



2023 YEAR END OPERATIONS REPORT

IONIA COUNTY CENTRAL DISPATCH CENTER

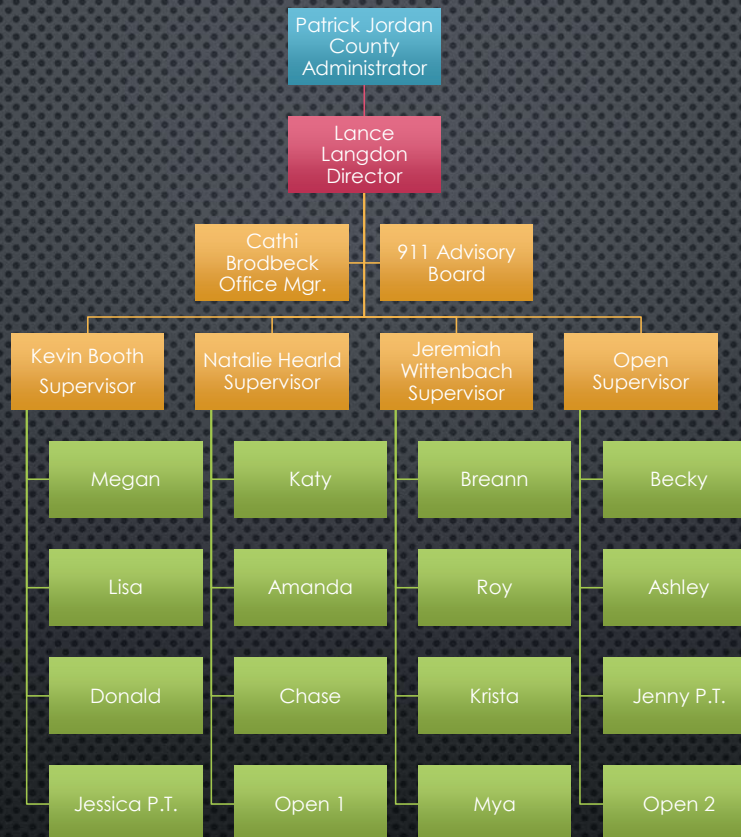
JANUARY 1, 2023 - DECEMBER 31, 2023

SUBMITTED BY: DIRECTOR, LANCE LANGDON, ENP, CMCP

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CENTRAL DISPATCH ORGANIZATIONAL CHART 2023



Director

Office Manager

Supervisors (Four with one open position)

Dispatcher Full Time (Fourteen with two open)

Dispatcher Part Time (Two)

Note: Two Dispatchers are currently in training phases

CURRENT STAFFING



CURRENT STAFFING WITH SENIORITY

Director Lance -2021	Office Manager Cathi - 2016	Supervisor Kevin - 2003	Supervisor Natalie -2013	Supervisor Jeremiah - 2015	Supervisor Open Position
Dispatcher Full Time Becky - 1994	Dispatcher Full Time Amanda - 2000	Dispatcher Full Time Katy - 2003	Dispatcher Part Time Jenny- 2010	Dispatcher Full Time Breann - 2012	Dispatcher Part Time Jessica -2012
Dispatcher Full Time Meagan - 2018	Dispatcher Full Time Lisa- 2021	Dispatcher Full Time Roy - 2021	Dispatcher Full Time Ashley - 2021	Dispatcher Full Time Krista - 2022	Dispatcher Full Time Donald - 2023
	Dispatcher Full Time Chase- 2023	Dispatcher Full Time Mya- 2023	Dispatcher Full Time Open Position	Dispatcher Full Time Open Position	

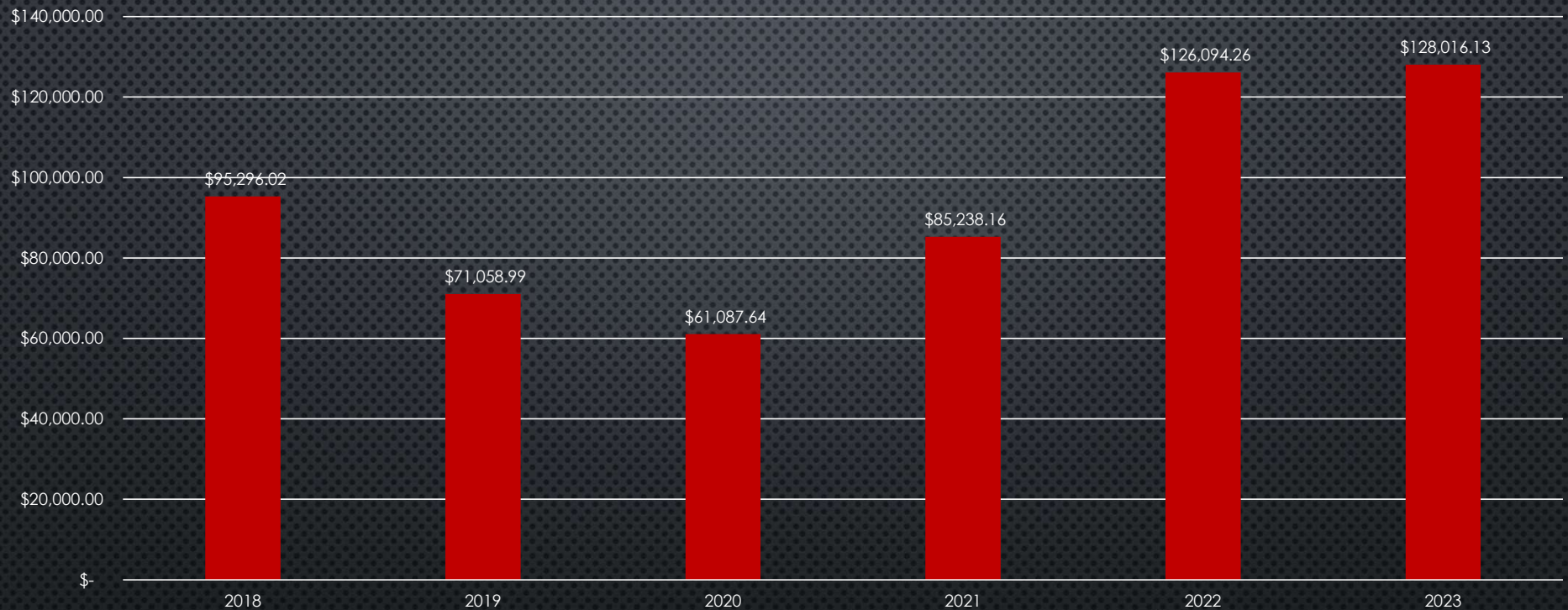


WAGE COSTS BY YEAR

- SIGNIFICANT PAYROLL INCREASES MADE POST COVID COUNTY WIDE.
- ADDITIONAL WAGE INCREASES FOR 2023 TO ASSIST IN RECRUITING AND RETENTION OF EMPLOYEES

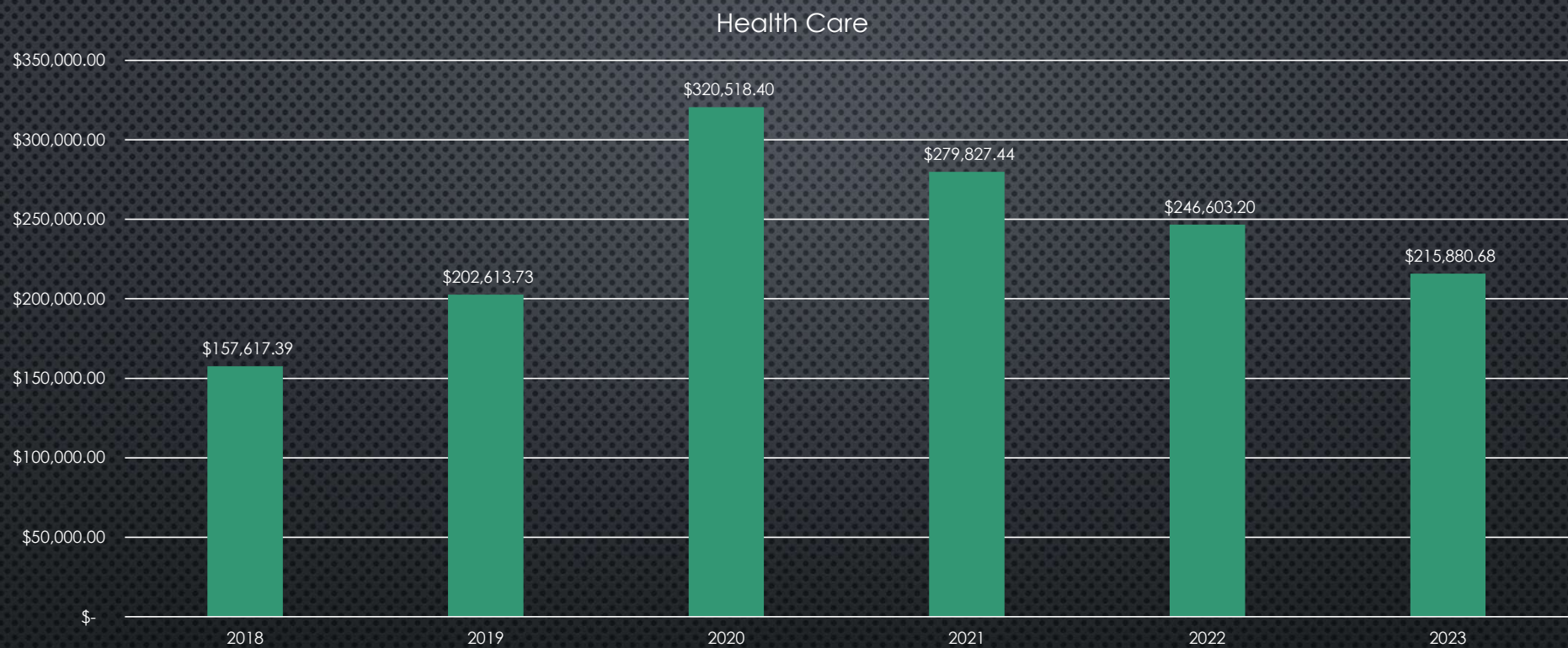


Overtime



OVERTIME COSTS – BY YEAR



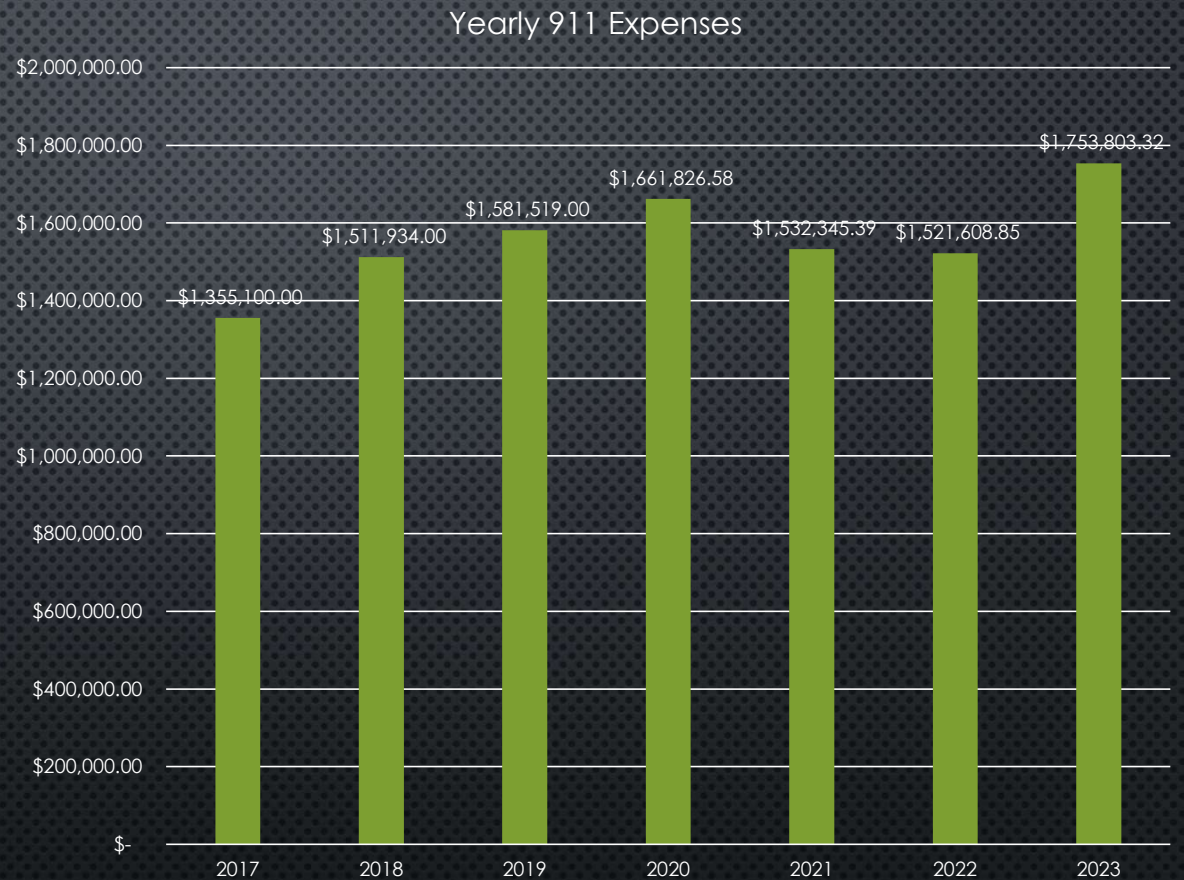


HEALTH CARE COSTS – BY YEAR

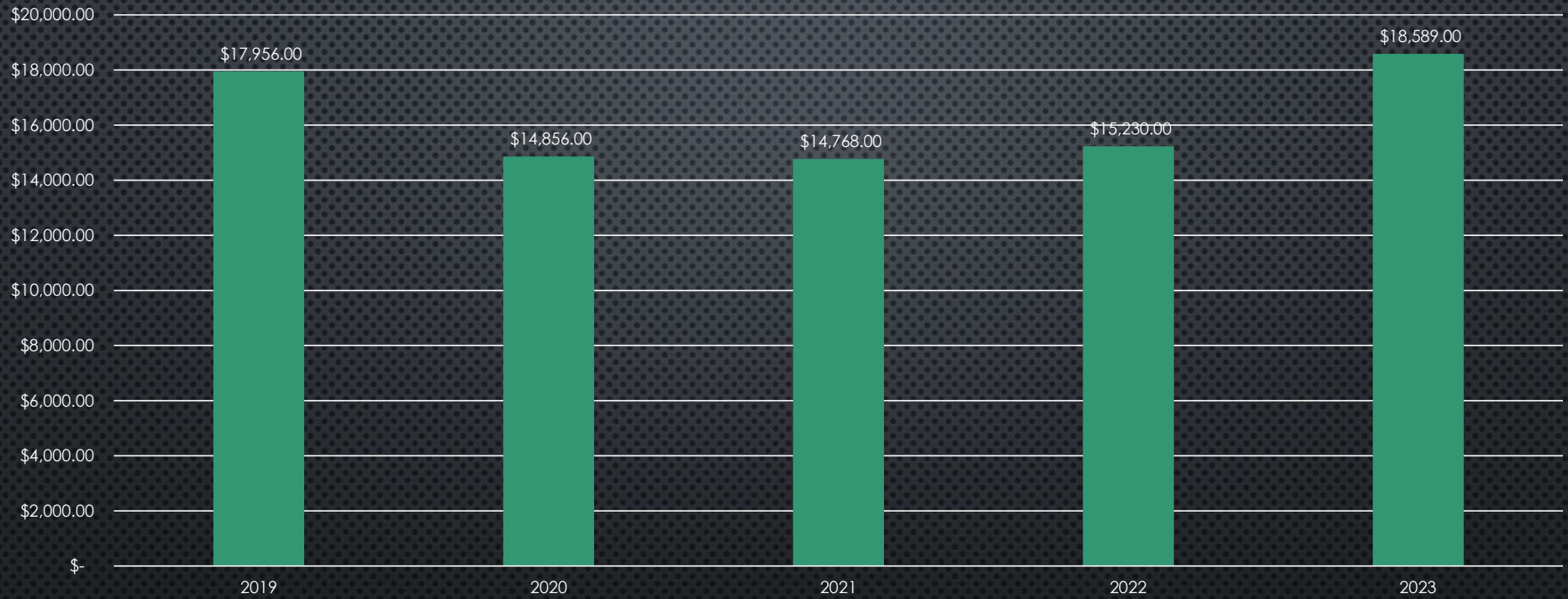


TOTAL OPERATIONS COSTS— BY YEAR

- 2023 CONTAINS ADDITIONAL EXPENSES DUE TO THE REMODEL OF THE CALL CENTER AND INCREASE IN WAGES. THE 2023 ACCOUNTS ARE NOT YET FINAL.



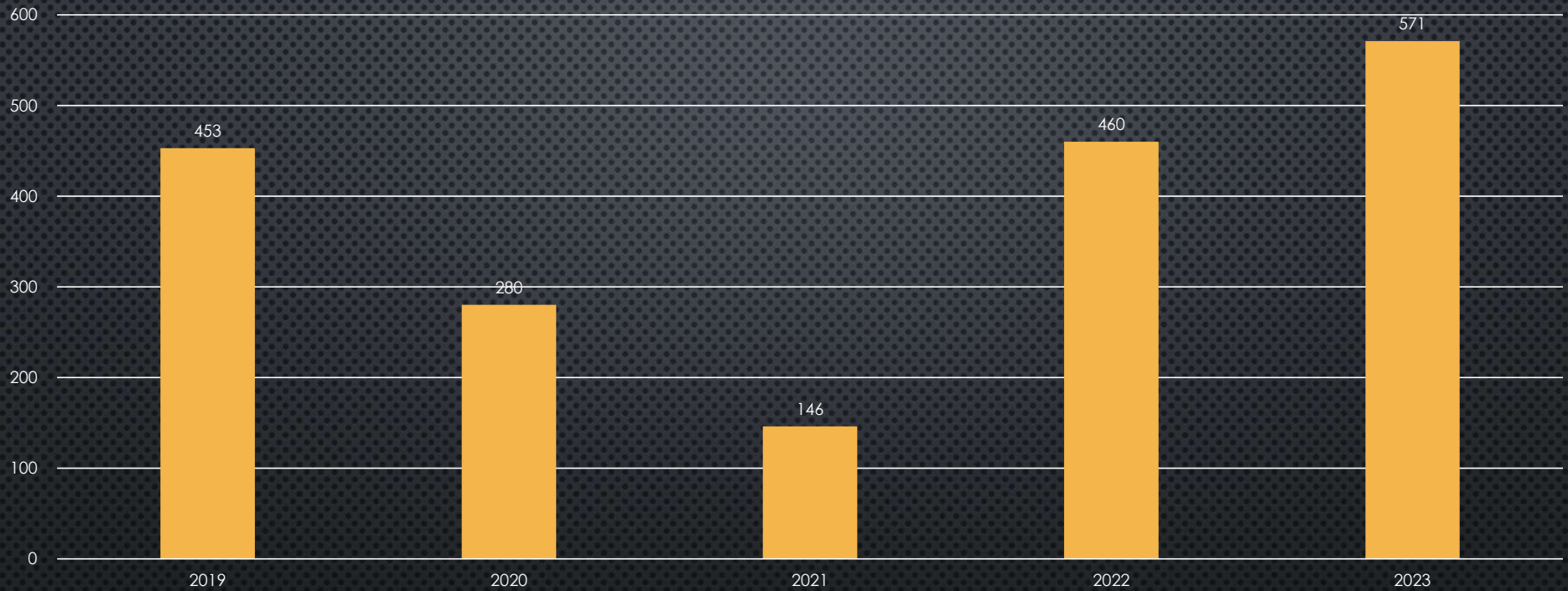
911 Training Funds



TRAINING FUNDS – BY YEAR



Hours of Training



STAFF TRAINING – BY YEAR



OPERATIONAL HIGHLIGHTS 2023

- NEW CALL CENTER PROJECT STARTED, COMBINED DIRECTOR'S, OFFICER MANAGER'S OFFICES, CONFERENCE ROOM AND STORAGE ROOM TO ONE SPACE FOR NEW DISPATCH CALL CENTER. COMPLETION EXPECTED MID TO LATE 1ST QUARTER
- RADIOS ORDERED/PURCHASED TO MOVE FIRE AGENCIES TO 800 MHZ MPSCS SYSTEM. DELAYS WITH EQUIPMENT AND PROGRAMING ARE PUSHING COMPLETION DATE TO END OF 1ST QUARTER
- 911 FIELD DAY WAS CANCELED FOR 2023. PLANNING WILL BEGIN TO ROLL IT OUT AGAIN IN 2024.
- CENTER/STAFF TOOK PART FOR FIRST TIME IN HALLOWEEN TRUNK OR TREAT AND CHILI DOG CONTEST. GREAT SUCCESS AS CHILDREN HAD TO COMPETE FOR THEIR TREATS, WITH QUESTIONS ABOUT POLICE, FIRE, AND EMS. STAFF ALSO TOOK 2ND PLACE IN THE CHILI DOG CONTEST.



OPERATIONAL HIGHLIGHTS 2023

- STAFFING: SCHOOL PROGRAM PROVIDED US WITH 4 HIRES IN 2023, TWO LEFT THE CENTER, WITH TWO PROGRESSING WELL IN TRAINING
- COLLECTIVE BARGAINING AGREEMENT AMENDED ADDING TWO ADDITIONAL YEARS TO THE TERM.
- WAGE SCALE ADJUSTED TO BRING CENTER BASE PAY UP TO \$19.98 TO COMPETE WITH NEIGHBORING CENTERS FOR POTENTIAL EMPLOYEES.
- WAGE SCALE INCREASED TO NOT ONLY ATTRACT BUT TO RETAIN STAFF.



