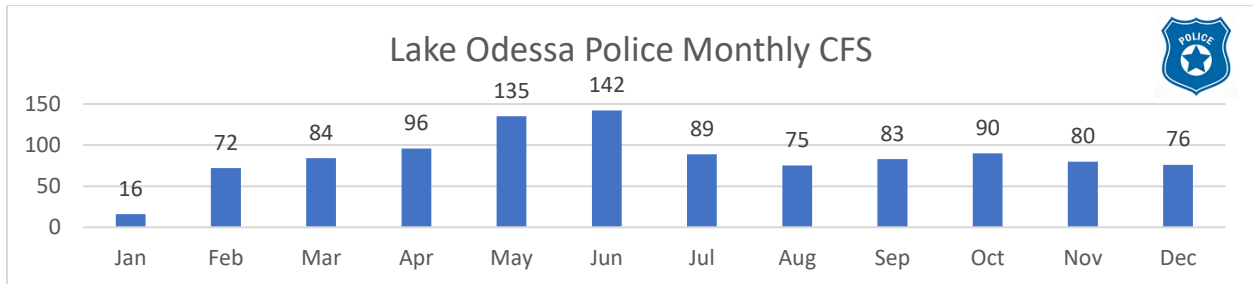
Ionia County Sheriff – 7762 Calls for Service – 30.90% of LAW CFS



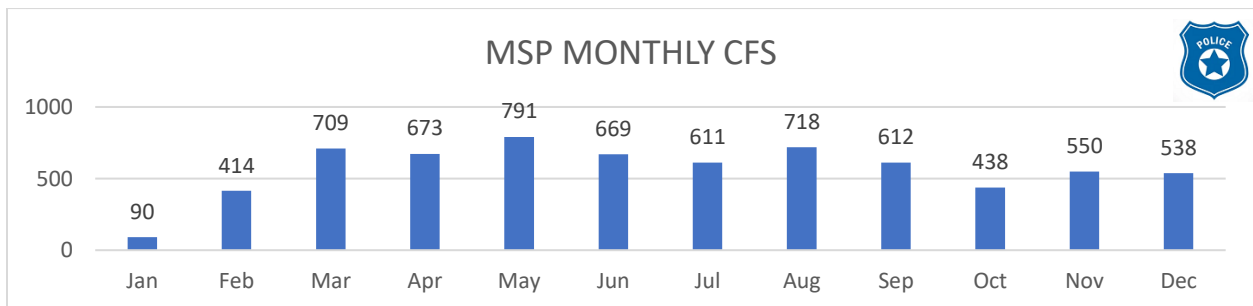
Ionia Department of Public Safety – 5218 Calls for Service – 16.39% of LAW CFS



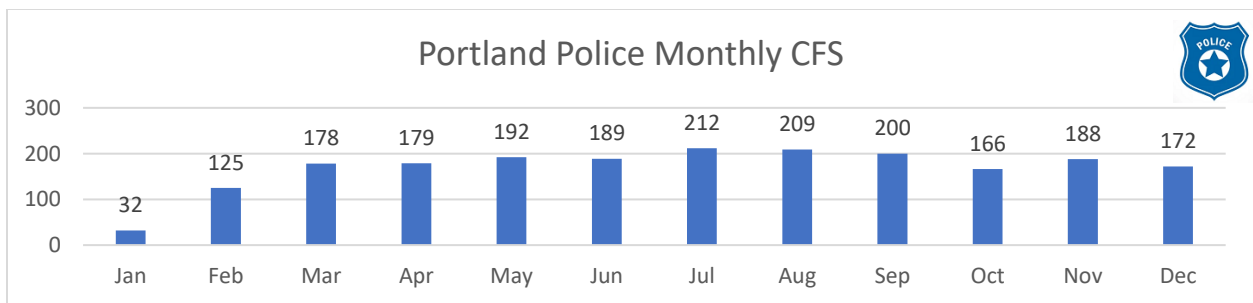
Lake Odessa Police – 1038 Calls for Service – 4.13% of LAW CFS



Michigan State Police – 6813 Calls for Service – 27.12% of LAW CFS



Portland Police Department – 2042 Calls for Service – 8.13% of LAW CFS



Townships	CFS Count	Percentage of CFS
Otisco Township	987	5.55%
Orleans Township	1095	6.16%
Ronald Township	728	4.09%
North Plains Township	369	2.08%
Keene Township	392	2.20%
Easton Township	1051	5.91%
Ionia Township	2406	13.53%
Lyons Township	939	5.28%
Boston Township	2078	11.69%
Berlin Township	1798	10.11%
Orange Township	1757	9.88%
Portland Township	1193	6.71%
Campbell Township	542	3.05%
Odessa Township	1515	8.52%
Sebewa Township	225	1.27%
Danby Township	703	3.95%

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

Looking forward to 2022



Work with the Ionia Fire Agencies to update to 800MHz Radios

IC Fire is currently on an old VHF radio system that can not communicate with other first responders- A grant has been submitted and the are hopeful to receive funding for this project.



Roll out new TEXTY – Text to 911 program - Q1

This product was purchased from PFN with the change of the 911 Telephone Circuits. Staff training and move to this program to occur for launch.



Roll out What 3 Words – Location supplemental program - Q1

This is a free service that allows persons that do not know where they are to provide a location withing 10 sq. meters.



Move all remaining telephone circuits to PFN - Q2

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.



Dispatch Chair Replacement Program - Q2

911 Center chairs are used 24 hours a day. A trial lease agreement will be made to have chairs updated each year rather than purchasing them as has been done in the past.



Continue Hartland's Education Program – Open House - Q3

Heartland's student education program returned winter 2021 and will continue into 2022. We hope to continue in the fall and bring back to Ionia County our Open House with area first responders.