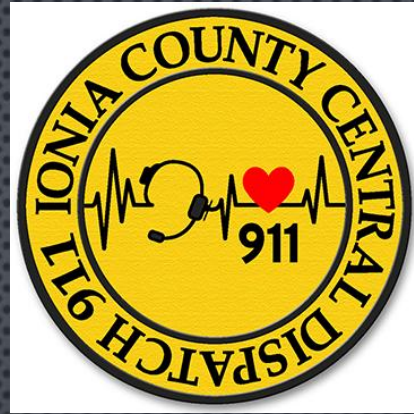




2024 YEAR END OPERATIONS REPORT

IONIA COUNTY CENTRAL DISPATCH CENTER

JANUARY 1, 2024 - DECEMBER 31, 2024

SUBMITTED BY: DIRECTOR, LANCE LANGDON, ENP, CMCP

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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.



CENTRAL DISPATCH ADVISORY BOARD 2024

Chairperson – Roland Self, Citizen Representative

Vice Chairperson – Chief Dion Sower, Belding Police

Secretary – Larry Tiejema, Ionia County Board of Commissioners

Member – Sheriff Charles Noll, Ionia County Sheriff's Office

Member - F/Lt. Michael Stephens, MSP Lakewood Post

Member – Director Cory McDiarmid, Ionia Public Safety Department

Member – Chief Kendra Backing, Lake Odessa Police Department

Member – Chief Star Thomas, Portland Police Department

Member – Chief Tim Lubitz, Belding Fire Department

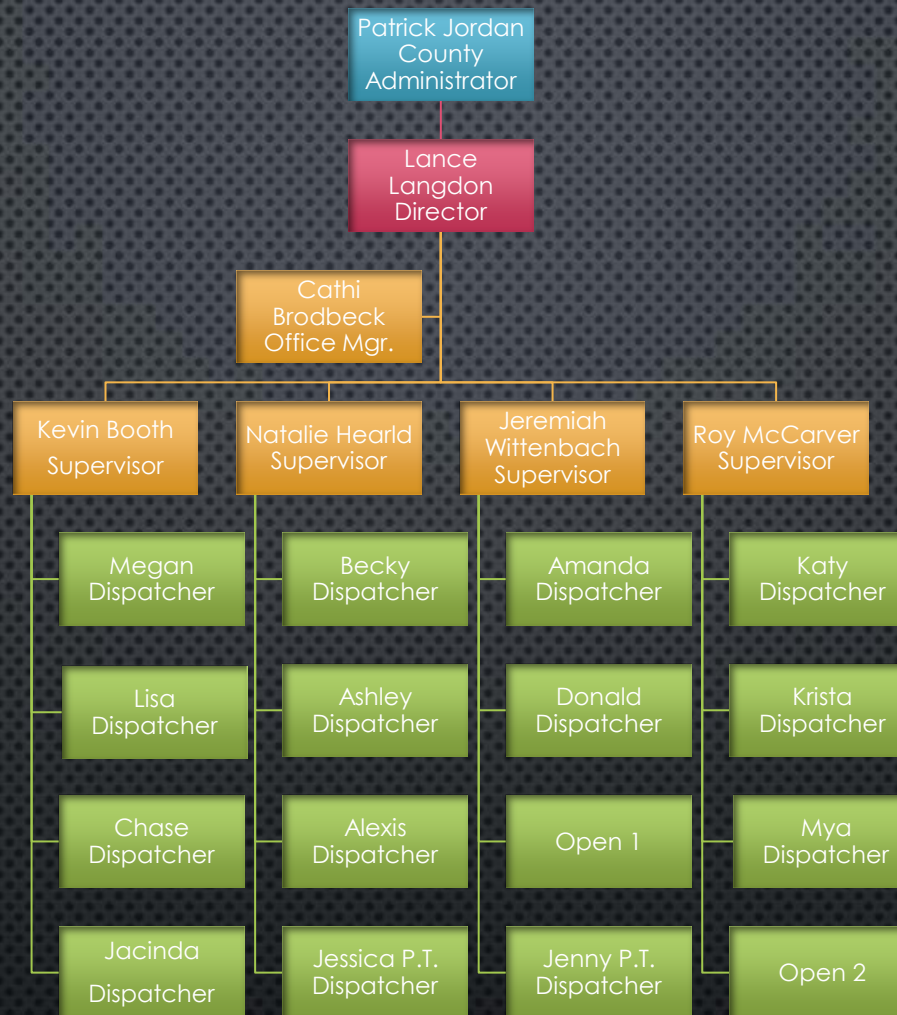
Member – Chief Chad Perkins, Lake Odessa Fire Department

Member – Chief Tim Krizov, Portland Fire Department

Member – James Nave, LIFE Ambulance Services

Member – Jani Millard, Citizen Representative





CENTRAL DISPATCH ORGANIZATIONAL CHART 2024



Director

Office Manager

Supervisors (Four)

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 Roy - 2021
Dispatcher Full Time Becky - 1994	Dispatcher Full Time Amanda - 2000	Dispatcher Full Time Katy - 2003	Dispatcher Part Time Jenny- 2010	Dispatcher Part Time Jessica -2012	Dispatcher Full Time Meagan - 2018
Dispatcher Full Time Lisa- 2021	Dispatcher Full Time Ashley - 2021	Dispatcher Full Time Krista - 2022	Dispatcher Full Time Chase- 2023	Dispatcher Full Time Donald - 2023	Dispatcher Full Time Mya- 2023
	Dispatcher Full Time Jacinda - 2024	Dispatcher Full Time Alexis - 2024	Dispatcher Full Time Open Position	Dispatcher Full Time Open Position	

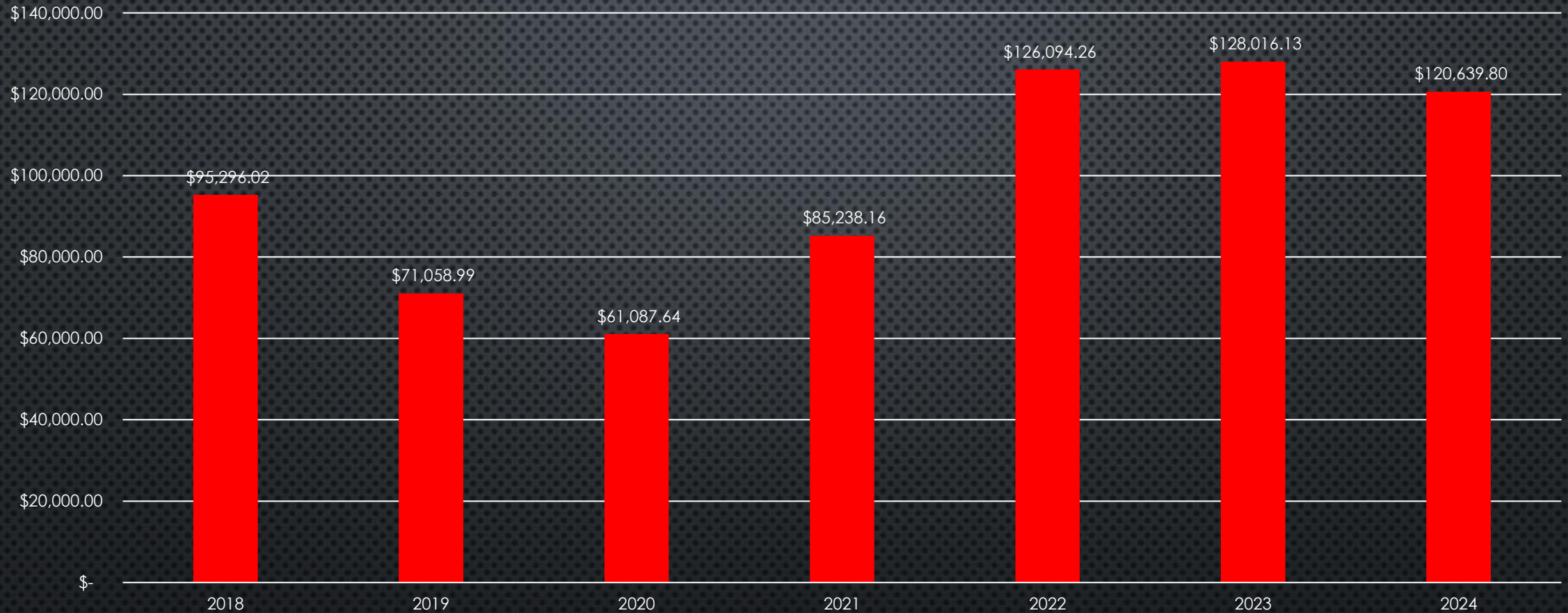


WAGE COSTS BY YEAR

- SIGNIFICANT PAYROLL INCREASES MADE POST COVID COUNTY WIDE.
- ADDITIONAL WAGE INCREASES FOR 2023 TO ASSIST IN RECRUITING AND RETENTION OF EMPLOYEES
- 3RD SUPERVISOR ADDED 2023
- 4TH SUPERVISOR ADDED 2024
- 2024 INCLUDED A 2% WAGE INCREASE

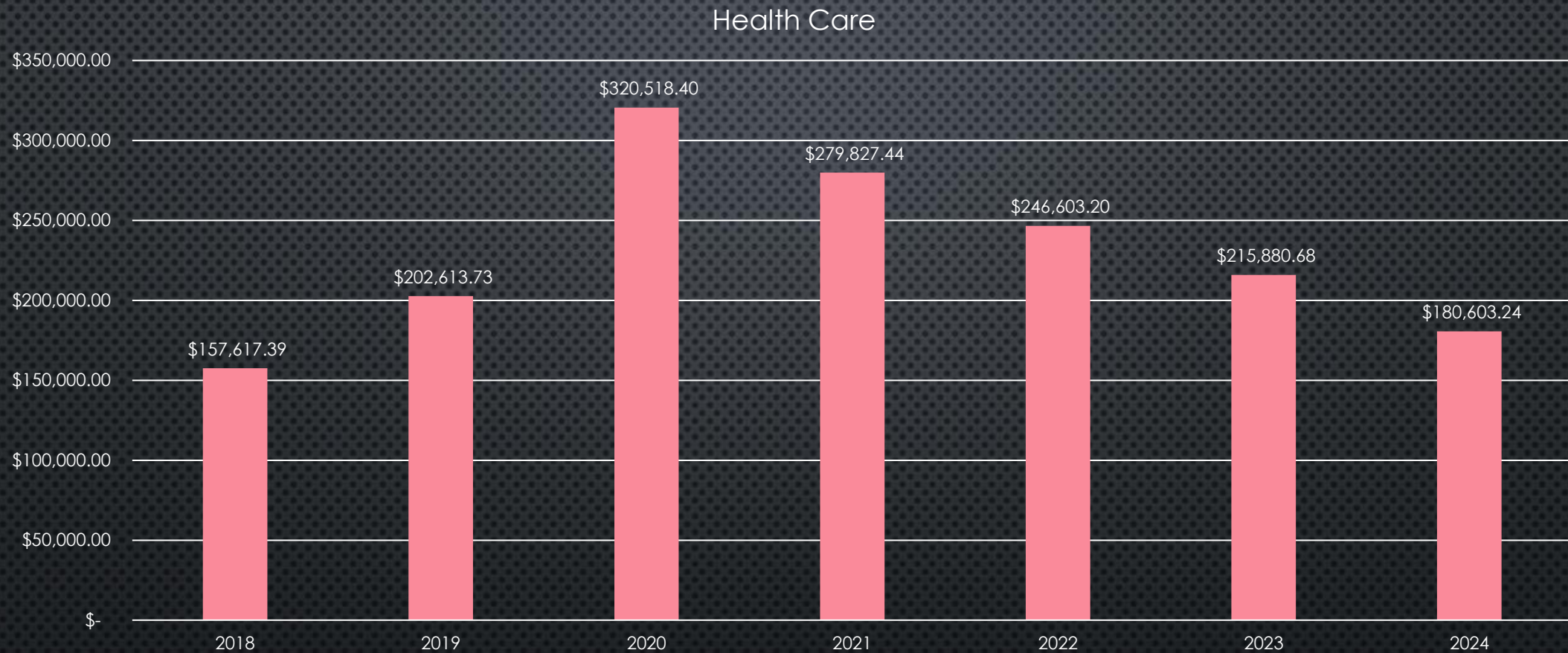


Overtime



OVERTIME COSTS – BY YEAR



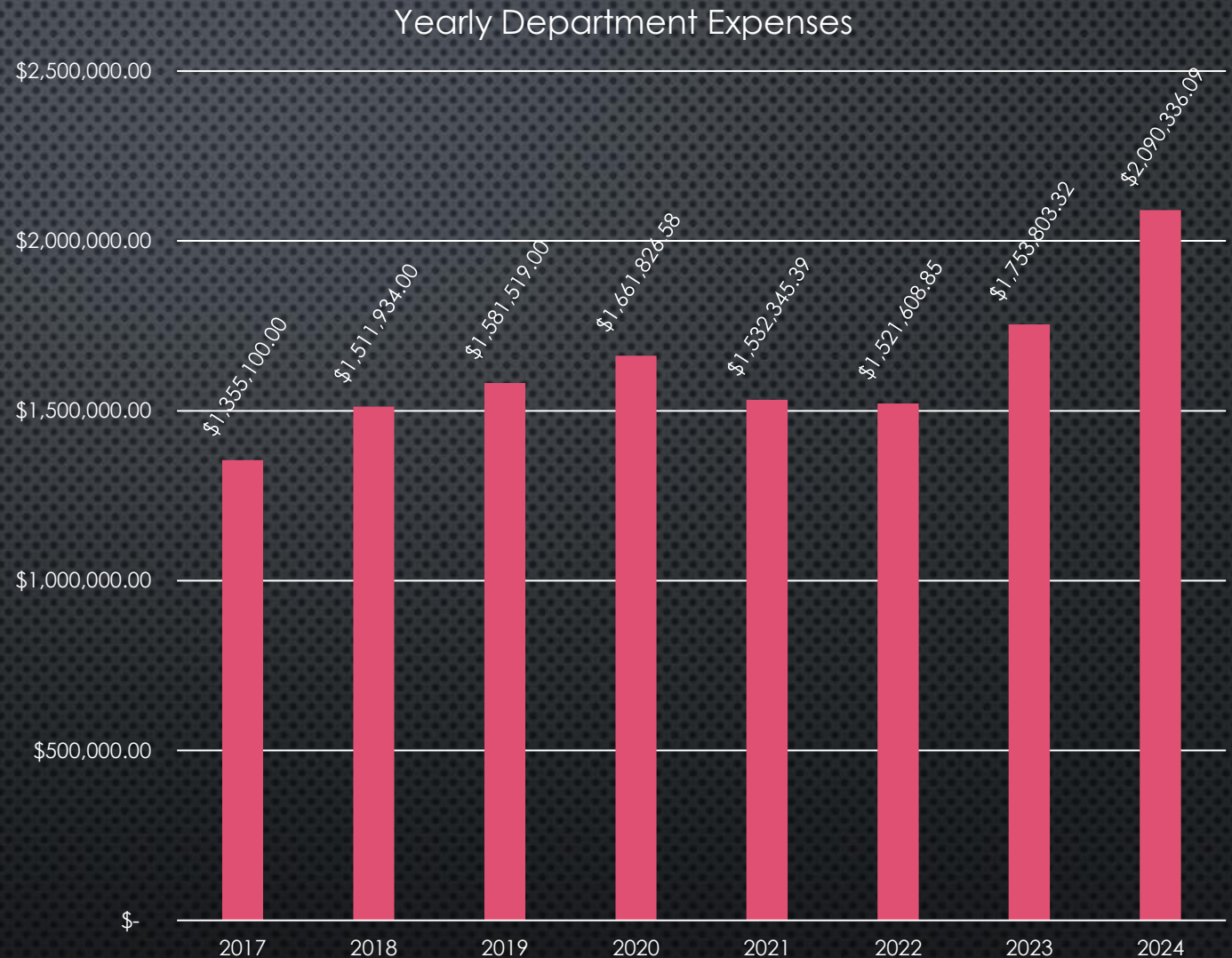


HEALTH CARE COSTS – BY YEAR



TOTAL OPERATIONS COSTS— BY YEAR

- 2024 CONTAINS ADDITIONAL EXPENSES DUE TO THE REMODEL OF THE CALL CENTER, WHICH WAS ORIGINALLY TO USE PRIMARILY ARPA FUNDING.
- MOST OF THE ARPA FUNDING THAT THE BOARD OF COMMISSIONERS HAD APPROVED WAS GIVEN TO THE FIRE RADIO PROJECT.
- \$350,643.78 IN CAPITOL OUTLAY PART OF 2024 EXPENSES.



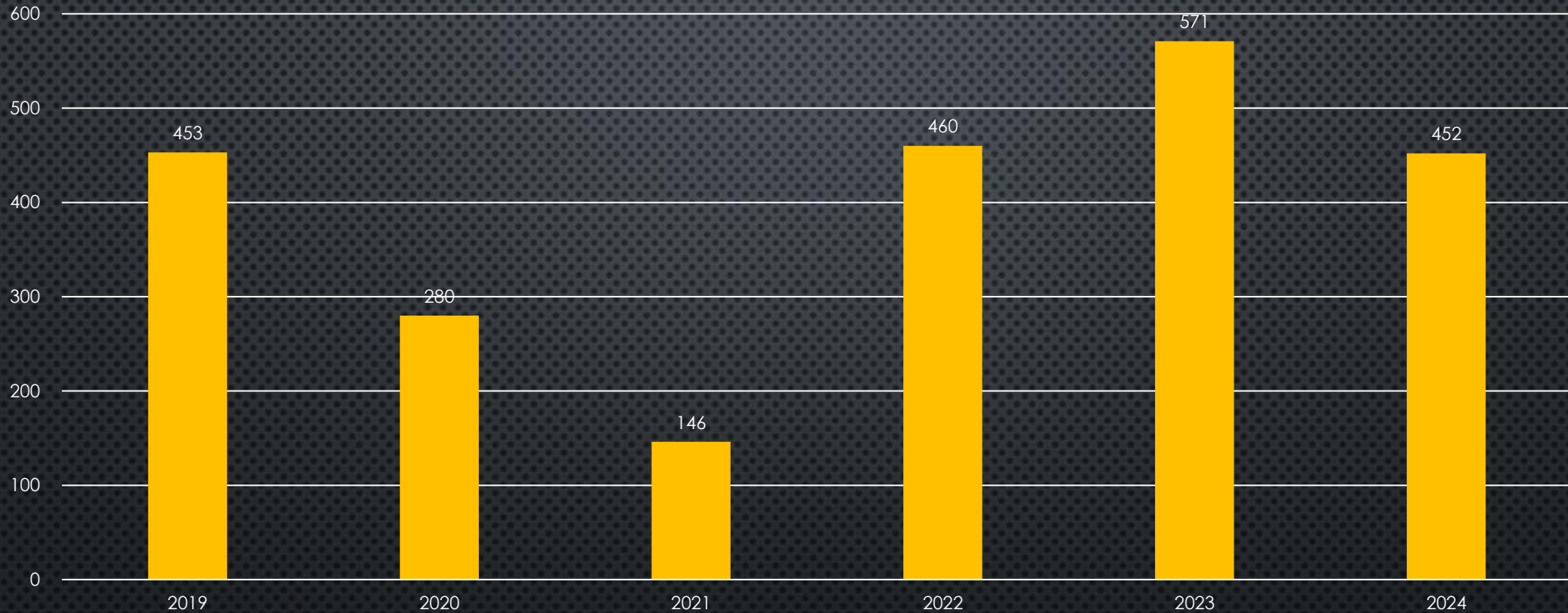
State Provided Training Funds



TRAINING FUNDS – BY YEAR



Hours of Continuing Education Training by Year



STAFF TRAINING – BY YEAR



OPERATIONAL HIGHLIGHTS 2024

- NEW CALL CENTER PROJECT COMPLETED. WE COMBINED DIRECTOR'S, OFFICER MANAGER'S OFFICES, CONFERENCE ROOM AND STORAGE ROOM TO ONE SPACE FOR NEW DISPATCH CALL CENTER. UPDATED OLD CALL CENTER INTO A MEETING/TRAINING ROOM THAT ALSO WILL FUNCTION AS AN EMERGENCY OPERATIONS CENTER AS NEEDED.
- UPGRADED AND REPLACED CENTER'S SECURITY SYSTEMS
- FIRE AGENCIES HAVE MOVED TO THE 800 MHZ MPSCS SYSTEM.
- 9-1-1 FIELD DAY SEPTEMBER 2024. OVER 400 PEOPLE ATTENDED WITH MANY DIFFERENT PUBLIC SAFETY AND COMMUNITY PARTNERS.
- CENTER/STAFF TOOK PART AGAIN WITH THE IONIA HALLOWEEN TRUNK OR TREAT AND CHILI DOG CONTEST. GREAT SUCCESS AS STAFF TALKED WITH FAMILIES ABOUT 9-1-1, ANSWERED QUESTIONS AND WORKED TO RECRUIT NEW MEMBERS. STAFF ALSO TOOK 1ST PLACE IN THE CHILI DOG CONTEST THIS YEAR!



OPERATIONAL HIGHLIGHTS 2024

- STAFFING: SCHOOL PROGRAM PROVIDED US WITH TWO DISPATCHERS, WHILE TWO LEFT THE CENTER.
- NOVEMBER AND DECEMBER HIRING CONTINUED WITH TWO NEW DISPATCHERS IN TRAINING.
- JANUARY 2024 THE STARTING WAGE FOR DISPATCHERS INCREASED TO \$20.38 PER HOUR.
- WAGE SCALE INCREASES MADE TO ATTRACT AND TO RETAIN STAFF.
- FORTH DISPATCH SUPERVISOR POSITION FILLED, PROVIDING SUPERVISOR TO EACH OF OUR 4 TEAMS.

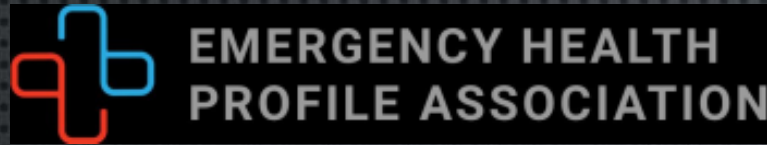


LOOKING FORWARD IN 2025

- CONTINUE WORK WITH CAREER CENTER PROGRAM, IDENTIFY POSSIBLE STUDENT INTERNS TO WORK WITH CENTER STAFF.
- WORK TO FURTHER TO IMPROVE THE CENTER'S 911 FIELD DAY
- UPGRADE 9-1-1 PHONE SYSTEM SERVERS
- UPGRADE AUDIO RECORDER, RADIO AND PHONE LINES
- CONTINUE TO SEEK PEOPLE TO FILL OUR OPEN DISPATCHER POSITIONS
- BRING DISPATCHER TRAINING CLASSES, IN HOUSE, FOR CONTINUING EDUCATION.