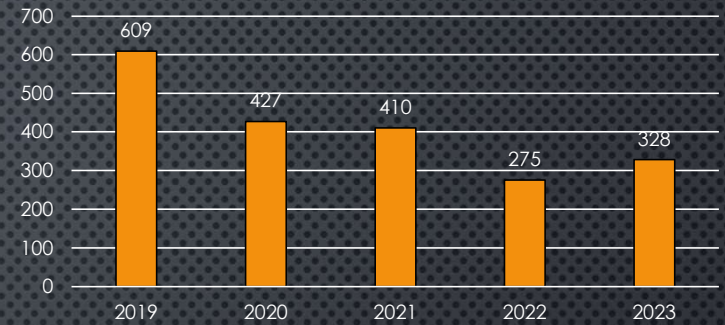
LOOKING FORWARD IN 2024

- CONTINUE WORK WITH CAREER CENTER PROGRAM, IDENTIFY POSSIBLE STUDENT INTERNS TO WORK WITH CENTER STAFF.
- WORK ON THE RETURN OF CENTER'S OPEN HOUSE
- UPGRADE 911 PHONE SYSTEM SERVERS
- UPGRADE AND REPLACE CENTER'S SECURITY SYSTEMS
- ASSIGNING A SUPERVISOR TO EACH OF OUR 4 TEAMS
- CONTINUE TO SEEK PEOPLE TO FILL OUR OPEN DISPATCHER POSITIONS