SMART 9-1-1 PROGRAM REPLACED WITH RAPIDSOS EMERGENCY PROFILES AND CELL PHONE APPS



www.emergencyprofile.org



TELEPHONE CALL STATISTICS

- **22,067**

9-1-1 CALLS RECEIVED

- **77,655**

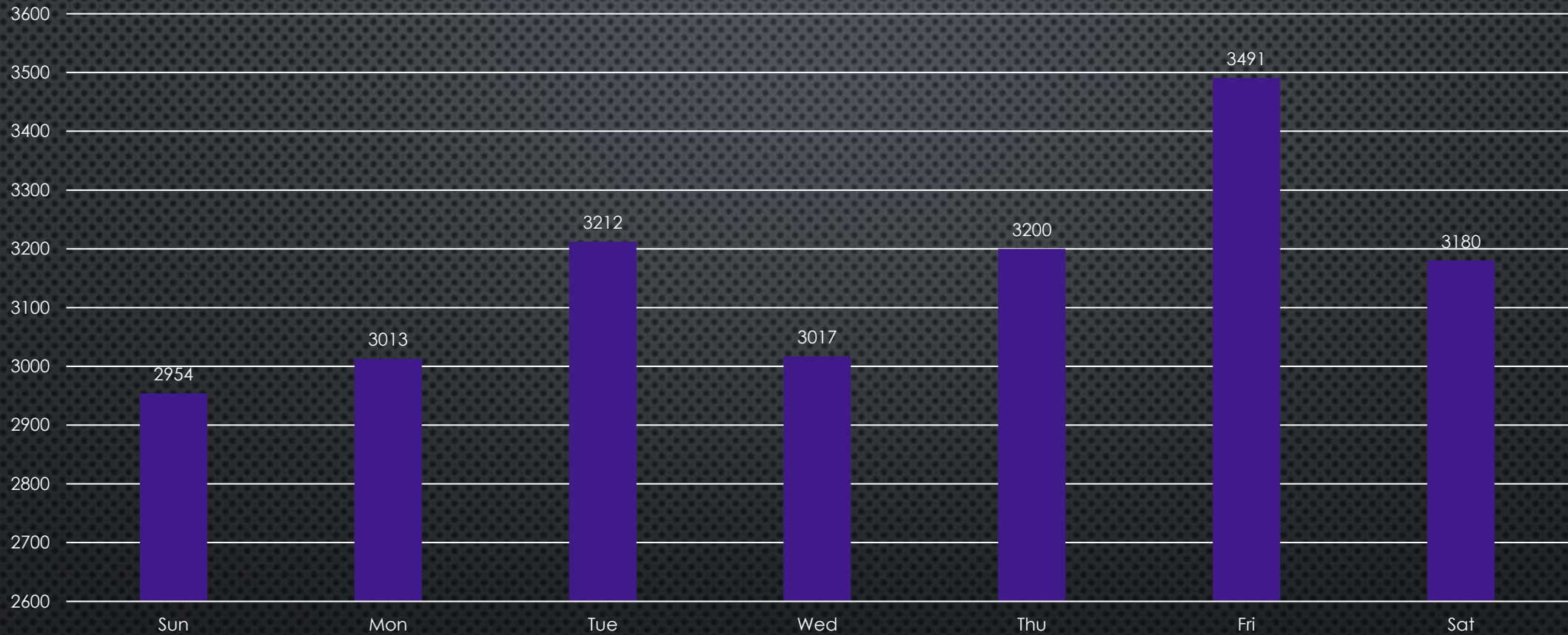
ADMINISTRATIVE CALLS

- **99,675**

ALL CALLS TOTAL



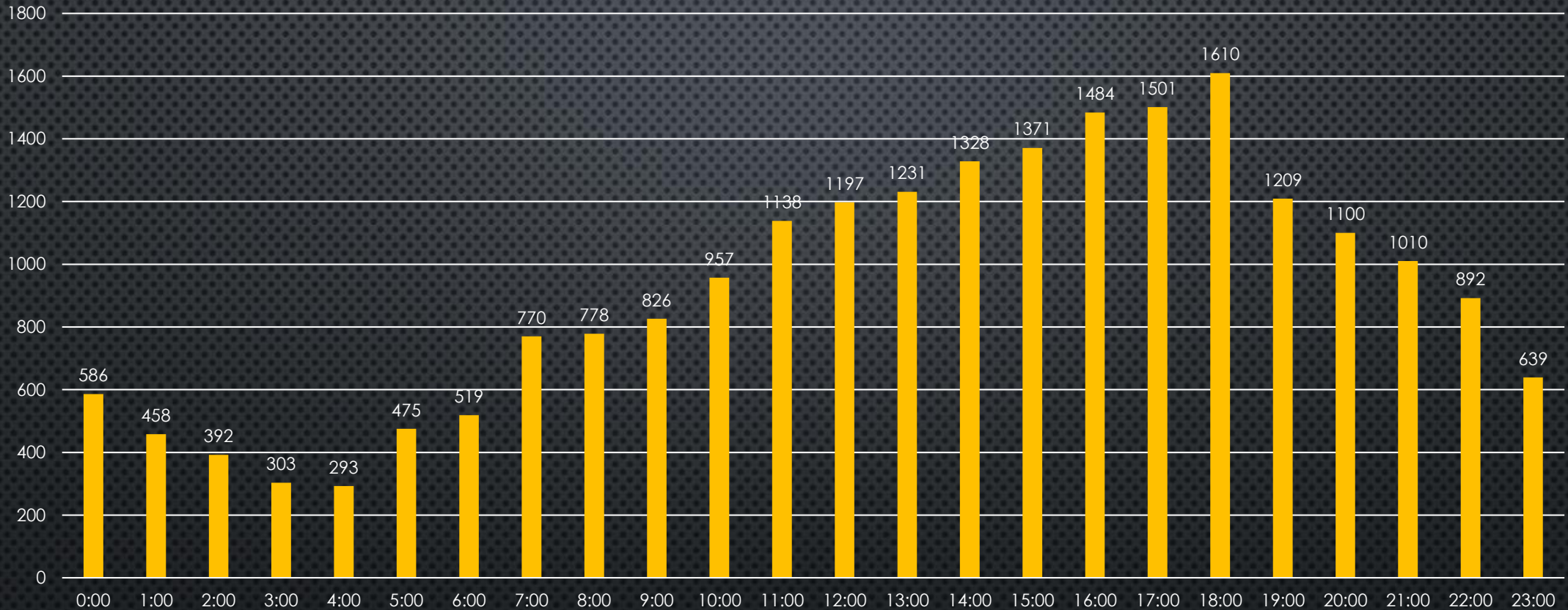
Calls by Day of Week - 2024



9-1-1 CALLS BY DAY OF WEEK



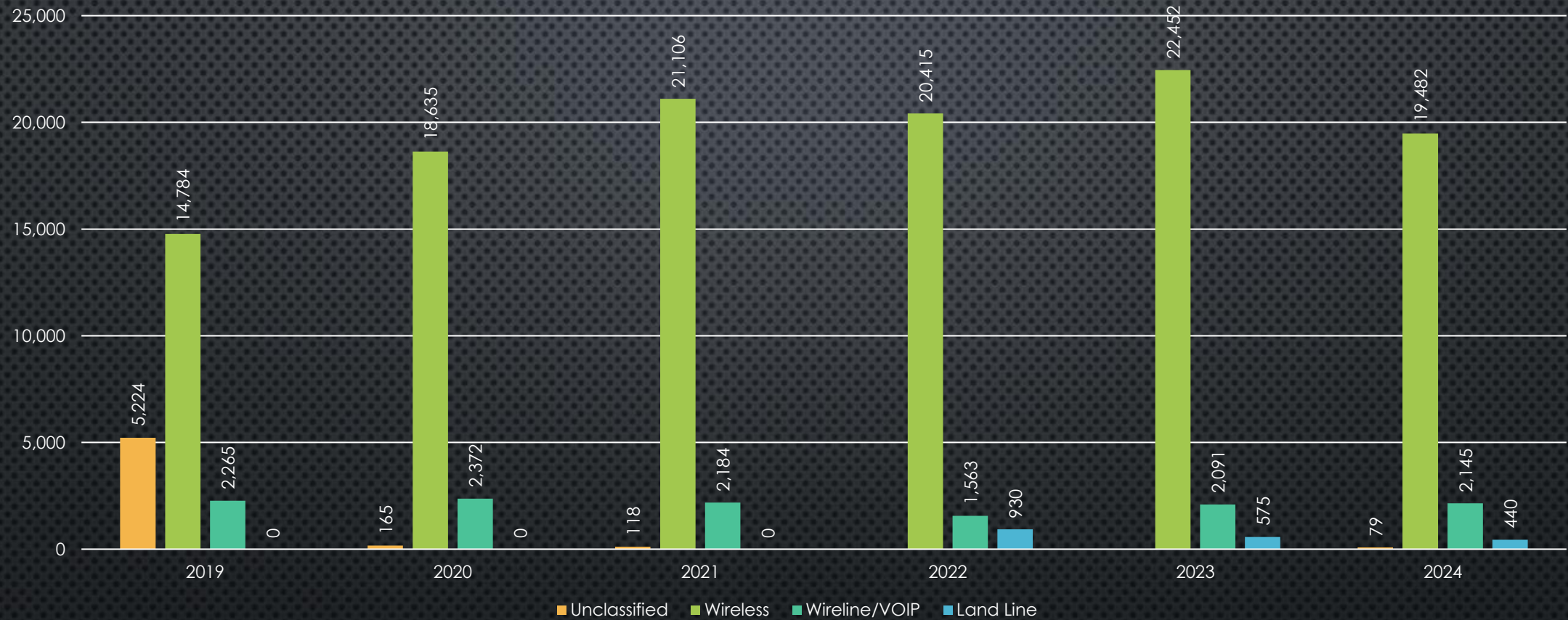
9-1-1 Calls by Hour of Day - 2024



9-1-1 CALLS BY TIME-OF-DAY 2024



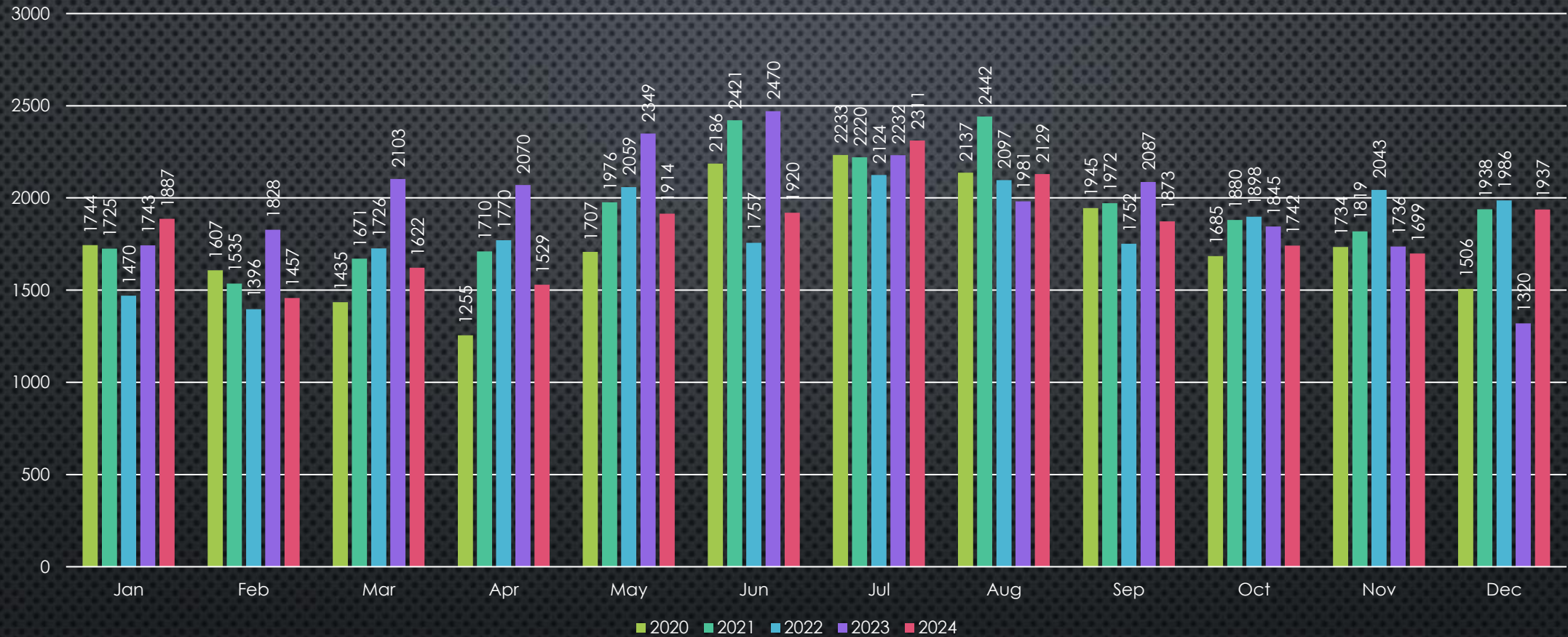
9-1-1 Calls by Class of Service



9-1-1 CALLS BY CLASS OF SERVICE



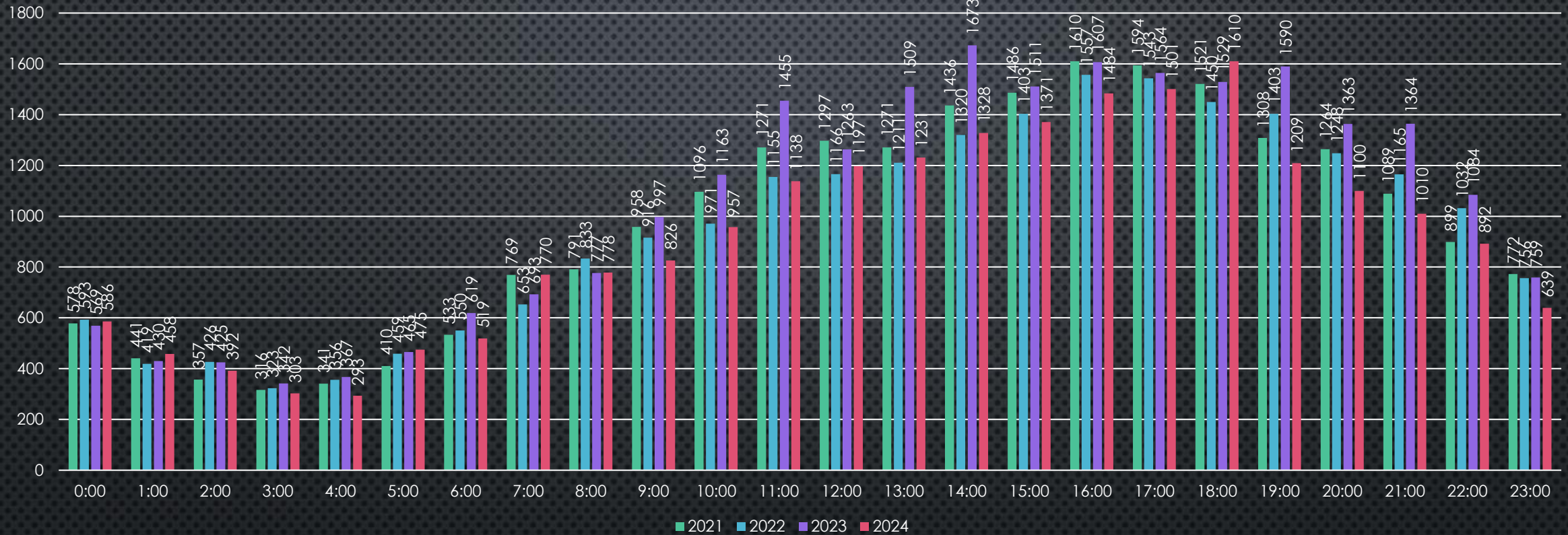
9-1-1 Calls by Month / Year



9-1-1 CALLS BY MONTH / YEAR



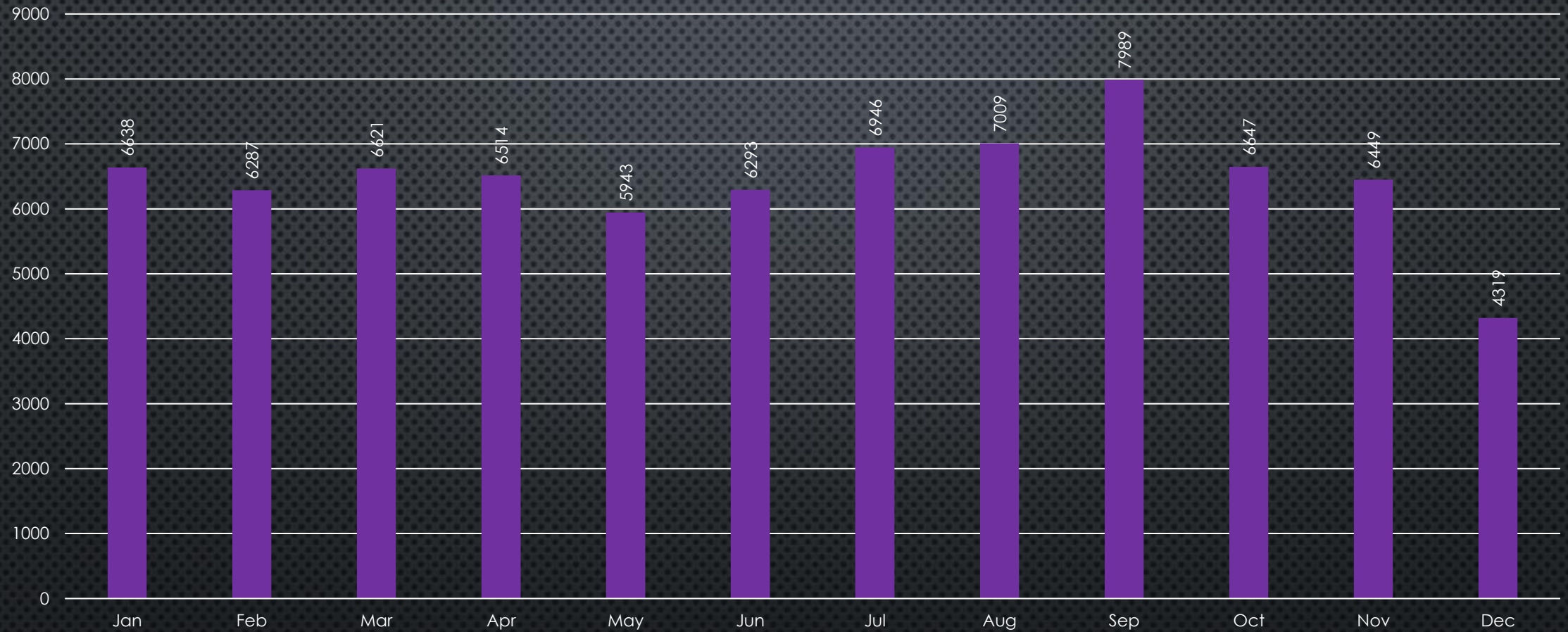
9-1-1 Calls by Time of Day - Year



9-1-1 CALLS BY TIME-OF-DAY / YEAR



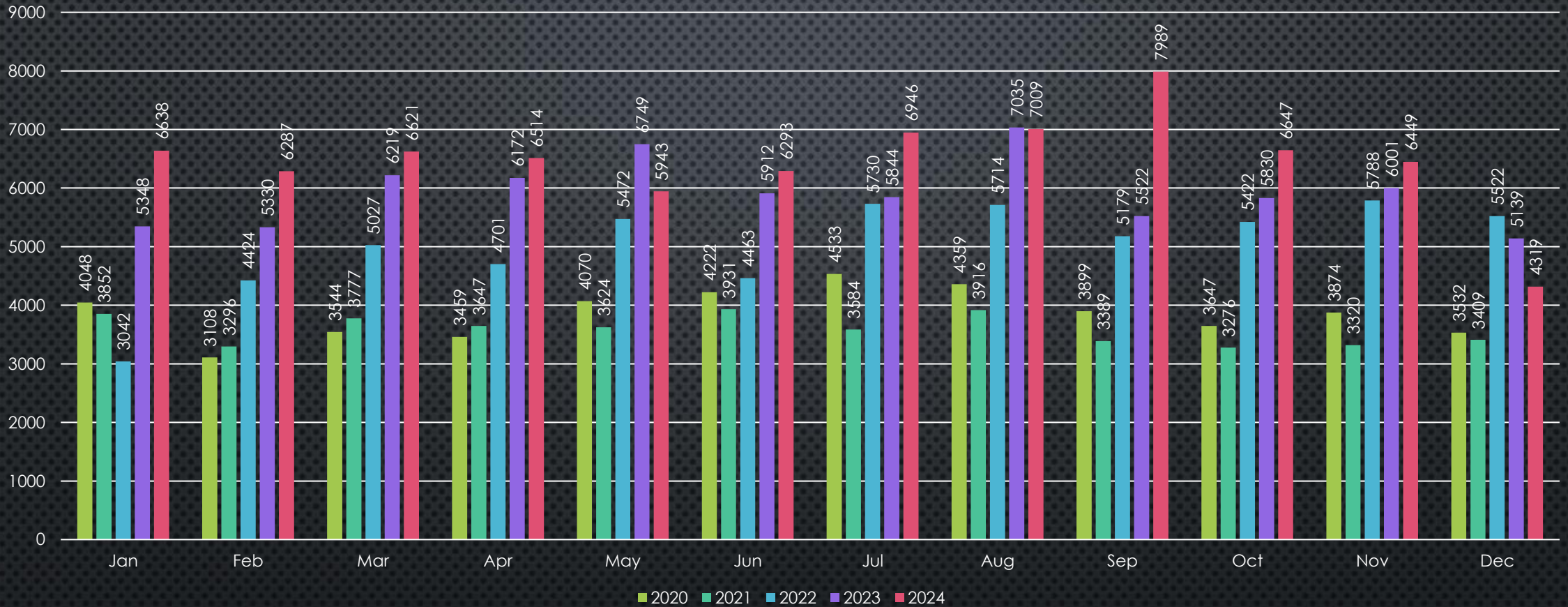
Administrative Calls - 2024



NON-EMERGENT/ADMIN CALLS BY MONTH 2024



Administrative Calls 2020 - 2024



NON-EMERGENT/ADMIN CALLS BY MONTH / YEAR



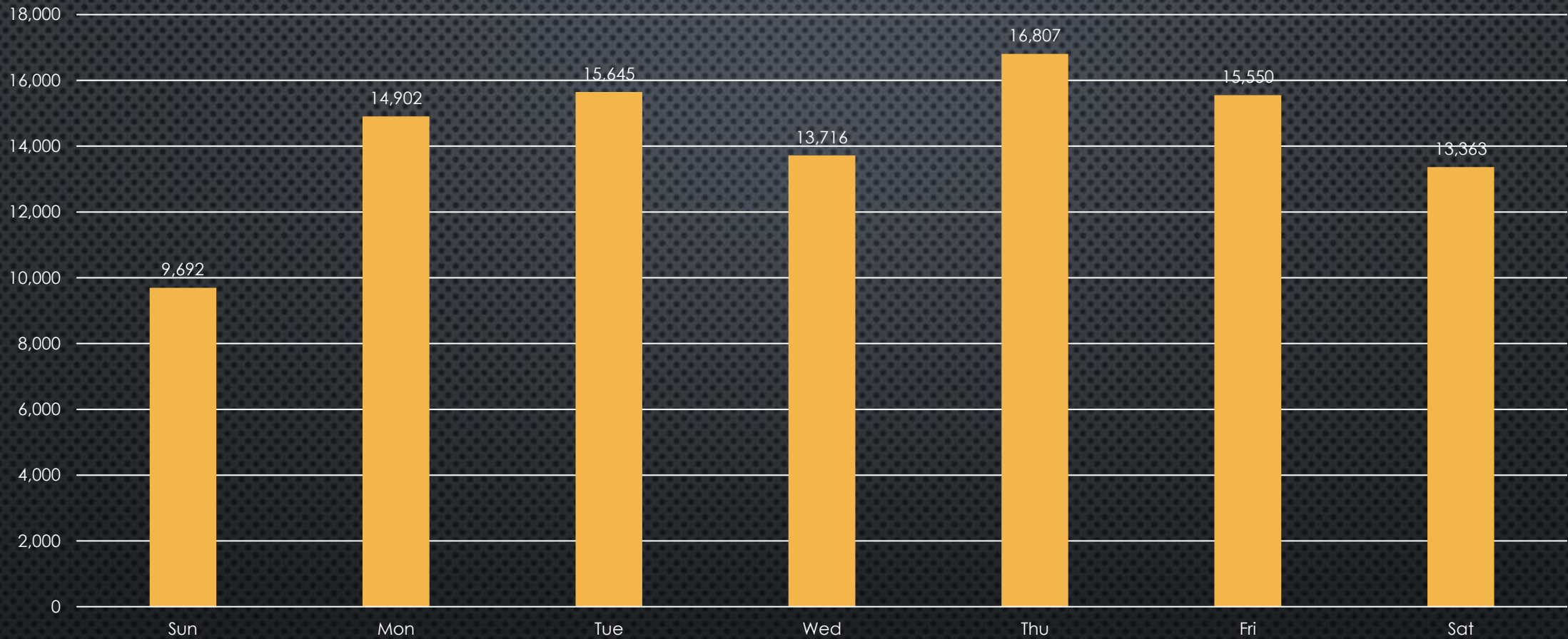
Non-Emergent/Admin Calls Time of Day



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