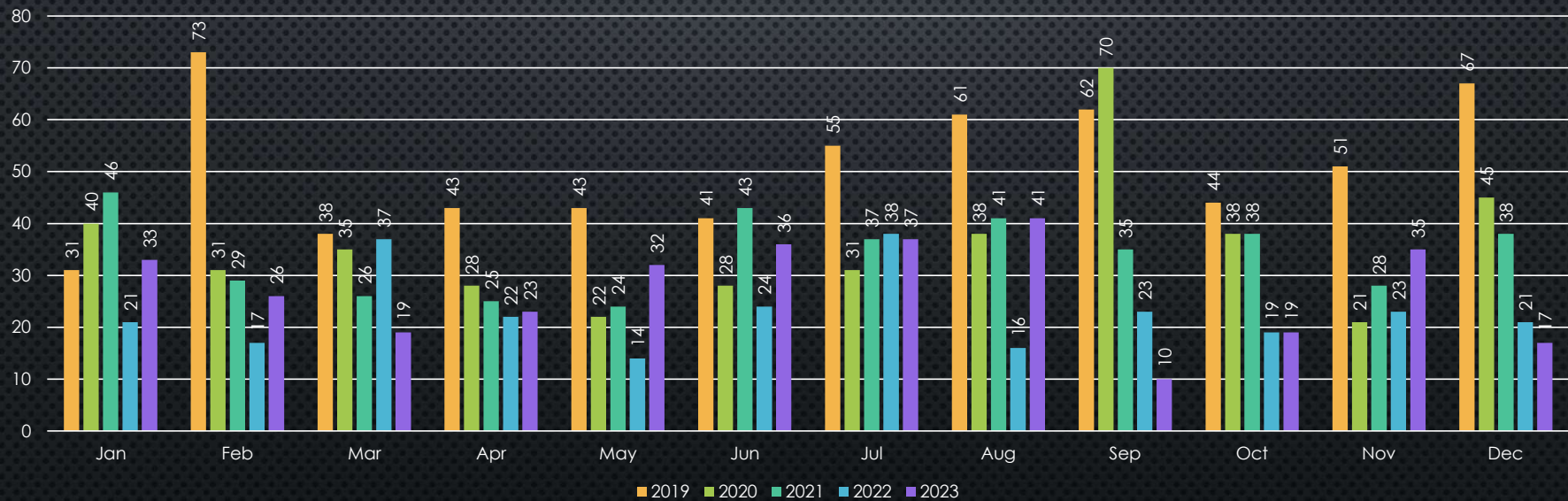


SMART 911 INDIVIDUAL PROFILES

Smart 911 Profiles Displayed by Year

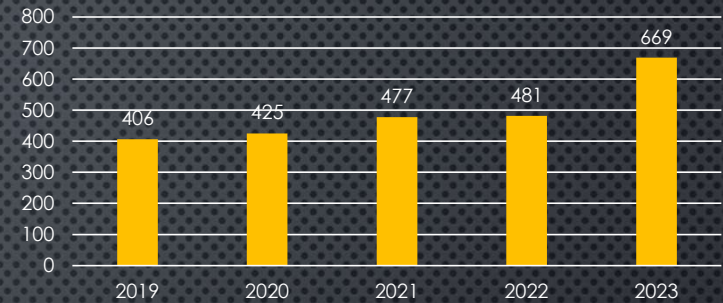


Smart 911 Individual Profiles Displayed by Month

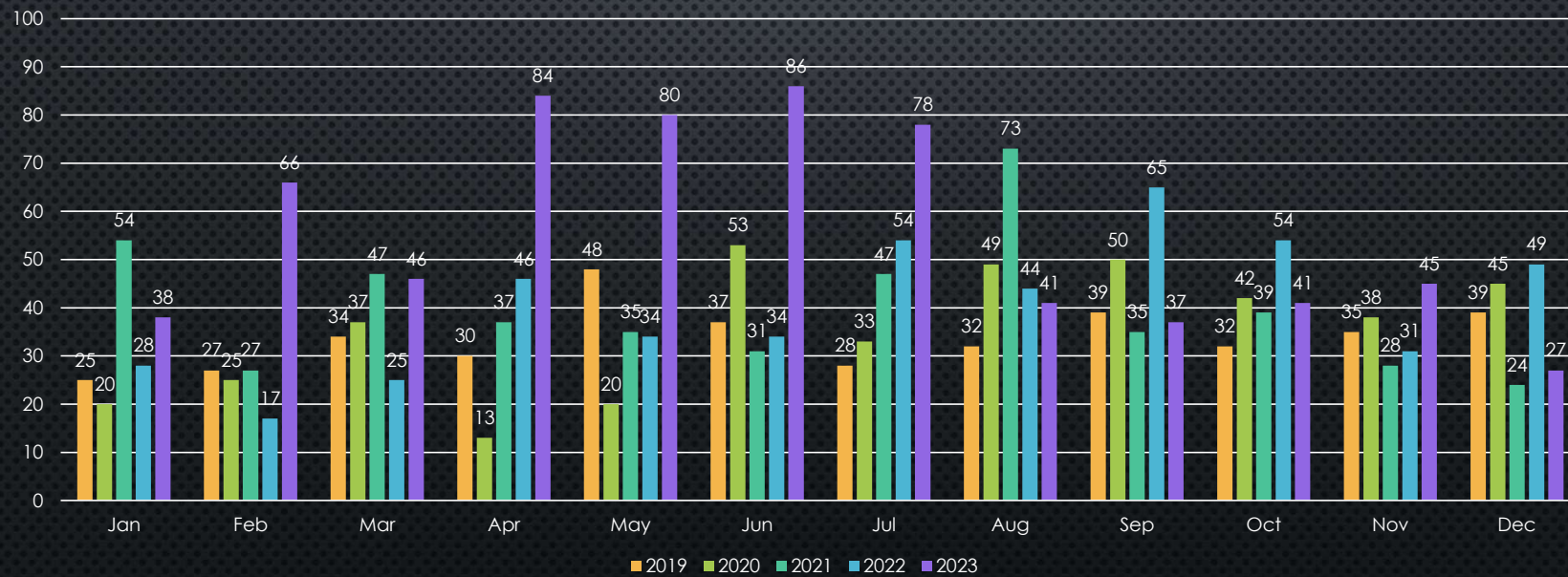


SMART 911 FACILITY PROFILES

Facility Profiles Displayed by Year



Smart 911 Facility Profiles Displayed by Month

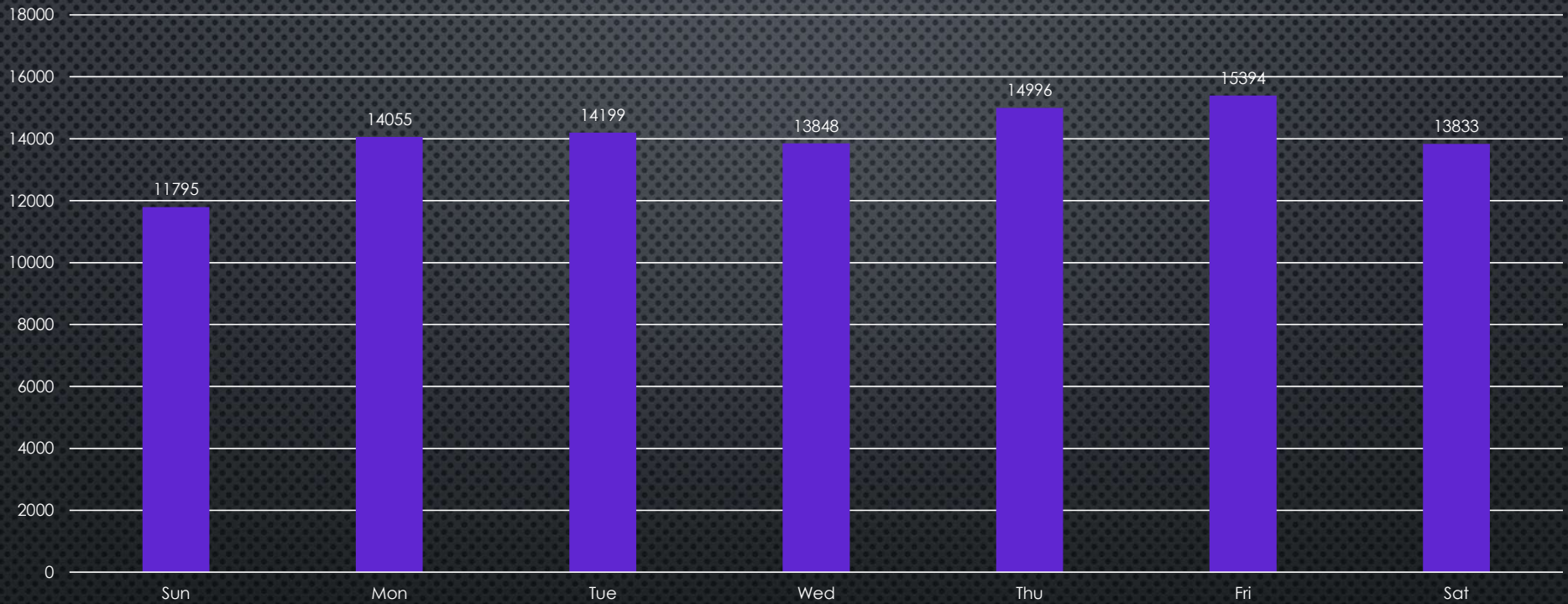


TELEPHONE CALL STATISTICS

- **25,118**
9-1-1 CALLS RECEIVED
- **71,010**
ADMINISTRATIVE CALLS



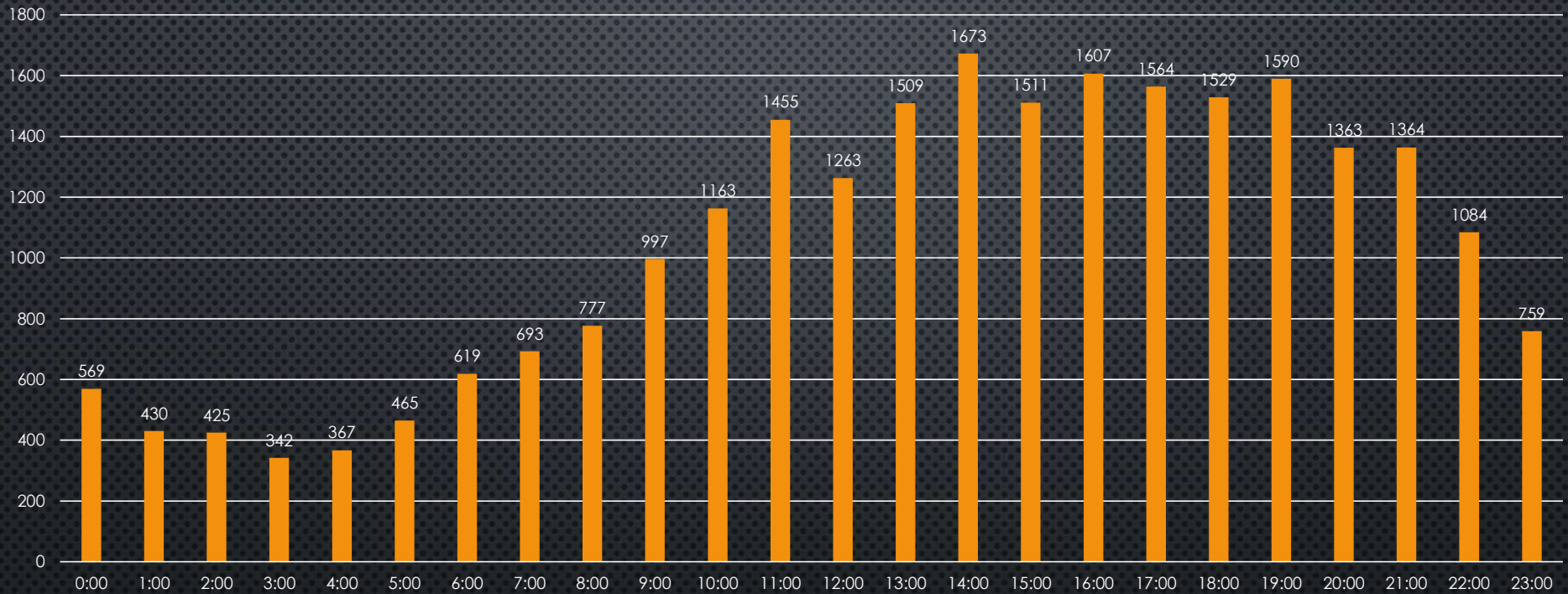
Calls Day of week - 2023



911 CALLS BY DAY OF WEEK



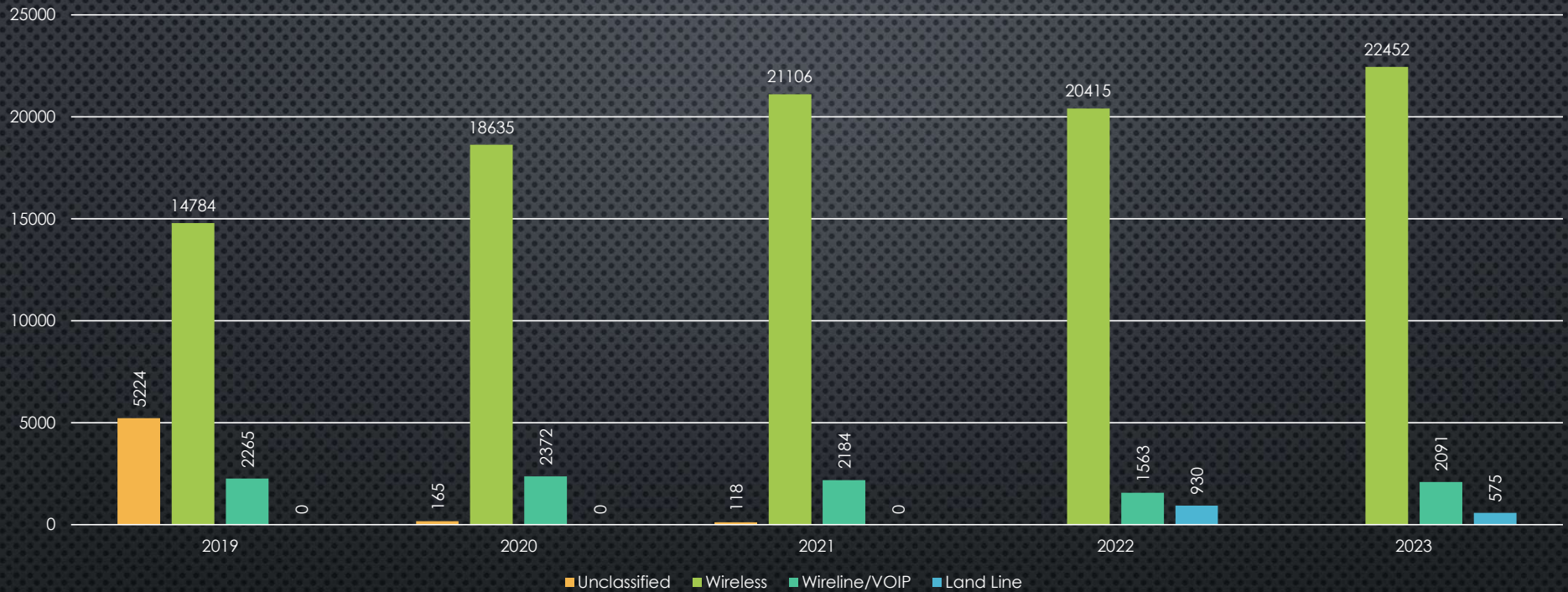
911 Calls by Time of Day - 2023



911 CALLS BY TIME-OF-DAY 2023



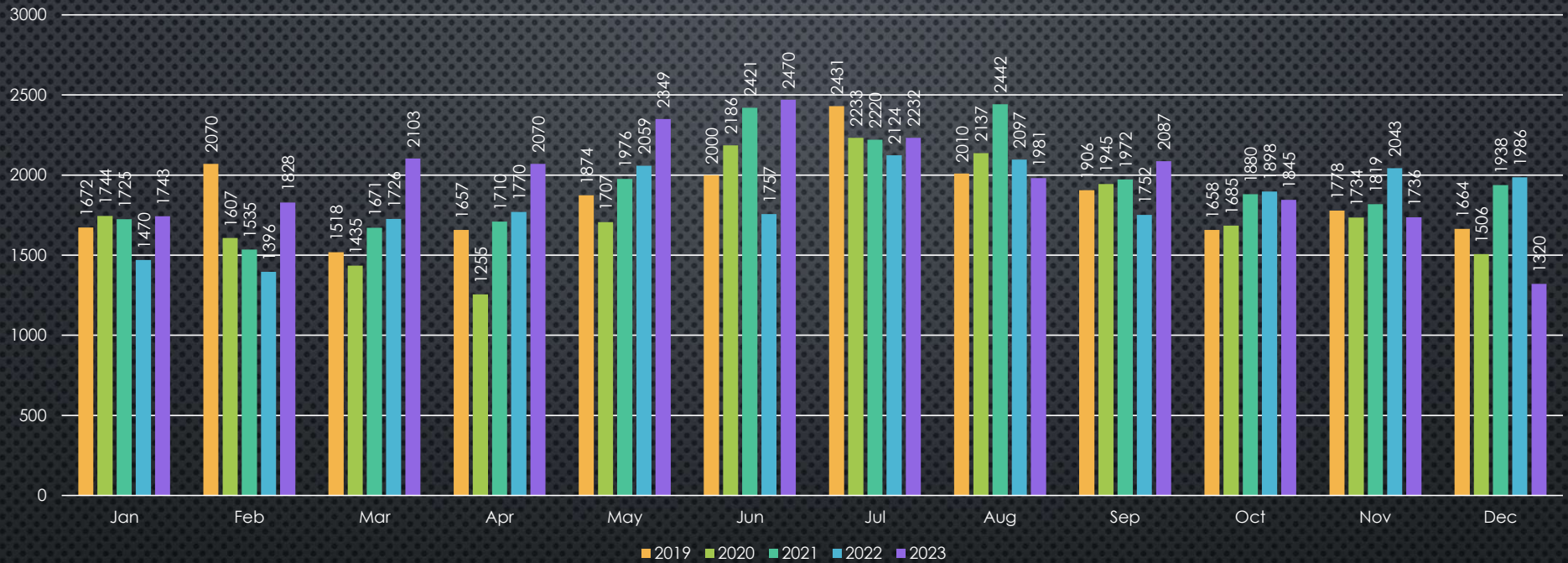
911 CALLS BY CLASS OF SERVICE



911 CALLS BY CLASS OF SERVICE



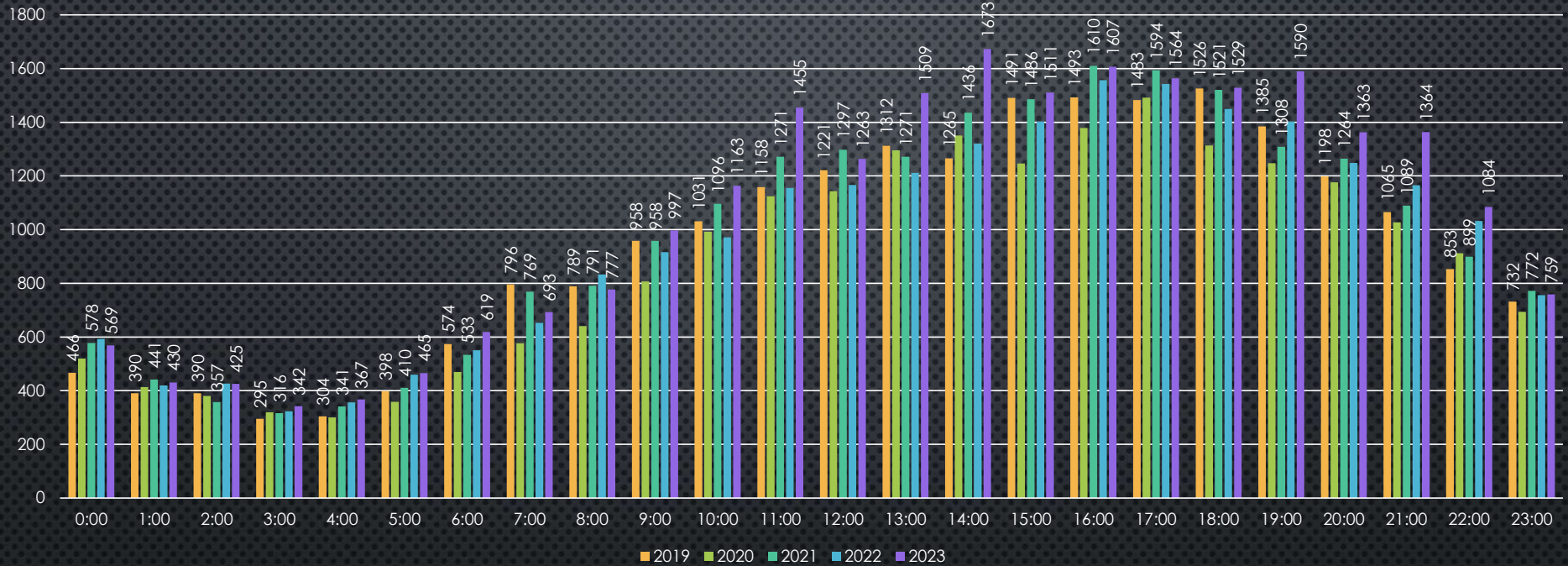
911 Calls by Month / Year



911 CALLS BY MONTH / YEAR



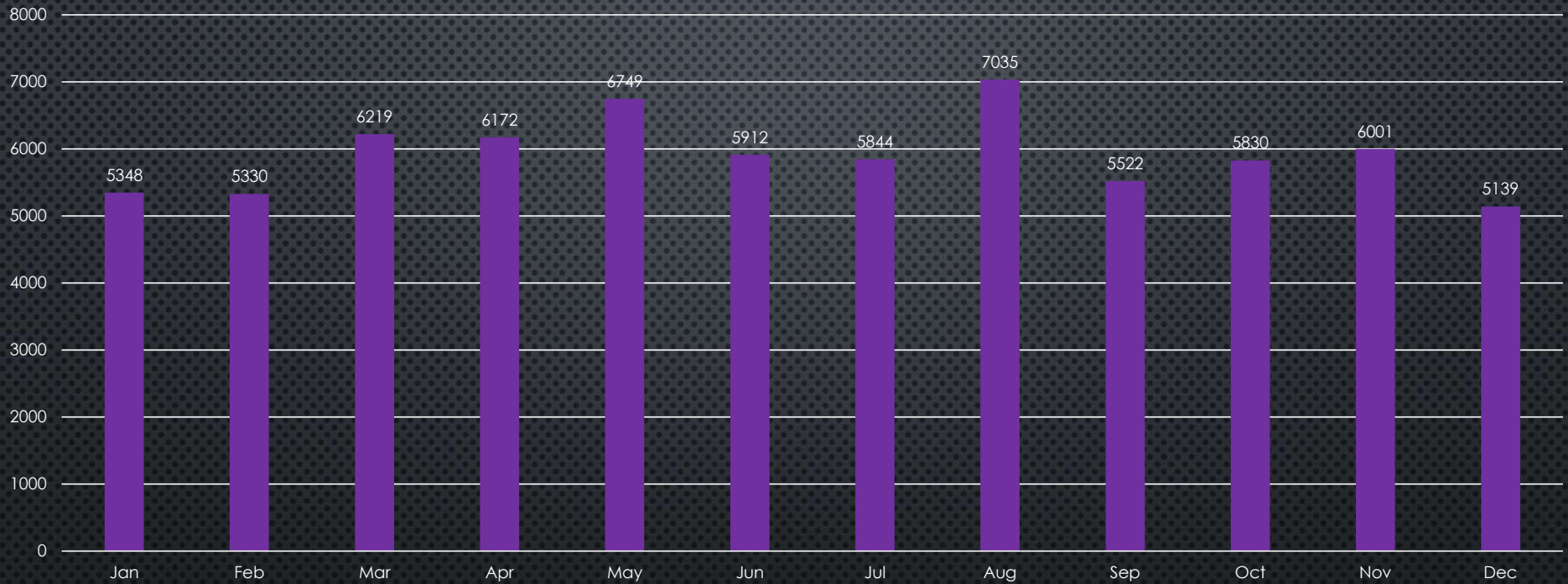
911 Calls by Time of Day



911 CALLS BY TIME-OF-DAY / YEAR



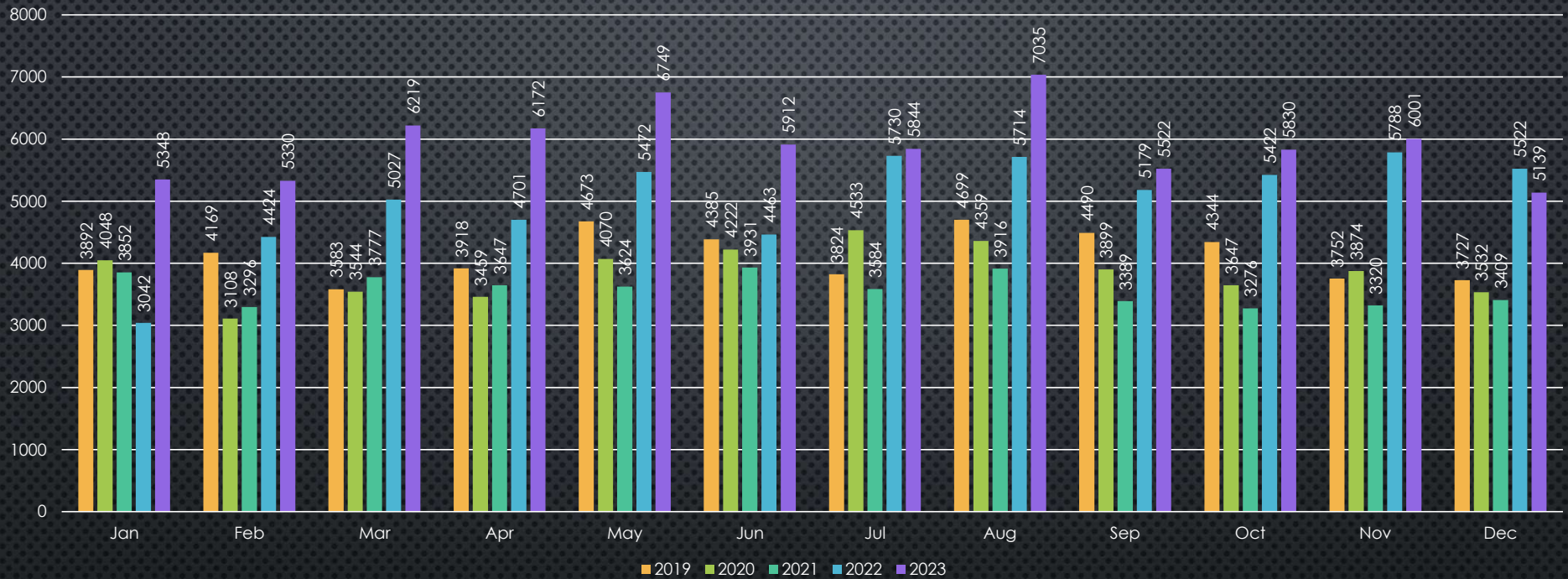
Administrative Calls - 2023



NON-EMERGENT/ADMIN CALLS BY MONTH 2023



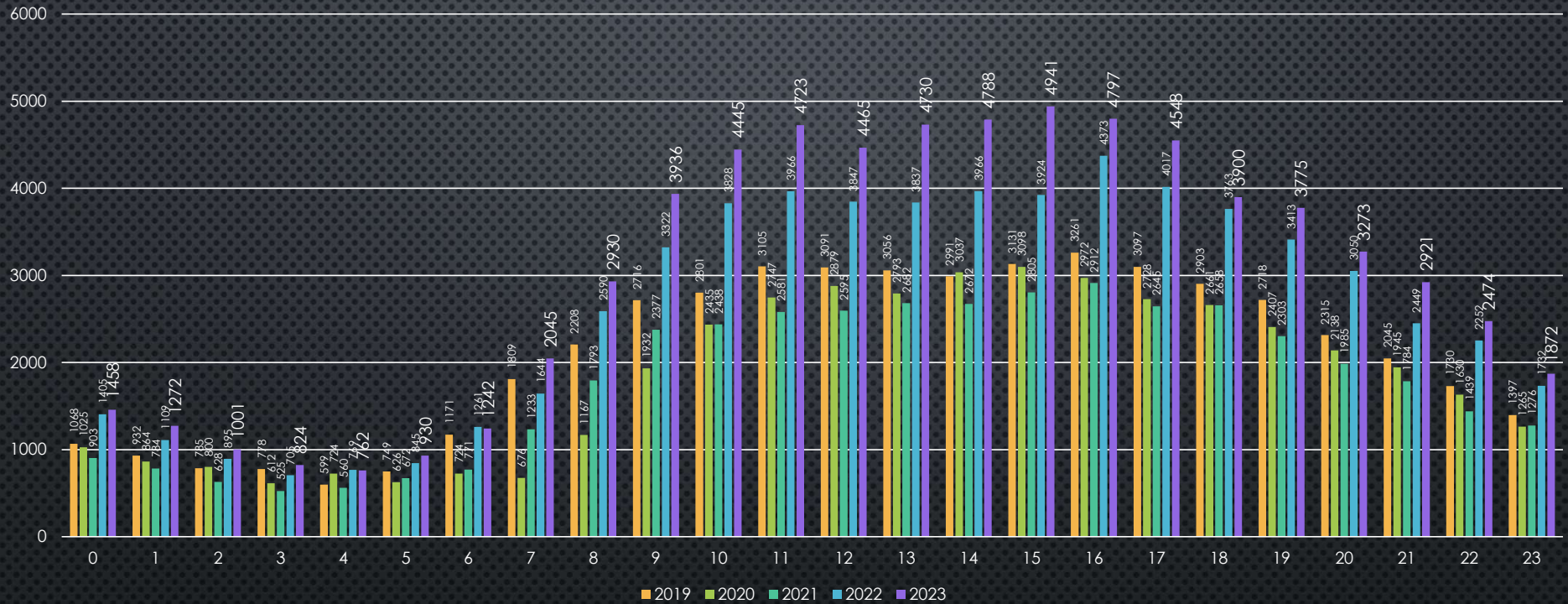
Administrative Calls 2019-2023



NON-EMERGENT/ADMIN CALLS BY MONTH / YEAR



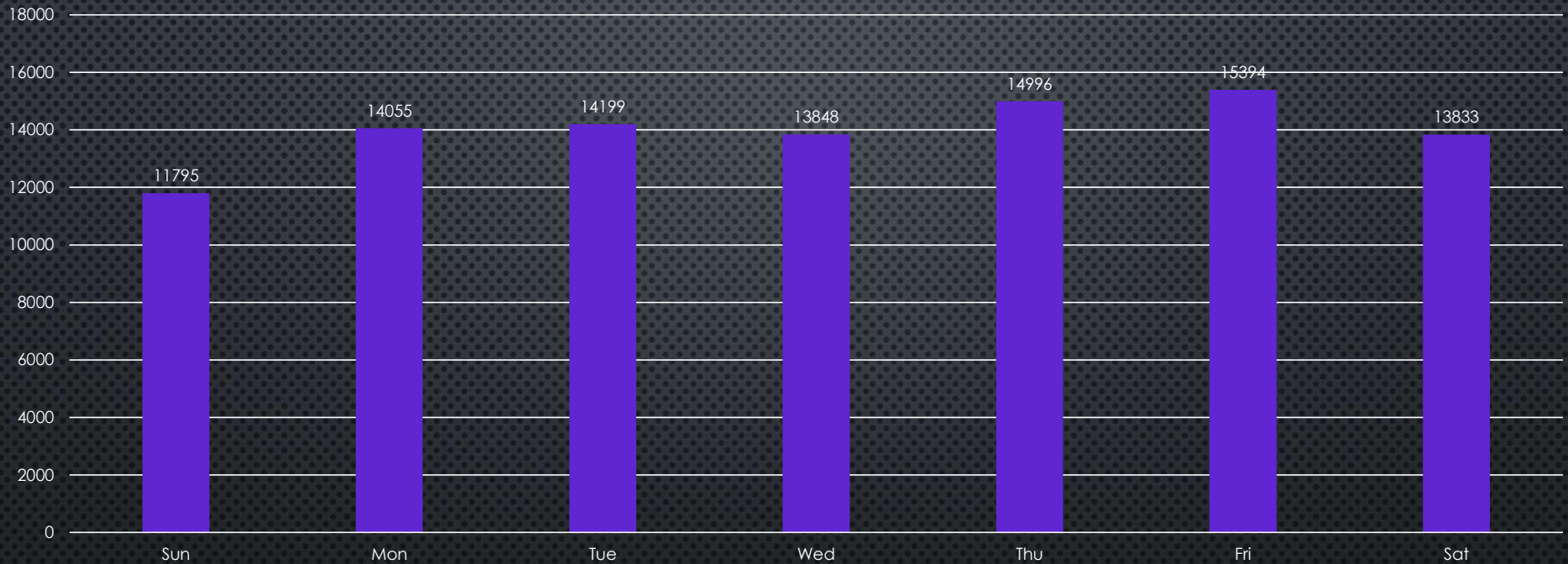
Non-Emergent/Admin Calls Time of Day



NON-EMERGENT/ADMIN CALLS BY TIME-OF-DAY



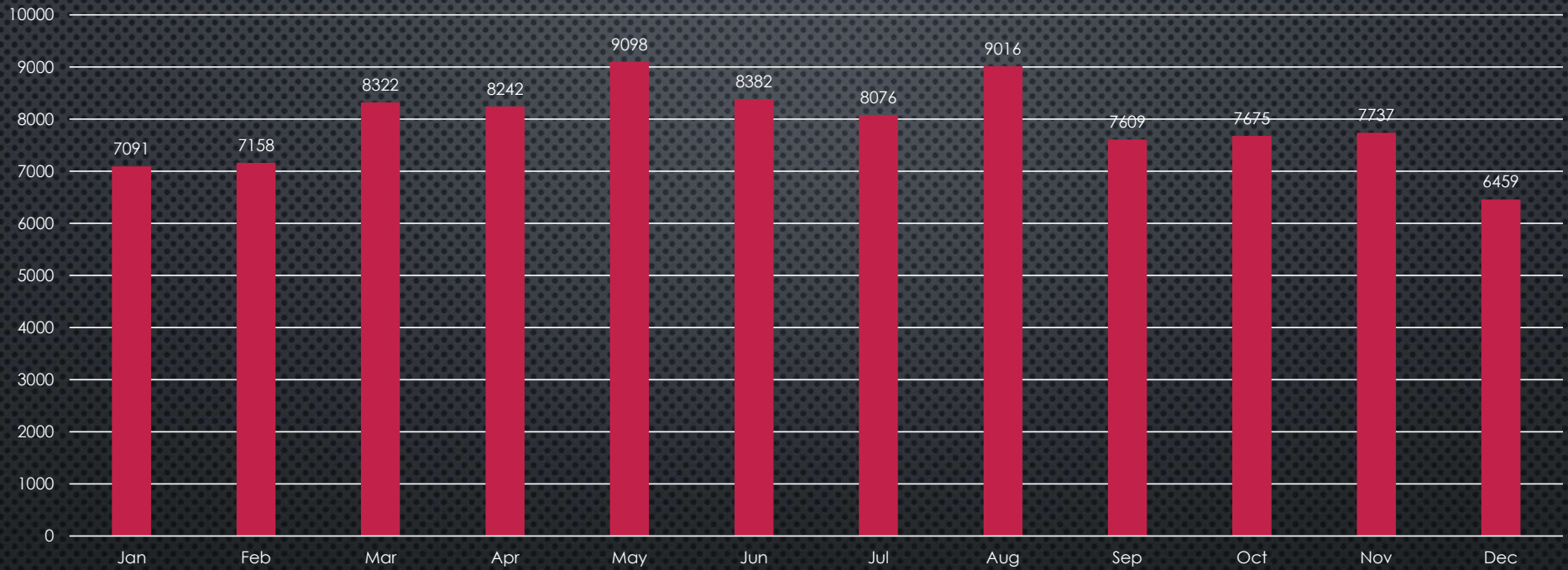
All Calls by Day of Week 2023



ALL CALLS BY DAY OF WEEK 2023



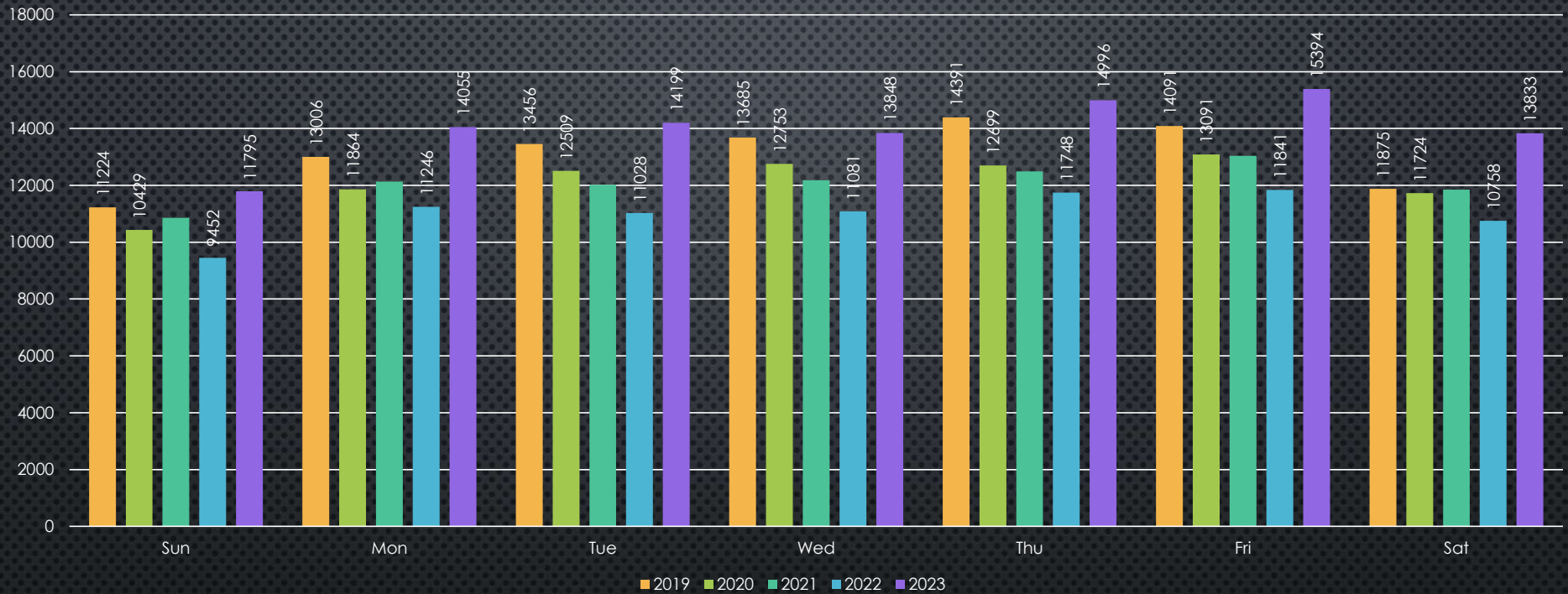
All Telephone Calls by Month 2023



ALL CALLS BY MONTH 2023



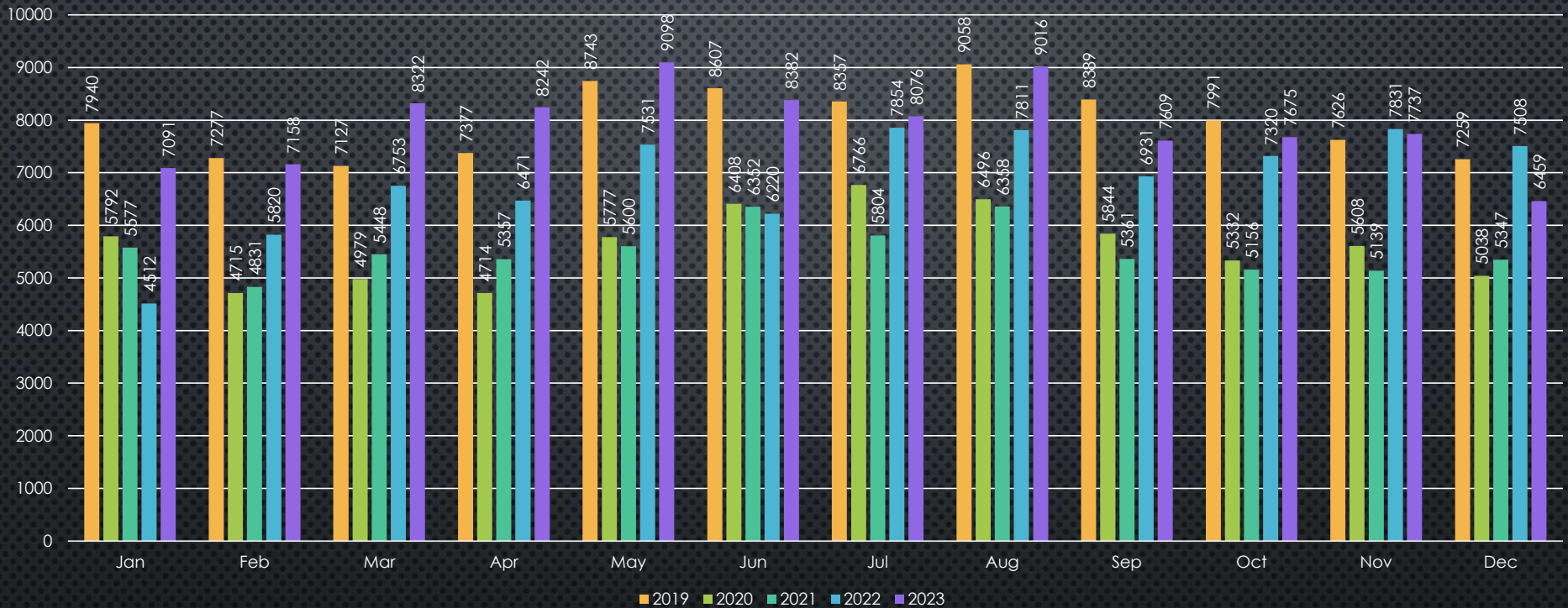
Calls Day of Week - 2019 -2023



ALL CALLS BY DAY OF WEEK / YEAR



All Calls by Month/Year

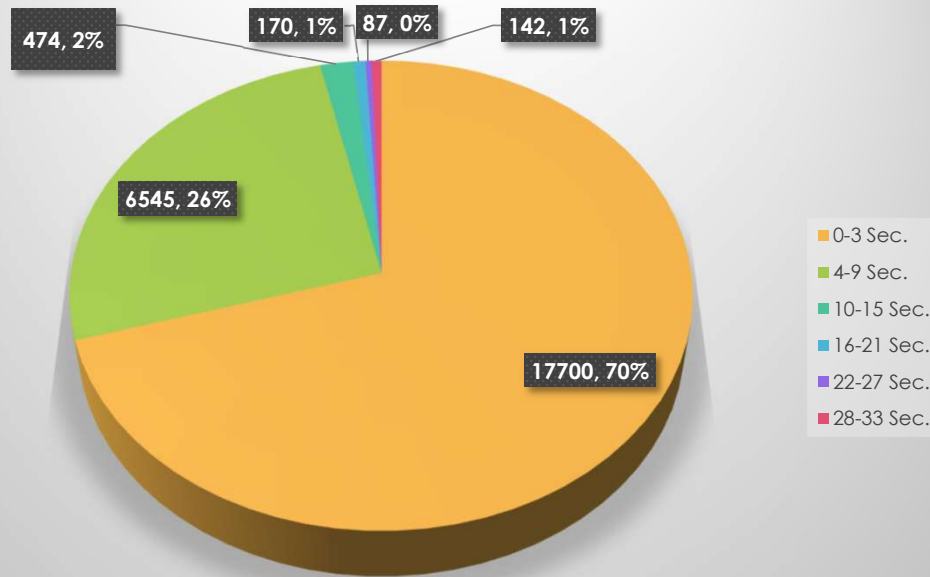


ALL CALLS BY MONTH / YEAR



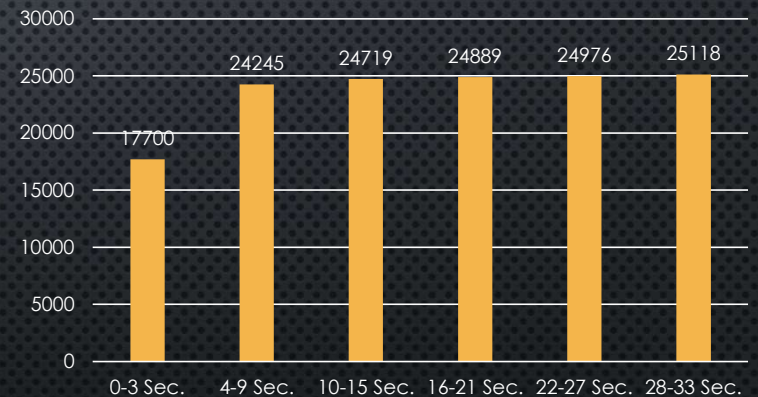
911 Calls RING TIME

Answer Time Percentage , <33 Seconds



Answer Time	0-3 Sec.	4-9 Sec.	10-15 Sec.	16-21 Sec.	22-27 Sec.	28-33 Sec.
2023	17700	6545	474	170	87	142
% of Total	70%	96%	98%	99%	99%	100%
Standard Requires			90%	95%		

911 Calls Answered with Times

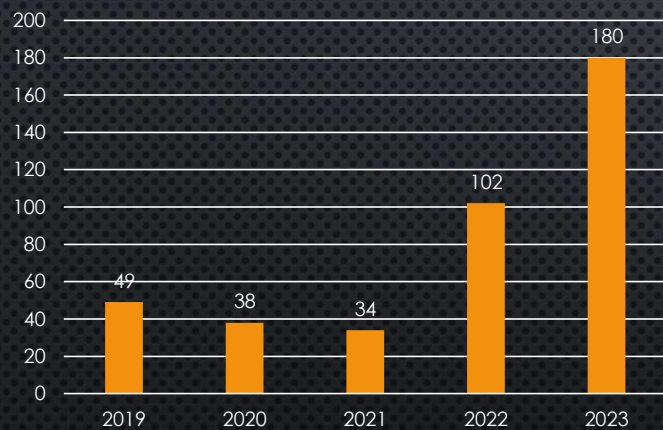


- Time is calculated from when the 911 call is made and it hits the ESRP (Emergency Services Routing Proxy) until the Dispatcher answers the call.
- A normal rings heard by caller is about 6 seconds on their telephones.

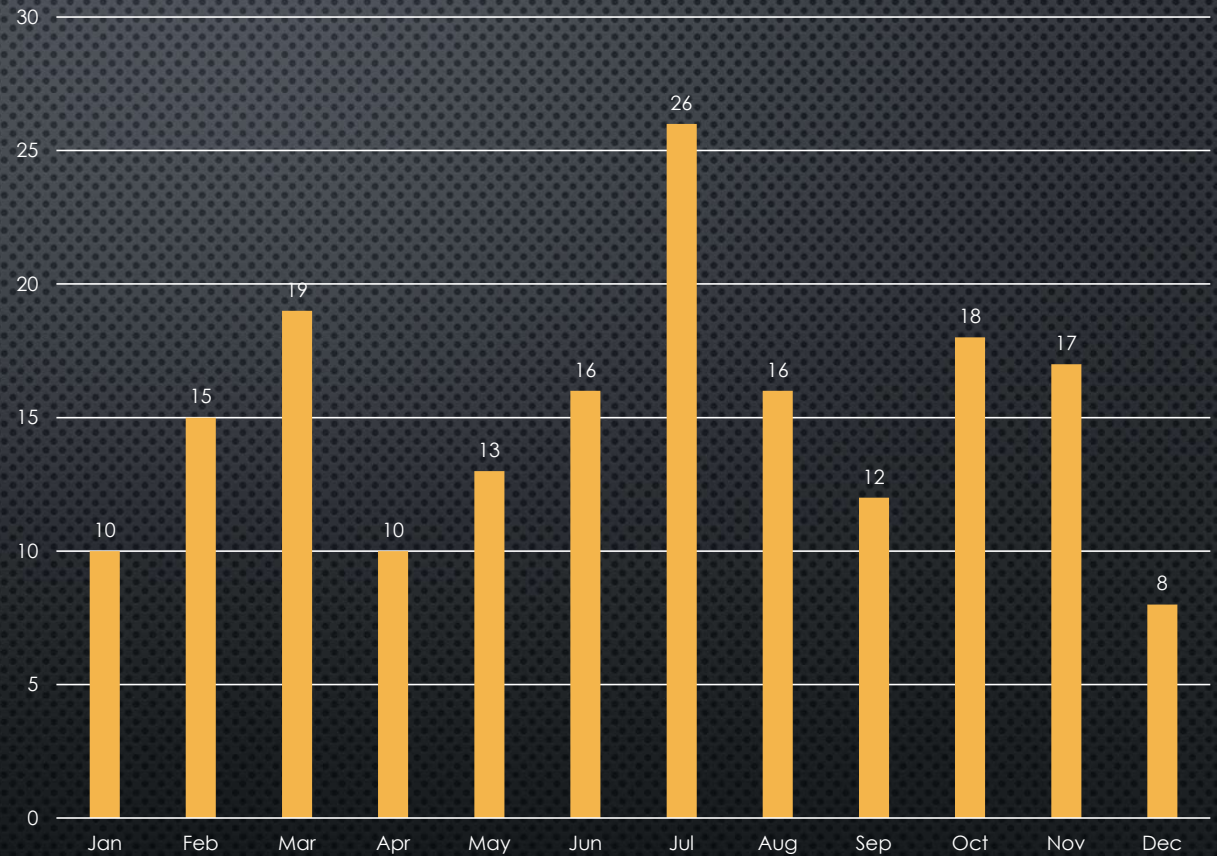


TEXT TO 911

Text Conversations
to/from 911 – 2019 - 2023

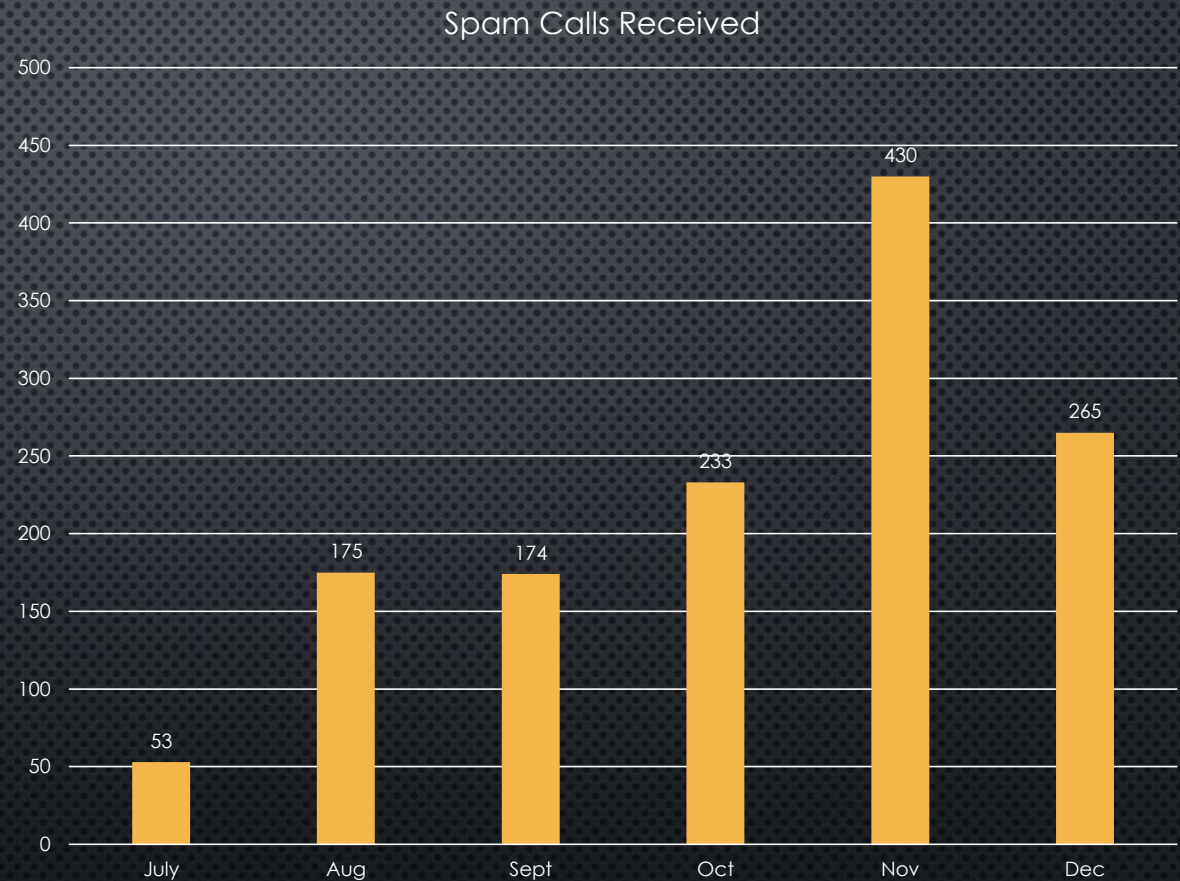


Text Conversations to/from 911 - 2023



SPAM CALLS TO DISPATCH

- WITH THE INCREASE IN SPAM CALLS, WE BEGAN TO TRACK THEM LATE IN JULY 2023.
- THESE ARE CALLS
- THAT COME IN ON OUR ADMINISTRATIVE LINES
- AND HAVE BECOME A REAL NUISANCE TO STAFF.