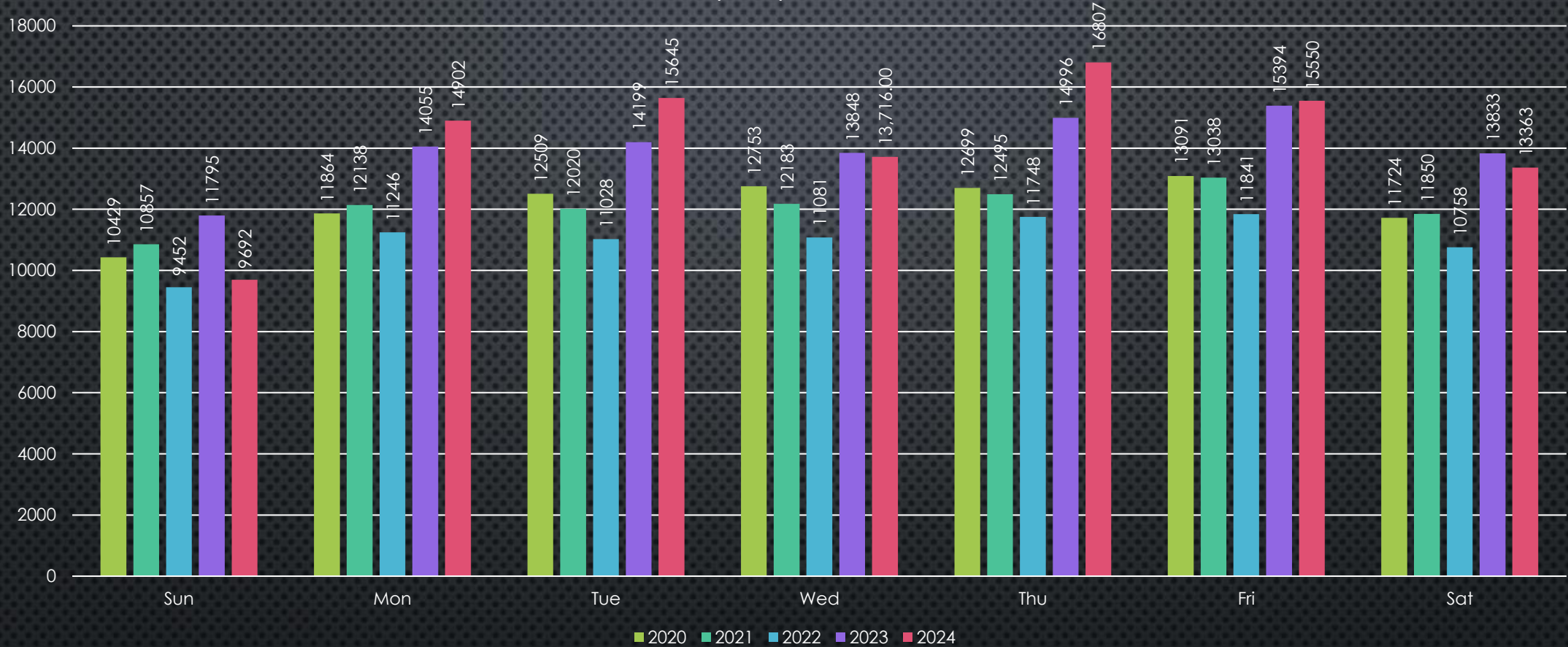
All Calls by Day of Week - 2024



ALL CALLS BY DAY OF WEEK 2024



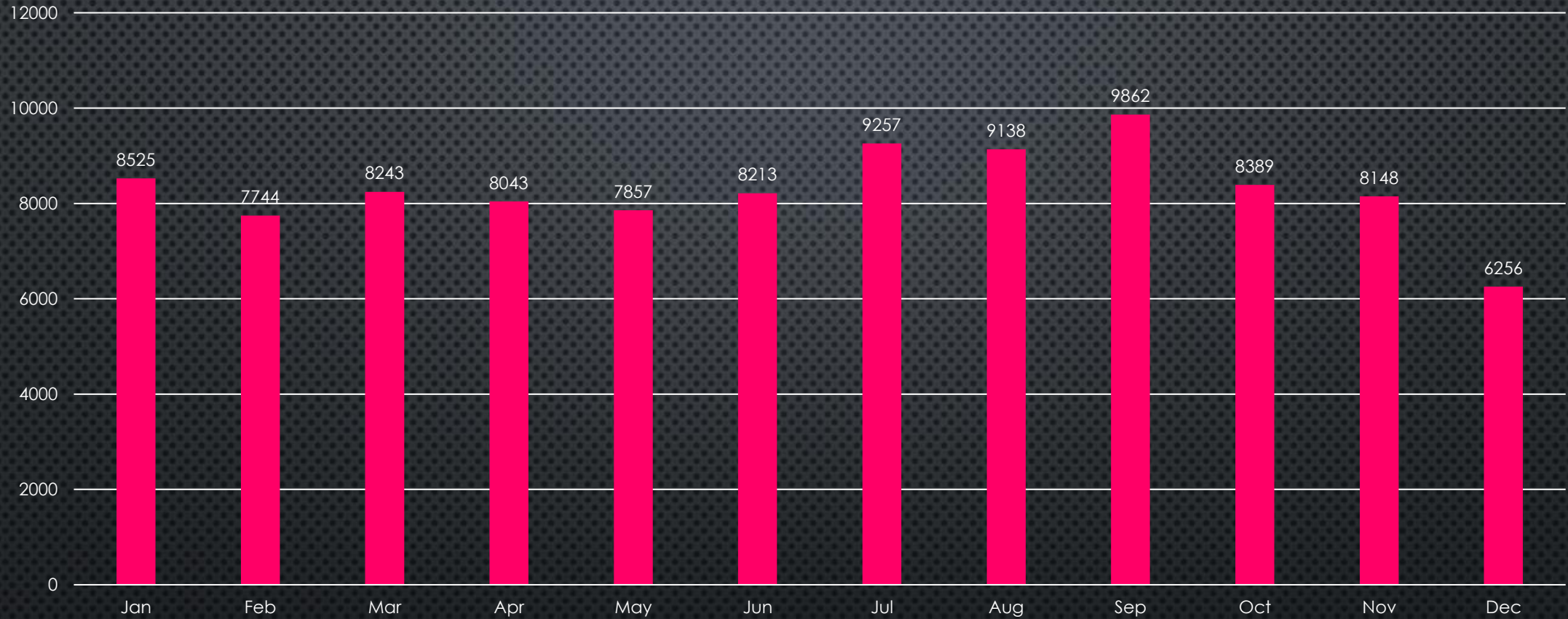
All Calls by Day of Week / Year



ALL CALLS BY DAY OF WEEK / YEAR



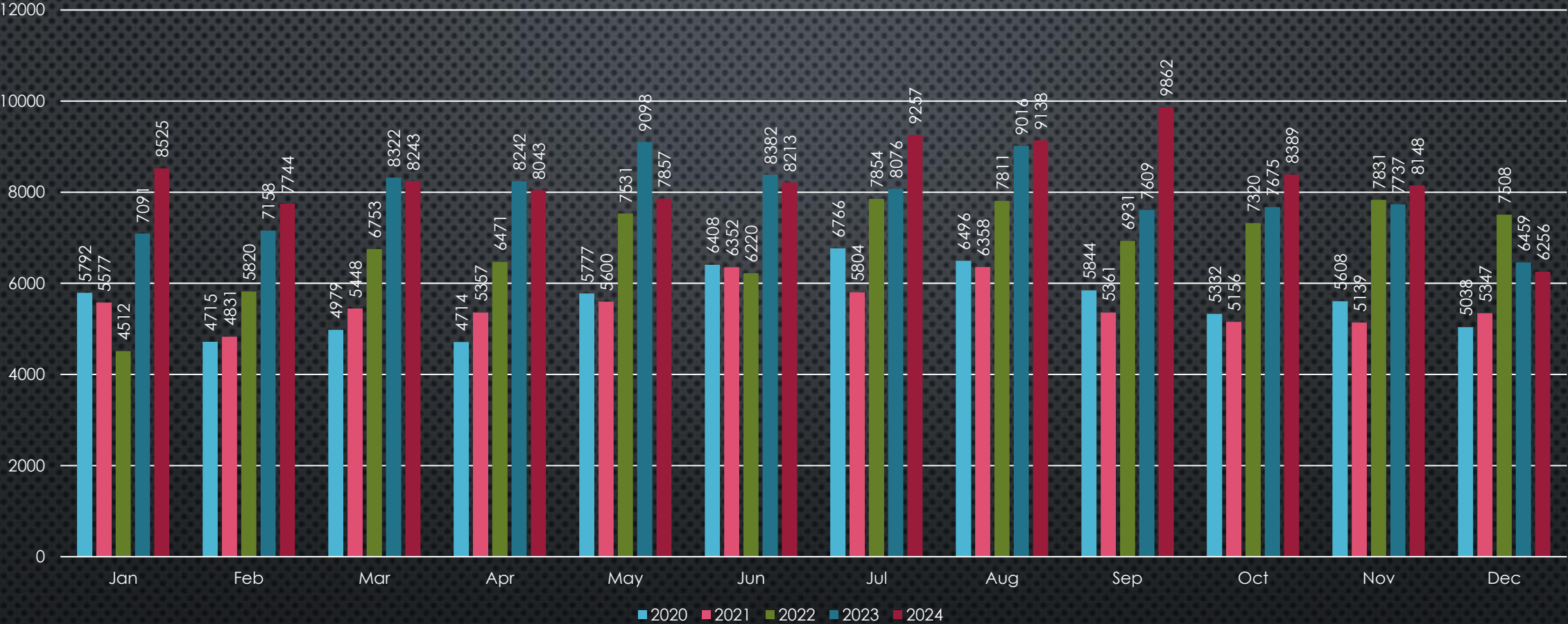
All Telephone Calls by Month - 2024



ALL CALLS BY MONTH 2024



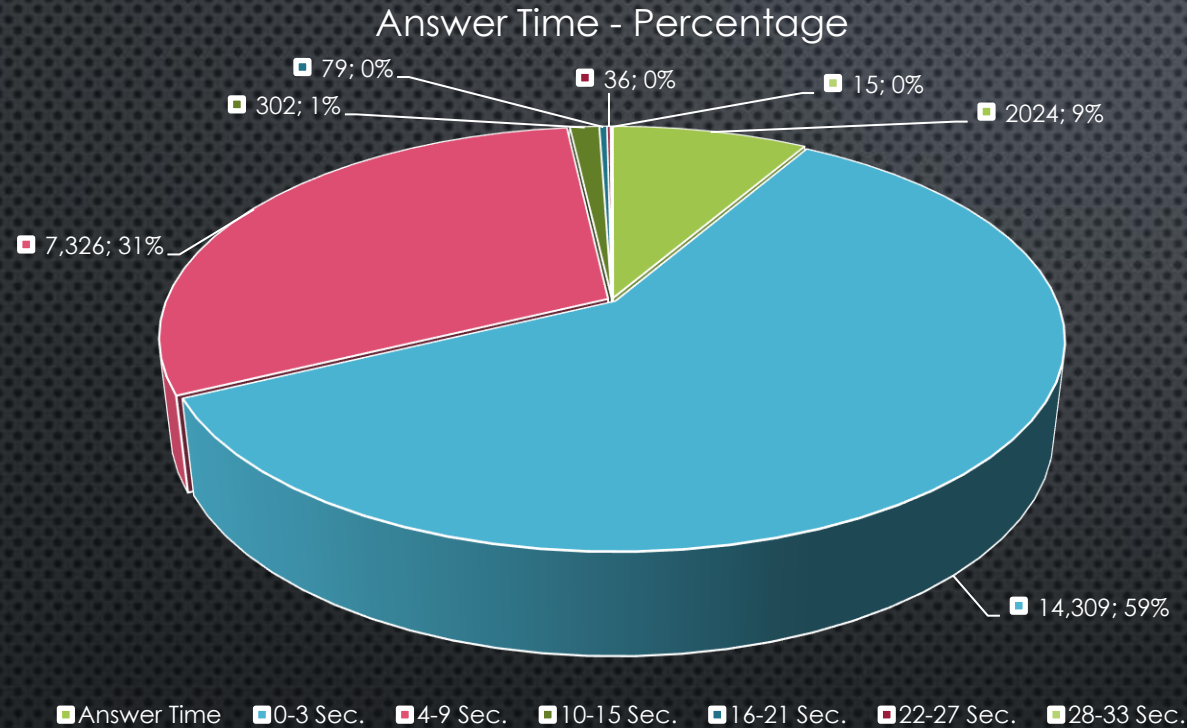
All Calls by Month/Year 2020 - 2024



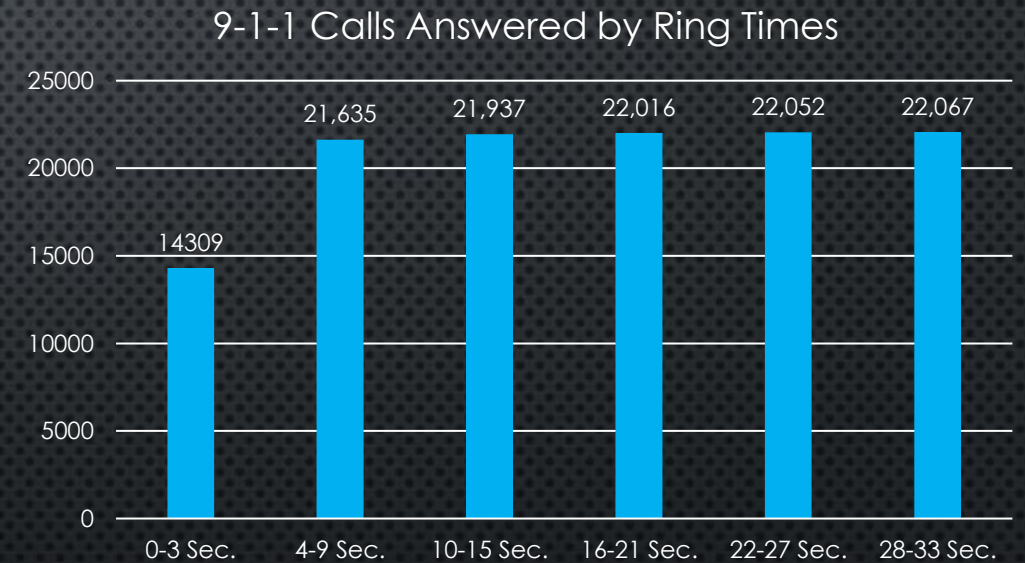
ALL CALLS BY MONTH / YEAR



9-1-1 Calls RING TIME



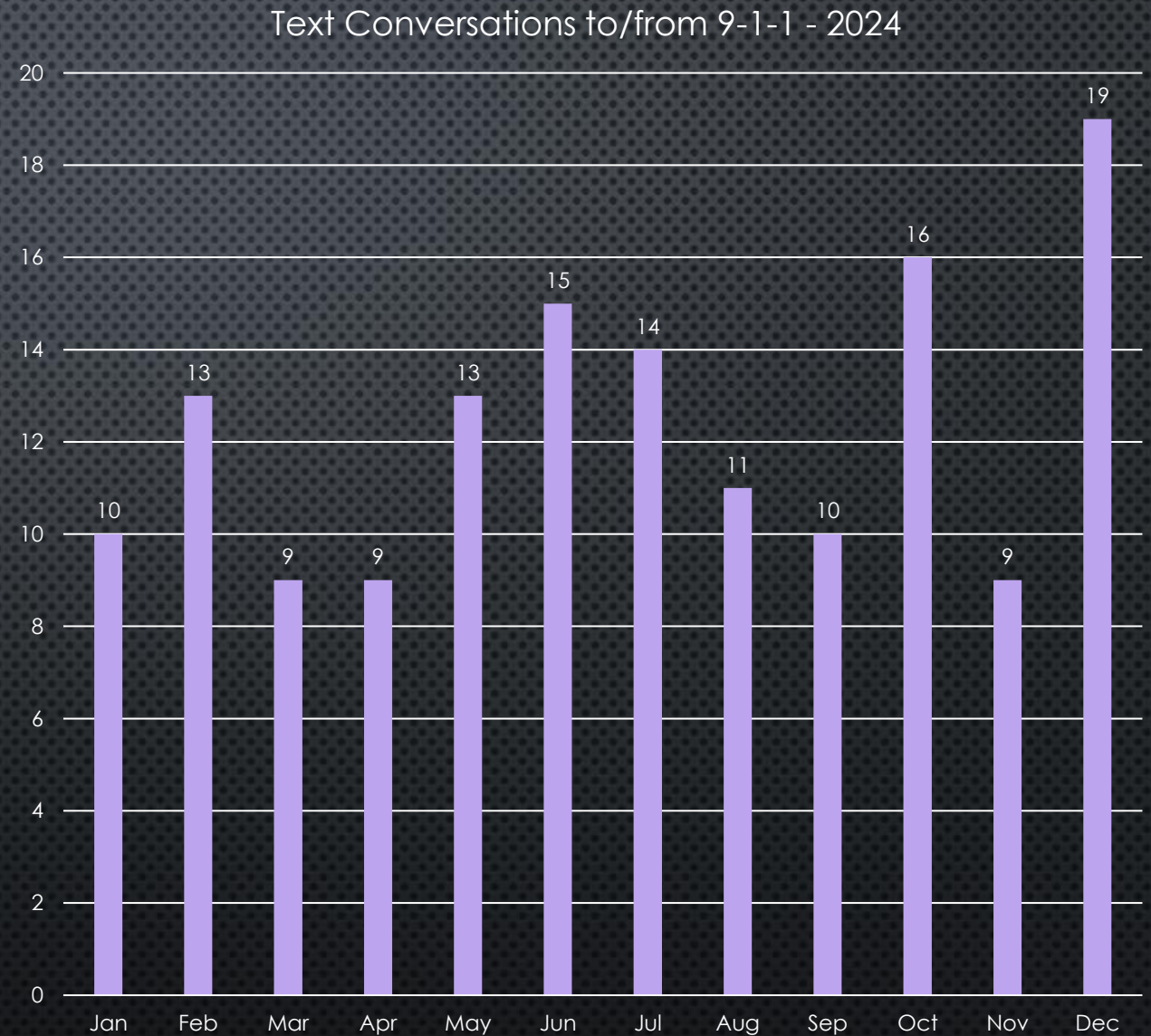
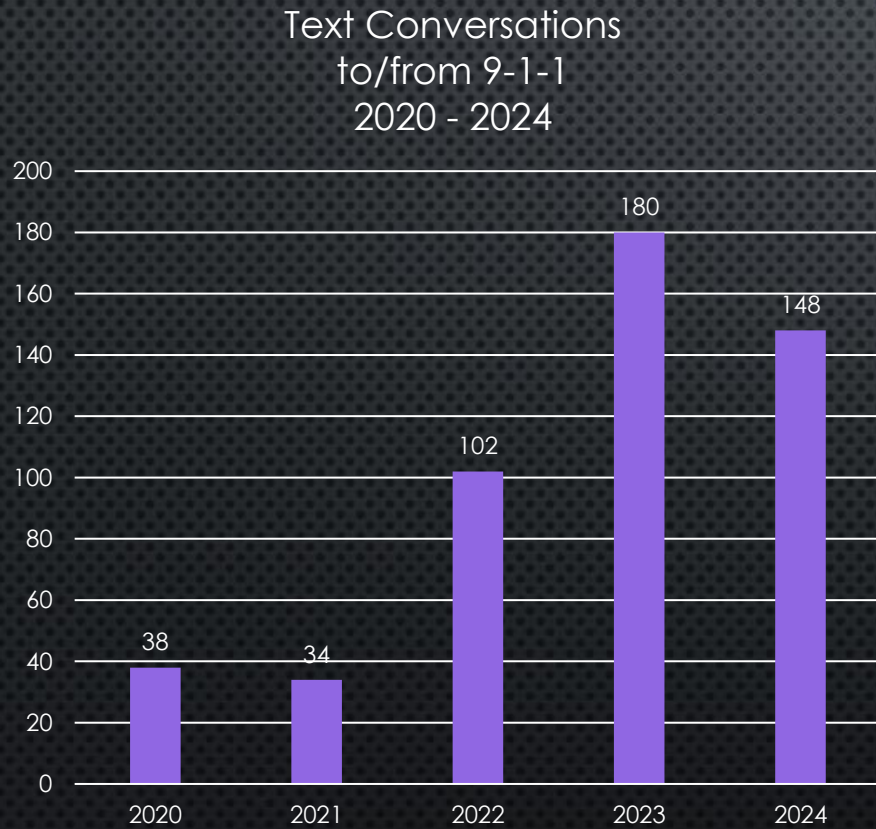
Answer Time	0-3 Sec.	4-9 Sec.	10-15 Sec.	16-21 Sec.	22-27 Sec.	28-33 Sec.
2024	14,309	7,326	302	79	36	15
% of Total	70%	96%	98%	99%	99%	100%
Standard Requires			90%	95%		



- Time is calculated from when the 9-1-1 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.

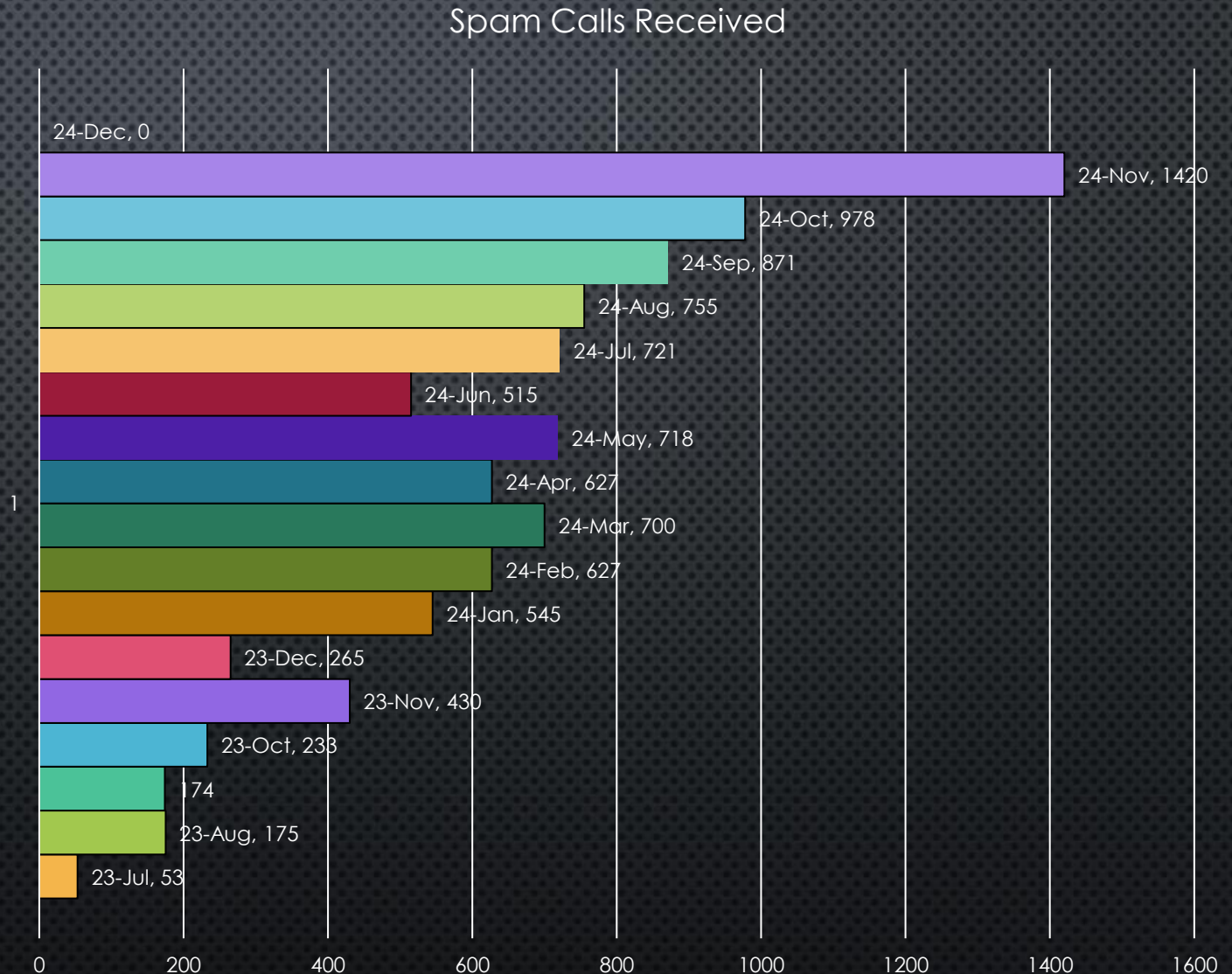


TEXT TO 9-1-1



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 BETWEEN 8AM AND 8PM.
- NOV. 15TH A PHONE TREE WAS IMPLEMENTED, AND IT ELIMINATED THE SPAM CALLS.
- NOVEMBERS 1420 CALLS WERE RECEIVED IN ONLY 14 ½ DAYS OF THE MONTH.



56,285 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	1964	Conservation / Wildlife	391	Hit and Run	166	Non Criminal	914	Thunder Storm/Tornado Warning	8
988 Calls	9	CSC - Criminal Sexual Conduct	270	Homicide	0	OWI / OUID	197	Traffic Offense All Other	2425
Abandoned Vehicle	252	Disorderly Conduct	759	Juvenile Problems & Runaways	556	PDA Traffic	1857	Traffic / Officer Stop	9419
Active Violence Incident	4	Domestic Assault	349	Kidnapping	1	Phone / Internet Harassment	337	Tree Down	291
Alarm	464	DPW Request	137	Larceny	522	PIA Traffic	346	Trespassing	283
Ambulance Transport	1288	Drugs	132	Liquor / MIP	10	PPO Violation	79	Vehicle Fire	62
Assault	292	Duplicate Call	65	Lost Property / Found	186	Property Check	61	Verbal Domestic	215
Assist Jail	19	Family Abuse / Neglect	342	MDOP	296	Repossession	146	Vin Inspections / All Inspections	95
Assist Medical	2	Fire All Other	498	MED 1	2873	Request - Wrecker	35	Warrant Arrest / Fugitive	882
Assist Other Agency	93	Fireworks	47	MED 2	930	Road Closure	179	Weapons Offenses All	107
Assist Outside Agency	195	Follow Up	2428	MED 3	1492	Robbery / Hold up	1	Wires Down / Arching	280
Bomb Threat	2	Fraud	357	Medical Call / Amb Dispatch	86	Spam to Center	8477	Unclassified	2723
Burglary	112	General Assist	2973	Mental Health	576	Structure Fire	134	Tornado siren weekly test	23
Burn Permit	492	Grass / Wildland Fire	97	Missing Person	109	Suspicious Situations	2203	School Alert Test	16
Civil Dispute	869	Health & Safety / Animal	1230	Motor Vehicle Theft / UDAA	70	Test Call / System Test	468	Weekly Fire Pager Test	17

56,285 Cad Entries Made.

New CFS types:

2023 Q3- Follow up, Repossession, Request Wrecker & Spam to Center.

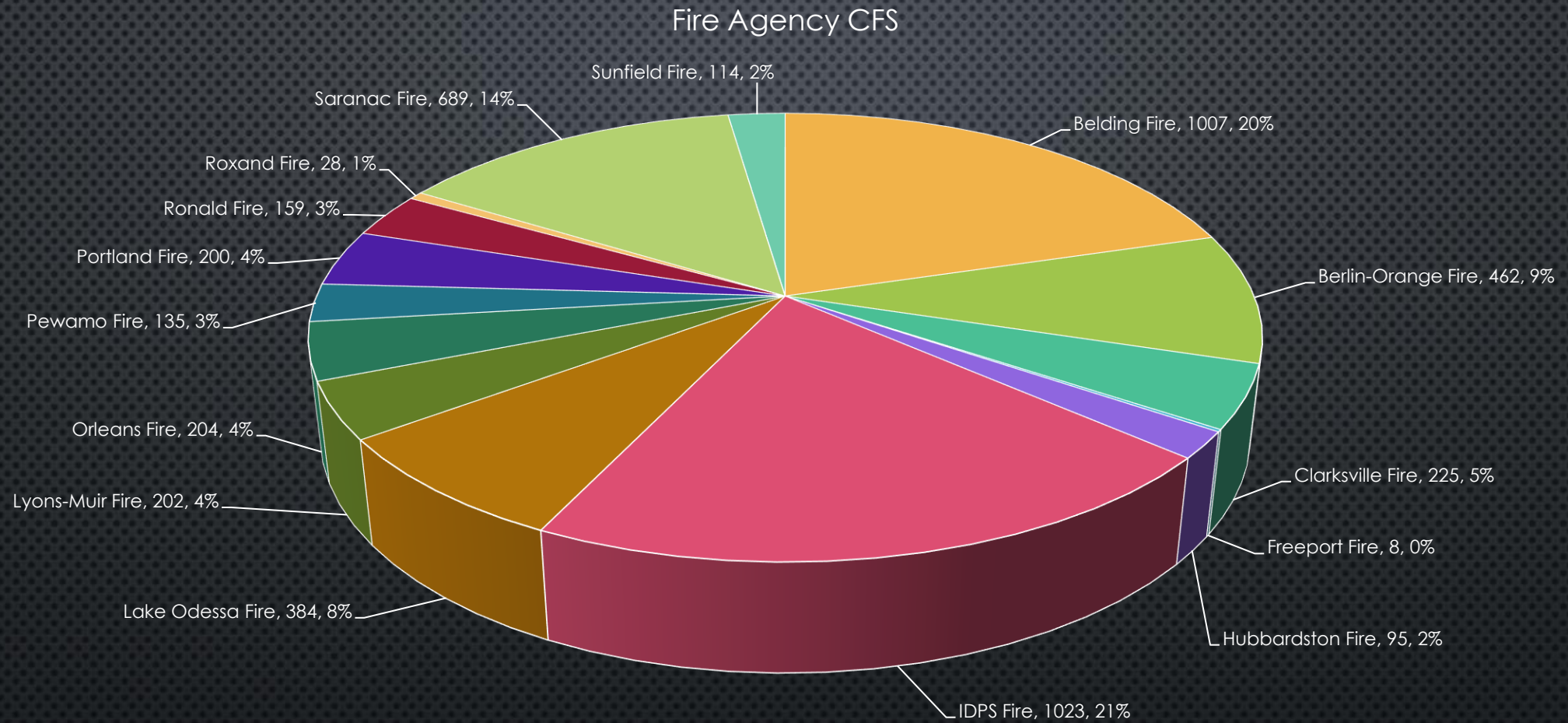
2024 Q4- Tornado Siren weekly test, School Alert test & Weekly Fire Pager Test



CALL FOR SERVICE (CFS) DATA

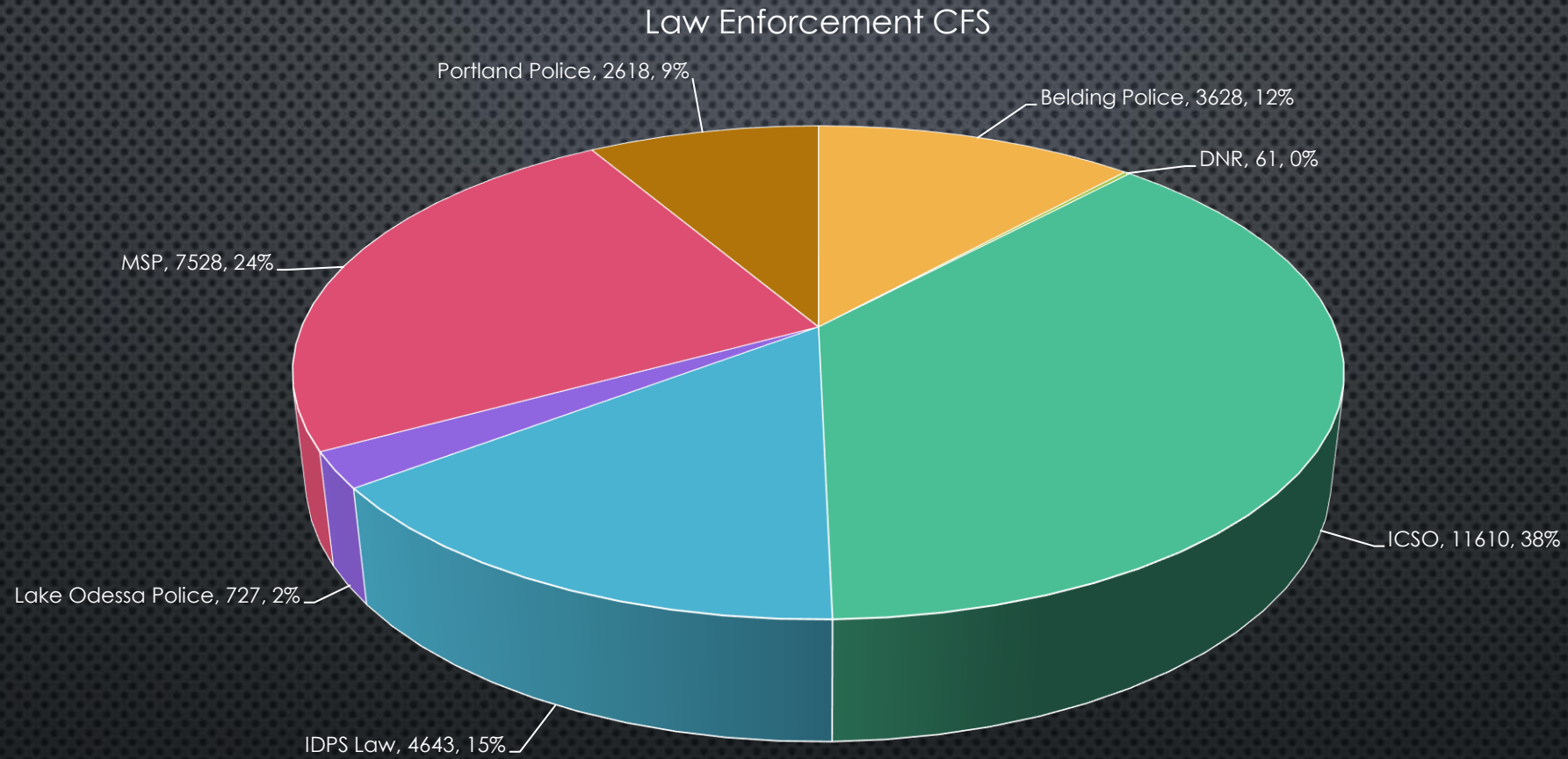
- SPECIFIC CALL FOR SERVICE CALL TYPE DATA IS NOT AVAILABLE FOR PRIOR YEARS DUE TO A CHANGE IN THE CENTERS COMPUTER AIDED DISPATCH (CAD) THAT WENT LIVE JANUARY 26, 2021
- THE CHANGE IS CAD HAS RESULTED IN STATISTICS FOR THE MONTH OF JANUARY 2021 NOT TO BE FULLY COUNTED IN THESE REPORTS.
- CALLS FOR SERVICE 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 PARTIAL YEARS TO TRACK DISPATCHER ACTIVITIES THAT WERE NOT DOCUMENTED PRIOR





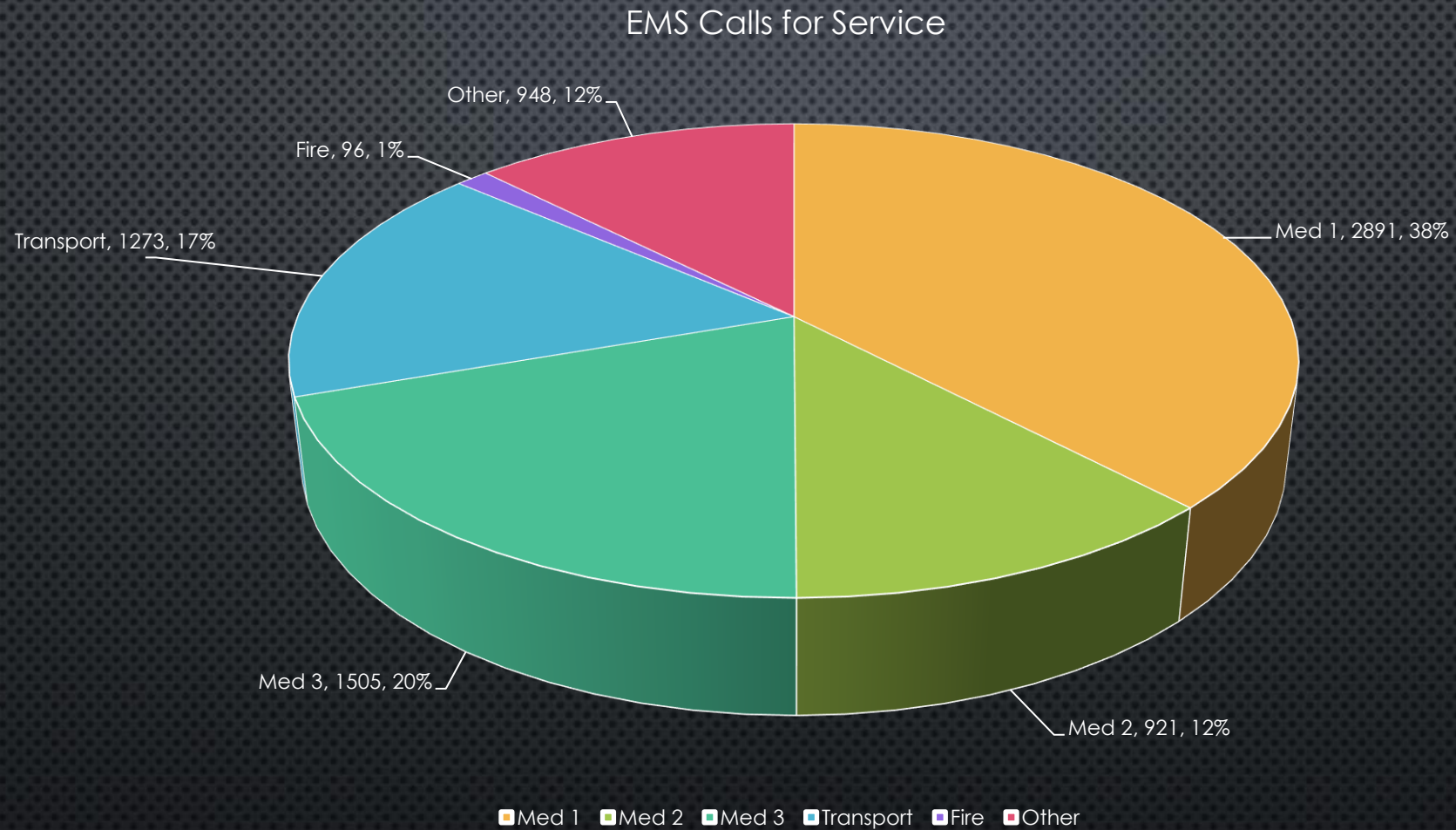
FIRE DEPARTMENT CALLS FOR SERVICE





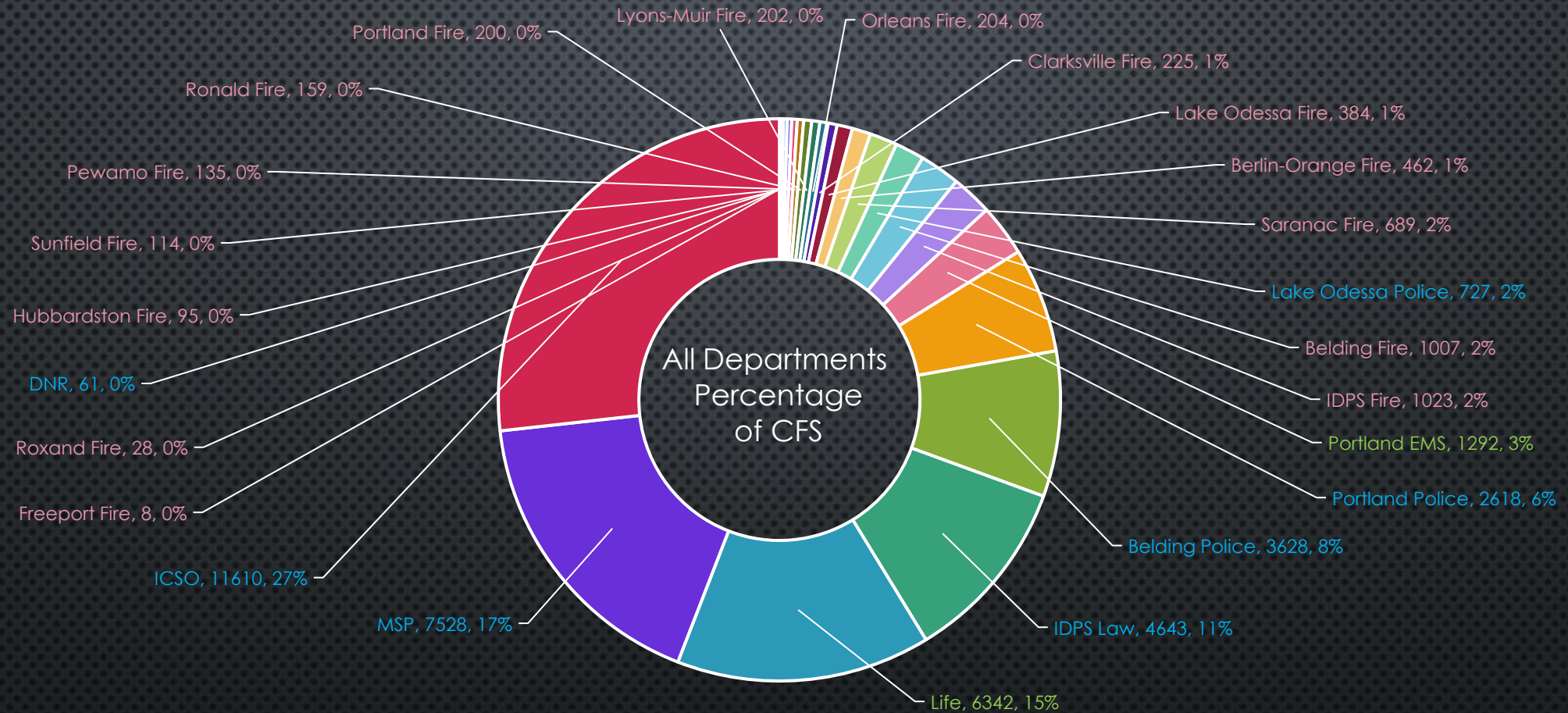
LAW ENFORCEMENT CALLS FOR SERVICE





EMS CALLS FOR SERVICE

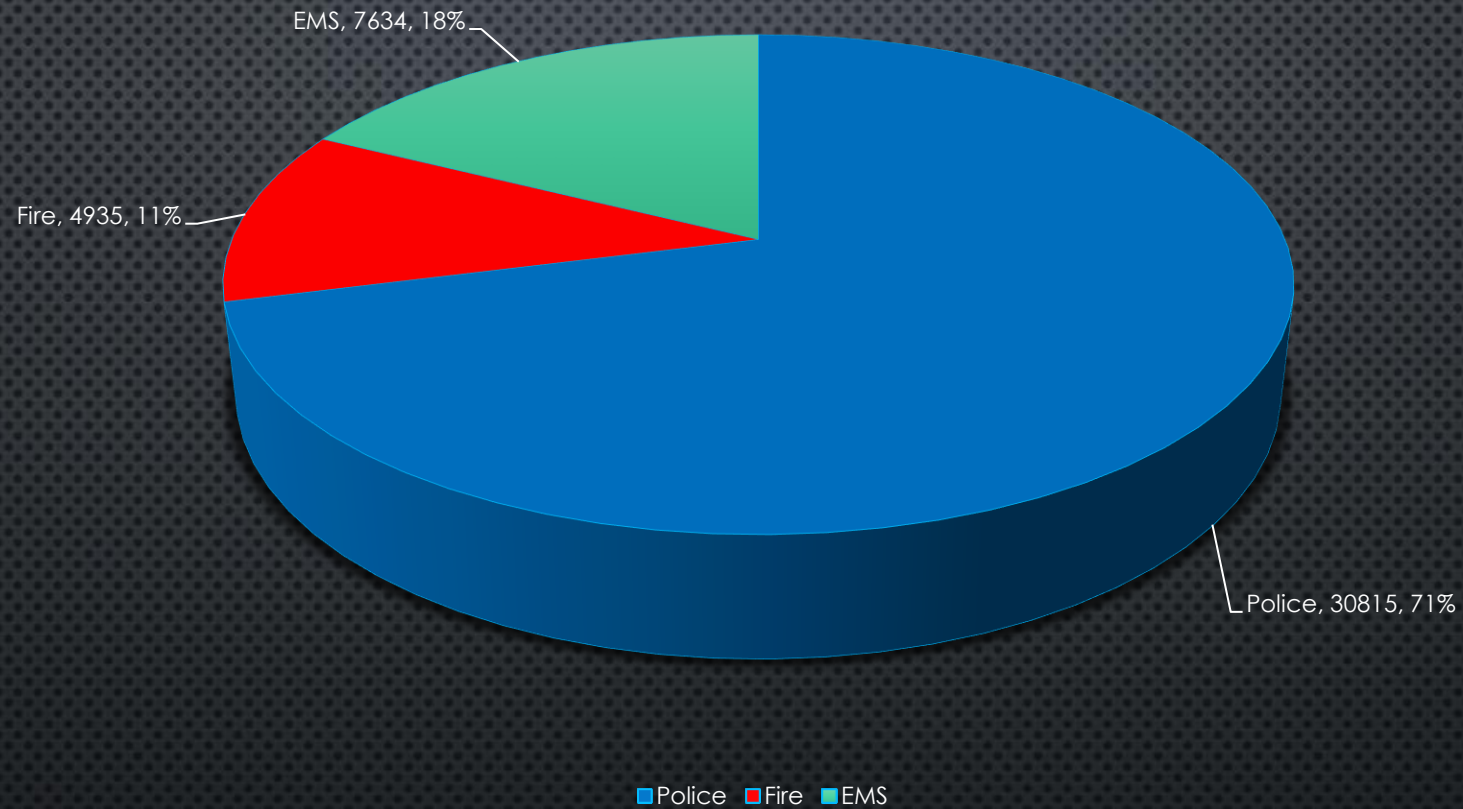




ALL AGENCY - PERCENTAGE OF CALLS FOR SERVICE



Percentage of CFS By Agency Type



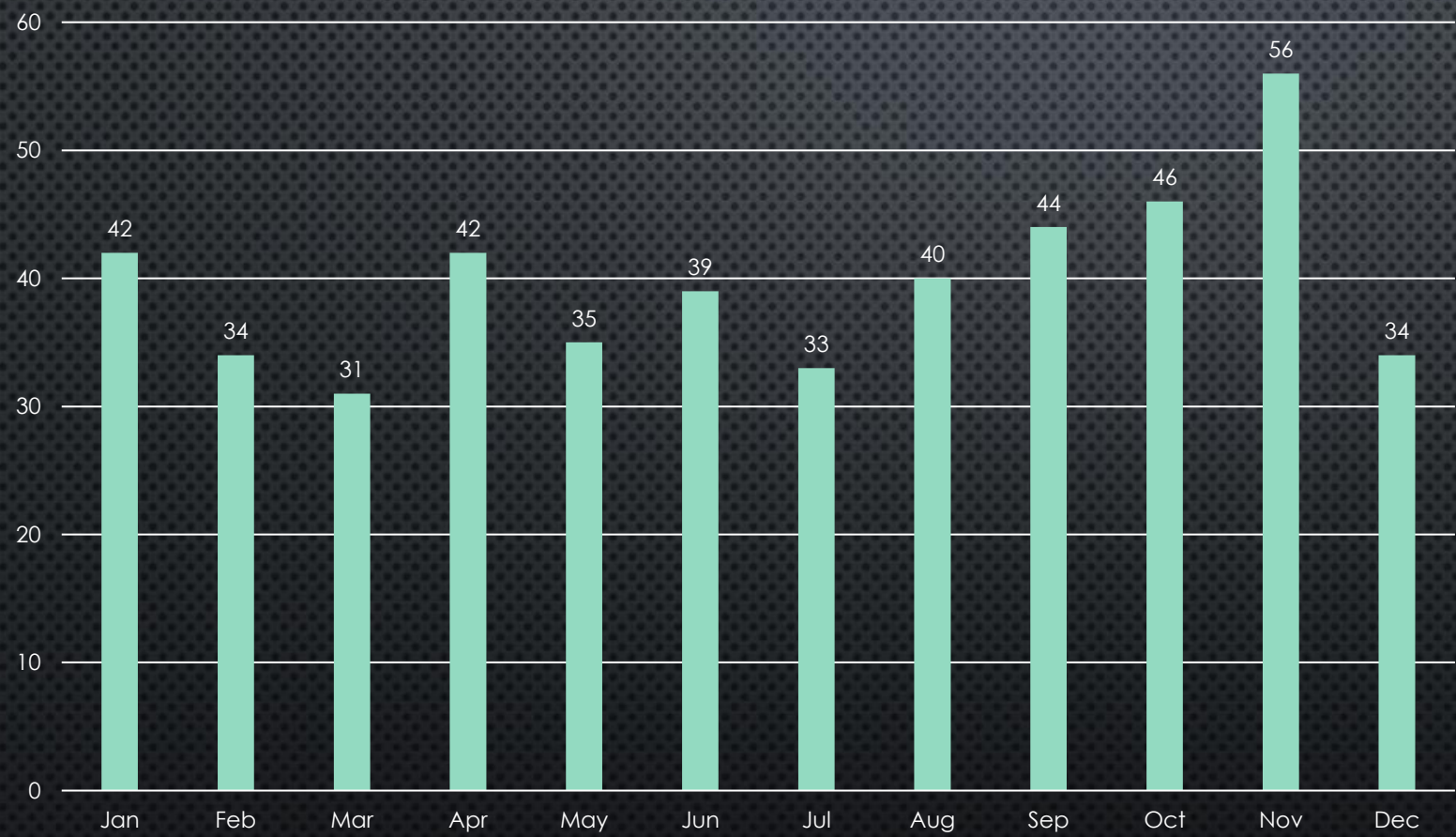
SERVICE TYPE - PERCENTAGE OF CALLS FOR SERVICE