42,288 CALLS FOR SERVICE

Call for Service Type	Total	Call for Service Type	Total	Call for Service Type	Total	Call for Service Type	Total	Call for Service Type	Total
911 Hang up Call	1473	Civil Dispute	916	Health & Safety / Animal	1173	Motor Vehicle Theft / UDAA	113	Test Call / System Test	646
988 Calls	10	Conservation / Wildlife	380	Hit and Run	163	Non Criminal	651	Thunder Storm/Tornado Warning	7
Abandoned Vehicle	238	CSC - Criminal Sexual Conduct	268	Homicide	4	OWI / OUID	142	Traffic Offense All Other	1984
Active Violence Incident	0	Disorderly Conduct	686	Juvenile Problems & Runaways	566	PDA Traffic	1498	Traffic / Officer Stop	10247
Alarm	473	Domestic Assault	316	Kidnapping	8	Phone / Internet Harassment	373	Tree Down	286
Ambulance Transport	1204	DPW Request	138	Larceny	539	PIA Traffic	277	Trespassing	284
Assault	253	Drugs	134	Liquor / MIP	15	PPO Violation	77	Vehicle Fire	68
Assist Jail	12	Duplicate Call	38	Lost Property / Found	183	Property Check	25	Verbal Domestic	277
Assist Medical	5	Family Abuse / Neglect	272	MODP	318	Repossession	56	Vin Inspections / All Inspections	112
Assist Other Agency	176	Fire All Other	610	MED 1	2825	Request - Wrecker	39	Warrant Arrest / Fugitive	677
Assist Outside Agency	233	Fireworks	27	MED 2	893	Road Closure	132	Weapons Offices All	113
Bomb Threat	4	Follow Up	1347	MED 3	1429	Robbery / Hold up	3	Wires Down / Arching	375
Burglary	136	Fraud	324	Medical Call / Amb Dispatch	66	Spam to Center	1300	Unclassified	3522
Burn Permit	234	General Assist	2533	Mental Health	552	Structure Fire	117		
Civil Dispute	916	Grass / Wildland Fire	57	Missing Person	92	Suspicious Situations	2255		

47,895 Cad Entries Made. New CFS types mid-2023: Follow up, Repossession, Request Wrecker, Spam to Center.

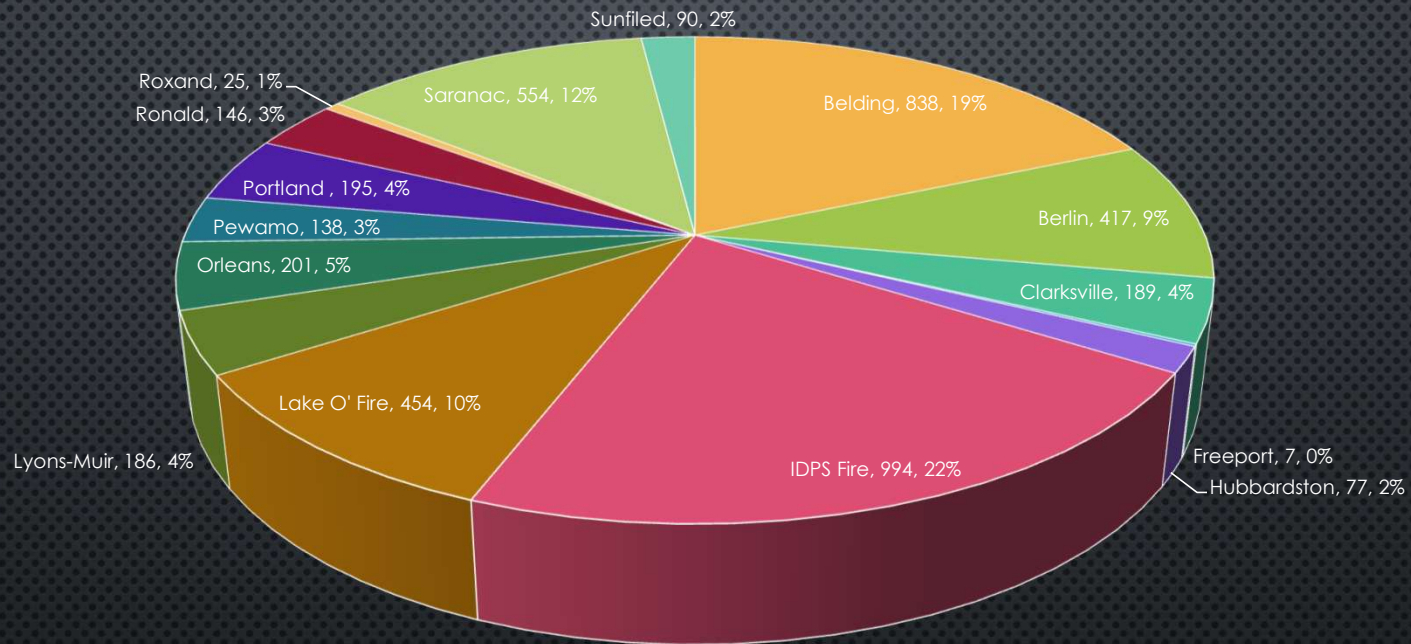


CALL FOR SERVICE (CFS) DATA

- SPECIFIC CALL FOR SERVICE CALL TYPE DATA IS NOT AVAILABLE FOR PRIOR YEARS DUE TO A CHANGE IN THE CENTERS COMPUTER AIDED DISPATCH (CAD) THAT WENT LIVE JANUARY 26, 2021
- THE CHANGE IS CAD HAS RESULTED IN STATISTICS FOR THE MONTH OF JANUARY 2021 TO NOT BE FULLY COUNTED IN THE FOLLOWING REPORTS.
- CALLS FOR SERVICE ARE BASED ON WHAT THE CALLER TELLS A DISPATCHER AT THE TIME OF THE CALL. THE ACTUAL PROBLEM OR CRIME TYPE MAY BE COMPLETELY DIFFERENT
- NEW CFS TYPES WERE ADDED MID YEAR TO TRACK DISPATCHER ACTIVITIES THAT WERE NOT DOCUMENTED PRIOR



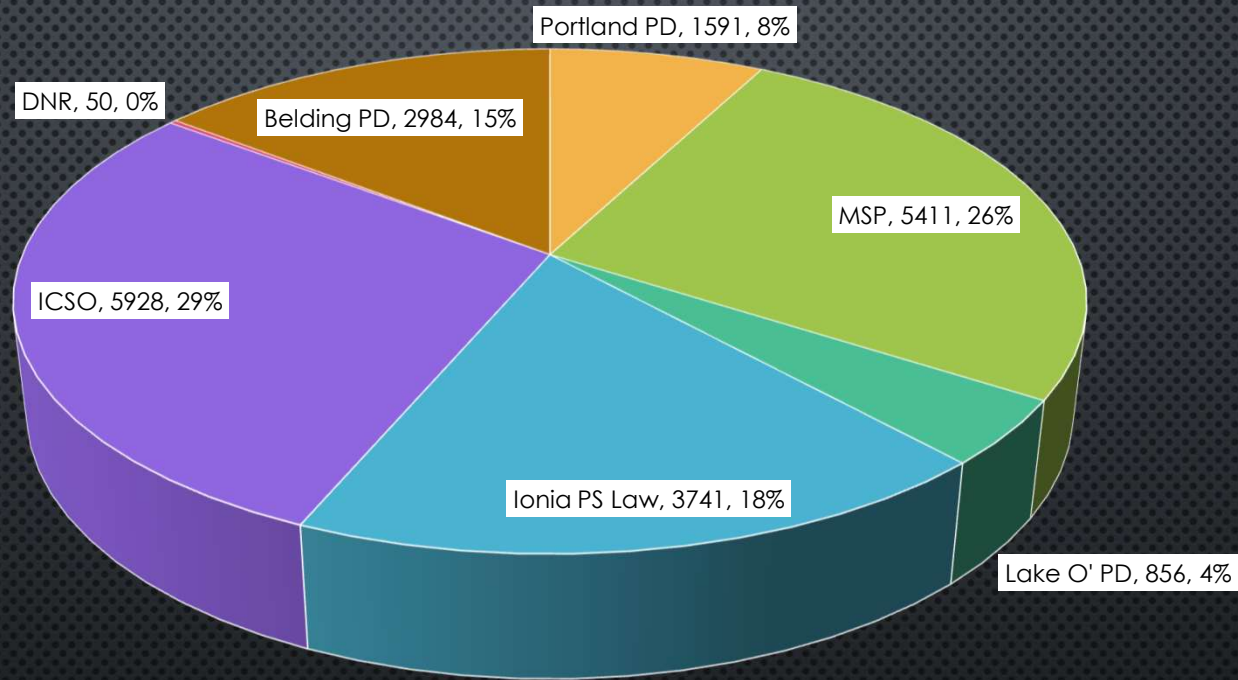
Fire Agency CFS



FIRE DEPARTMENT CALLS FOR SERVICE

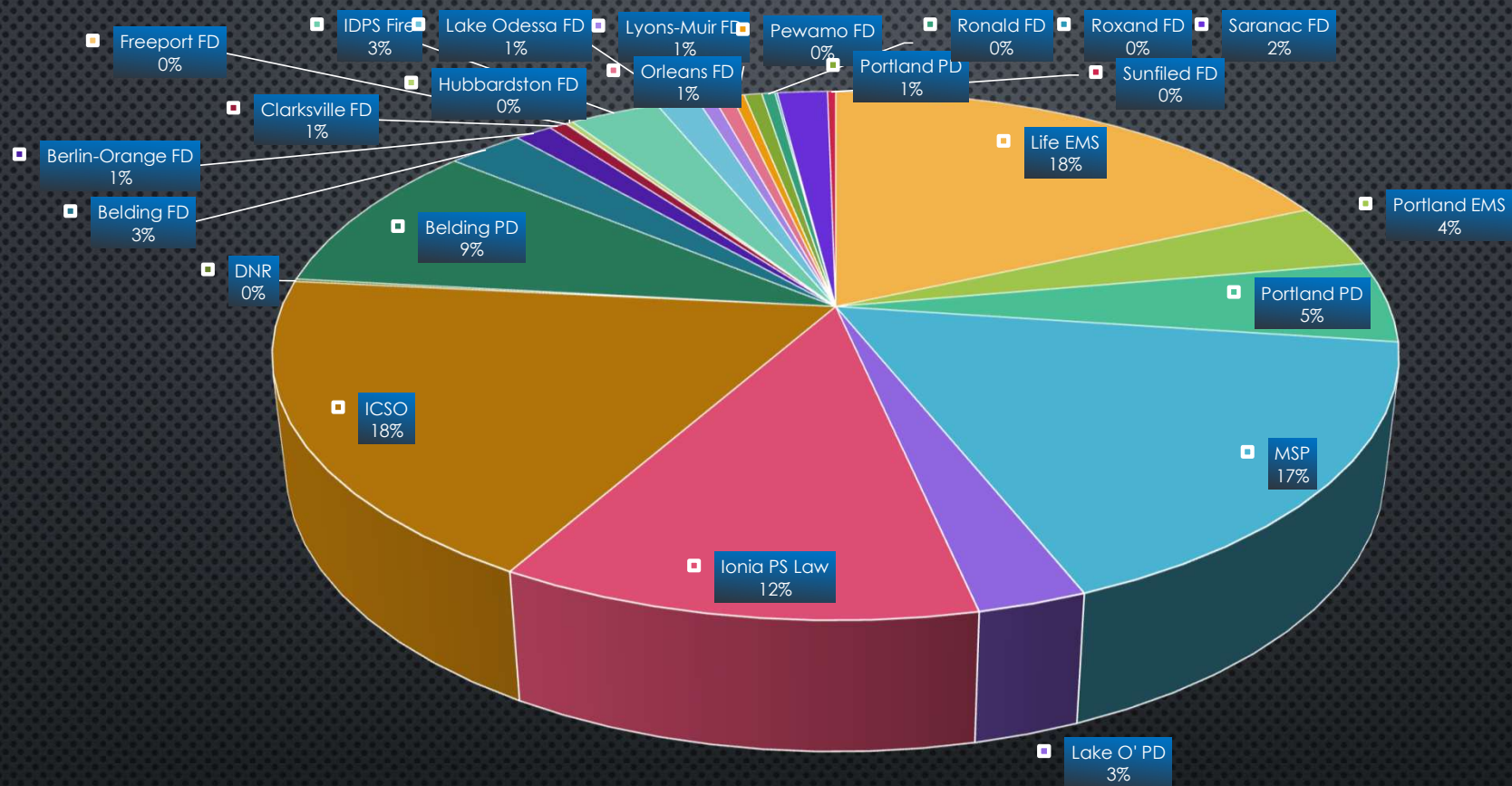


Law Enforcement - CFS 2023



LAW ENFORCEMENT CALLS FOR SERVICE

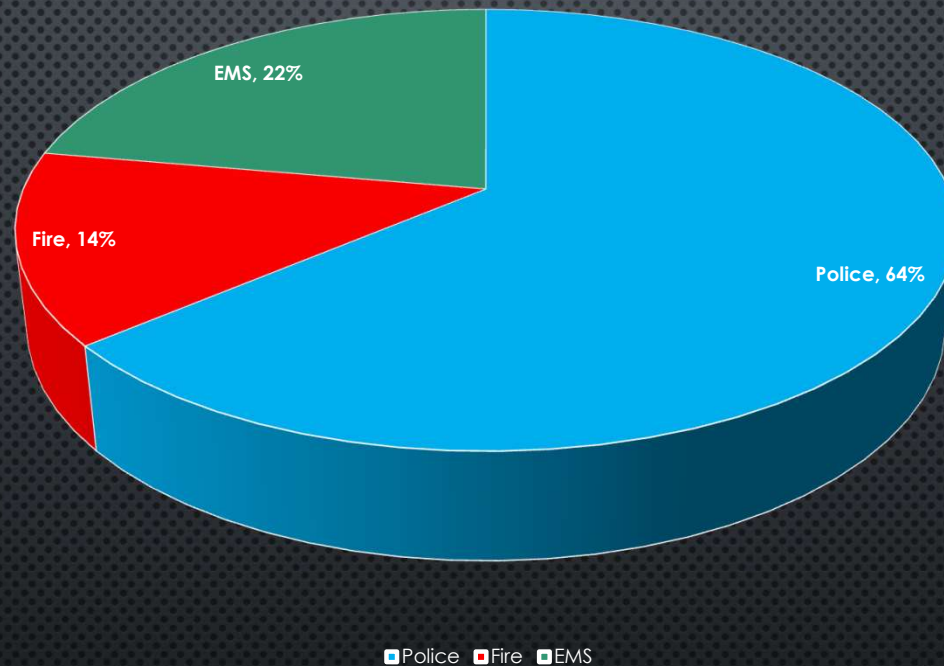




ALL AGENCY - PERCENTAGE OF CALLS FOR SERVICE



Percentage of CFS By Service Type



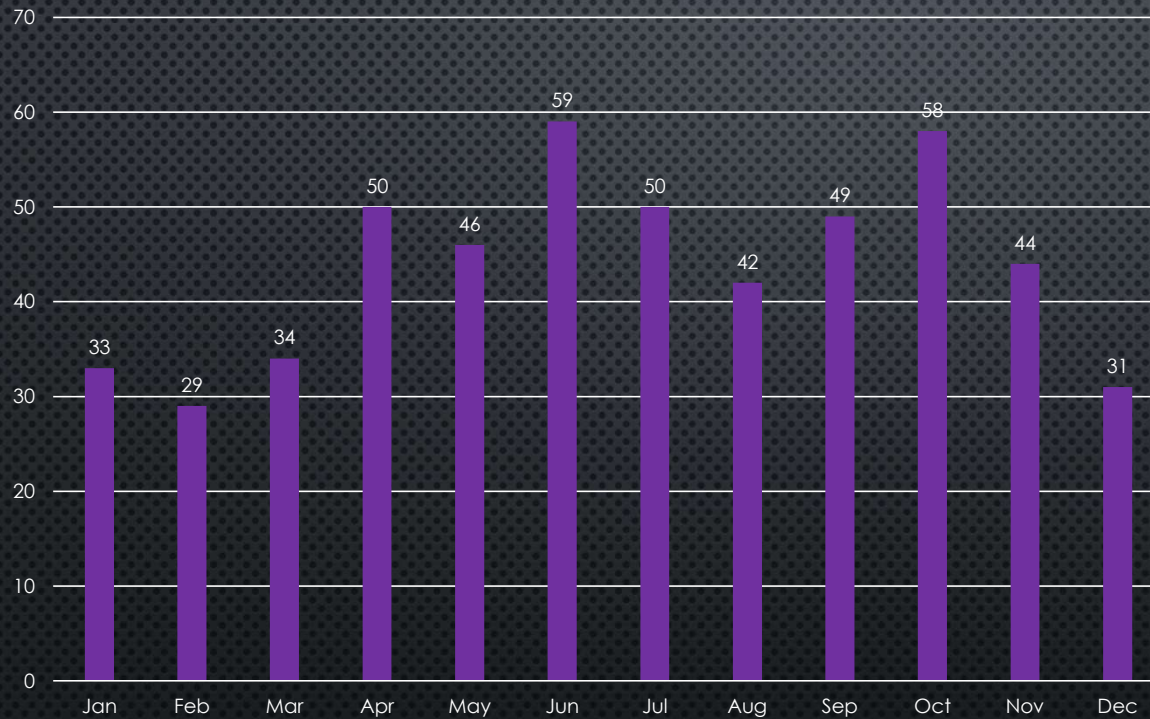
SERVICE TYPE - PERCENTAGE OF CALLS FOR SERVICE



ANIMAL CONTROL DEPARTMENT

Total CFS 2023 - **527**

Animal Control - CFS 2023

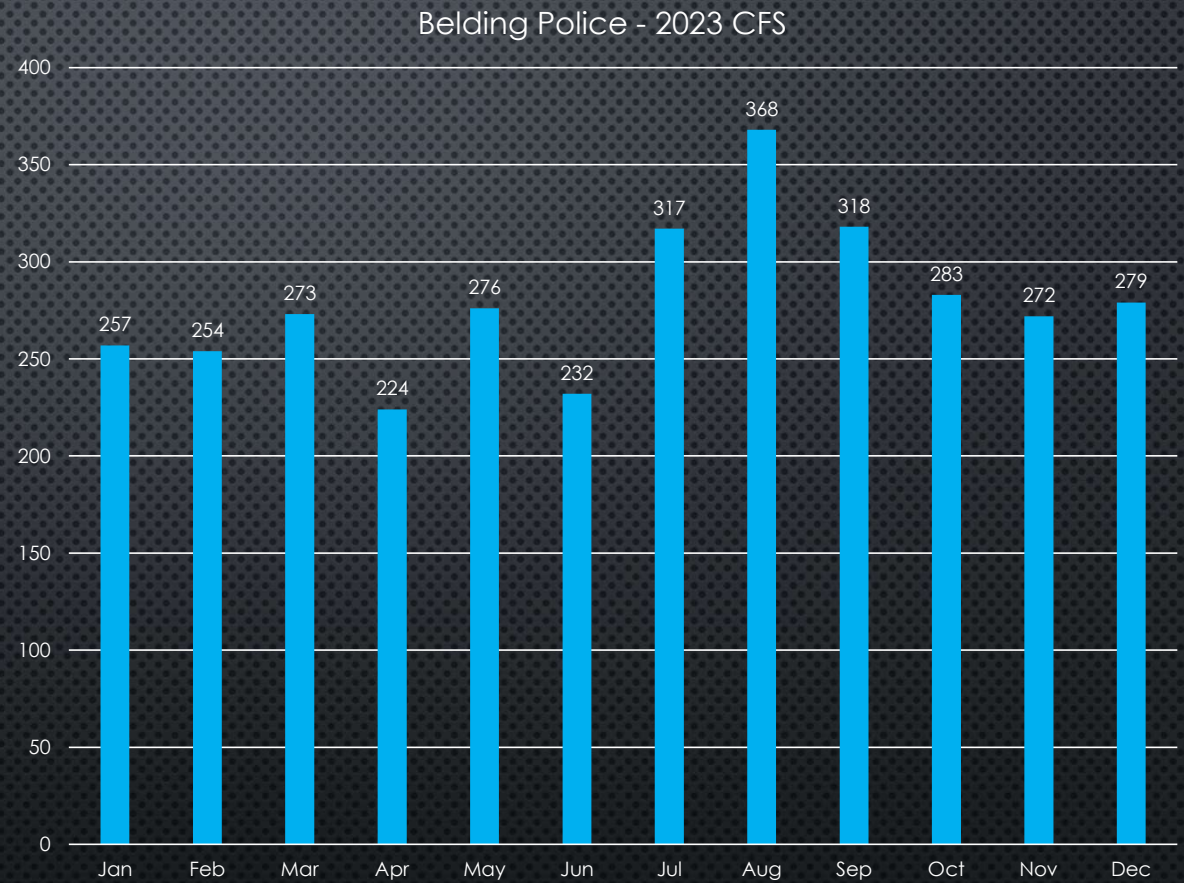


Animal Control	
	527
CALLS FOR SERVICE	Total
CIVIL DISPUTE	2
CONSERVATION/WILDLIFE	1
FOLLOW UP	1
GENERAL ASST	2
HEALTH AND SAFETY ANIMAL	513
LOST PEROPERTY/FOUND	5
NON CRIMINAL	1
SUSPISIOUS SITUATIONS	2
WARRANT ARREST/FUGITIVE	1