ANIMAL CONTROL DEPARTMENT

Total CFS 2024 - **476**

ANIMAL CONTROL - 2024 CFS

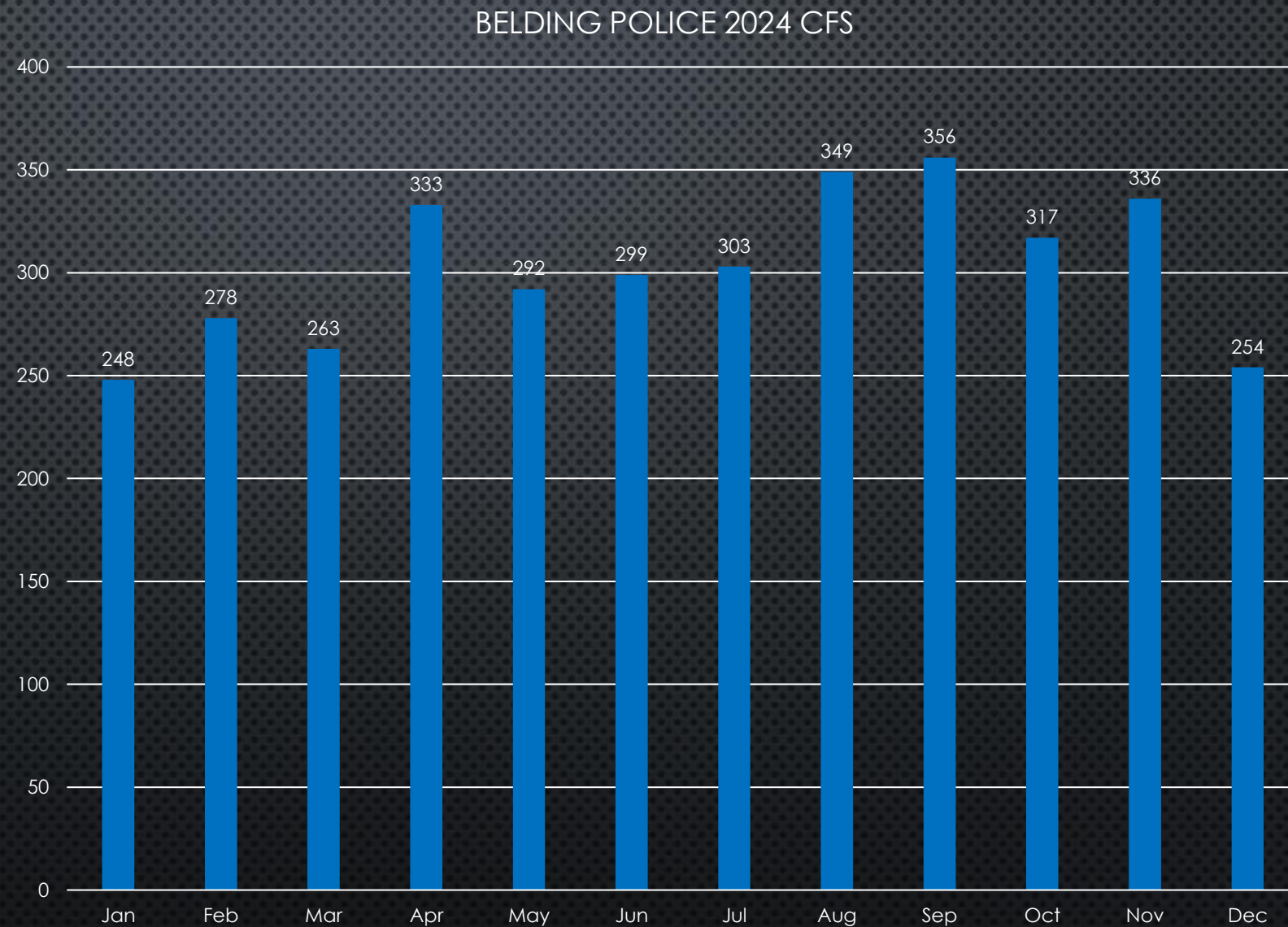


ANIMAL CONTROL	
	476
Call for Service	Totals
Domestic Assault	2
Fraud	5
Grass / Wildland Fire	7
Hit and Run	455
MDOP	2
MED 1	1
Medical Call / Amb Dispatch	1
Phone / Internet Harassment	1
Tree Down	1
Traffic / Officer Stop	1



BELDING POLICE DEPARTMENT

•TOTAL CFS 2024 - **3628**



Belding Police Department - 3628

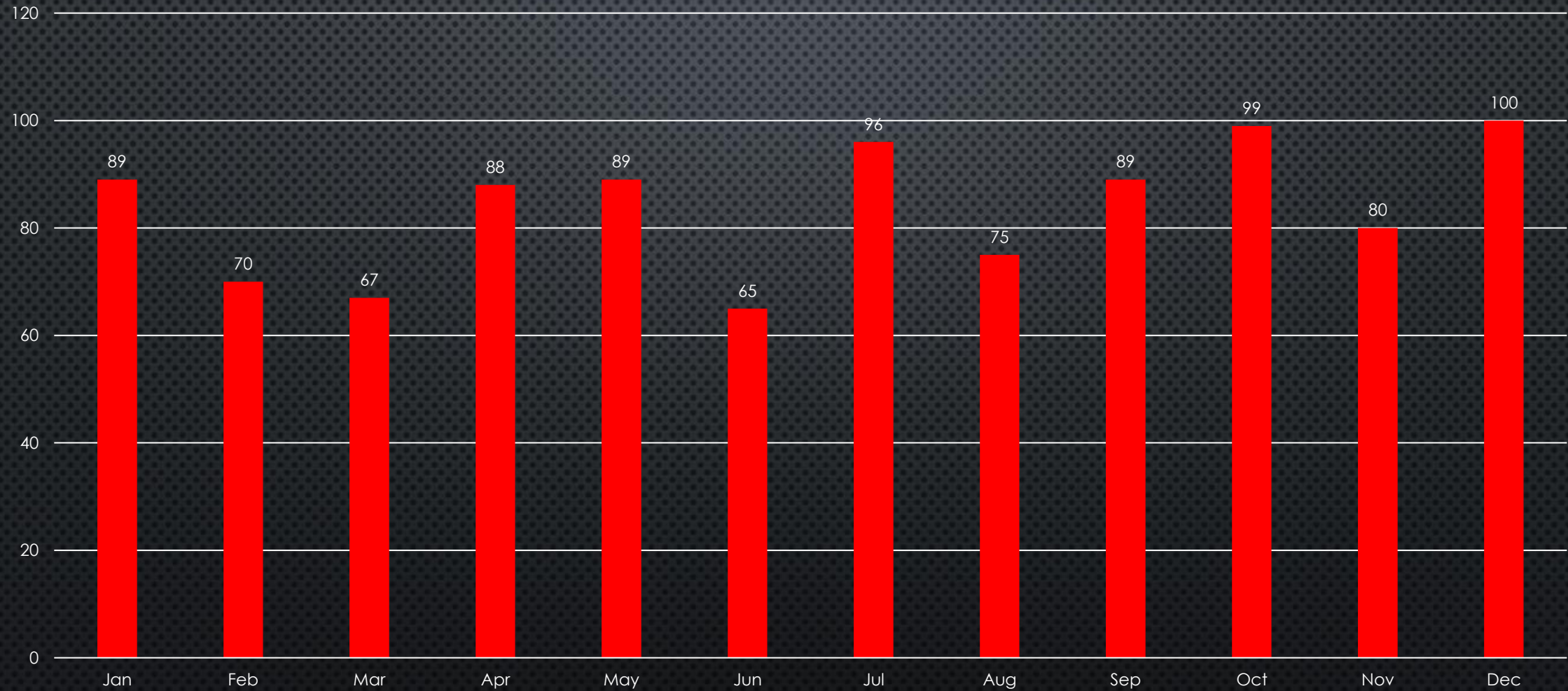
Call for Service Type	#	Call for Service Type	#	Call for Service Type	#
911 Hang up Call	37	General Assist	296	Phone / Internet Harassment	40
Abandoned Vehicle	16	Health & Safety / Animal	116	PIA Traffic	9
Alarm	45	Hit and Run	9	PPO Violation	5
Assault	52	Juvenile Problems & Runaways	113	Property Check	2
Assist Other Agency	7	Larceny	57	Request - Wrecker	1
Assist Outside Agency	9	Liquor / MIP	1	Structure Fire	3
Burglary	10	Lost Property / Found	21	Suspicious Situations	263
Civil Dispute	111	MDOP	27	Traffic / Officer Stop	1136
Conservation / Wildlife	17	MED 1	46	Traffic Offense All Other	98
CSC - Criminal Sexual Conduct	41	MED 2	26	Tree Down	2
Disorderly Conduct	110	MED 3	15	Trespassing	34
Domestic Assault	59	Medical Call / Amb Dispatch	3	Verbal Domestic	41
Drugs	20	Mental Health	68	Vin Inspections / All Inspections	5
Family Abuse / Neglect	48	Missing Person	21	Warrant Arrest / Fugitive	62
Fire All Other	21	Motor Vehicle Theft / UDAA	9	Weapons Offenses All	8
Fireworks	29	Non Criminal	29	Wires Down / Arching	12
Follow Up	319	OWI / OUID	9		
Fraud	31	PDA Traffic	59		



BELDING FIRE DEPARTMENT

Total CFS 2024 - 1007

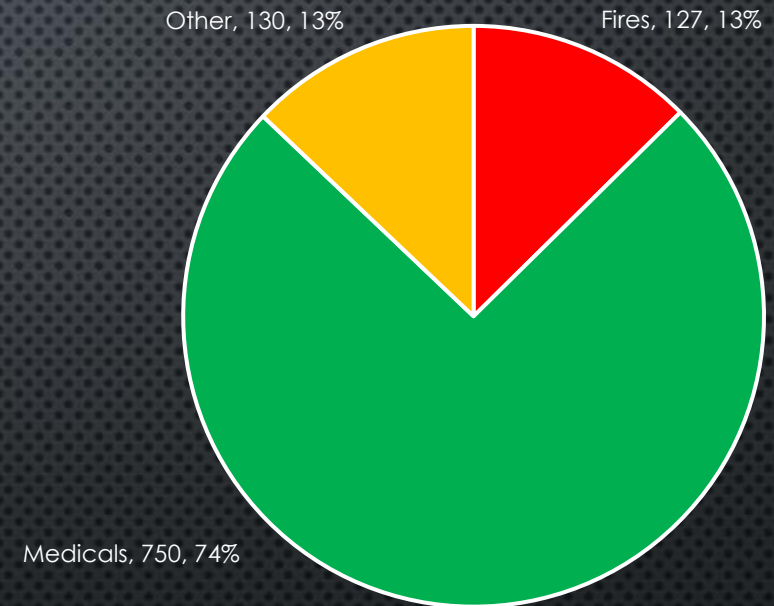
BELDING FIRE - 2024 CFS



BELDING FIRE DEPARTMENT

Belding Fire Department - 1007			
Call for Service Type	#	Call for Service Type	#
911 Hang up Call	3	MED 2	140
Alarm	2	MED 3	154
Ambulance Transport	2	Medical Call / Amb Dispatch	1
Assault	2	Mental Health	35
Assist Outside Agency	1	Missing Person	3
Civil Dispute	1	Non Criminal	2
CSC - Criminal Sexual Conduct	1	OWI / OUID	1
Disorderly Conduct	6	PDA Traffic	15
Domestic Assault	7	PIA Traffic	21
Drugs	1	Structure Fire	23
Fire All Other	93	Suspicious Situations	23
Follow Up	1	Traffic / Officer Stop	3
General Assist	14	Traffic Offense All Other	1
Grass / Wildland Fire	6	Tree Down	1
Hit and Run	3	Vehicle Fire	3
Juvenile Problems & Runaways	3	Verbal Domestic	1
Larceny	1	Weapons Offenses All	1
MED 1	381	Wires Down / Arching	51

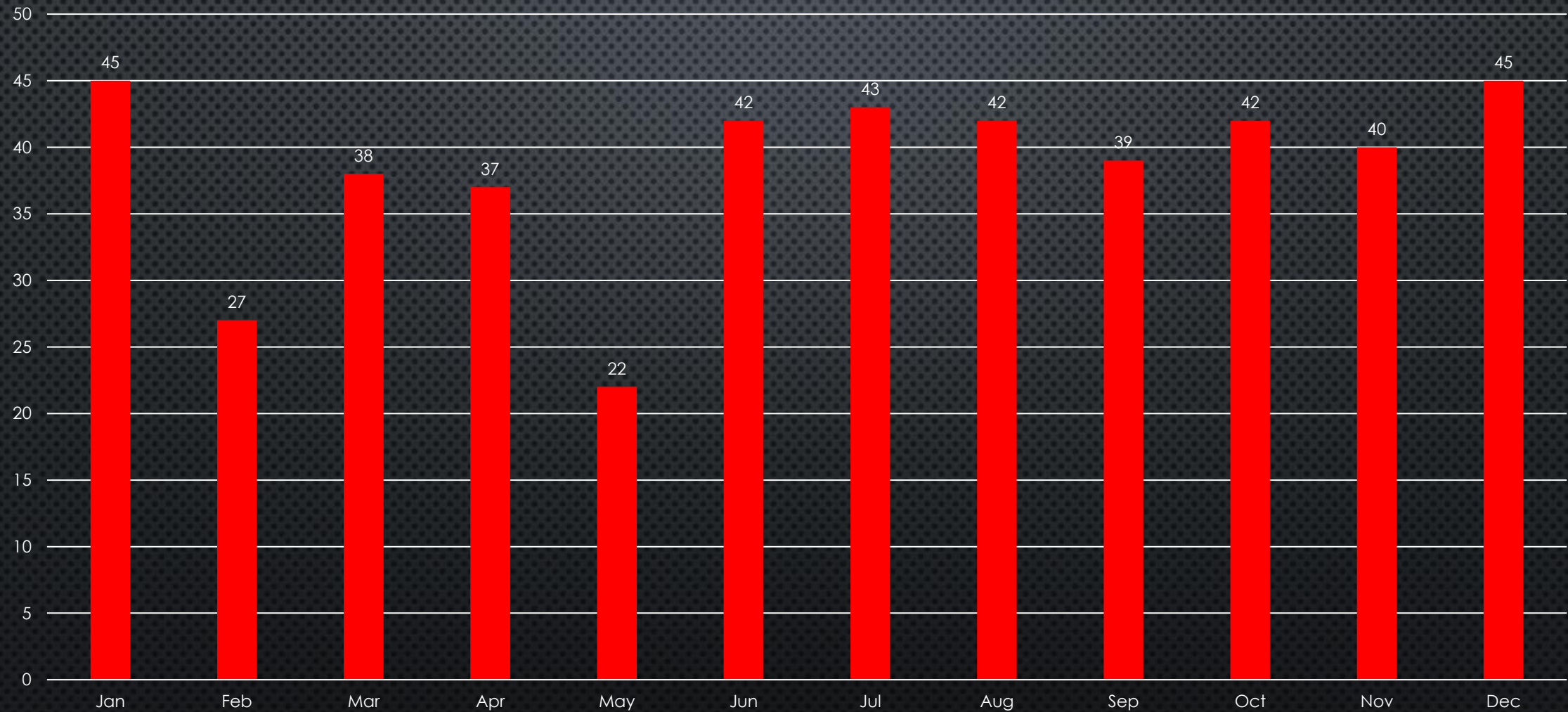
Belding Fire by Type of Call



BERLIN-ORANGE FIRE DEPARTMENT

Total CFS 2024 - **462**

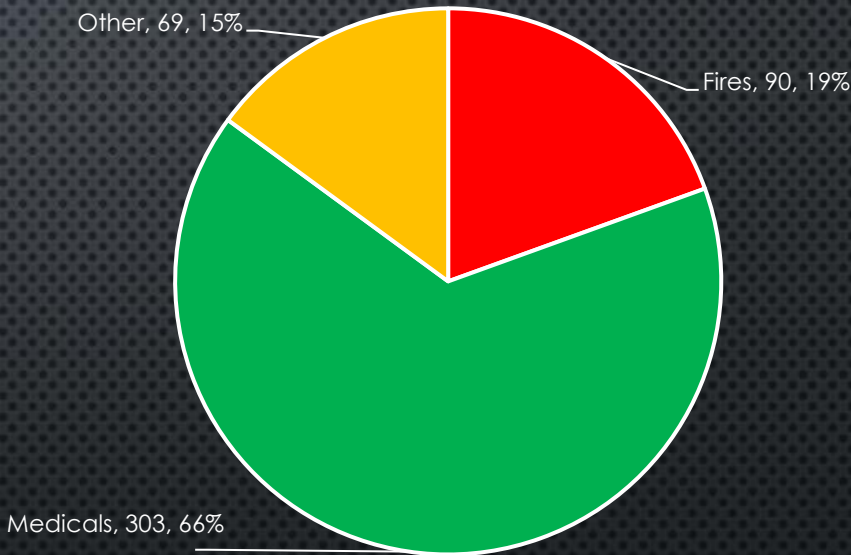
BERLIN-ORANGE FIRE - 2024 CFS



BERLIN-ORANGE FIRE DEPARTMENT

Berlin-Orange Fire Department - 462			
Call for Service Type	#	Call for Service Type	#
911 Hang up Call	2	Medical Call / Amb Dispatch	1
Ambulance Transport	1	Mental Health	5
Assault	1	Missing Person	1
Assist Other Agency	1	Non Criminal	4
Assist Outside Agency	2	PDA Traffic	24
Disorderly Conduct	2	PIA Traffic	78
Fire All Other	33	Request - Wrecker	1
General Assist	6	Structure Fire	32
Grass / Wildland Fire	15	Suspicious Situations	6
Juvenile Problems & Runaways	1	Traffic / Officer Stop	3
Larceny	2	Traffic Offense All Other	1
MED 1	153	Vehicle Fire	10
MED 2	48	Wires Down / Arching	15
MED 3	14		

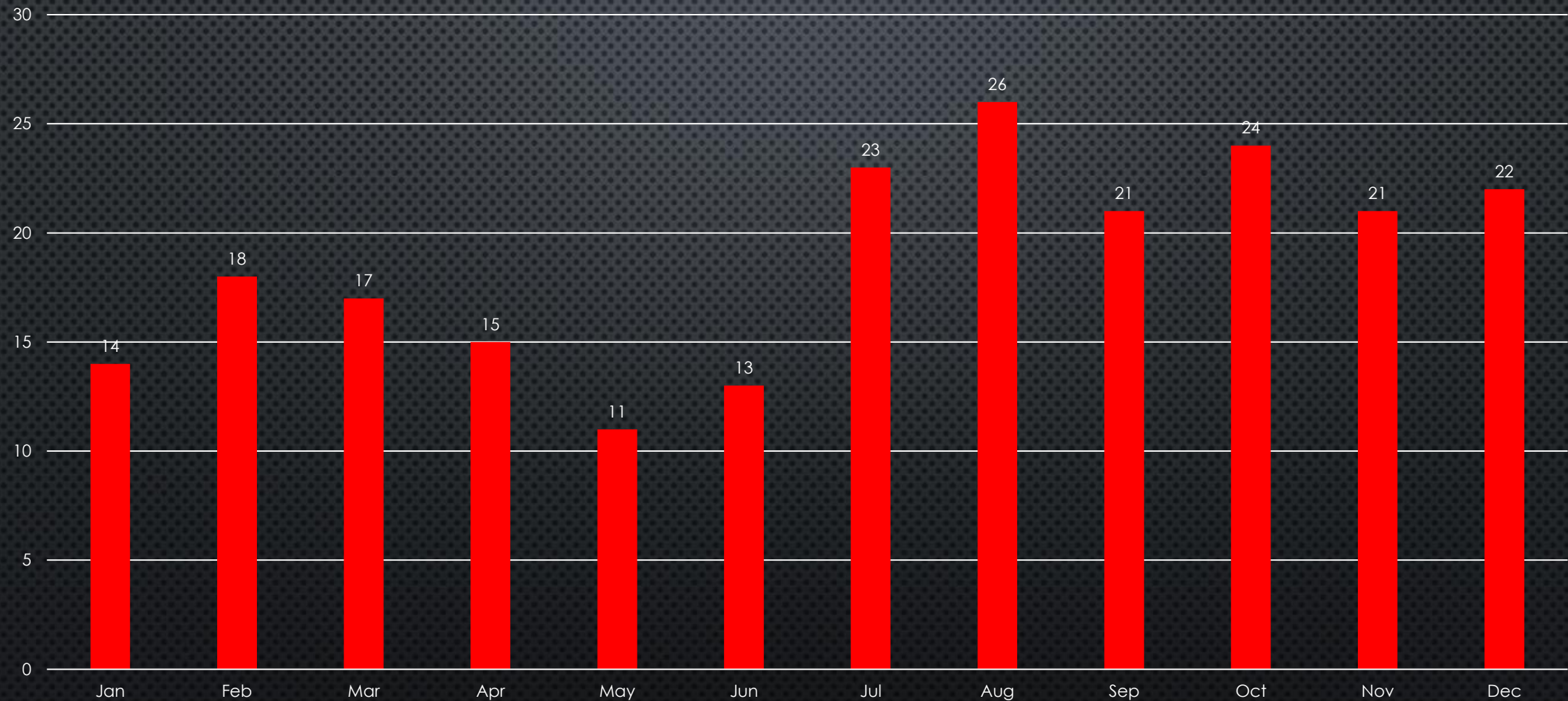
Berlin-Orange Fire CFS Types



CLARKSVILLE FIRE DEPARTMENT

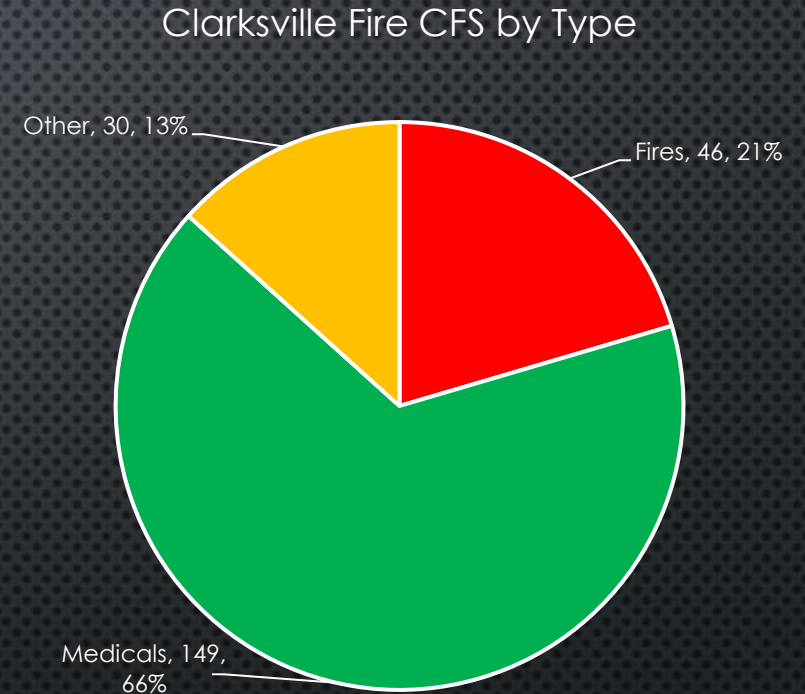
Total CFS 2024 - **225**

CLARKSVILLE FIRE - 2024 CFS



CLARKSVILLE FIRE DEPARTMENT

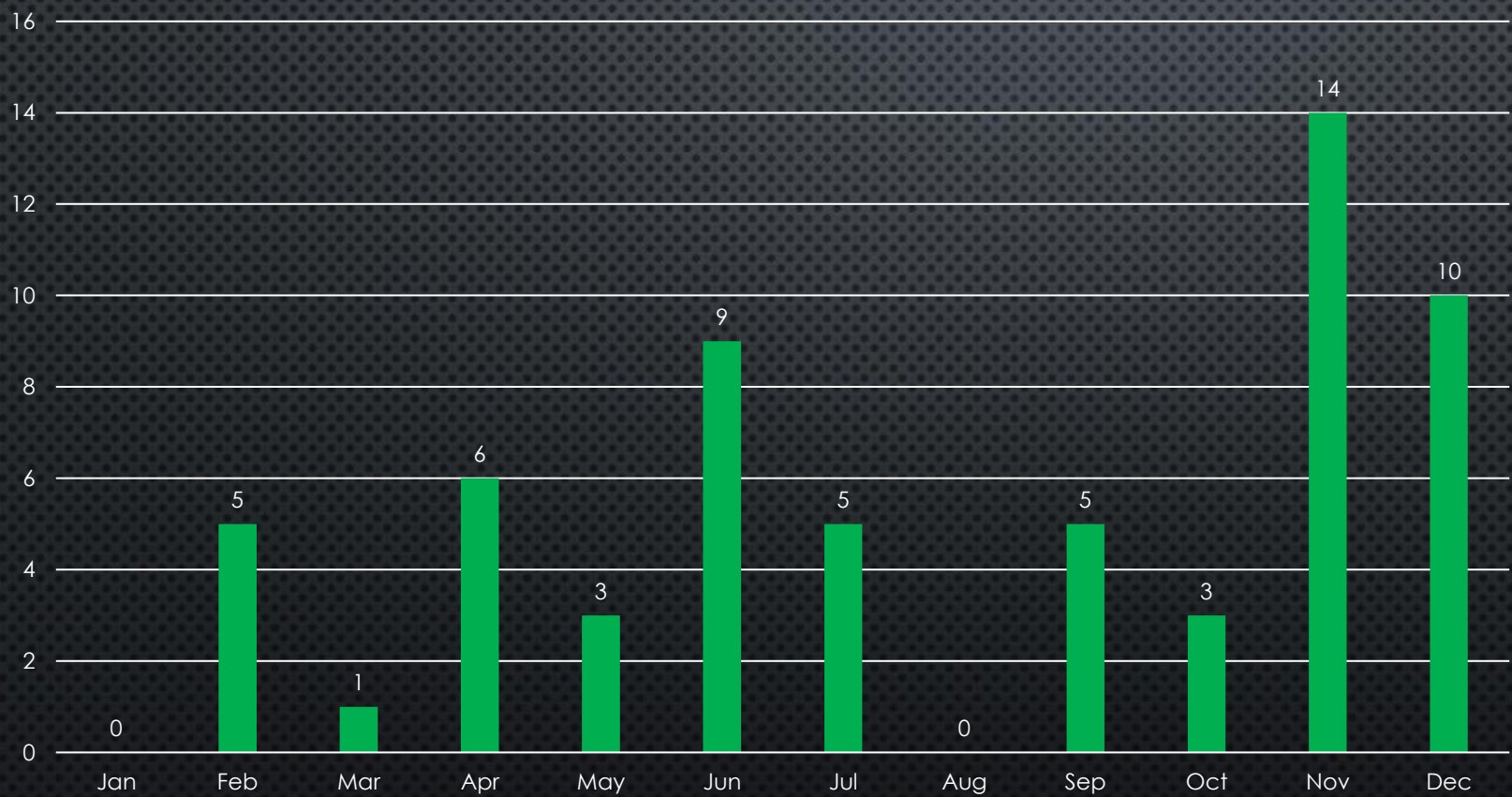
Clarksville Fire Department - 225			
Calls for Service Type	#	Calls for Service Type	#
911 Hang up Call	2	Motor Vehicle Theft / UDAA	1
Assist Outside Agency	1	Non Criminal	2
Disorderly Conduct	1	PDA Traffic	9
Family Abuse / Neglect	1	Phone / Internet Harassment	1
Fire All Other	11	PIA Traffic	9
General Assist	3	Structure Fire	22
Grass / Wildland Fire	12	Suspicious Situations	1
Hit and Run	1	Traffic Offense All Other	1
MED 1	69	Tree Down	1
MED 2	20	Vehicle Fire	1
MED 3	47	Wires Down / Arching	6
Mental Health	3		



DEPARTMENT OF NATURAL RESOURCES LAW ENFORCEMENT

Total CFS 2024 - **61**

DNR LAW - 2024 CFS



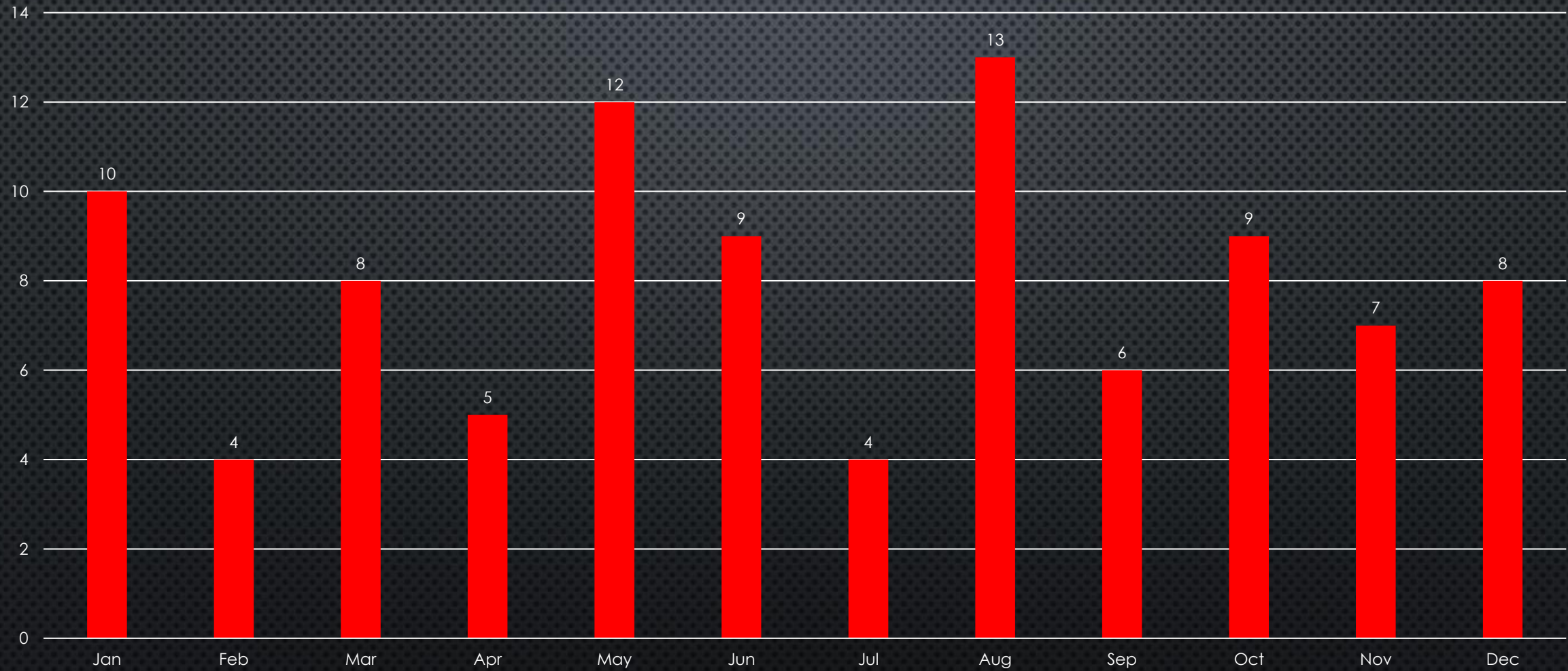
DNR LAW	61
Calls For Service	Totals
Abandoned Vehicle	1
Alarm	1
Conservation / Wildlife	24
Disorderly Conduct	1
Follow Up	2
General Assist	4
Health & Safety / Animal	5
Juvenile Problems & Runaways	1
Larceny	1
MED 1	3
Missing Person	1
Motor Vehicle Theft / UDAA	1
Non Criminal	2
PDA Traffic	2
PIA Traffic	2
Suspicious Situations	3
Traffic / Officer Stop	2
Warrant Arrest / Fugitive	1
Weapons Offenses All	4



HUBBARDSTON FIRE DEPARTMENT

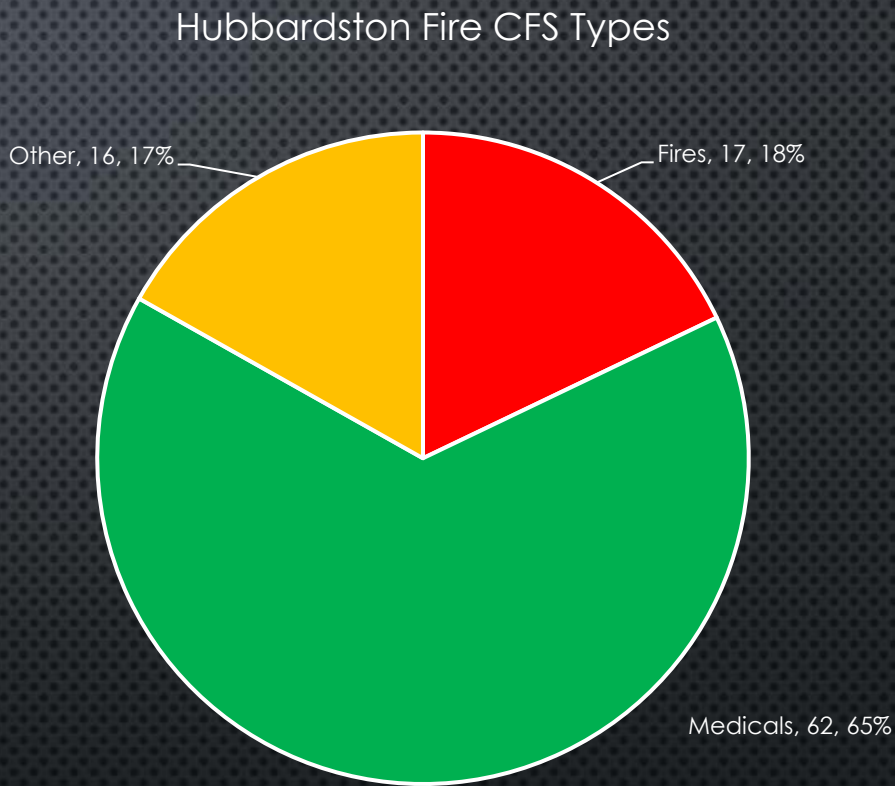
Total CFS 2024 - **95**

HUBBARDSTON FIRE - 2024 CFS



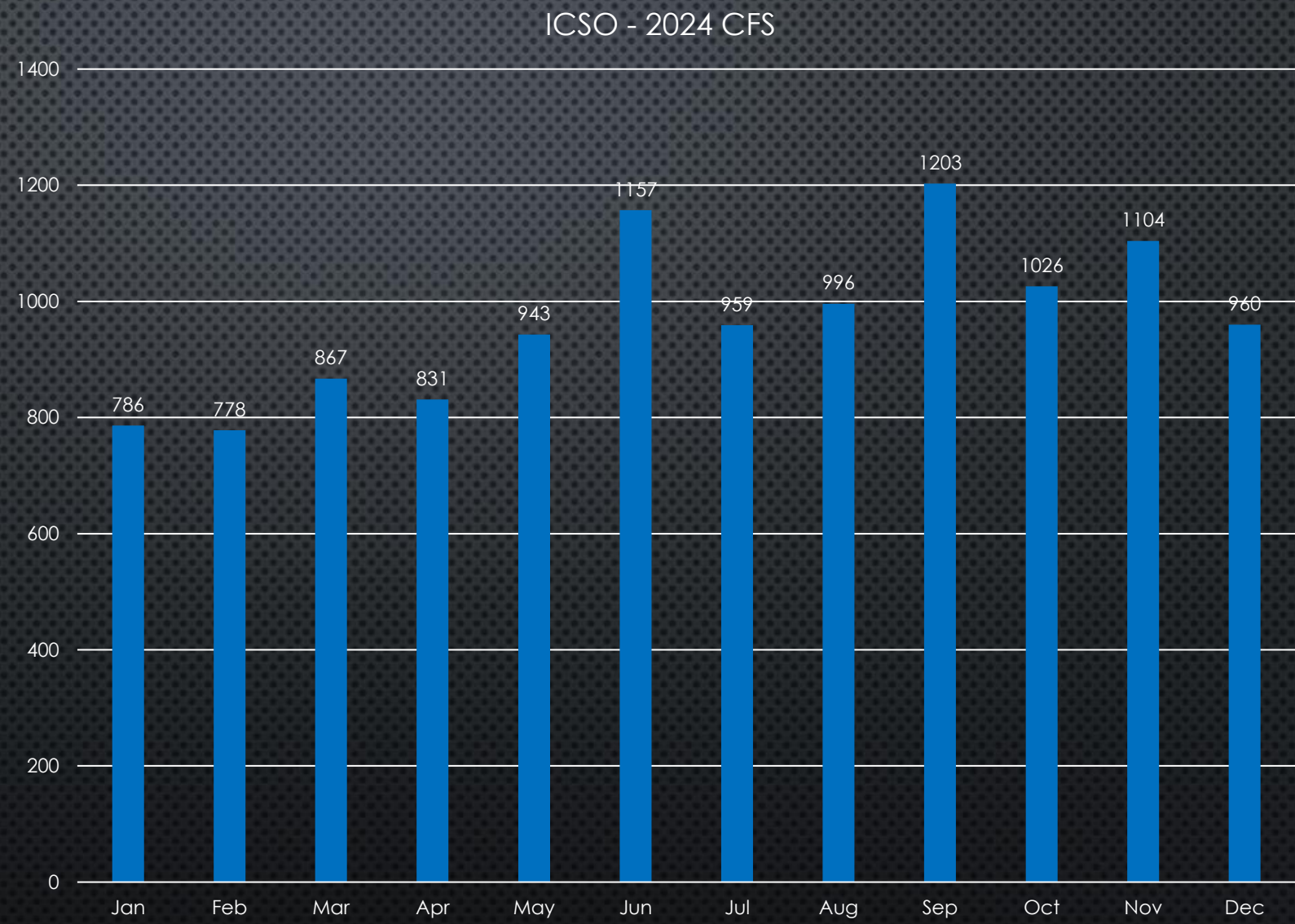
HUBBARDSTON FIRE DEPARTMENT

HUBBARDSTON FIRE	95
Calls For Service	Totals
911 Hang up Call	1
Assist Outside Agency	2
Burn Permit	1
Disorderly Conduct	1
Fire All Other	8
MED 1	37
MED 2	14
MED 3	4
Mental Health	2
Non Criminal	2
PDA Traffic	2
PIA Traffic	4
Structure Fire	9
Suspicious Situations	1
Traffic / Officer Stop	1
Tree Down	1
Wires Down / Arching	5



IONIA COUNTY SHERIFF DEPARTMENT

•TOTAL CFS 2024 – **11,610**

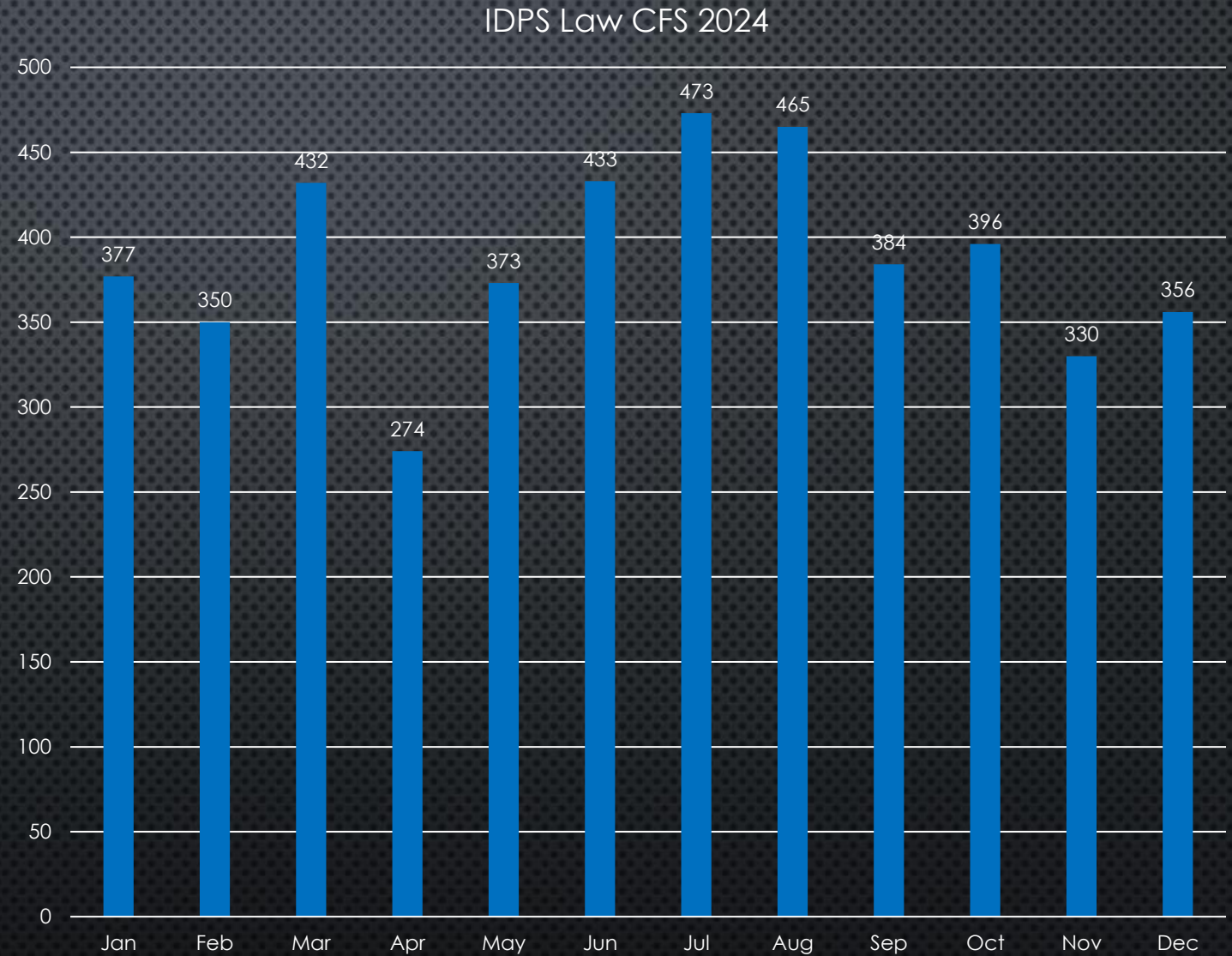


ICSO	11,610				
Calls for Service Type	#	Calls for Service Type	#	Calls for Service Type	#
911 Hang up Call	89	Fireworks	12	PDA Traffic	825
988 Calls	4	Follow Up	843	Phone / Internet Harassment	127
Abandoned Vehicle	135	Fraud	157	PIA Traffic	215
Active Violence Incident	1	General Assist	767	PPO Violation	34
Alarm	204	Grass / Wildland Fire	2	Property Check	8
Ambulance Transport	8	Health & Safety / Animal	267	Repossession	1
Assault	133	Hit and Run	73	Request - Wrecker	4
Assist Jail	17	Juvenile Problems & Runaways	174	Robbery / Hold up	1
Assist Other Agency	37	Larceny	238	Structure Fire	16
Assist Outside Agency	39	Liquor / MIP	5	Suspicious Situations	781
Bomb Threat	1	Lost Property / Found	35	Traffic / Officer Stop	3137
Burglary	54	MDOP	123	Traffic Offense All Other	328
Civil Dispute	311	MED 1	124	Tree Down	16
Conservation / Wildlife	124	MED 2	35	Trespassing	134
CSC - Criminal Sexual Conduct	92	MED 3	33	Vehicle Fire	14
Disorderly Conduct	256	Medical Call / Amb Dispatch	16	Verbal Domestic	80
Domestic Assault	184	Mental Health	260	Vin Inspections / All Inspections	62
Drugs	40	Missing Person	45	Warrant Arrest / Fugitive	544
Duplicate Call	1	Motor Vehicle Theft / UDAA	35	Weapons Offenses All	60
Family Abuse / Neglect	122	Non Criminal	63	Wires Down / Arching	9
Fire All Other	18	OWI / OUID	37		