BELDING POLICE DEPARTMENT

•TOTAL CFS 2023 - **3353**



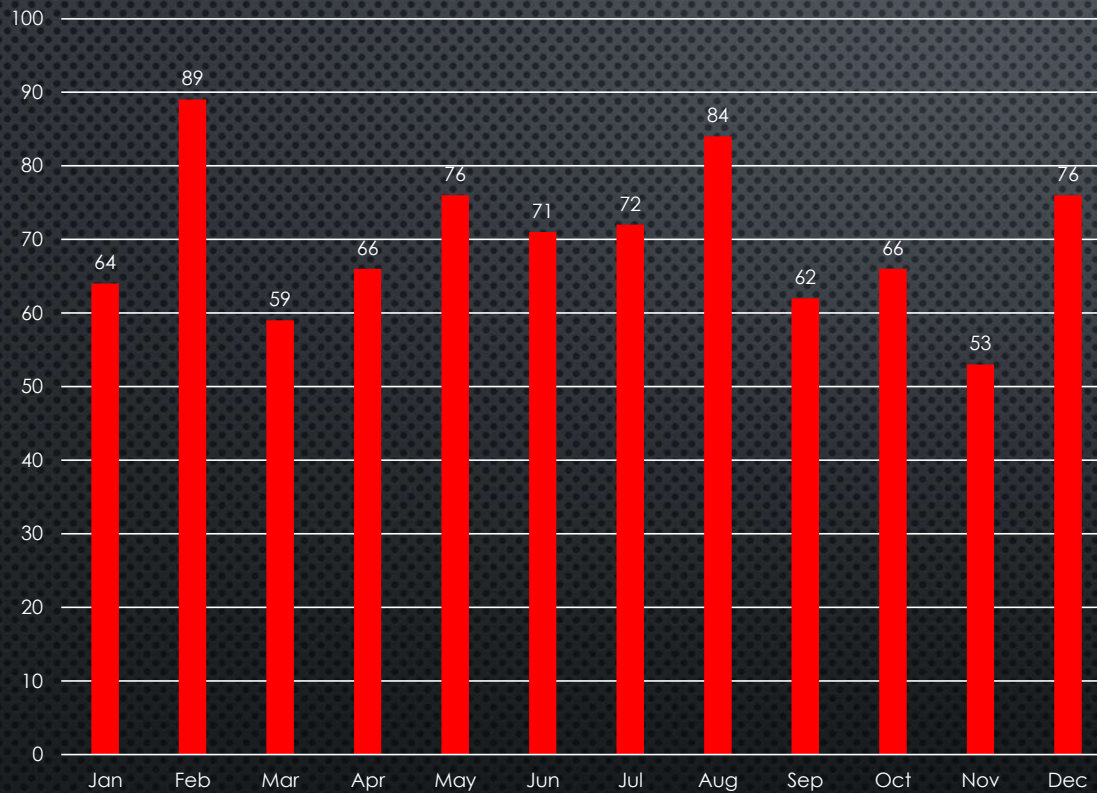
Belding Police Dept.	3353				
CFS TYPE	Totals	CFS TYPE	Totals	CFS TYPE	Totals
911 HANG UP CALL	11	GENERAL ASST	252	OWI/OUID	8
ABANDONED VEHICLE	14	HEALTH AND SAFETY/ANIMALS	115	PDA TRAFFIC	58
ALARM	50	HIT AND RUN	15	PHONE/INTERNET HARASSMENT	37
ASSAULT	54	HOMICIDE	1	PIA TRAFFIC	14
ASSIST OUTSIDE AGENCY	10	JUVENILE PROBLEMS INCLUDING RUN A WAY	77	PPO VIOLATION	15
ASST OTHER AGENCY	12	KIDNAPPING	1	REQUEST	1
BURGLARY	14	LARCENY	50	STRUCTURE FIRE	6
CIVIL DISPUTE	112	LIQUOR/MIP	2	SUSPICIOUS SITUATIONS	275
CONSERVATION/WILDLIFE	18	LOST PROPERTY/FOUND	9	TRAFFIC OFFENSE ALL OTHER	109
CSC	36	MDOP	27	TRAFFIC/OFFICER STOP	1241
DISORDERLY CONDUCT	86	MED 1	58	TREE DOWN	1
DOMESTIC ASSAULT	46	MED 2	11	TRESPASSING	27
DRUGS	15	MED 3	14	VEHICLE FIRE	2
FAMILY ABUSE/NEGLECT	35	MEDICAL CALL/AMB DISPATCH	5	VERBAL DOMESTIC	40
FIRE ALL OTHER	14	MENTAL HEALTH	61	VIN INSPECTIONS/ALL INSPECTIONS	6
FIREWORKS	3	MISSING PERSON	12	WARRANT ARREST/FUGITIVE	64
FOLLOW UP	130	MOTOR VEHICLE THEFT/UDAA	11	WEAPONS OFFENSE ALL	9
FRAUD	16	NON-CRIMINAL	40	WIRES DOWN/ARCHING	3



BELDING FIRE DEPARTMENT

Total CFS 2023 - **838**

Belding Fire - 2023 CFS



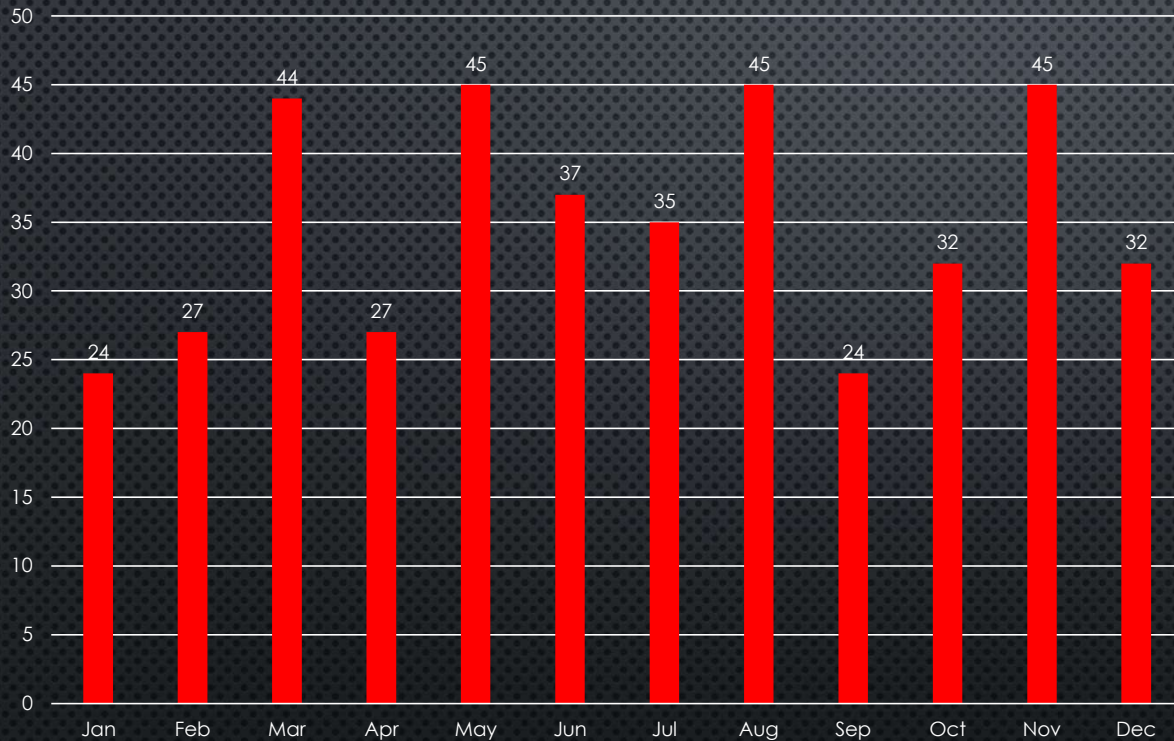
Belding Fire		838		
CALL TYPES	Total	CALL TYPES	Total	
AMBULANCE TRANSPORT	1	MED 2	96	
ASSAULT	3	MED 3	76	
ASSIST OUTSIDE AGENCY	1	MEDICAL CALL/AMB DISPATCH	6	
CSC	1	MENTAL HEALTH	15	
DISORDERLY CONDUCT	2	NON-CRIMINAL	2	
DOMESTIC ASSAULT	3	PDA TRAFFIC	5	
FIRE ALL OTHER	108	PIA TRAFFIC	19	
FOLLOW UP	2	STRUCTURE FIRE	29	
GENERAL ASST	17	SUSPICIOUS SITUATIONS	14	
GRASS/WILDLAND FIRE	4	TRAFFIC OFFENSE ALL OTHER	2	
HIT AND RUN	2	TRAFFIC/OFFICER STOP	3	
HOMICIDE	1	TREE DOWN	1	
LARCEY	1	VEHICLE FIRE	10	
MED 1	365	WIRES DOWN/ARCHING	49	



BERLIN-ORANGE FIRE DEPARTMENT

Total CFS 2023 - **417**

Berlin/Orange Fire - 2323 CFS



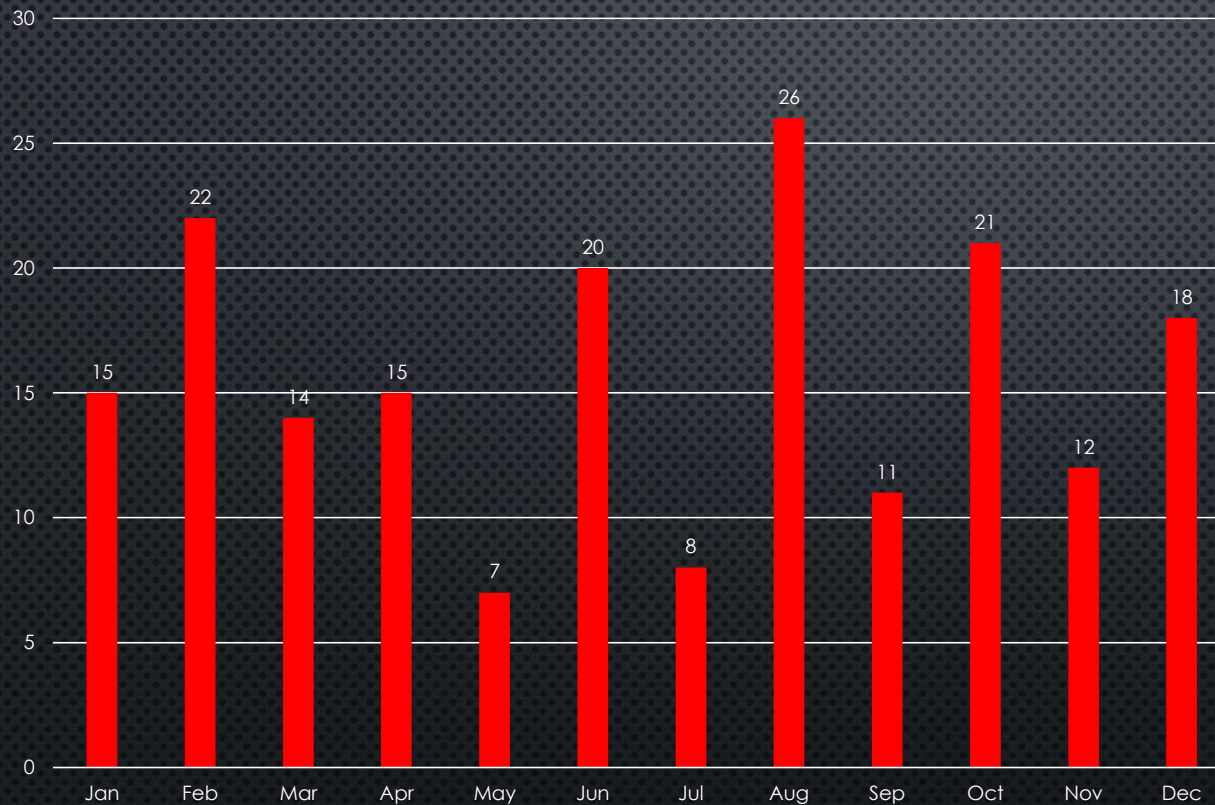
Berlin/Orange Fire		417		
CALLS FOR SERVICE	Totals		CALLS FOR SERVICE	Totals
ALARM	3		MED 3	9
ASSAULT	2		MENTAL HEALTH	3
ASST OTHER AGENCY	1		NON CRIMINAL	1
CIVIL DISPUTE	1		PDA TRAFFIC	19
DISORDERLY CONDUCT	1		PIA TRAFFIC	45
DOMESTIC ASSAULT	1		STRUCTURE FIRE	28
FIRE ALL OTHER	45		SUSPICIOUS SITUATIONS	3
GENERAL ASST	2		TRAFFIC/OFFICER STOP	1
GRASS/WILDLAND FIRE	13		TREE DOWN	2
MED 1	145		VEHICLE FIRE	16
MED 2	54		WIRES DOWN/ARCHING	22



CLARKSVILLE FIRE DEPARTMENT

Total CFS 2023 - **189**

Clarksville Fire - 2023 CFS



Clarksville Fire	
	189
CALL FOR SERVICE	Totals
FIRE ALL OTHER	22
GENERAL ASST	1
GRASS/WILDLAND FIRE	5
MED 1	63
MED 2	23
MED 3	29
MENTAL HEALTH	2
NON CRIMINAL	2
PDA TRAFFIC	3
PIA TRAFFIC	8
STRUCTURE FIRE	15
SUSPICIOUS SITUATIONS	2
TREE DOWN	1
VEHICLE FIRE	3
WIRES DOWN/ARCHING	10



DEPARTMENT OF NATURAL RESOURCES LAW ENFORCEMENT

Total CFS 2023 - **168**

DNR Law - 2023 CFS

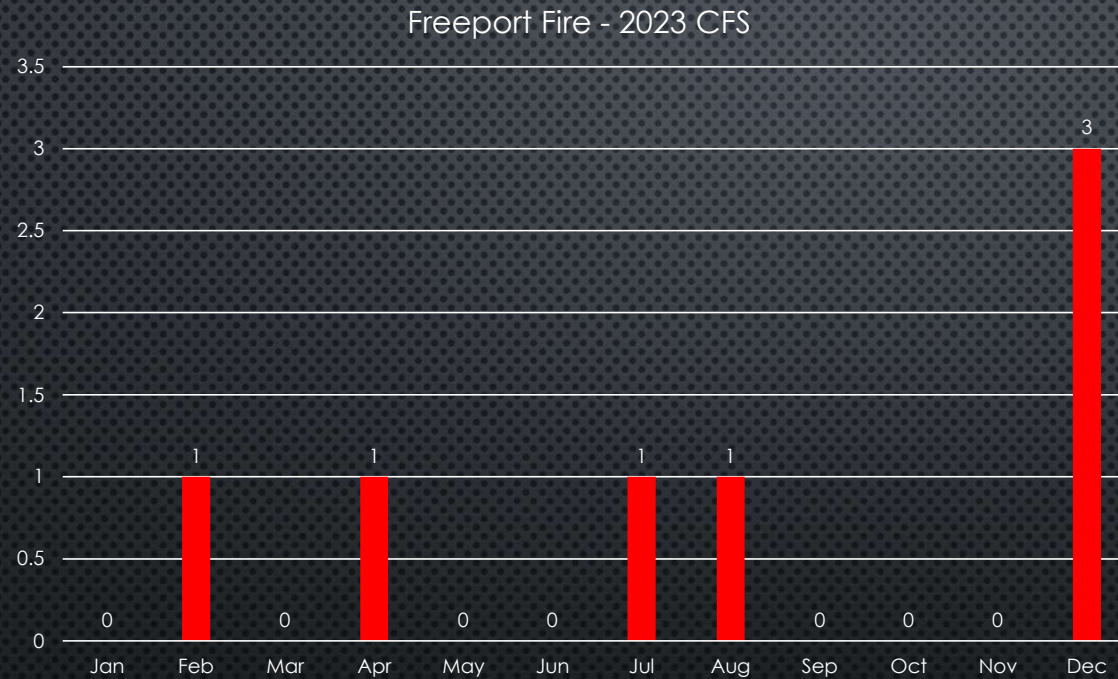


DNR LAW	168
CALL FOR SERVICE	Totals
CONSERVATION/WILDLIFE	29
DISORDERLY CONDUCT	1
DOMESTIC ASSAULT	2
FIRE ALL OTHER	1
FOLLOW UP	10
GENERAL ASST	8
HEALTH AND SAFETY/ANIMALS	14
LARCEY	2
MED 1	1
MENTAL HEALTH	10
PDA TRAFFIC	2
PIA TRAFFIC	6
SUSPICIOUS SITUATIONS	27
TRAFFIC STOP	10
TRESPASSING	2
VERBAL DOMESTIC	7
WARRANT ARREST/FUGITIVE	2
WEAPONS OFFENSE ALL	8



FREEPORT FIRE DEPARTMENT

Total CFS 2023 - 7



Freeport Fire	7
CALLS FOR SERVICE	Totals
MED 1	1
MED 3	4
PIA TRAFFIC	1
STRUCTURE FIRE	1

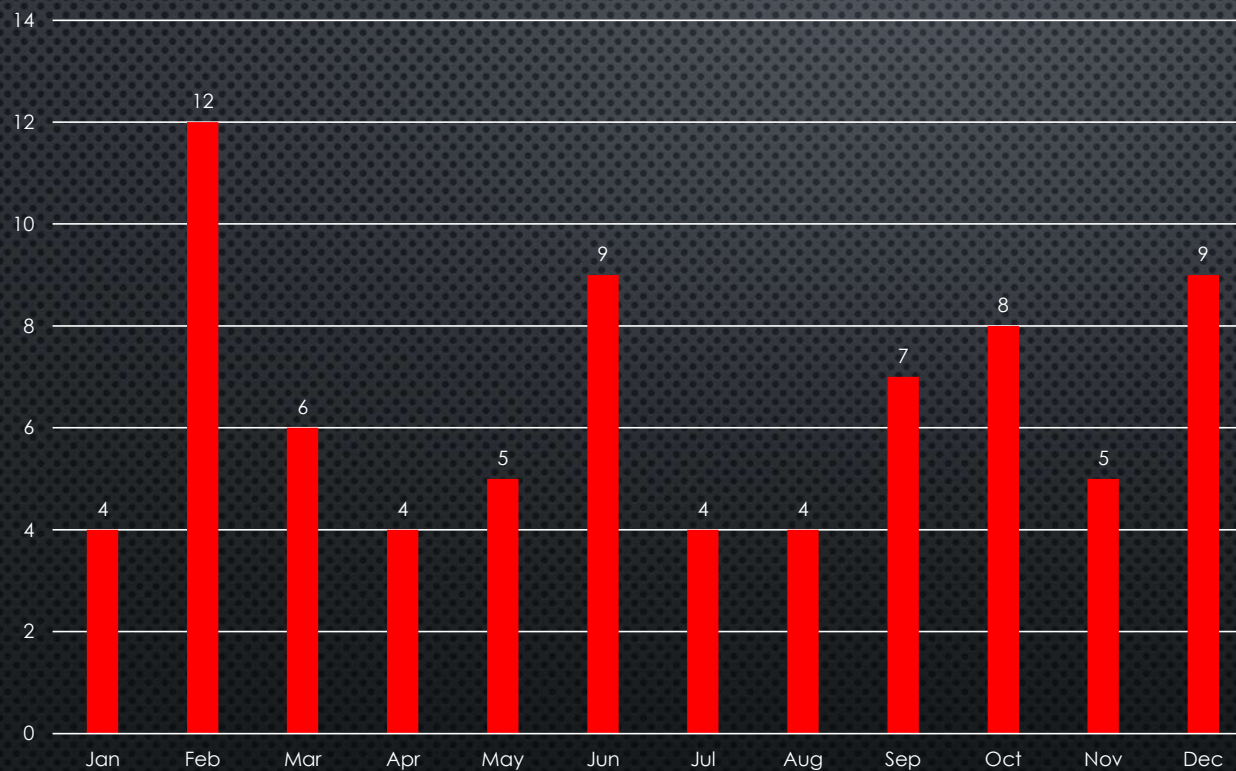
Freeport Fire is a Barry County Agency that has contracted to provide fire services/coverage in a portion of Ionia County.



HUBBARDSTON FIRE DEPARTMENT

Total CFS 2023 - **77**

Hubbardston Fire - 2023 CFS

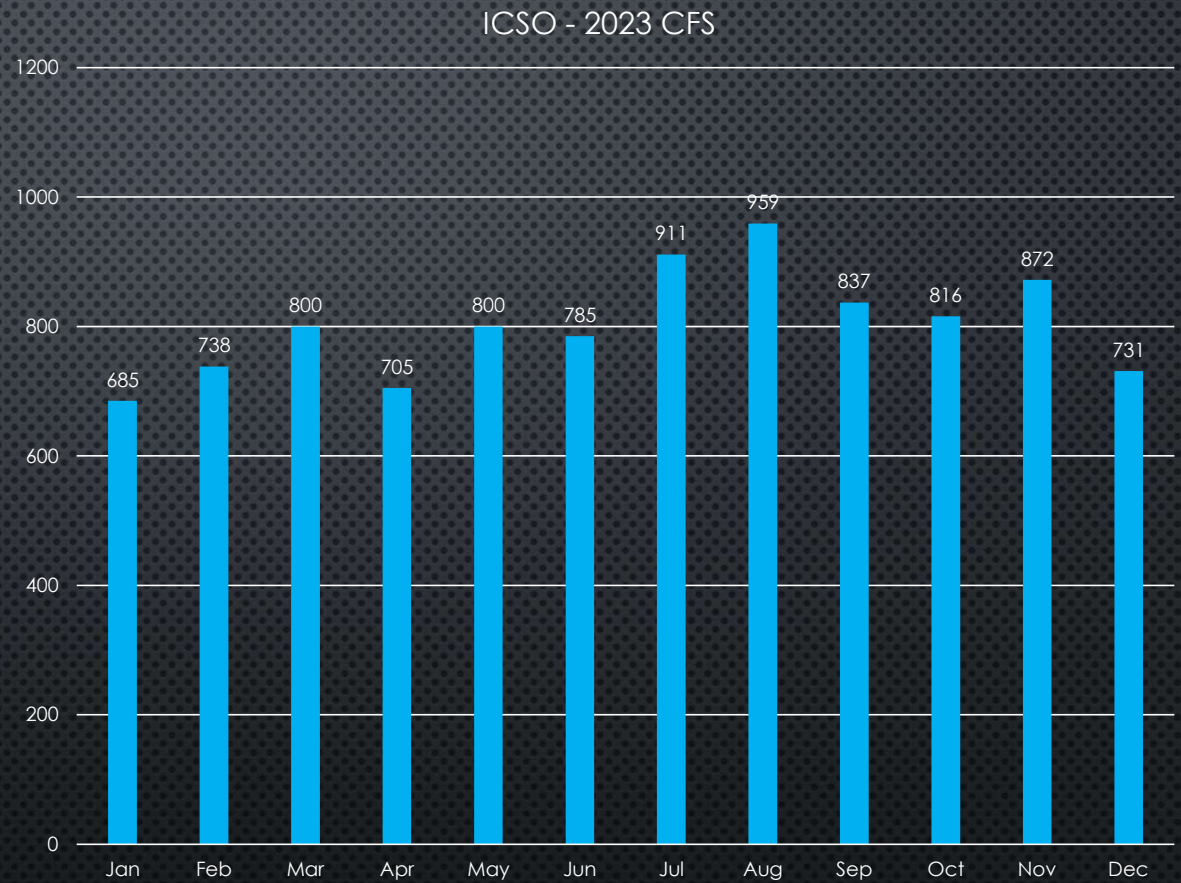


Hubbardston Fire	77
CALLS FOR SERVICE	Totals
911 HANG UP CALL	1
ASSIST OUTSIDE AGENCY	2
FIRE ALL OTHER	8
GRASS/WILDLAND FIRE	2
MED 1	23
MED 2	8
MED 3	10
MENTAL HEALTH	1
PDA TRAFFIC	1
PIA TRAFFIC	2
STRUCTURE FIRE	8
TREE DOWN	1
WIRES DOWN/ARCHING	10



IONIA COUNTY SHERIFF DEPARTMENT

•TOTAL CFS 2023 - **9639**

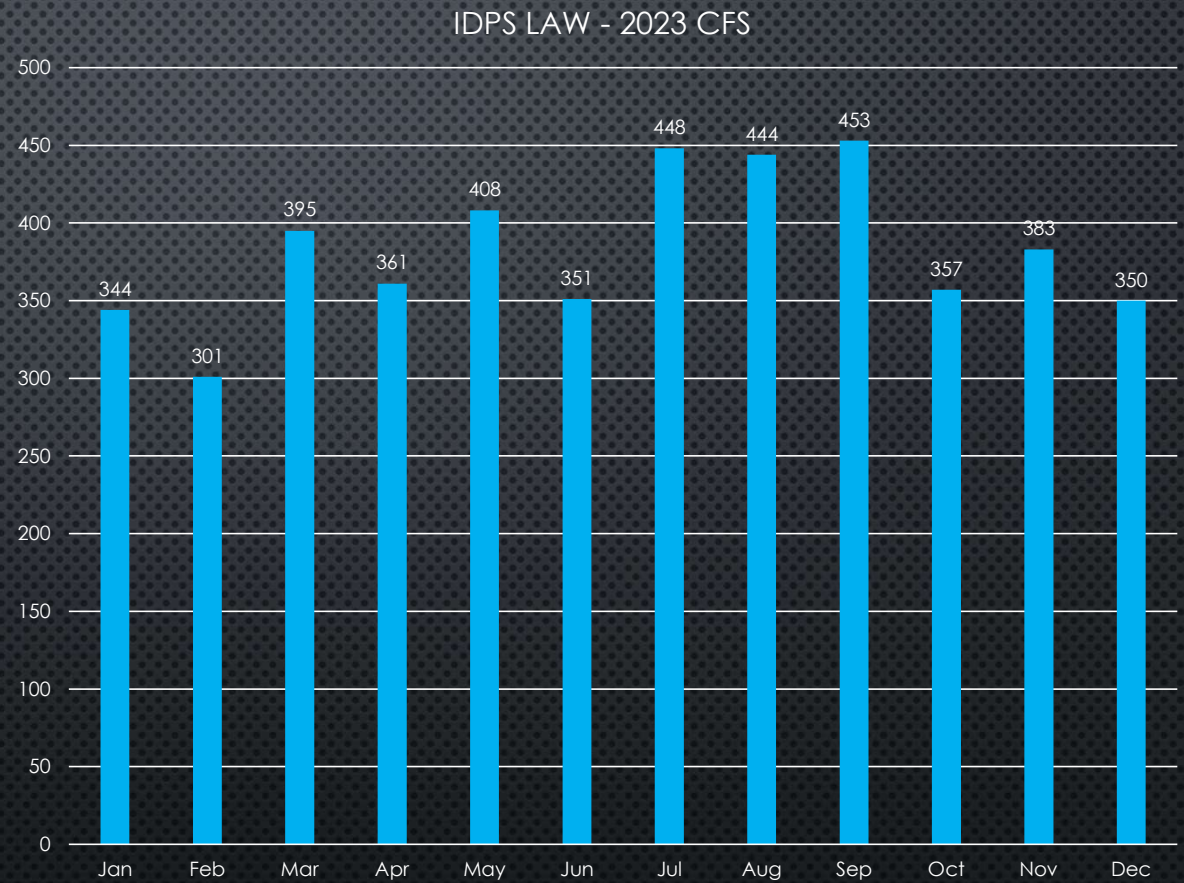


ICSO	9639				
CALL FOR SERVICE	Total	CALL FOR SERVICE	Total	CALL FOR SERVICE	Total
911 HANG UP CALL	57	FRAUD	147	OWI/OUID	34
988 CALLS	1	GENERAL ASST	676	PDA TRAFFIC	663
ABANDONED VEHICLE	122	GRASS/WILDLAND FIRE	2	PHONE/INTERNET HARASSMENT	150
ALARM	219	HEALTH AND SAFETY/ ANIMAL	200	PIA TRAFFIC	161
AMBULANCE TRANSPORT	7	HIT AND RUN	62	PPO VIOLATION	24
ASSAULT	100	HOMICIDE	1	PROPERTY CHECK	2
ASSIST JAIL	9	JUVENILE PROBLEMS INCLUDING RUN A WAY	153	REPOSESSION	1
ASSIST OUTSIDE AGENCY	30	KIDNAPPING	3	ROBBERY/HOLD UP	3
ASST OTHER AGENCY	52	LARCENY	230	STRUCTURE FIRE	15
BURGLARY	70	LIQUOR/MIP	7	SUSPICIOUS SITUATIONS	794
CIVIL DISPUTE	359	LOST PROPERTY/FOUND	34	TRAFFIC OFFENSE ALL OTHER	297
CONSERVATION/WILDLIFE	117	MDOP	128	TRAFFIC/OFFICER STOP	2206
CSC	94	MED 1	117	TREE DOWN	2
DISORDERLY CONDUCT	279	MED 2	32	TRESPASSING	133
DOMESTIC ASSAULT	181	MED 3	18	VEHICLE FIRE	18
DRUGS	52	MEDICAL CALL/AMB DISPATCH	14	VERBAL DOMESTIC	112
FAMILY ABUSE/NEGLECT	112	MENTAL HEALTH	251	VIN INSPECTIONS/ALL INSPECTIONS	67
FIRE ALL OTHER	85	MISSING PERSON	34	WARRANT ARREST/FUGITIVE	364
FIREWORKS	7	MOTOR VEHICLE THEFT/UDAA	52	WEAPONS OFFENSE ALL	64
FOLLOW UP	348	NON CRIMINAL	64	WIRES DOWN/ARCHING	3