IONIA DEPARTMENT PUBLIC SAFETY - LAW

•TOTAL CFS 2024 – **4643**



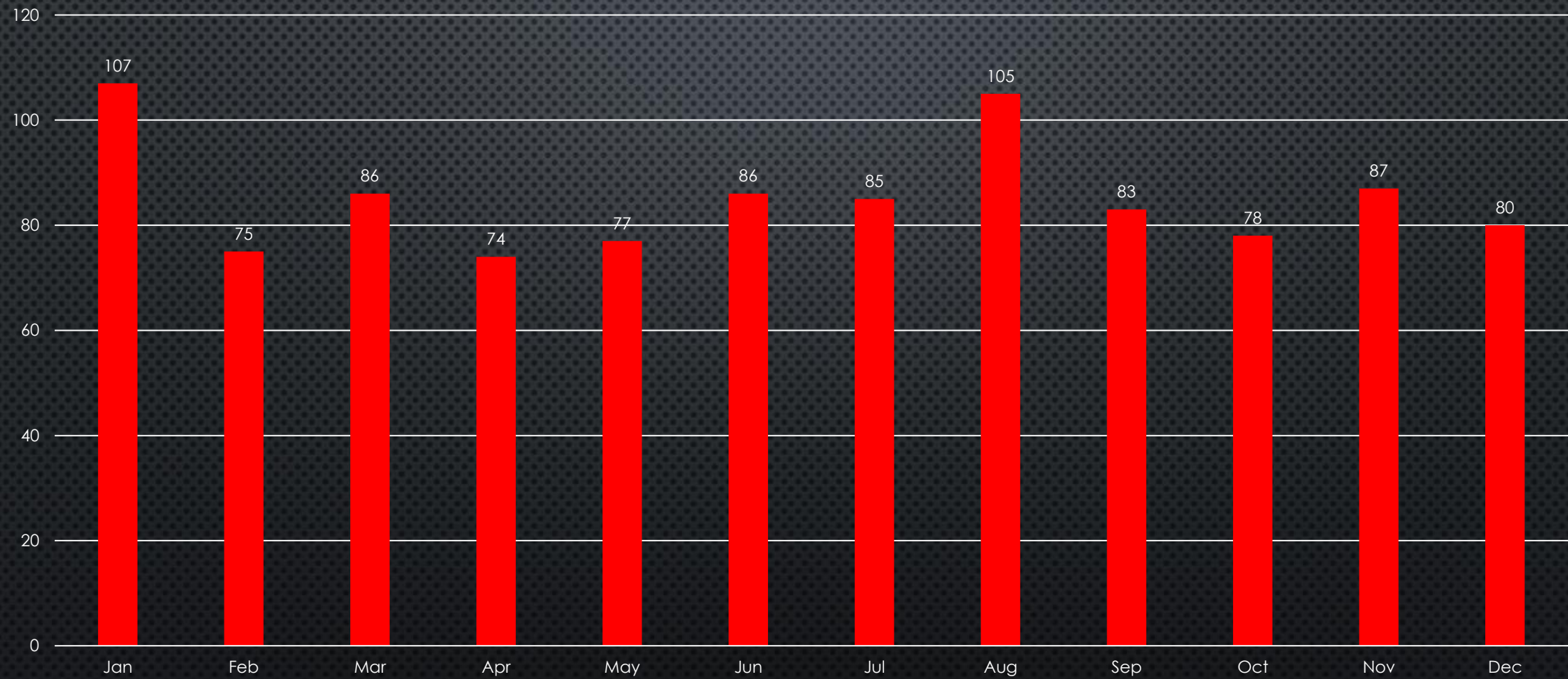
IDPS LAW	Totals				
	4,643				
Calls For Service	#	Calls For Service	#	Calls For Service	#
911 Hang up Call	70	Drugs	31	OWI / OUID	29
988 Calls	1	Duplicate Call	1	PDA Traffic	158
Abandoned Vehicle	25	Family Abuse / Neglect	82	Phone / Internet Harassment	47
Active Violence Incident	1	Fireworks	2	PIA Traffic	65
Alarm	81	Follow Up	446	PPO Violation	15
Ambulance Transport	3	Fraud	44	Property Check	1
Assault	72	General Assist	459	Repossession	1
Assist Jail	2	Health & Safety / Animal	136	Robbery / Hold up	1
Assist Other Agency	15	Hit and Run	27	Suspicious Situations	421
Assist Outside Agency	4	Juvenile Problems & Runaways	142	Traffic / Officer Stop	959
Burglary	15	Larceny	93	Traffic Offense All Other	179
Burn Permit	1	Lost Property / Found	20	Trespassing	50
Civil Dispute	145	MDOP	54	Verbal Domestic	59
Conservation / Wildlife	23	Mental Health	109	Vin Inspections / All Inspections	5
CSC - Criminal Sexual Conduct	59	Missing Person	20	Warrant Arrest / Fugitive	125
Disorderly Conduct	205	Motor Vehicle Theft / UDAA	12	Weapons Offenses All	14
Domestic Assault	72	Non Criminal	42		



IONIA DEPARTMENT PUBLIC SAFETY - FIRE

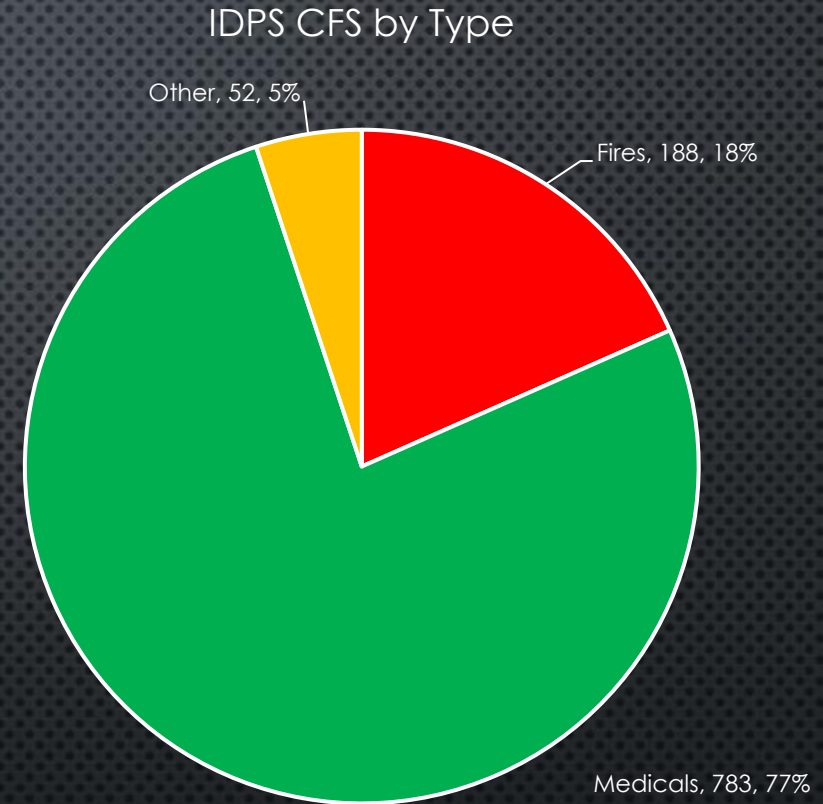
Total CFS 2024 – 1,023

IDPS FIRE - 2024 CFS



IONIA DEPARTMENT PUBLIC SAFETY - FIRE

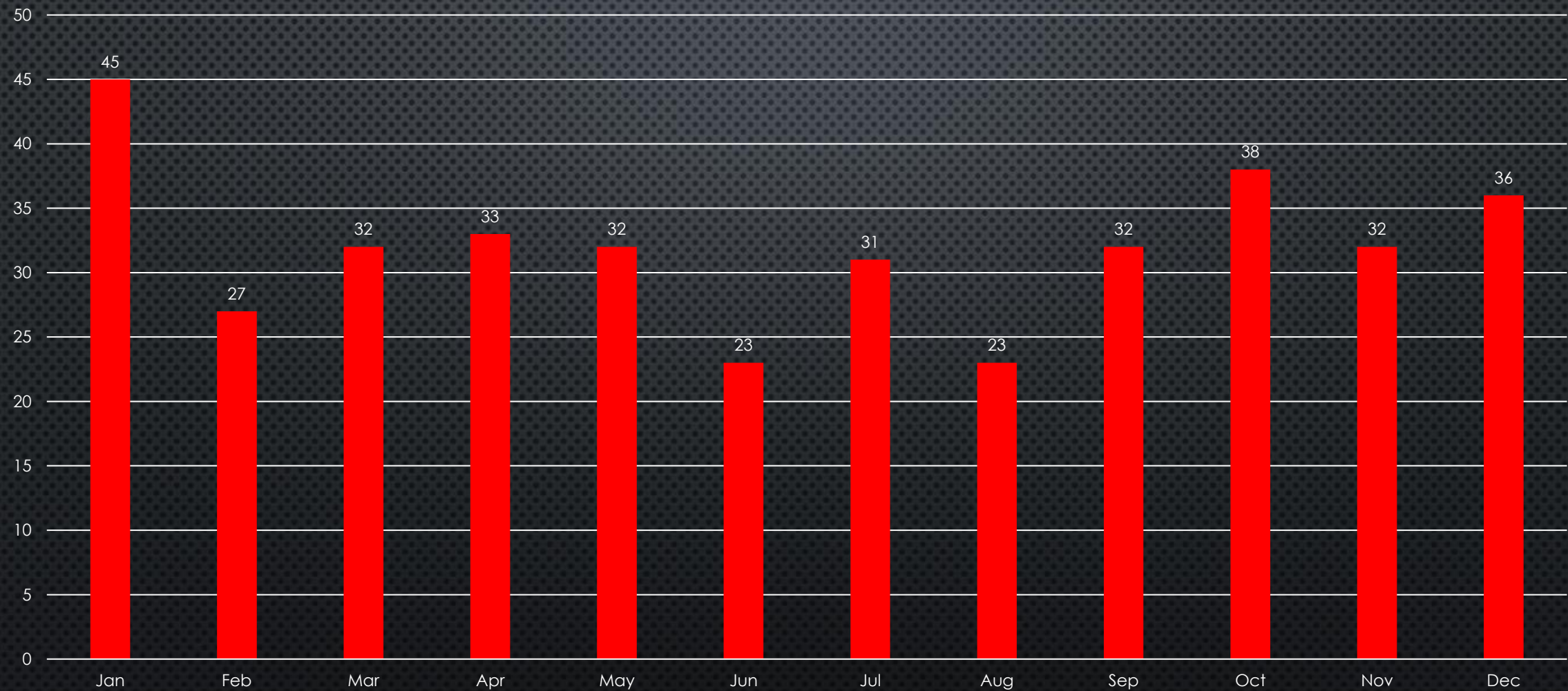
IDPS FIRE	1,023
Calls for Service	Totals
Fire All Other	127
Grass / Wildland Fire	8
MED 1	531
MED 2	181
MED 3	69
Medical Call / Amb Dispatch	2
Structure Fire	39
Tree Down	5
Vehicle Fire	14
Wires Down / Arching	47



LAKE ODESSA FIRE DEPARTMENT

Total CFS 2024 - **384**

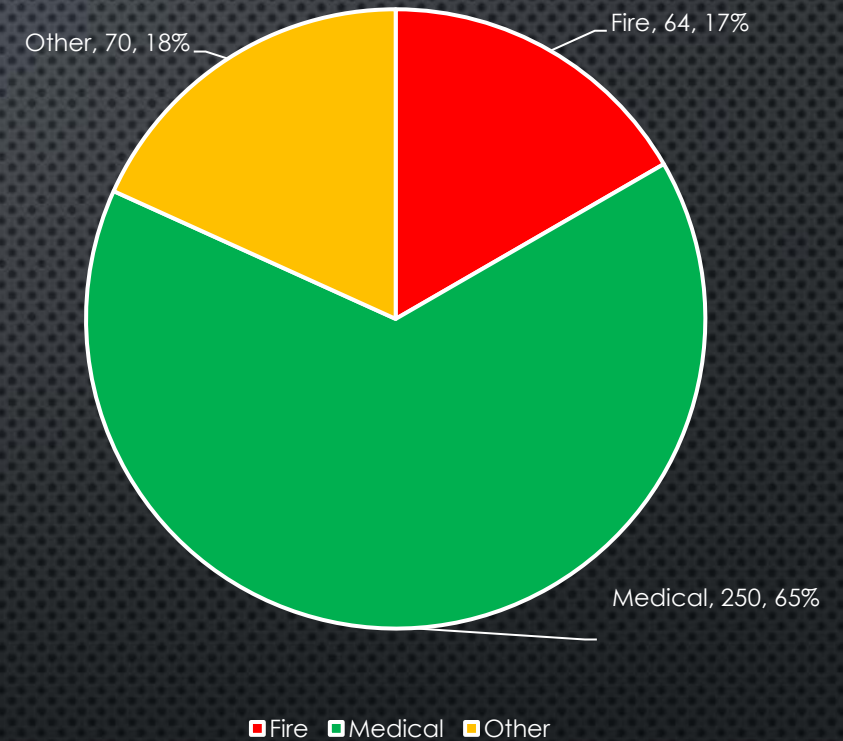
LAKE ODESSA FIRE - 2024 CFS



LAKE ODESSA FIRE DEPARTMENT

LAKE ODESSA FIRE			
	384		
Calls for Service	Totals	Calls for Service	Totals
988 Calls	1	MED 1	141
Abandoned Vehicle	1	MED 2	45
Ambulance Transport	2	MED 3	64
Assault	1	Mental Health	13
Assist Other Agency	1	Missing Person	1
Assist Outside Agency	1	Non Criminal	3
Disorderly Conduct	1	PDA Traffic	4
Domestic Assault	1	Phone / Internet Harassment	1
Fire All Other	29	PIA Traffic	7
Follow Up	1	Structure Fire	20
General Assist	7	Suspicious Situations	3
Grass / Wildland Fire	10	Traffic Offense All Other	1
Health & Safety / Animal	2	Vehicle Fire	5
Hit and Run	2	Wires Down / Arching	10
Juvenile Problems & Runaways	6		

Lake Odessa Fire by CFS Type



LAKE ODESSA POLICE DEPARTMENT

•TOTAL CFS 2024 - **727**



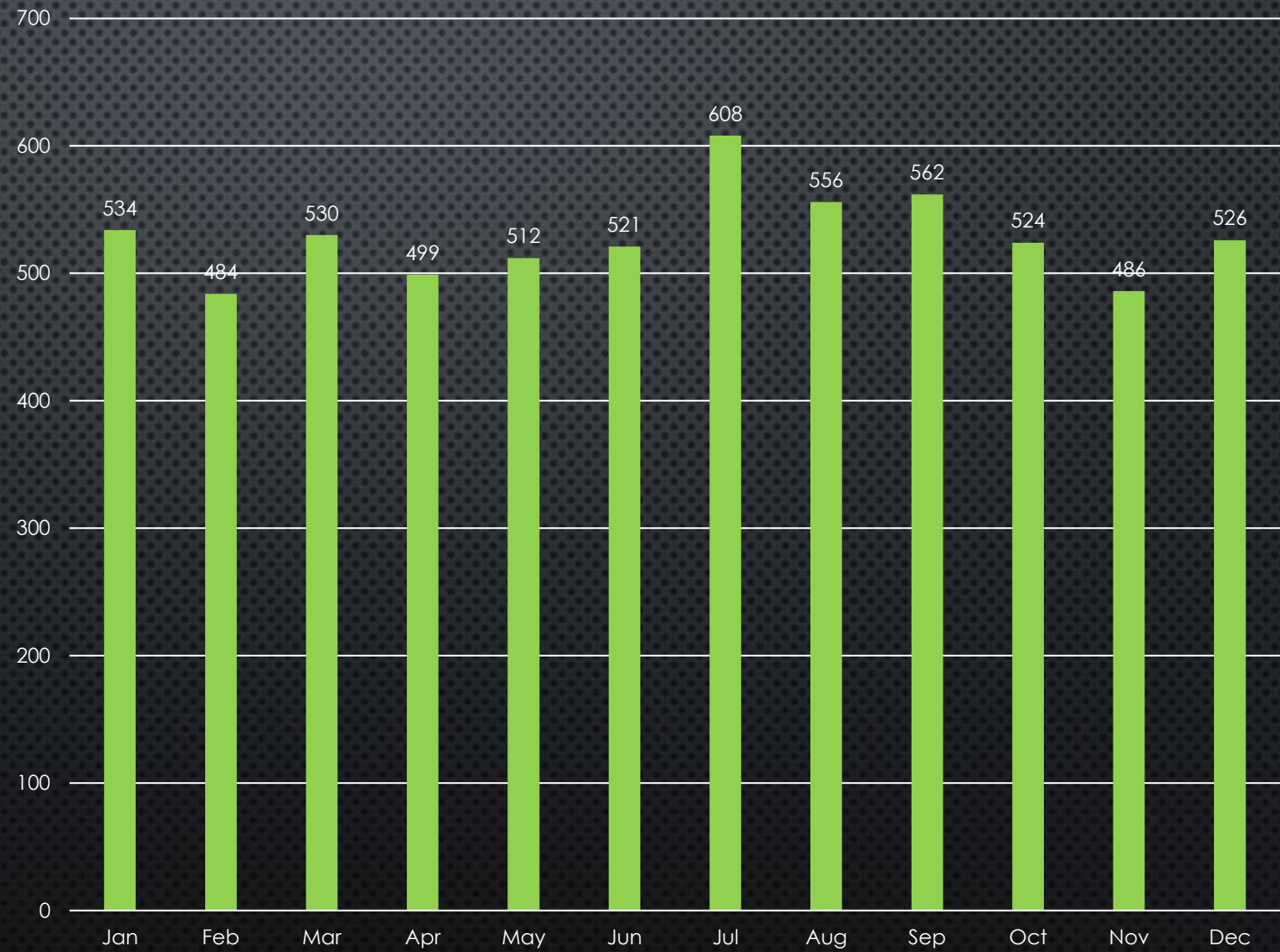
Lake Odessa PD					
	727				
CALL FOR SERVICE	Totals	CALL FOR SERVICE	Totals	CALL FOR SERVICE	Totals
911 Hang up Call	4	Fireworks	3	OWI / OUID	2
988 Calls	1	Follow Up	90	PDA Traffic	12
Abandoned Vehicle	6	Fraud	10	Phone / Internet Harassment	13
Alarm	1	General Assist	95	PPO Violation	2
Assault	4	Health & Safety / Animal	25	Property Check	38
Assist Other Agency	1	Hit and Run	4	Structure Fire	4
Assist Outside Agency	5	Juvenile Problems & Runaways	12	Suspicious Situations	45
Burglary	1	Larceny	10	Traffic / Officer Stop	144
Burn Permit	0	Lost Property / Found	8	Traffic Offense All Other	24
Civil Dispute	20	MDOP	15	Trespassing	9
Conservation / Wildlife	1	MED 1	11	Vehicle Fire	3
CSC - Criminal Sexual Conduct	9	MED 2	6	Verbal Domestic	2
Disorderly Conduct	17	MED 3	5	Warrant Arrest / Fugitive	22
Domestic Assault	5	Mental Health	6	Weapons Offenses All	1
Drugs	4	Missing Person	1	Wires Down / Arching	1
Family Abuse / Neglect	9	Motor Vehicle Theft / UDAA	2		
Fire All Other	1	Non Criminal	13		



LIFE EMS-AMBULANCE

LIFE EMS - 2024 CFS

•TOTAL CFS 2024 - 6342

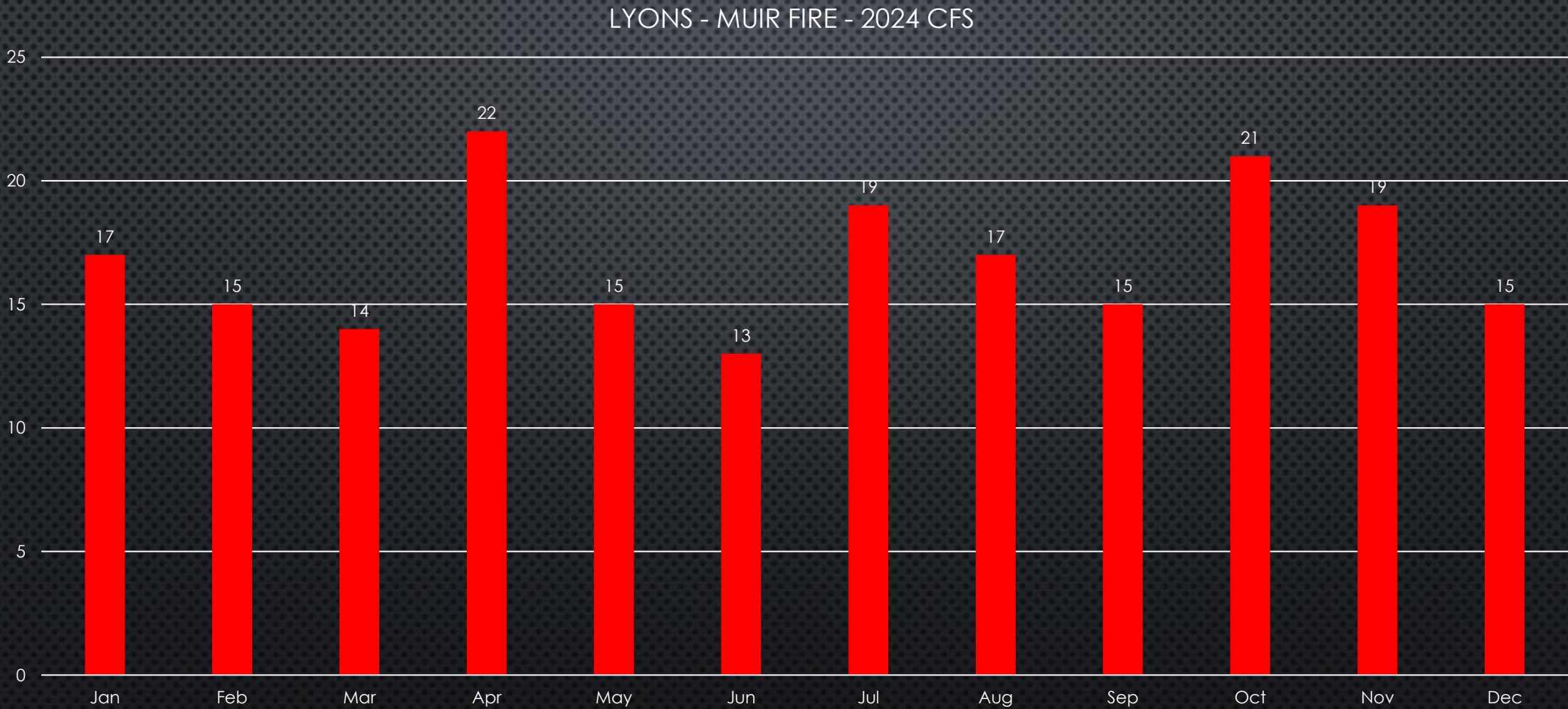


LIFE EMS					
	6342				
Call for Service	Totals	Call for Service	Totals	Call for Service	Totals
911 Hang up Call	8	Fire All Other	7	Non Criminal	2
988 Calls	2	Follow Up	4	OWI / OUID	1
Abandoned Vehicle	1	General Assist	47	PDA Traffic	40
Ambulance Transport	1163	Health & Safety / Animal	3	Phone / Internet Harassment	2
Assault	16	Hit and Run	3	PIA Traffic	252
Assist Medical	2	Juvenile Problems & Runaways	12	Request - Wrecker	1
Assist Other Agency	3	Larceny	1	Road Closure	114
Assist Outside Agency	29	MED 1	2383	Structure Fire	68
Civil Dispute	1	MED 2	778	Suspicious Situations	49
CSC - Criminal Sexual Conduct	2	MED 3	1187	Traffic / Officer Stop	15
Disorderly Conduct	22	Medical Call / Amb Dispatch	44	Traffic Offense All Other	7
Domestic Assault	24	Mental Health	142	Verbal Domestic	4
Drugs	3	Missing Person	4	Warrant Arrest / Fugitive	3
Family Abuse / Neglect	2	Motor Vehicle Theft / UDAA	1	Weapons Offenses All	4