IONIA DEPARTMENT PUBLIC SAFETY - LAW

•TOTAL CFS 2023 - **4595**



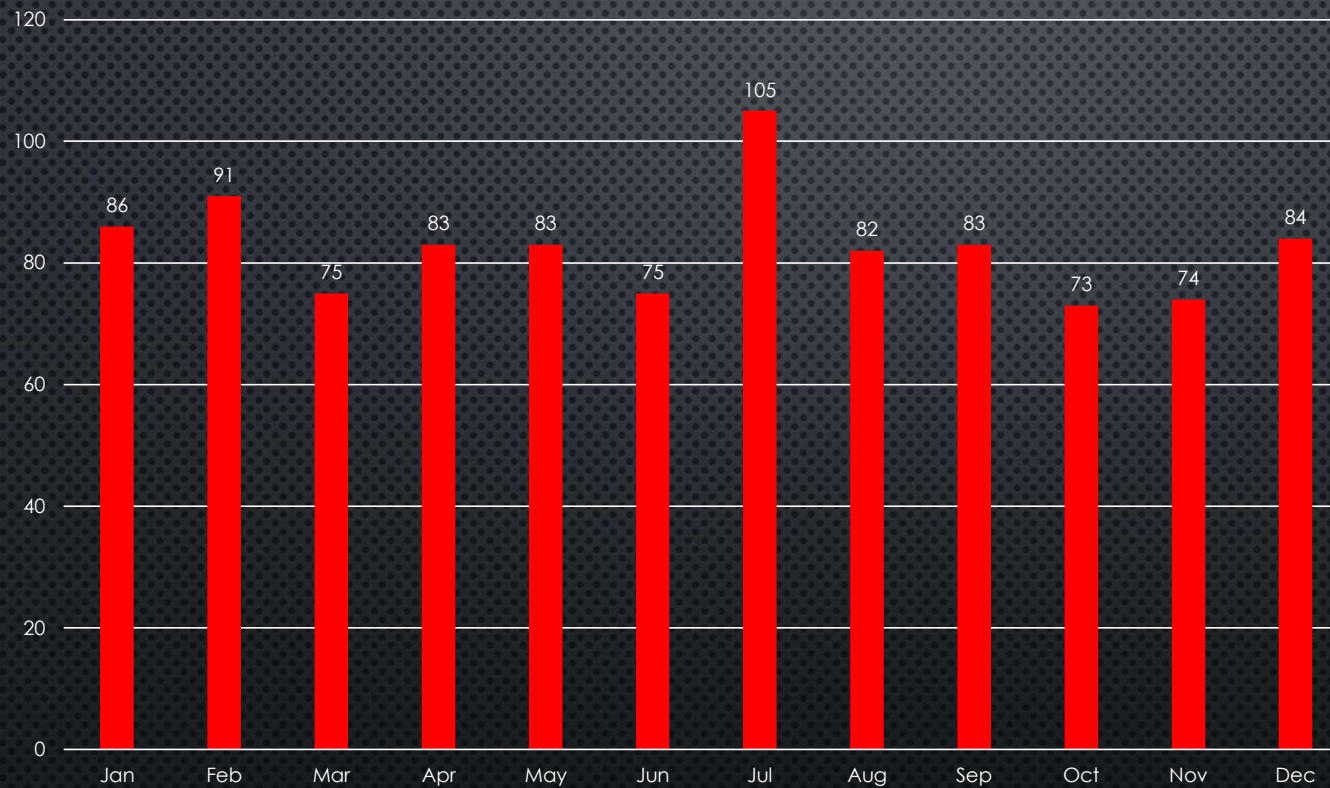
IDPS					
	4595				
CALL FOR SERVICE	Totals	CALL FOR SERVICE	Totals	CALL FOR SERVICE	Totals
911 HANG UP CALL	30	FAMILY ABUSE/NEGLECT	50	OWI/OUID	13
988 CALLS	2	FIREWORKS	9	PDA TRAFFIC	141
ABANDONED VEHICLE	26	FOLLOW UP	273	PHONE/INTERNET HARASSMENT	71
ALARM	83	FOUND/LOST PROPERTY	1	PIA TRAFFIC	49
ASSAULT	74	FRAUD	45	PPO VIOLATION	11
ASSIST JAIL	3	GENERAL ASST	408	ROBBERY/HOLD UP	1
ASSIST OTHER AGENCY	30	HEALTH AND SAFETY/ANIMAL	125	SUSPICIOUS SITUATIONS	488
ASSIST OUTSIDE AGENCY	12	HIT AND RUN	35	TRAFFIC OFFENSE ALL OTHER	129
BOL	0	JUVENILE PROBLEMS INCLUDING RUN A WAY	175	TRAFFIC/OFFICER STOP	1154
BOMB THREAT	4	LARCENY	89	TREE DOWN	4
BURGLARY	22	LIQUOR/MIP	8	TRESPASSING	56
CIVIL DISPUTE	138	LOST PROPERTY/FOUND	21	VERBAL DOMESTIC	72
CONSERVATION/WILDLIFE	25	MDOP	62	VIN INSPECTIONS/ALL INSPECTIONS	13
CSC	62	MENTAL HEALTH	105	WARRANT ARREST/FUGITIVE	114
DISORDERLY CONDUCT	176	MISSING PERSON	15	WEAPONS OFFENSE ALL	17
DOMESTIC ASSAULT	78	MOTOR VEHICLE THEFT/UDAA	12		
DRUGS	32	NON-CRIMINAL	32		



IONIA DEPARTMENT PUBLIC SAFETY - FIRE

Total CFS 2023 - **994**

IDPS Fire - 2023 CFS



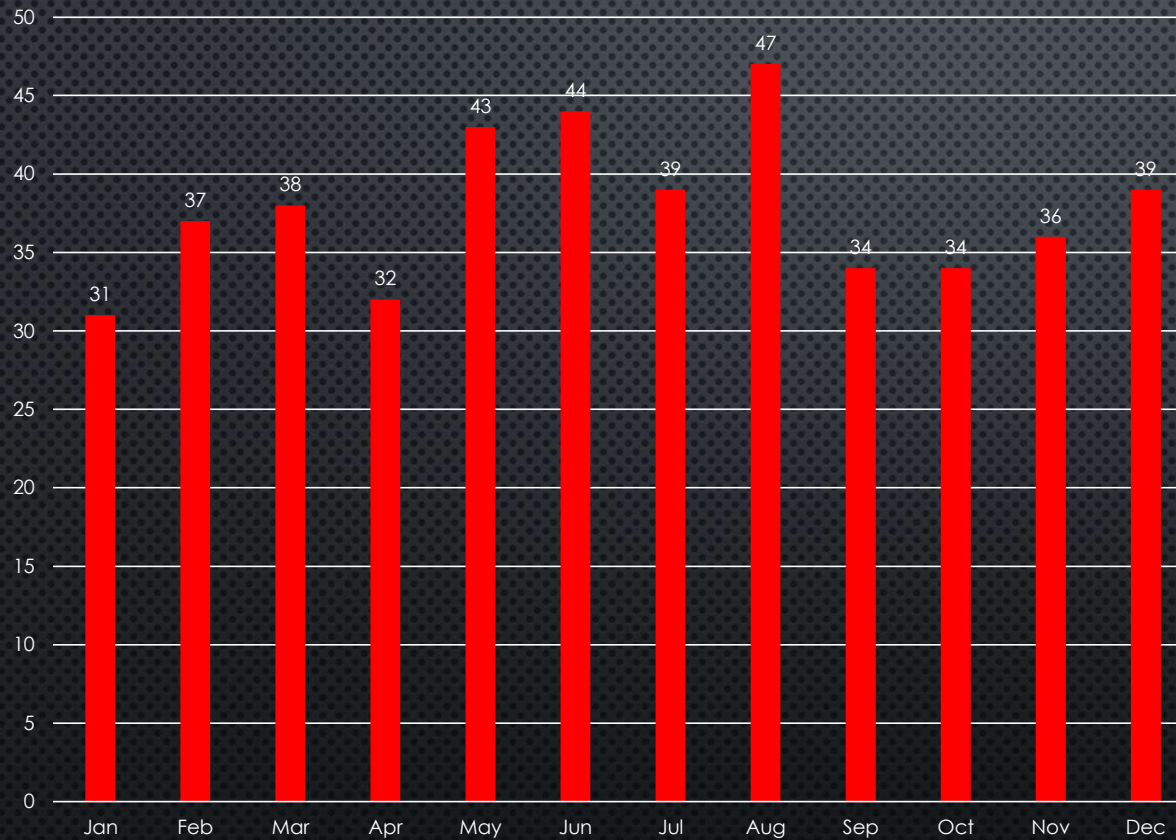
IDPS Fire	994
CALLS FOR SERVICE	Totals
FIRE ALL OTHER	126
GRASS/WILDLAND FIRE	11
MED 1	533
MED 2	161
MED 3	52
MEDICAL CALL/AMB DISPATCH	6
STRUCTURE FIRE	38
TREE DOWN	1
VEHICLE FIRE	8
WIRES DOWN/ARCHING	58



LAKE ODESSA FIRE DEPARTMENT

Total CFS 2023 - **454**

Lake Odessa Fire - 2023 CFS

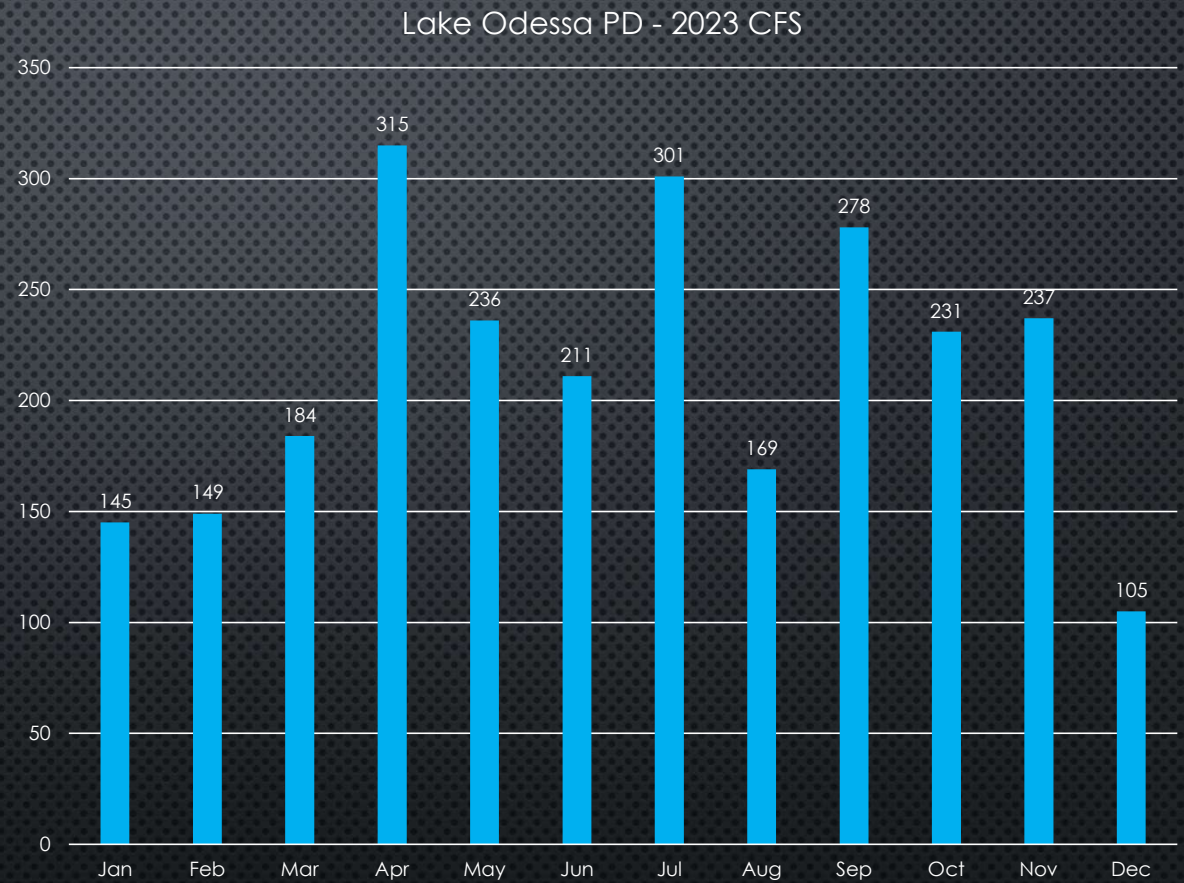


Lake Odessa Fire	454
CALLS FOR SERVICE	totals
ASSAULT	1
ASST OTHER AGENCY	3
CIVIL DISPUTE	1
CONSERVATION/WILDLIFE	1
DISORDERLY CONDUCT	2
DOMESTIC ASSAULT	1
FAMILY ABUSE/NEGLECT	1
FIRE ALL OTHER	41
GENERAL ASST	4
GRASS/WILDLAND FIRE	3
HEALTH AND SAFETY ANIMAL	2
JUVENILE PROBLEMS INCLUDING RUN A WAY	5
MED 1	146
MED 2	78
MED 3	94
MEDICAL CALL/AMB DISPATCH	1
MENTAL HEALTH	22
PDA TRAFFIC	7
PHONE/INTERNET HARASSMENT	3
PIA TRAFFIC	6
STRUCTURE FIRE	7
SUSPICIOUS SITUATIONS	5
TRAFFIC/OFFICER STOP	2
TREE DOWN	1
TRESPASSING	1
VEHICLE FIRE	3
WIRES DOWN/ARCHING	13



LAKE ODESSA POLICE DEPARTMENT

•TOTAL CFS 2023 - **2561**



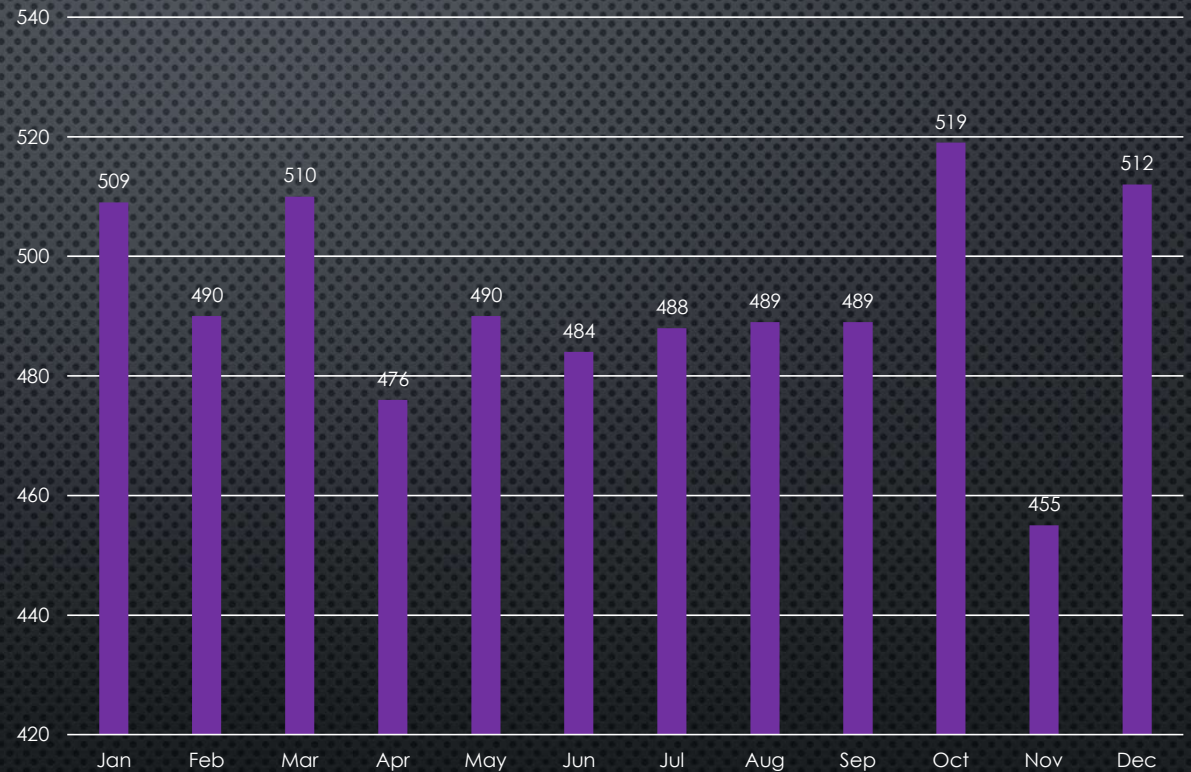
Lake Odessa PD					
	2561				
CALL FOR SERVICE	Totals	CALL FOR SERVICE	Totals	CALL FOR SERVICE	Totals
911 HANG UP CALL	1	FOLLOW UP	106	PDA TRAFFIC	14
988 CALLS	7	FRAUD	12	PHONE/INTERNET HARASSMENT	22
ABANDONED VEHICLE	7	GENERAL ASST	135	PIA TRAFFIC	3
ALARM	5	HEALTH AND SAFETY/ ANIMAL	33	PPO VIOLATION	1
ASSAULT	5	HIT AND RUN	2	PROPERTY CHECK	14
ASSIST OUTSIDE AGENCY	4	JUVENILE PROBLEMS INCLUDING RUN A WAY	37	STRUCTURE FIRE	98
ASST OTHER AGENCY	7	LARCENY	33	SUSPICIOUS SITUATIONS	87
BURGLARY	5	LOST PROPERTY/FOUND	10	TRAFFIC OFFENSE ALL OTHER	32
CIVIL DISPUTE	35	MDOP	22	TRAFFIC/OFFICER STOP	1564
CONSERVATION/WILDLIFE	10	MED 1	24	TREE DOWN	2
CSC	11	MED 2	11	TRESPASSING	16
DISORDERLY CONDUCT	14	MED 3	11	VEHICLE FIRE	2
DOMESTIC ASSAULT	7	MENTAL HEALTH	30	VERBAL DOMESTIC	13
DRUGS	2	MISSING PERSON	9	VIN INSPECTIONS/ALL INSPECTIONS	5
FAMILY ABUSE/NEGLECT	11	MOTOR VEHICLE THEFT/UDAA	2	WARRANT ARREST/FUGITIVE	37
FIRE ALL OTHER	4	NON-CRIMINAL	26	WEAPONS OFFENSE ALL	6
FIREWORKS	1	OWI/OUID	5	WIRES DOWN/ARCHING	1



LIFE EMS-AMBULANCE SERVICE

•TOTAL CFS 2023 - 5911

LIFE EMS - 2023 CFS



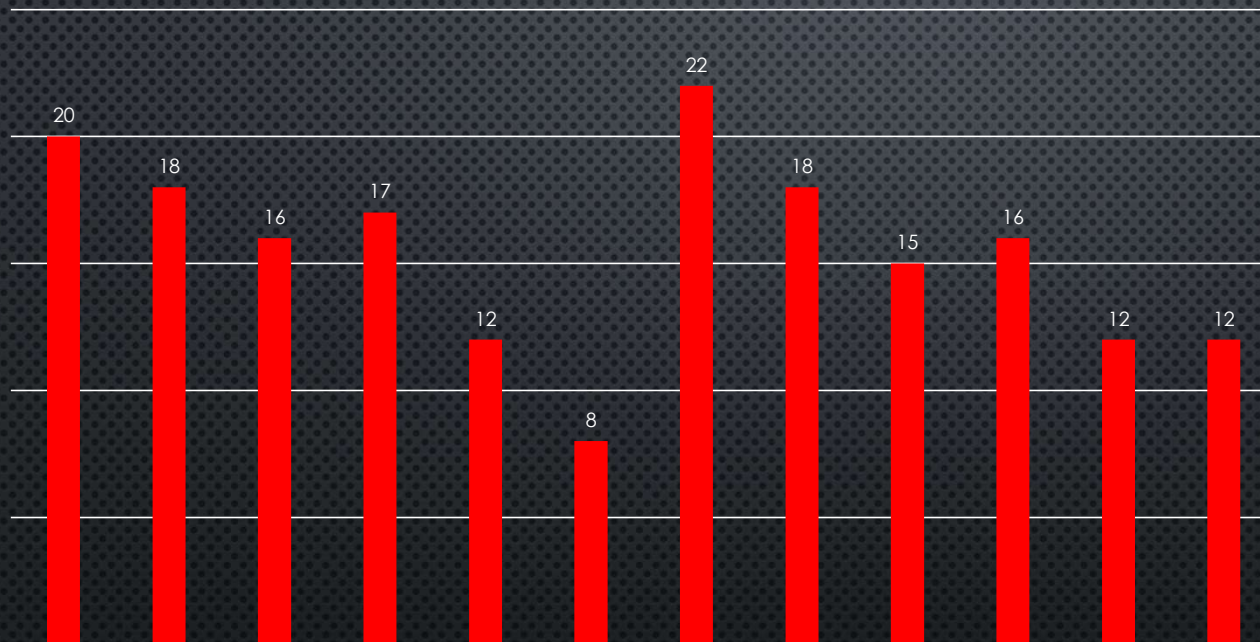
Life Ambulance					
	5911				
CALLS FOR SERVICE	Totals	CALLS FOR SERVICE	Totals	CALLS FOR SERVICE	Totals
911 HANG UP CALL	2	GRASS/WILDLAND FIRE	2	PDA TRAFFIC	40
988 CALLS	1	HEALTH AND SAFETY ANIMAL	1	PHONE/INTERNET HARASSMENT	4
ALARM	1	HOMICIDE	1	PIA TRAFFIC	191
AMBULANCE TRANSPORT	1144	JUVENILE PROBLEMS INCLUDING RUN A WAY	6	STRUCTURE FIRE	39
ASSAULT	17	LARCENY	1	SUSPICIOUS SITUATIONS	45
ASST OTHER AGENCY	6	LIQUOR/MIP	1	TRAFFIC OFFENSE ALL OTHER	11
ASSIST OUTSIDE AGENCY	34	LOST PROPERTY/FOUND	1	TRAFFIC/OFFICER STOP	11
BURGLARY	1	MDOP	3	TRESPASSING	2
CIVIL DISPUTE	6	MED 1	2285	VEHICLE FIRE	3
CSC	2	MED 2	734	VERBAL DOMESTIC	3
DISORDERLY CONDUCT	17	MED 3	1092	WARRANT ARREST/FUGITIVE	1
DOMESTIC ASSAULT	15	MEDICAL CALL/AMB DISPATCH	28	WIRES DOWN/ARCHING	1
DRUGS	3	MENTAL HEALTH	108		
FAMILY ABUSE/NEGLECT	1	MISSING PERSON	1		
FIRE ALL OTHER	10	NON CRIMINAL	7		
GENERAL ASST	28	OWI/OUID	1		



LYONS-MUIR FIRE DEPARTMENT

Total CFS 2023 - **183**

Lyons-Muir Fire - 2023 CFS

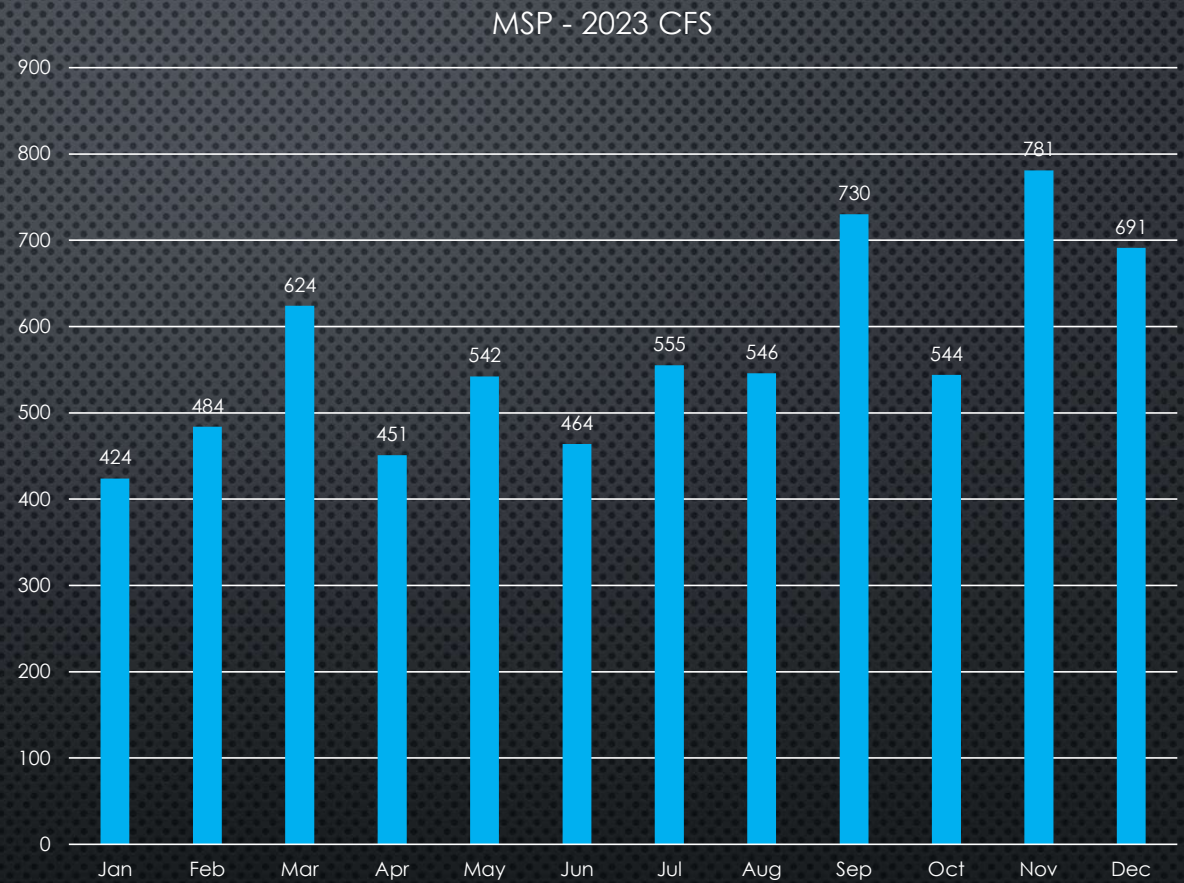


Lyons/Muir Fire	
	183
CALLS FOR SERVICE	Totals
ALARM	1
CIVIL DISPUTE	1
DISORDERLY CONDUCT	1
DOMESTIC ASSAULT	1
FIRE ALL OTHER	23
GENERAL ASST	1
GRASS/WILDLAND FIRE	4
MED 1	78
MED 2	22
MED 3	3
MEDICAL CALL/AMB DISPATCH	1
MENTAL HEALTH	3
NON CRIMINAL	1
PDA TRAFFIC	2
PIA TRAFFIC	6
STRUCTURE FIRE	28
SUSPICIOUS SITUATIONS	4
TREE DOWN	1
VEHICLE FIRE	1
VERBAL DOMESTIC	1
WIRES DOWN/ARCHING	7



MICHIGAN STATE POLICE

•TOTAL CFS 2023 - **6836**



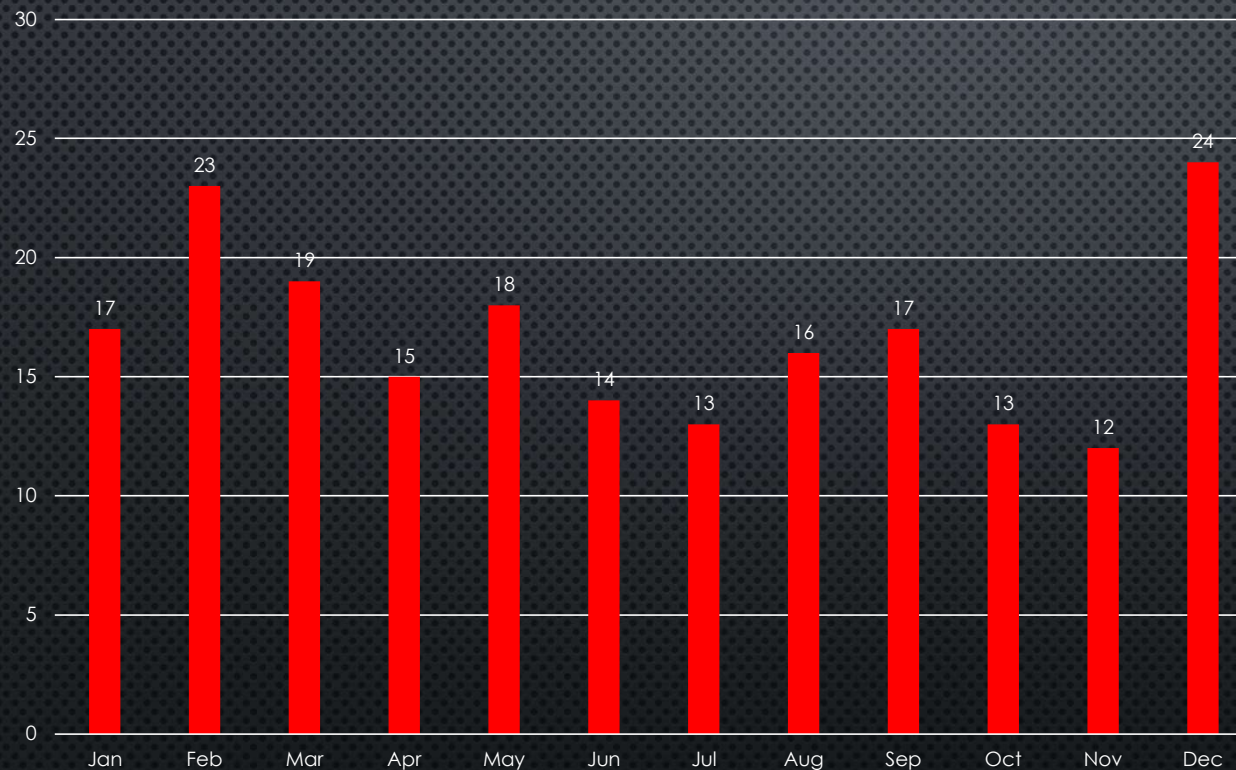
MSP					
	6836				
CALLS FOR SERVICE	Totals	CALLS FOR SERVICE	Totals	CALLS FOR SERVICE	Totals
911 HANG UP CALL	27	FRAUD	61	OWI/OUID	25
988 CALLS	1	GENERAL ASST	274	PDA TRAFFIC	399
ABANDONED VEHICLE	53	GRASS/WILDLAND FIRE	1	PHONE/INTERNET HARASSMENT	73
ALARM	79	HEALTH AND SAFETY ANIMAL	75	PIA TRAFFIC	102
ASSAULT	63	HIT AND RUN	29	PPO VIOLATION	14
ASST OTHER AGENCY	21	JUVENILE PROBLEMS INCLUDING RUN A WAY	91	ROBBERY/HOLD UP	0
ASSIST OUTSIDE AGENCY	16	KIDNAPPING	4	STRUCTURE FIRE	9
BOMB THREAT	2	LARCENY	103	SUSPICIOUS SITUATIONS	377
BURGLARY	44	LIQUOR/MIP	3	TRAFFIC OFFENSE ALL OTHER	184
CIVIL DISPUTE	177	LOST PROPERTY/FOUND	16	TRAFFIC/OFFICER STOP	3252
CONSERVATION/WILDLIFE	62	MDOP	63	TREE DOWN	5
CSC	46	MED 1	56	TRESPASSING	43
DISORDERLY CONDUCT	109	MED 2	14	VEHICLE FIRE	11
DOMESTIC ASSAULT	101	MED 3	12	VERBAL DOMESTIC	49
DRUGS	20	MEDICAL CALL/AMB DISPATCH	13	VIN INSPECTIONS/ALL INSPECTIONS	18
FAMILY ABUSE/NEGLECT	55	MENTAL HEALTH	124	WARRANT ARREST/FUGITIVE	91
FIRE ALL OTHER	18	MISSING PERSON	13	WEAPONS OFFENSE ALL	38
FIREWORKS	3	MOTOR VEHICLE THEFT/UDAA	27	WIRES DOWN/ARCHING	5
FOLLOW UP	242	NON-CRIMINAL	21		



ORLEANS FIRE DEPARTMENT

Total CFS 2023 - **201**

Orleans Fire - 2023 CFS



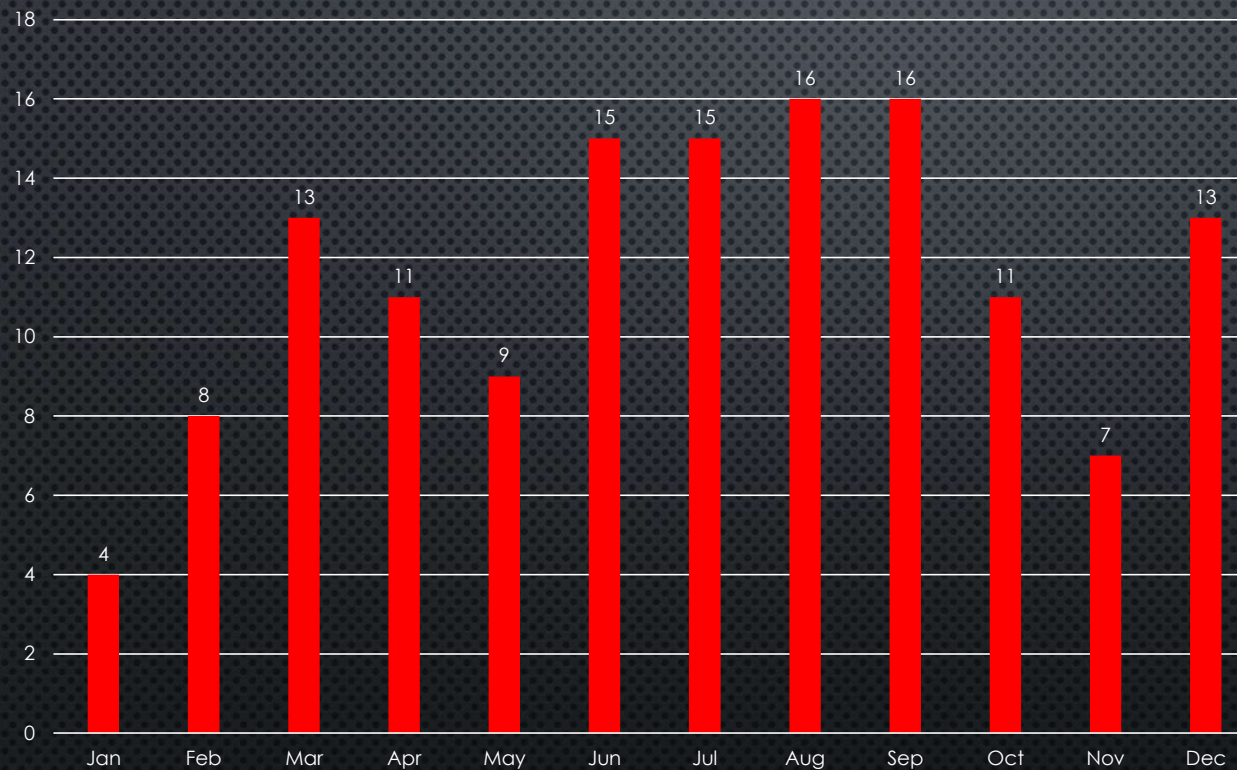
Orleans Fire	201
CALLS FOR SERVICE	Totals
ALARM	1
ASSAULT	1
FIRE ALL OTHER	32
GENERAL ASST	1
GRASS/WILDLAND FIRE	4
HEALTH AND SAFETY ANIMAL	1
MED 1	90
MED 2	22
MED 3	8
MEDICAL CALL/AMB DISPATCH	1
MENTAL HEALTH	3
PDA TRAFFIC	6
PIA TRAFFIC	8
STRUCTURE FIRE	5
SUSPISIOUS SITUATIONS	1
TREE DOWN	1
VEHICLE FIRE	4
WIRES DOWN/ARCHING	12



PEWAMO FIRE DEPARTMENT

Total CFS 1023 - **138**

Pewamo Fire - 2023 CFS



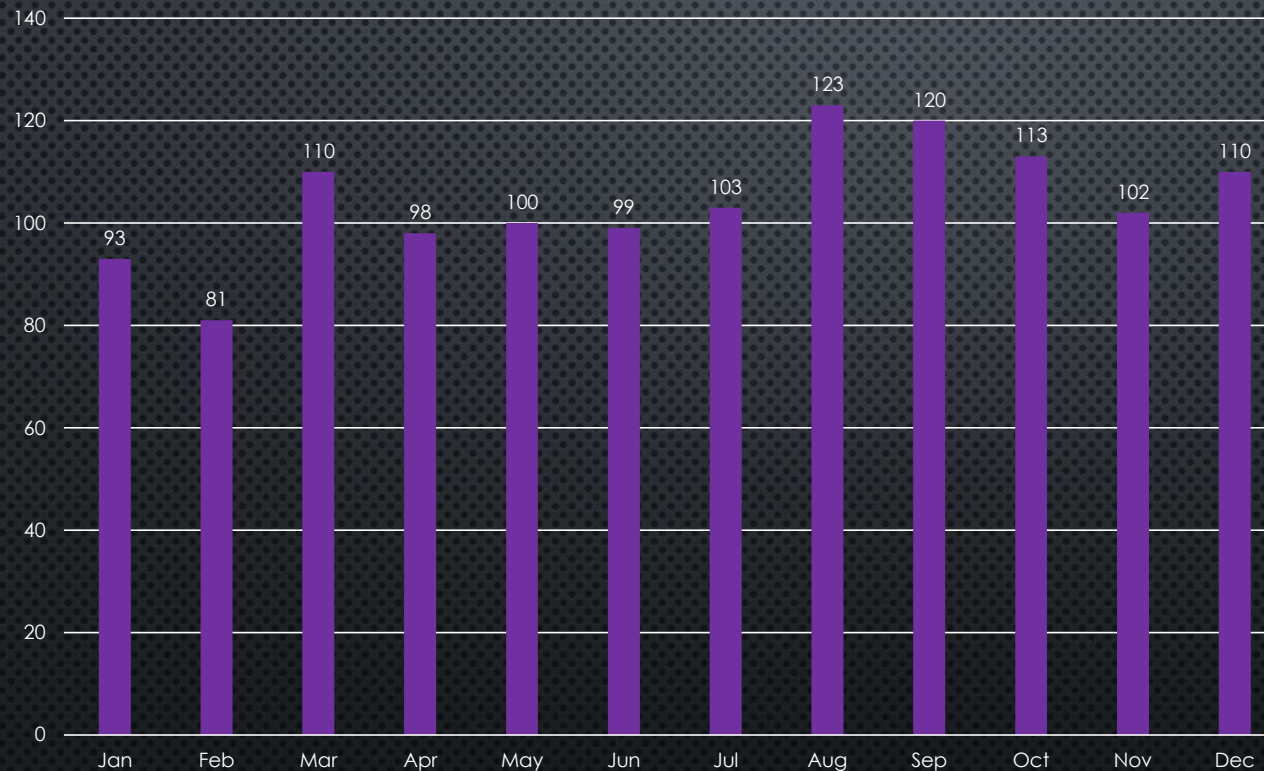
Pewamo Fire	138
CALLS FOR SERVICE	Totals
AMBULANCE TRANSPORT	2
ASST OTHER AGENCY	1
FIRE ALL OTHER	11
GENERAL ASST	2
GRASS/WILDLAND FIRE	2
MED 1	61
MED 2	11
MED 3	17
PDA TRAFFIC	3
PIA TRAFFIC	11
STRUCTURE FIRE	12
TRAFFIC OFFENSE ALL OTHER	1
WIRES DOWN/ARCHING	3
NON-CRIMINAL	1



PORTLAND EMS

Total CFS 2023 -**1252**

Portland EMS - 2023 CFS



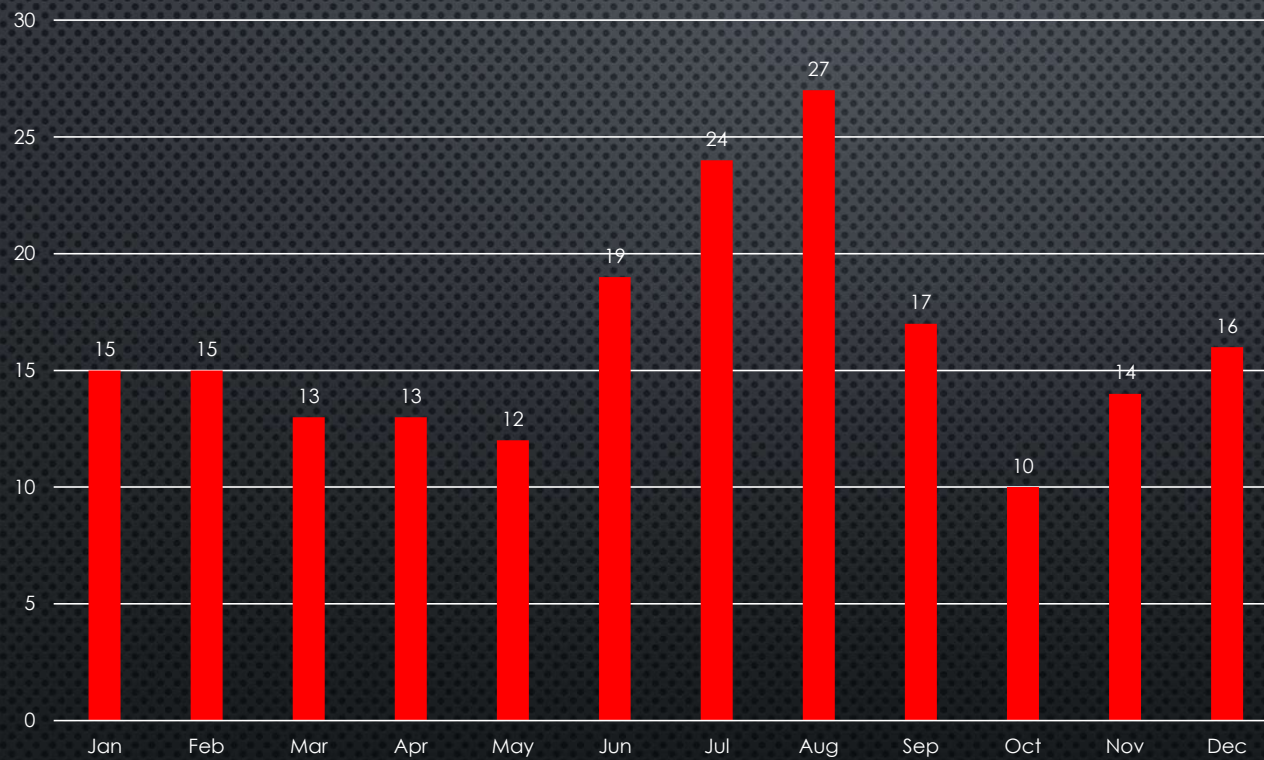
Portland EMS	1252
CALLS FOR SERVICE	Total
911 HANG UP CALL	1
AMBULANCE TRANSPORT	48
ASSIST MEDICAL	1
ASSIST OUTSIDE AGENCY	2
BURGLARY	1
CIVIL DISPUTE	1
DISORDERLY CONDUCT	1
DOMESTIC ASSAULT	5
DRUGS	1
FIRE ALL OTHER	2
GENERAL ASST	7
GRASS/WILDLAND FIRE	1
JUVENILE PROBLEMS INCLUDING RUN A WAY	1
MED 1	542
MED 2	155
MED 3	336
MEDICAL CALL/AMB DISPATCH	7
MENTAL HEALTH	27
PDA TRAFFIC	15
PHONE/INTERNET HARASSMENT	4
PIA TRAFFIC	54
STRUCTURE FIRE	19
SUSPICIOUS SITUATIONS	10
TRAFFIC OFFENSE ALL OTHER	5
TRAFFIC/OFFICER STOP	3
VEHICLE FIRE	1
VERBAL DOMESTIC	1
WARRANT ARREST/FUGITIVE	1



PORTLAND FIRE DEPARTMENT

Total CFS 2023 - 195

Portland Fire - 2023 CFS

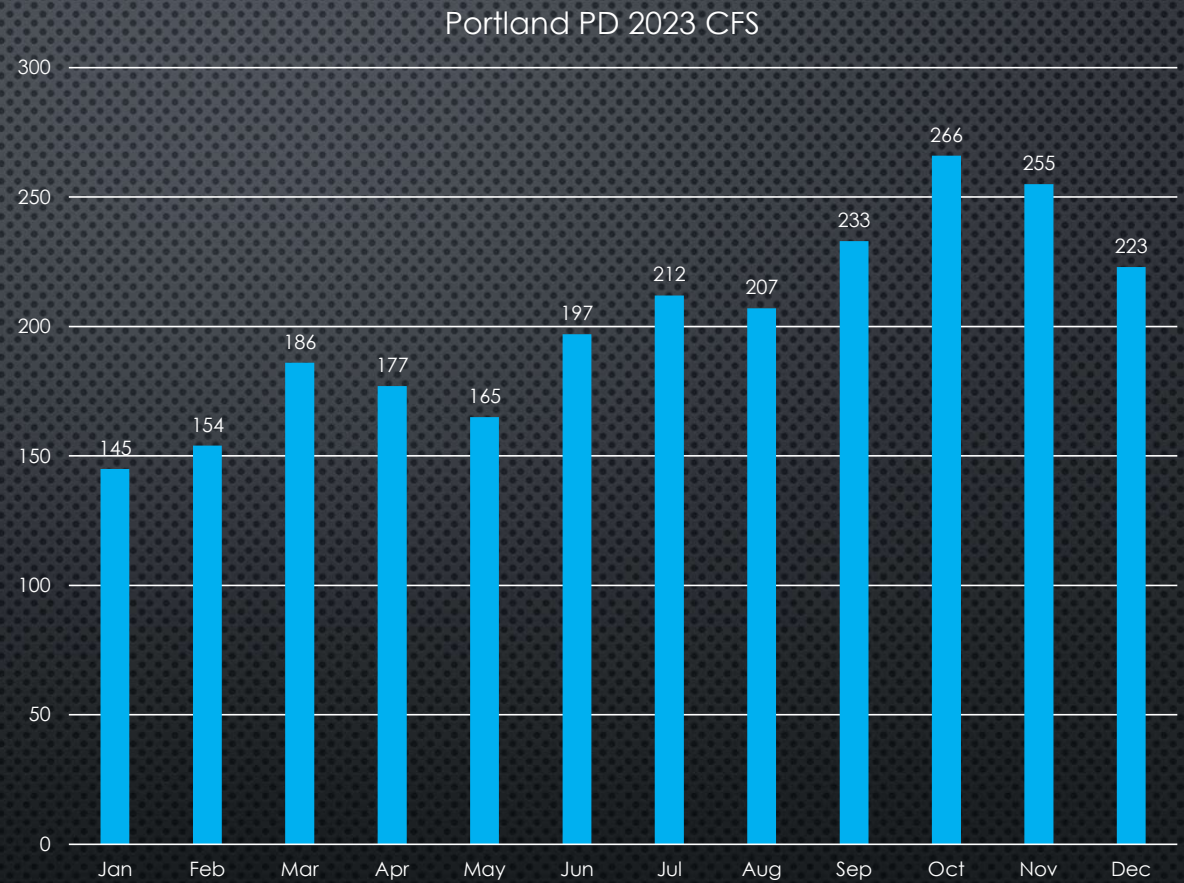


Portland Fire	195
CALLS FOR SERVICE	Totals
ASSIST OUTSIDE AGENCY	4
FIRE ALL OTHER	59
GENERAL ASST	2
GRASS/WILDLAND FIRE	8
MED 1	21
MED 2	7
MED 3	16
MEDICAL CALL/AMB DISPATCH	1
NON CRIMINAL	2
PDA TRAFFIC	9
PIA TRAFFIC	29
STRUCTURE FIRE	23
SUSPICIOUS SITUATIONS	1
TRAFFIC OFFENSE ALL OTHER	1
VEHICLE FIRE	4
WIRES DOWN/ARCHING	8



PORTLAND POLICE DEPARTMENT

•TOTAL CFS 2023 - **2420**



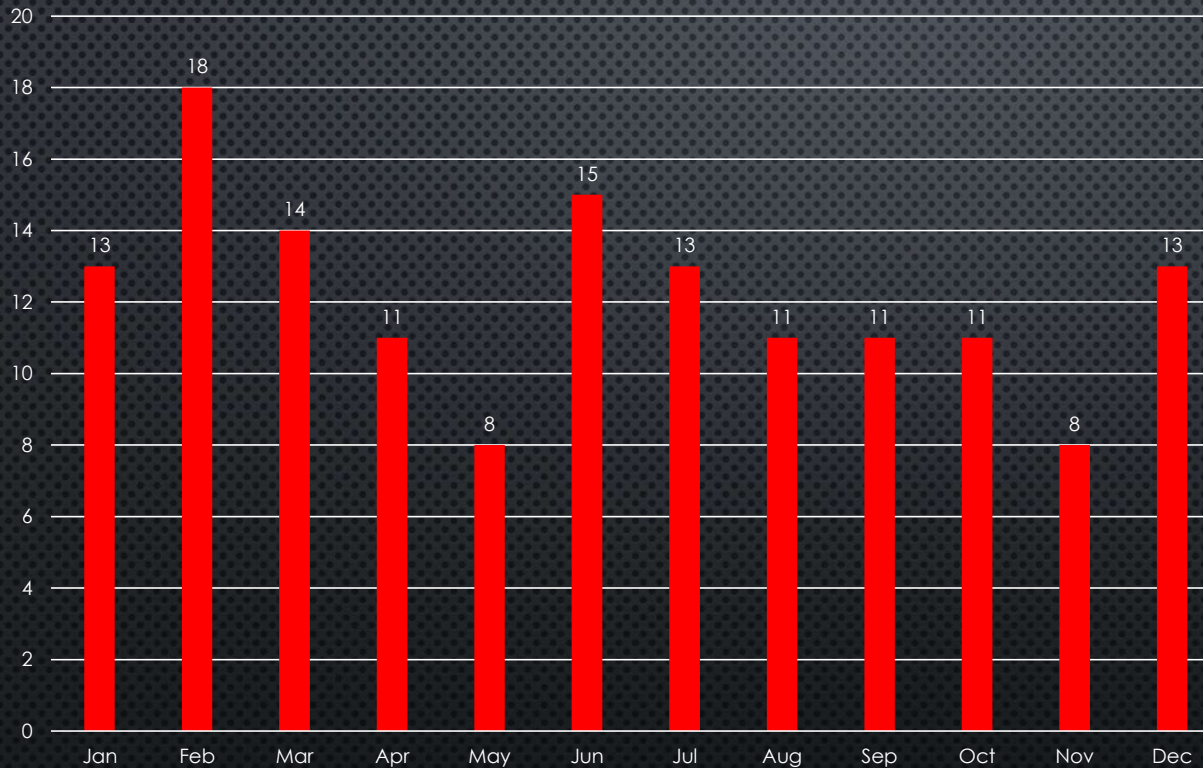
Portland Police	2420				
CALLS FOR SERVICE	Totals	CALLS FOR SERVICE	Totals	CALLS FOR SERVICE	Totals
911 HANG UP CALL	16	FRAUD	22	PDA TRAFFIC	113
ABANDONED VEHICLE	14	GENERAL ASST	202	PHONE/INTERNET HARASSMENT	14
ALARM	33	HEALTH AND SAFETY/ANIMALS	34	PIA TRAFFIC	34
ASSAULT	8	HIT AND RUN	18	PPO VIOLATION	7
ASSIST OUTSIDE AGENCY	4	JUVENILE PROBLEMS INCLUDING RUN A WAY	39	PROPERTY CHECK	3
ASST OTHER AGENCY	14	LARCENY	34	STRUCTURE FIRE	6
BURGLARY	14	LOST PROPERTY/FOUND	15	SUSPICIOUS SITUATIONS	185
CIVIL DISPUTE	40	MDOP	14	TRAFFIC OFFENSE ALL OTHER	108
CONSERVATION/WILDLIFE	15	MED 1	44	TRAFFIC/OFFICER STOP	974
CSC	14	MED 2	7	TRESPASSING	17
DISORDERLY CONDUCT	43	MED 3	21	VEHICLE FIRE	1
DOMESTIC ASSAULT	13	MENTAL HEALTH	37	VERBAL DOMESTIC	17
DRUGS	6	MISSING PERSON	2	VIN INSPECTIONS/ALL INSPECTIONS	1
FAMILY ABUSE/NEGLECT	5	MOTOR VEHICLE THEFT/UDAA	10	WARRANT ARREST/FUGITIVE	22
FIRE ALL OTHER	9	NON CRIMINAL	39	WEAPONS OFFENSE ALL	4
FOLLOW UP	117	OWI/OUID	11		



RONALD FIRE DEPARTMENT

Total CFS 2023 - **146**

Ronald Fire - 2023 CFS



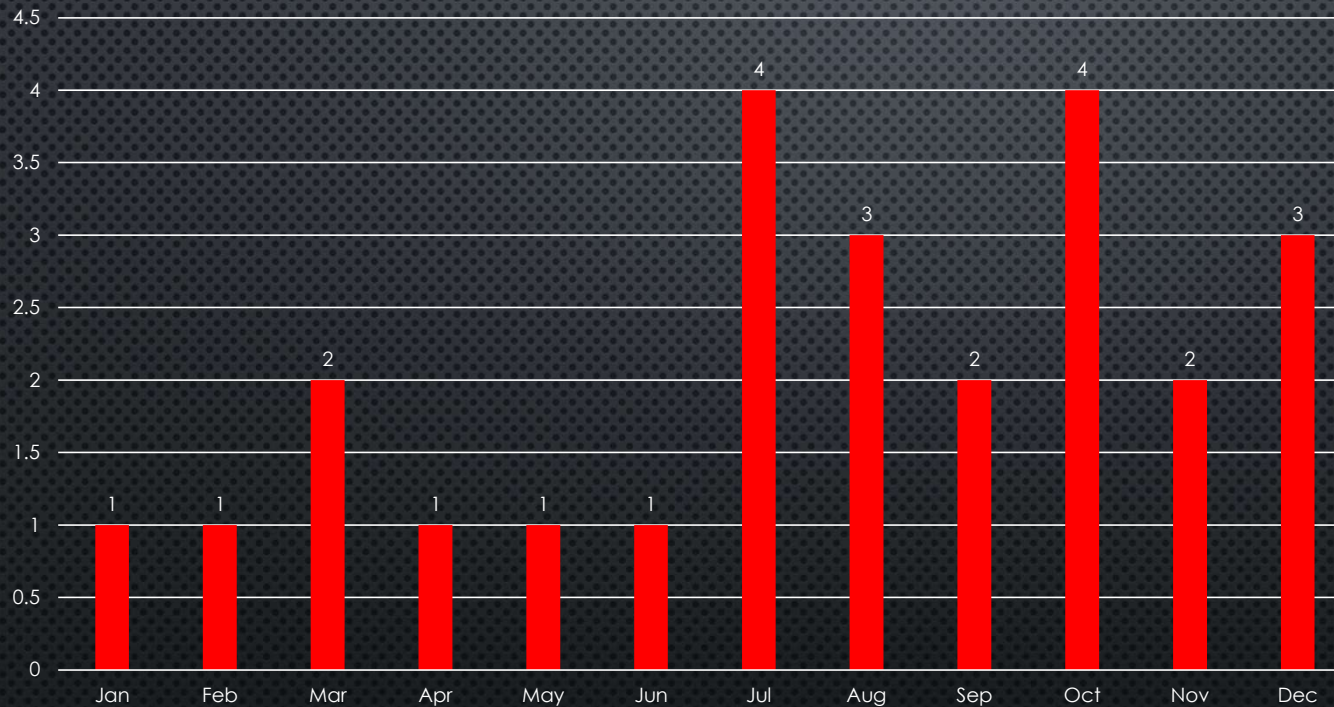
Ronald Fire	146
CALLS FOR SERVICE	Totals
CSC	1
FIRE ALL OTHER	7
GRASS/WILDLAND FIRE	2
MED 1	77
MED 2	23
MED 3	4
MEDICAL CALL/AMB DISPATCH	1
MENTAL HEALTH	1
PIA TRAFFIC	6
STRUCTURE FIRE	10
TREE DOWN	1
VEHICLE FIRE	4
WIRES DOWN/ARCHING	9



ROXAND FIRE DEPARTMENT

Total CFS 2023 - **43**

Roxand Fire - 2023 CFS



Roxand Fire	43
CALLS FOR SERVICE	Totals
DOMESTIC ASSAULT	2
MED 1	26
MED 2	1
MENTAL HEALTH	1
OWI/OUID	2
PIA TRAFFIC	1
STRUCTURE FIRE	9
TREE DOWN	2

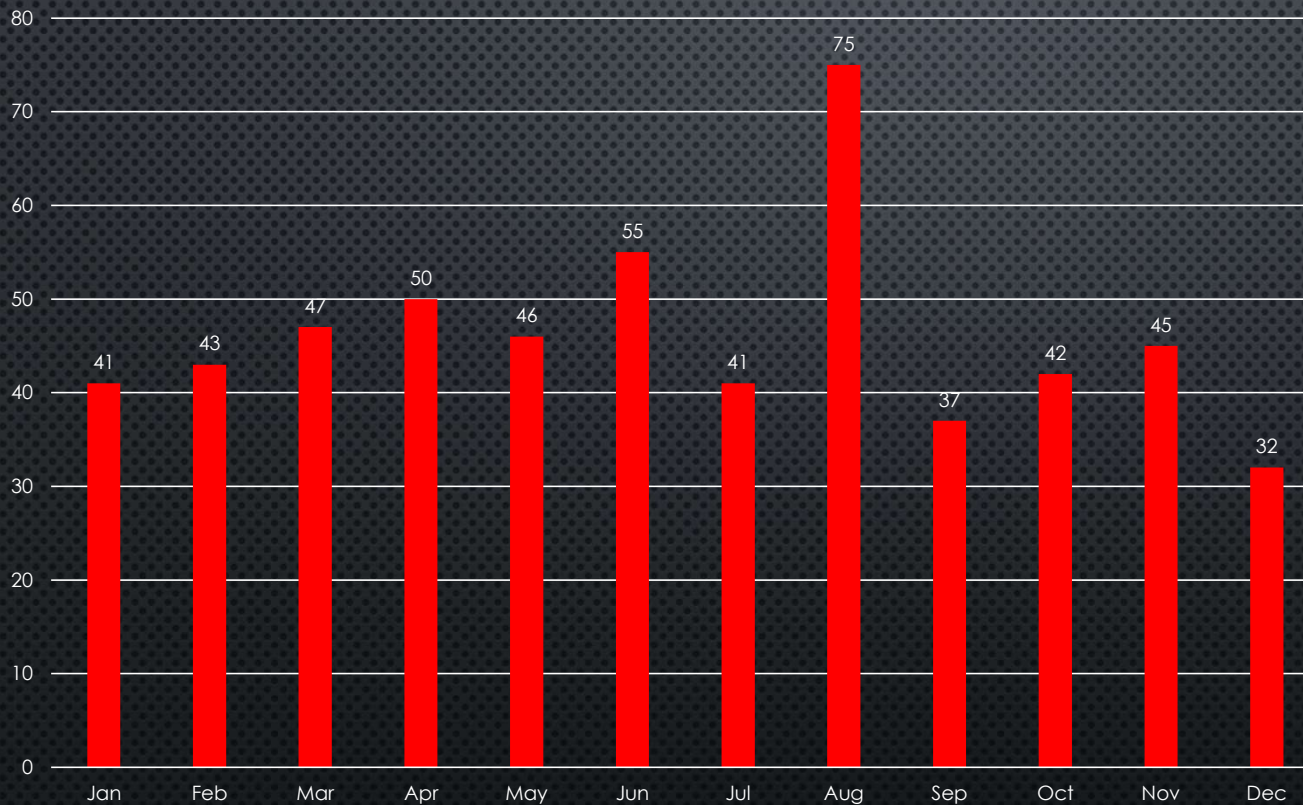
Roxand Fire is an Eaton County Agency that has contracted to provide fire services/coverage in a portion of Ionia County.



SARANAC FIRE DEPARTMENT

Total CFS 2023 - **524**

Saranac Fire - 2023 CFS



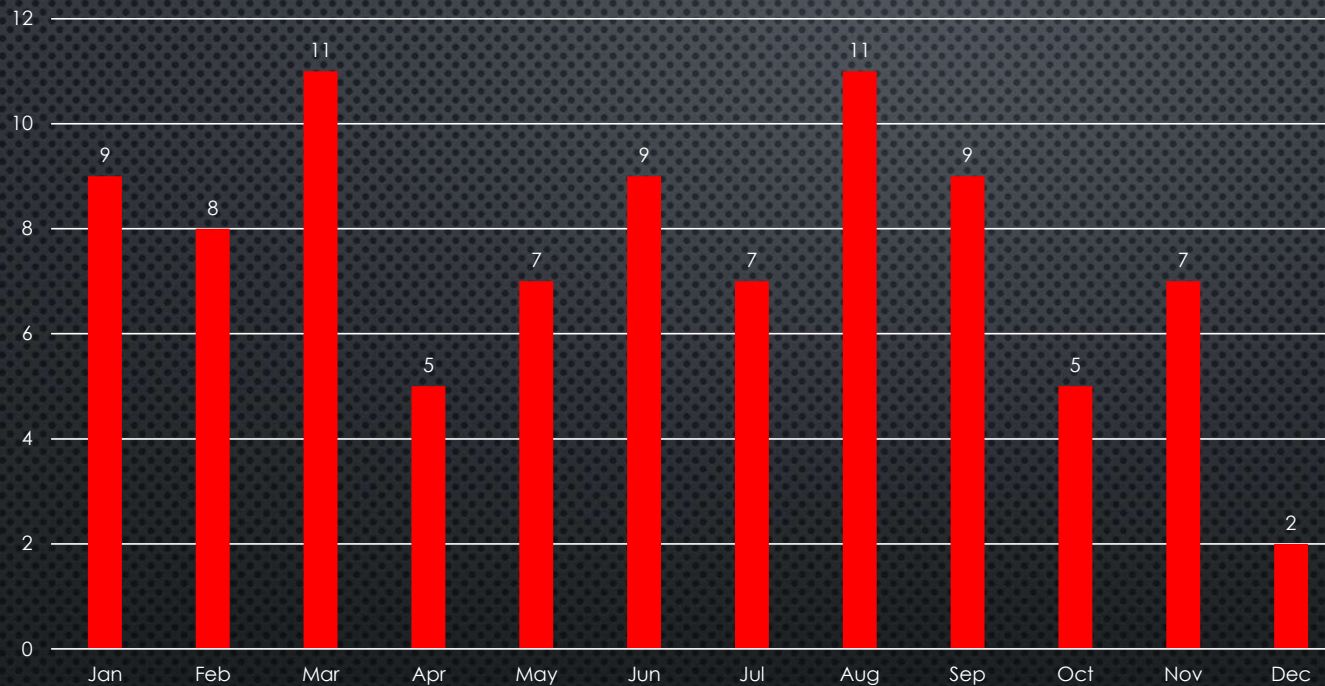
Saranac Fire	524
CALLS FOR SERVICE	Totals
ALARM	1
ASSIST OTHER AGENCY	2
DISORDERLY CONDUCT	1
DOMESTIC ASSAULT	3
FIRE ALL OTHER	53
GENERAL ASST	2
GRASS/WILDLAND FIRE	8
JUVENILE PROBLEMS INCLUDING RUN A WAY	1
MED 1	237
MED 2	76
MED 3	23
MEDICAL CALL/AMB DISPATCH	2
MENTAL HEALTH	9
MOTOR VEHICLE THEFT/UDAA	1
NON-CRIMINAL	1
PDA TRAFFIC	16
PIA TRAFFIC	42
STRUCTURE FIRE	26
SUSPICIOUS SITUATIONS	4
TRAFFIC/OFFICER STOP	2
TREE DOWN	1
VEHICLE FIRE	13
WIRES DOWN/ARCHING	51



SUNFIELD FIRE DEPARTMENT

Total CFS 2023 - 90

Sunfield Fire - 2023 CFS



Sunfield Fire	90
CALLS FOR SERVICE	Totals
AMBULANCE TRANSPORT	1
FIRE ALL OTHER	4
GRASS/WILDLAND FIRE	3
MED 1	33
MED 2	11
MED 3	6
MEDICAL CALL/AMB DISPATCH	1
MENTAL HEALTH	2
PDA TRAFFIC	3
PIA TRAFFIC	6
STRUCTURE FIRE	14
SUSPISIOUS SITUATIONS	1
TRAFFIC/OFFICER STOP	1
WIRES DOWN/ARCHING	4

Sunfield Fire is a Eaton County Agency that has contracted to provide fire services/coverage in a portion of Ionia County.



CALLS FOR SERVICE BY TOWNSHIP

CALLS FOR SERVICE BY TOWNSHIP DOES NOT INCLUDE CITY'S DATA	Berlin	Boston	Campbell	Danby	Easton	Ionia	Keene	Lyons	North Plains	Odessa	Orange	Orleans	Otisco	Portland	Ronald	Sebewa	Totals
911 Hang up Call	83	115	29	68	48	191	30	52	31	75	79	45	43	58	29	8	984
988 Calls	0	0	0	0	0	1	0	0	0	8	0	0	0	0	0	0	9
Abandoned Vehicle	19	17	7	6	12	23	4	7	2	14	18	15	8	10	8	5	175
Active Violence Incident	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Alarm	60	52	10	22	8	79	4	17	5	25	10	10	26	11	9	1	349
Ambulance Transport	3	2	0	1	0	7	0	0	0	0	278	1	0	1	0	0	293
Assault	11	15	2	2	5	64	1	17	2	9	8	10	0	11	11	0	168
Assist Jail	0	0	0	0	0	11	0	0	0	0	0	0	0	0	0	0	11
Assist Medical	0	0	0	0	6	0	0	0	0	0	1	0	0	0	0	0	7
Assist Other Agency	3	7	3	6	2	31	4	5	0	11	4	8	2	4	4	2	96
Assist Outside Agency	3	13	2	2	8	15	1	1	2	6	1	1	6	3	1	2	67
Bomb Threat	1	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	4
Burglary	5	6	1	3	8	16	1	6	0	9	5	6	5	16	3	3	93
Burn Permit	7	6	0	0	56	6	2	2	43	1	2	7	0	2	1	0	135
Civil Dispute	19	66	26	18	47	140	17	57	12	61	17	43	36	48	31	8	646
Conservation / Wildlife	17	35	11	17	22	30	9	16	4	22	13	11	21	18	17	4	267
CSC - Criminal Sexual Conduct	3	26	3	4	10	56	1	14	5	17	7	6	8	8	6	1	175
Disorderly Conduct	26	35	6	5	15	126	5	29	4	29	36	21	92	28	6	2	465



CALLS FOR SERVICE BY TOWNSHIP DOES NOT INCLUDE CITY'S DATA	Berlin	Boston	Campbell	Danby	Easton	Ionia	Keene	Lyons	North Plains	Odessa	Orange	Orleans	Otisco	Portland	Ronald	Sebewa	Totals
Domestic Assault	7	32	8	7	10	51	7	22	4	12	4	15	11	21	3	1	215
DPW Request	1	0	0	0	5	53	0	3	0	5	0	0	0	2	0	0	69
Drugs	3	12	0	2	1	32	0	9	2	4	2	7	6	6	7	1	94
Duplicate Call	5	2	0	3	1	4	0	3	0	5	1	0	2	1	1	0	28
Family Abuse / Neglect	14	16	9	5	14	41	5	16	7	17	11	9	10	16	6	0	196
Fire All Other	20	48	13	9	22	87	13	26	6	39	39	32	22	26	6	2	410
Fireworks	0	2	1	1	1	10	0	0	1	2	0	0	1	1	0	1	21
Follow Up	39	82	18	23	61	265	14	49	20	115	39	44	33	63	29	11	905
Fraud	17	26	12	12	20	45	4	17	5	20	13	6	6	20	9	6	238
General Assist	108	170	38	57	68	455	25	83	22	190	119	54	61	112	34	15	1611
Grass / Wildland Fire	5	5	3	2	3	2	1	2	1	3	4	3	3	5	1	1	44
Health & Safety / Animal	60	82	21	18	54	179	27	64	12	71	49	68	47	33	39	12	836
Hit and Run	20	14	0	5	1	32	1	7	0	4	14	2	3	8	2	0	113
Homicide	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	3
Juvenile Problems & Runaways	13	30	12	3	12	150	3	47	8	44	4	10	8	23	11	2	380
Kidnapping	0	0	0	0	1	0	0	0	0	0	0	0	2	0	0	1	4
Larceny	101	19	17	3	17	81	1	14	3	46	22	22	15	30	10	1	402
Liquor / MIP	1	2	0	1	0	4	0	2	1	0	1	0	1	0	0	0	13



CALLS FOR SERVICE BY TOWNSHIP DOES NOT INCLUDE CITY'S DATA	Berlin	Boston	Campbell	Danby	Easton	Ionia	Keene	Lyons	North Plains	Odessa	Orange	Orleans	Otisco	Portland	Ronald	Sebewa	Totals
Lost Property / Found	10	7	5	4	9	29	0	5	2	12	9	6	5	5	5	1	114
MDOP	14	15	3	18	8	61	5	19	6	34	6	9	7	20	6	10	241
MED 1	131	199	61	83	118	660	26	120	21	144	41	86	72	154	79	27	2022
MED 2	44	60	19	24	26	219	9	30	7	80	16	22	14	37	23	7	637
MED 3	59	96	36	89	67	254	22	35	20	94	27	37	30	97	32	5	1000
Medical Call / Amb Dispatch	2	6	0	1	2	11	1	1	0	1	3	2	1	6	1	2	40
Mental Health	31	57	10	11	20	80	5	23	7	50	22	19	15	28	13	5	396
Missing Person	4	5	1	2	5	15	1	3	1	20	2	5	1	2	2	0	69
Motor Vehicle Theft / UDAA	6	7	1	2	11	15	2	7	3	5	5	1	8	7	4	0	84
Non Criminal	20	50	8	20	21	103	7	18	4	32	30	11	22	26	7	3	382
OWI / OUID	8	13	2	9	4	7	1	3	1	8	12	3	4	3	6	0	84
PDA Traffic	141	143	23	66	57	118	21	49	19	53	129	50	52	95	54	10	1080
Phone / Internet Harassment	10	29	11	4	16	64	3	27	5	34	9	20	9	13	15	1	270
PIA Traffic	27	40	2	16	9	17	3	11	2	4	17	6	14	26	6	4	204
PPO Violation	1	3	6	0	3	11	1	6	1	2	0	3	1	2	5	0	45
Property Check	1	0	0	1	0	2	0	1	0	8	0	0	0	0	0	0	13
Repossession	0	1	4	1	3	8	1	0	0	5	1	2	4	1	1	0	32
Request - Wrecker	2	2	0	1	1	5	0	1	0	3	4	2	1	2	2	0	26



CALLS FOR SERVICE BY TOWNSHIP DOES NOT INCLUDE CITY'S DATA	Berlin	Boston	Campbell	Danby	Easton	Ionia	Keene	Lyons	North Plains	Odessa	Orange	Orleans	Otisco	Portland	Ronald	Sebewa	Totals
Road Closure	1	3	1	3	1	8	8	2	4	12	1	5	2	2	6	4	63
Robbery / Hold up	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	3
Structure Fire	7	10	0	5	2	12	4	4	2	5	1	3	6	5	3	1	70
Suspicious Situations	144	146	40	38	71	431	21	86	15	162	61	88	62	77	40	21	1503
Test Call / System Test	23	28	8	14	23	246	5	17	1	28	20	9	12	16	10	5	465
Traffic / Officer Stop	375	366	33	84	223	638	36	97	36	1240	296	299	199	194	250	4	4370
Traffic Offense All Other	272	255	23	64	51	152	11	53	6	63	197	35	59	177	64	17	1499
Tree Down	17	42	7	17	17	12	11	21	3	9	6	14	17	10	16	1	220
Trespassing	9	15	10	5	8	49	0	19	8	34	10	14	9	12	11	1	214
Unclassified	93	140	43	64	67	174	19	51	16	84	86	51	51	82	35	9	1065
Vehicle Fire	8	10	3	1	2	3	2	2	0	2	5	3	2	1	4	0	48
Verbal Domestic	6	15	4	5	5	55	3	14	4	18	9	6	9	16	6	1	176
Vin Inspections / All Inspections	10	11	4	1	2	17	1	8	2	8	2	13	7	2	1	2	91
Warrant Arrest / Fugitive	7	18	6	5	17	222	0	14	2	32	9	8	14	8	11	0	373
Weapons Offices All	6	7	7	1	5	9	5	5	1	10	5	5	5	7	2	0	80
Wires Down / Arching	18	75	13	17	14	37	13	9	7	20	10	17	15	2	5	8	280
Total each Township	2181	2813	646	981	1426	6036	427	1348	408	3180	1852	1311	1207	1720	1010	239	26785