LYONS-MUIR FIRE DEPARTMENT

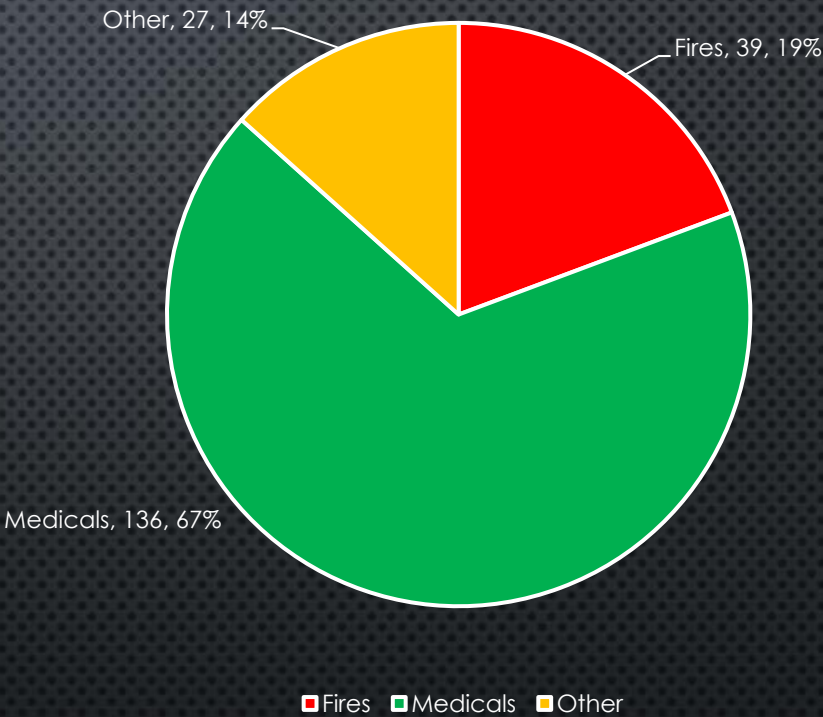
Total CFS 2024 - **202**



LYONS-MUIR FIRE DEPARTMENT

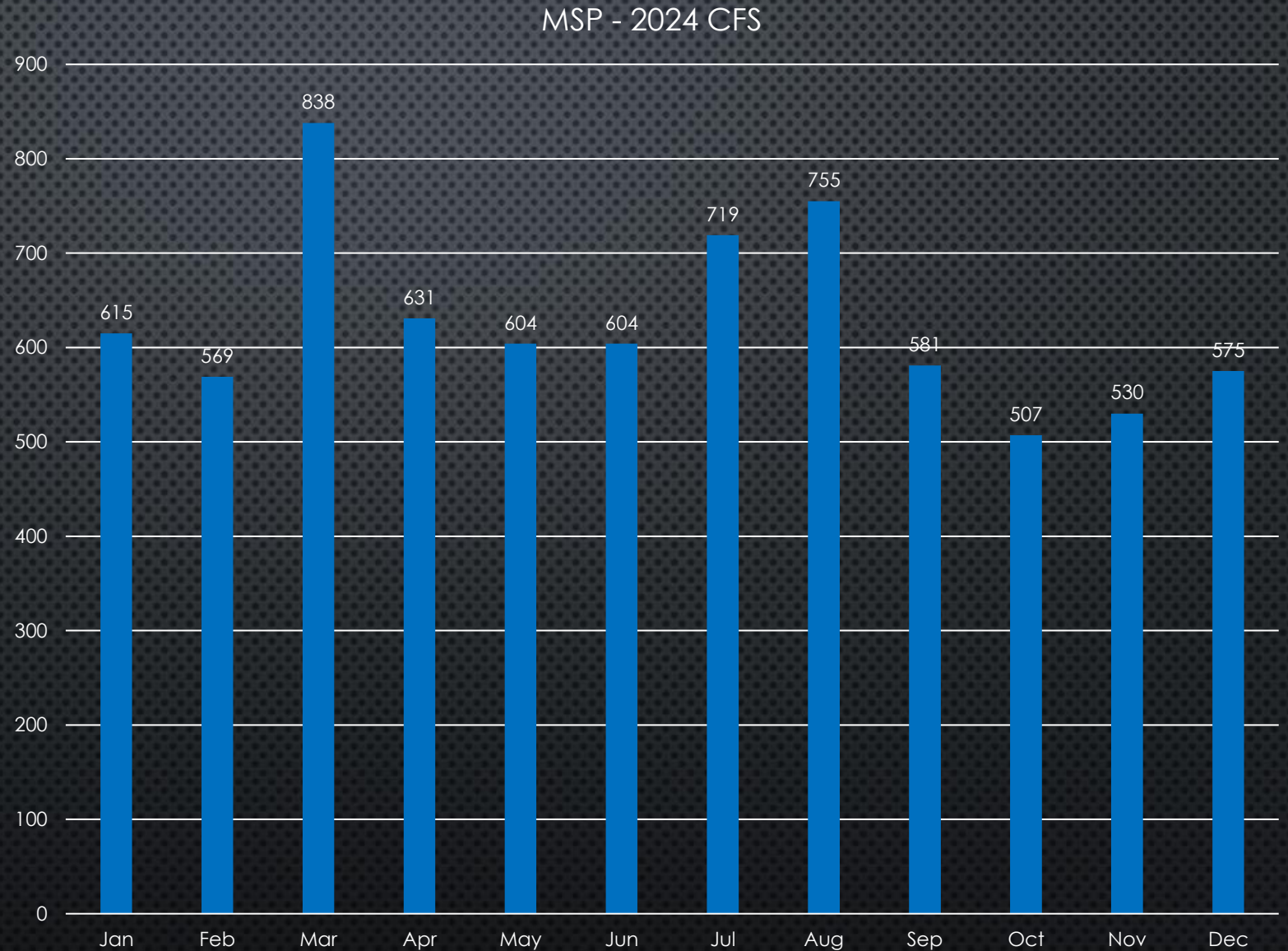
LYONS-MUIR FIRE	202
Calls for Service	Totals
Ambulance Transport	1
Assist Outside Agency	1
Disorderly Conduct	1
Domestic Assault	1
Fire All Other	11
General Assist	2
Grass / Wildland Fire	6
MED 1	89
MED 2	23
MED 3	10
Medical Call / Amb Dispatch	1
Mental Health	6
Non Criminal	3
PDA Traffic	6
PIA Traffic	4
Structure Fire	22
Suspicious Situations	2
Tree Down	2
Vehicle Fire	0
Warrant Arrest / Fugitive	1
Wires Down / Arching	10

Lyons-Muir Fire CFS Break Down



MICHIGAN STATE POLICE

•TOTAL CFS 2024 - **7527**



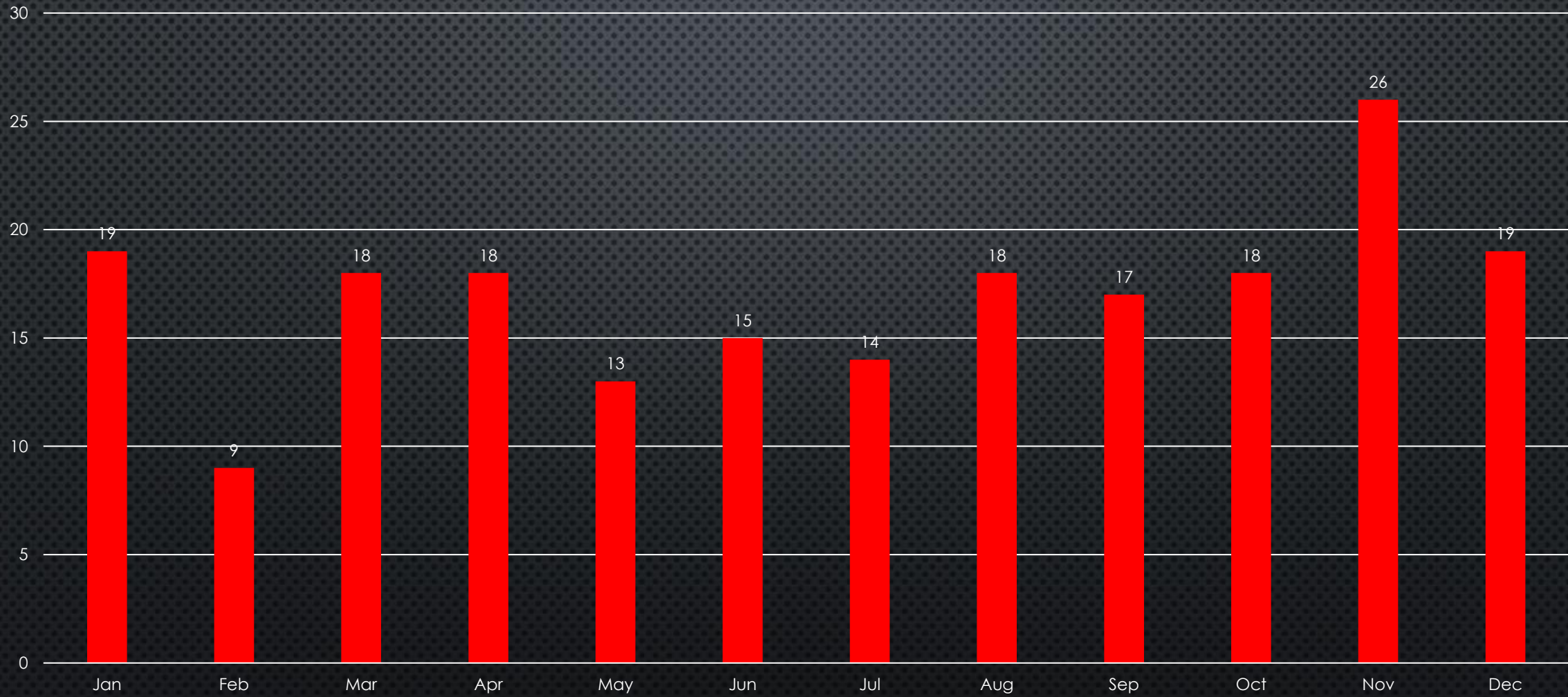
MSP					
	7527				
Calls for Service	Totals	Calls for Service	Totals	Calls for Service	Totals
911 Hang up Call	58	Fraud	77	Assist Outside Agency	80
988 Calls	1	General Assist	356	Bomb Threat	135
Abandoned Vehicle	38	Grass / Wildland Fire	3	Burglary	19
Active Violence Incident	1	Health & Safety / Animal	90	Burn Permit	1
Alarm	99	Hit and Run	45	Conservation / Wildlife	1
Ambulance Transport	2	Juvenile Problems & Runaways	83	Disorderly Conduct	1
Assault	79	Larceny	112	DPW Request	13
Assist Other Agency	20	Liquor / MIP	4	Drugs	449
Assist Outside Agency	24	Lost Property / Found	11	Fireworks	3207
Burglary	42	MDOP	53	Fire All Other	188
Civil Dispute	187	MED 1	73	Follow Up	6
Conservation / Wildlife	83	MED 2	8	Fraud	55
CSC - Criminal Sexual Conduct	60	MED 3	20	General Assist	8
Disorderly Conduct	165	Medical Call / Amb Dispatch	8	Grass / Wildland Fire	38
Domestic Assault	111	Mental Health	138	Health & Safety / Animal	13
Drugs	21	Missing Person	28	Hit and Run	137
Family Abuse / Neglect	54	Motor Vehicle Theft / UDAA	19	Homicide	36
Fire All Other	11	Non Criminal	20	Juvenile Problems & Runaways	4
Fireworks	14	OWI / OUID	23		
Follow Up	395	PDA Traffic	500		



ORLEANS FIRE DEPARTMENT

Total CFS 2024 - **204**

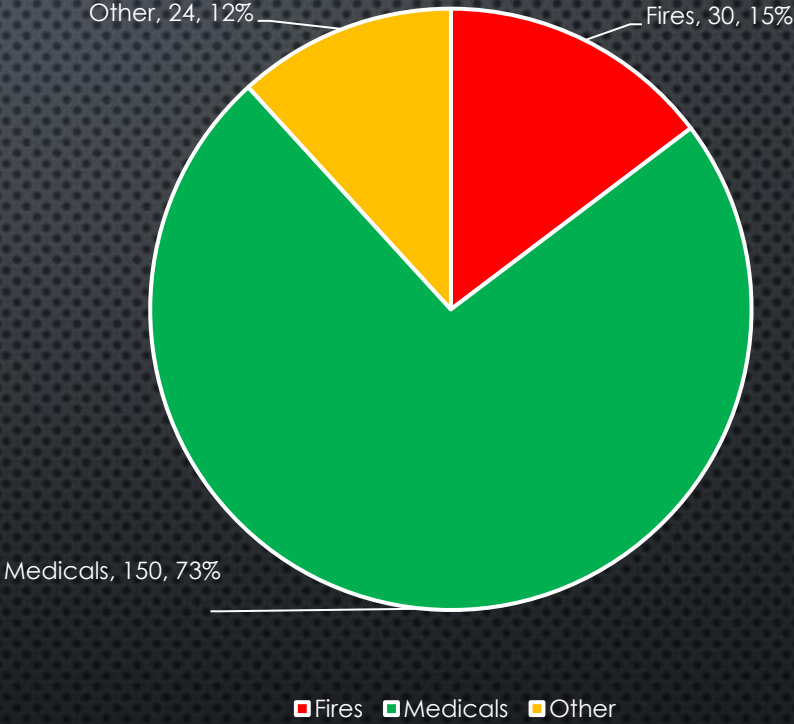
ORLEANS FIRE - 2024 CFS



ORLEANS FIRE DEPARTMENT

ORLEANS FIRE	204
Calls For Service	Totals
Assault	1
Disorderly Conduct	2
Domestic Assault	1
Fire All Other	11
General Assist	1
Grass / Wildland Fire	5
Health & Safety / Animal	1
MED 1	94
MED 2	25
MED 3	8
Medical Call / Amb Dispatch	1
Mental Health	4
Missing Person	1
Non Criminal	2
PDA Traffic	8
PIA Traffic	14
Structure Fire	12
Vehicle Fire	2
Wires Down / Arching	11

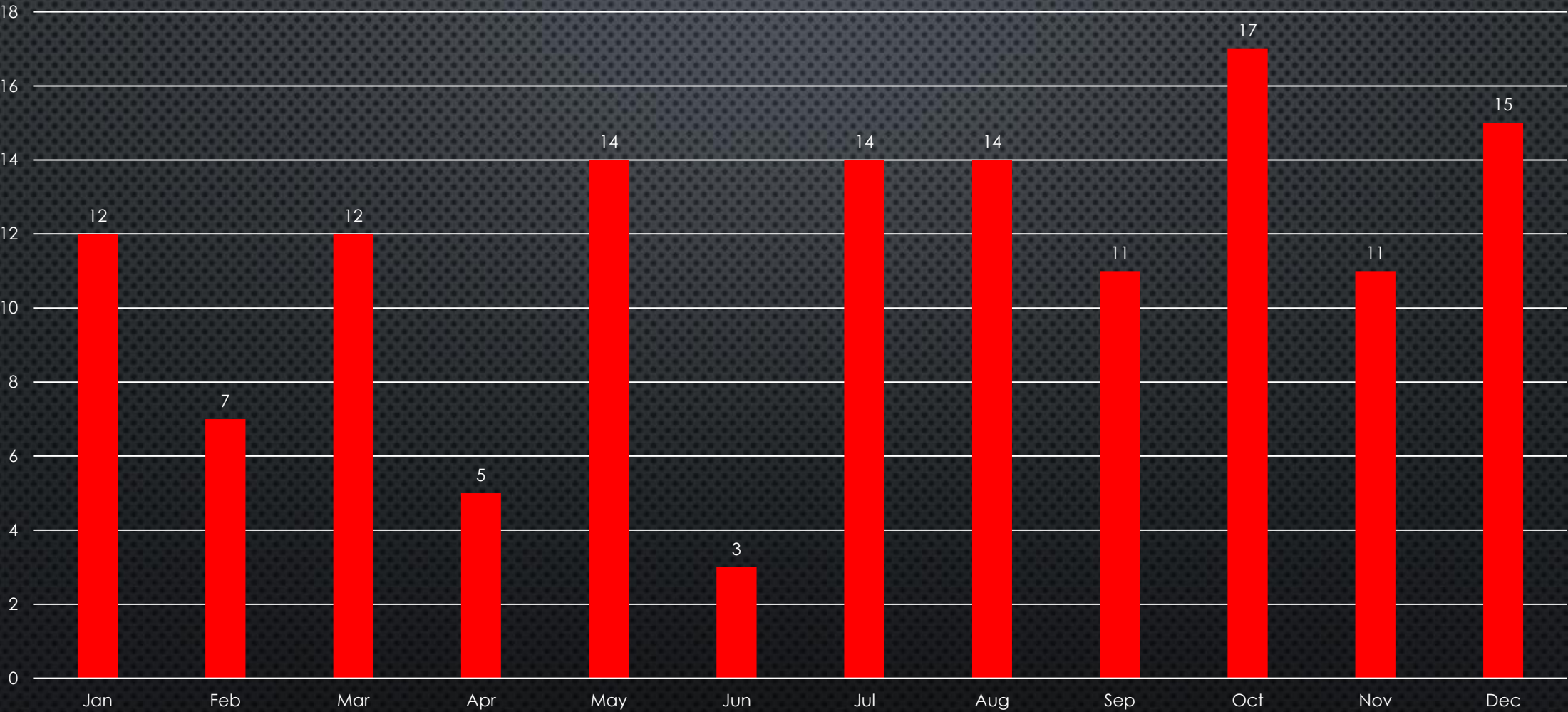
Orleans Fire CFS Break Down



PEWAMO FIRE DEPARTMENT

Total CFS 1023 - **135**

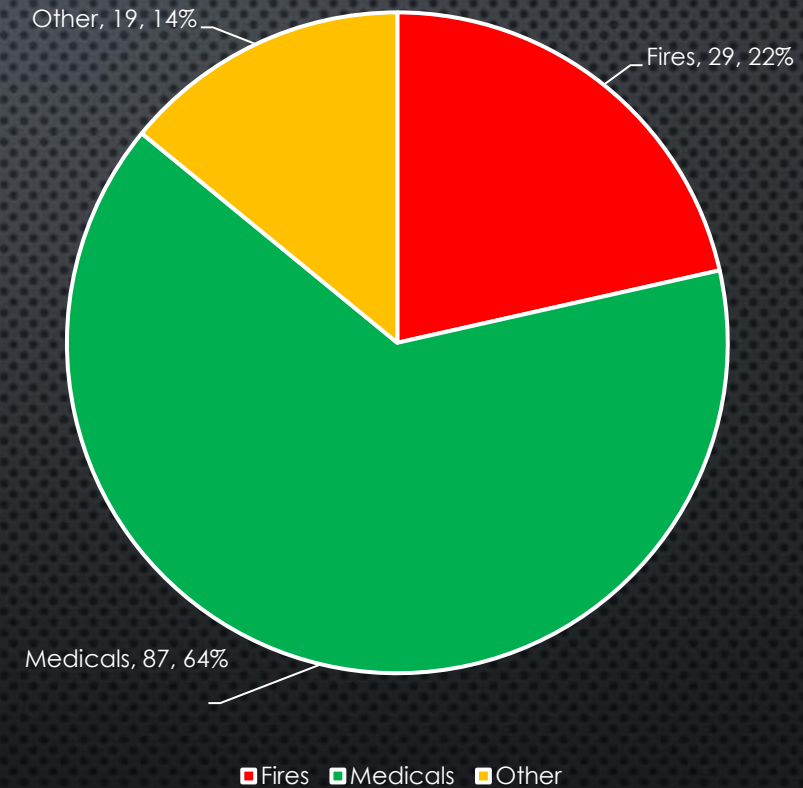
PEWAMO FIRE - 2024 CFS



PEWAMO FIRE DEPARTMENT

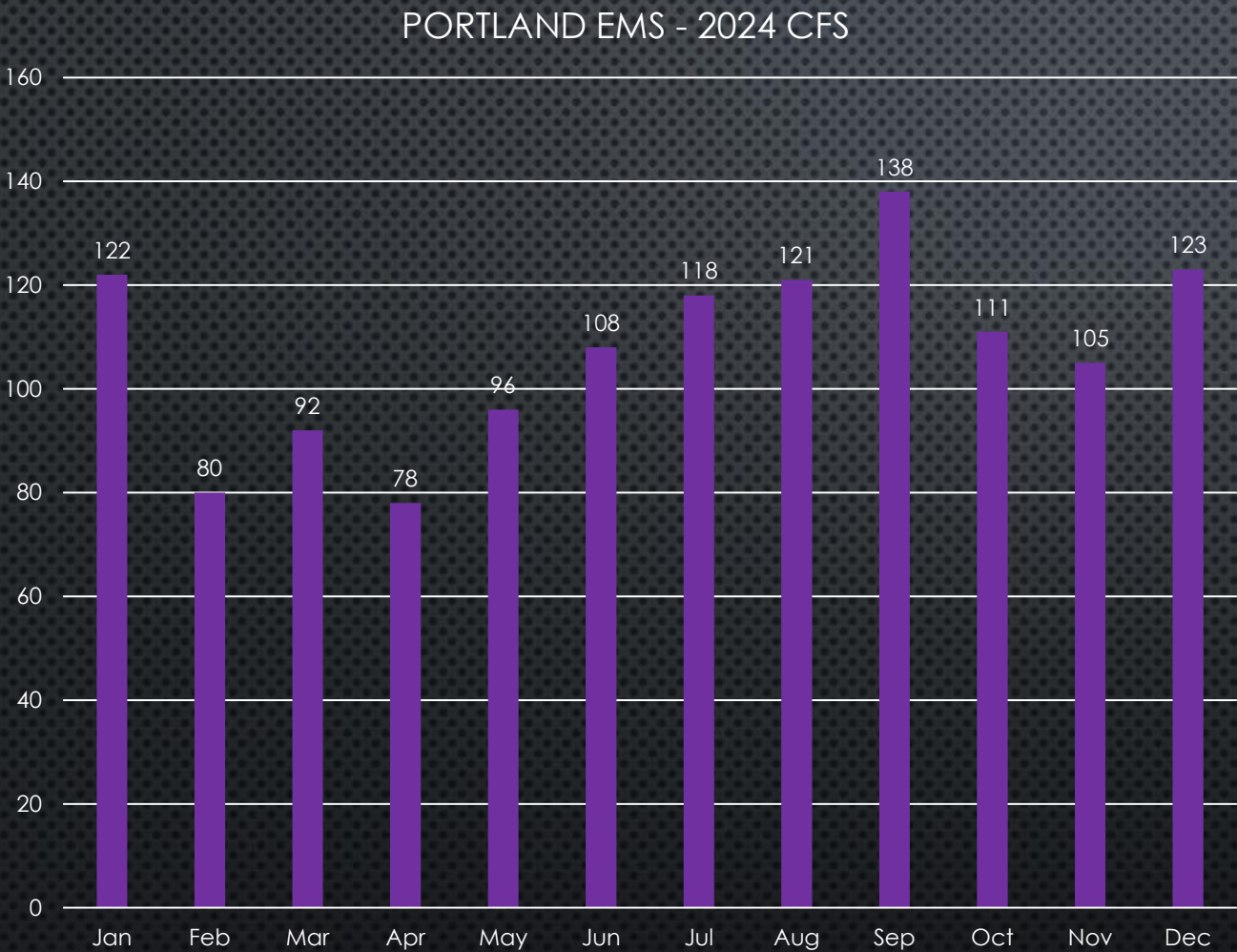
PEWAMO FIRE	
	135
Call for Service	Totals
Assist Outside Agency	4
Fire All Other	10
General Assist	1
Grass / Wildland Fire	5
MED 1	51
MED 2	16
MED 3	12
Mental Health	1
Non Criminal	2
PDA Traffic	6
PIA Traffic	7
Structure Fire	14
Traffic / Officer Stop	1
Tree Down	1
Wires Down / Arching	4

Pewamo Fire CFS Break Down



PORTLAND EMS

Total CFS 2024 -1292

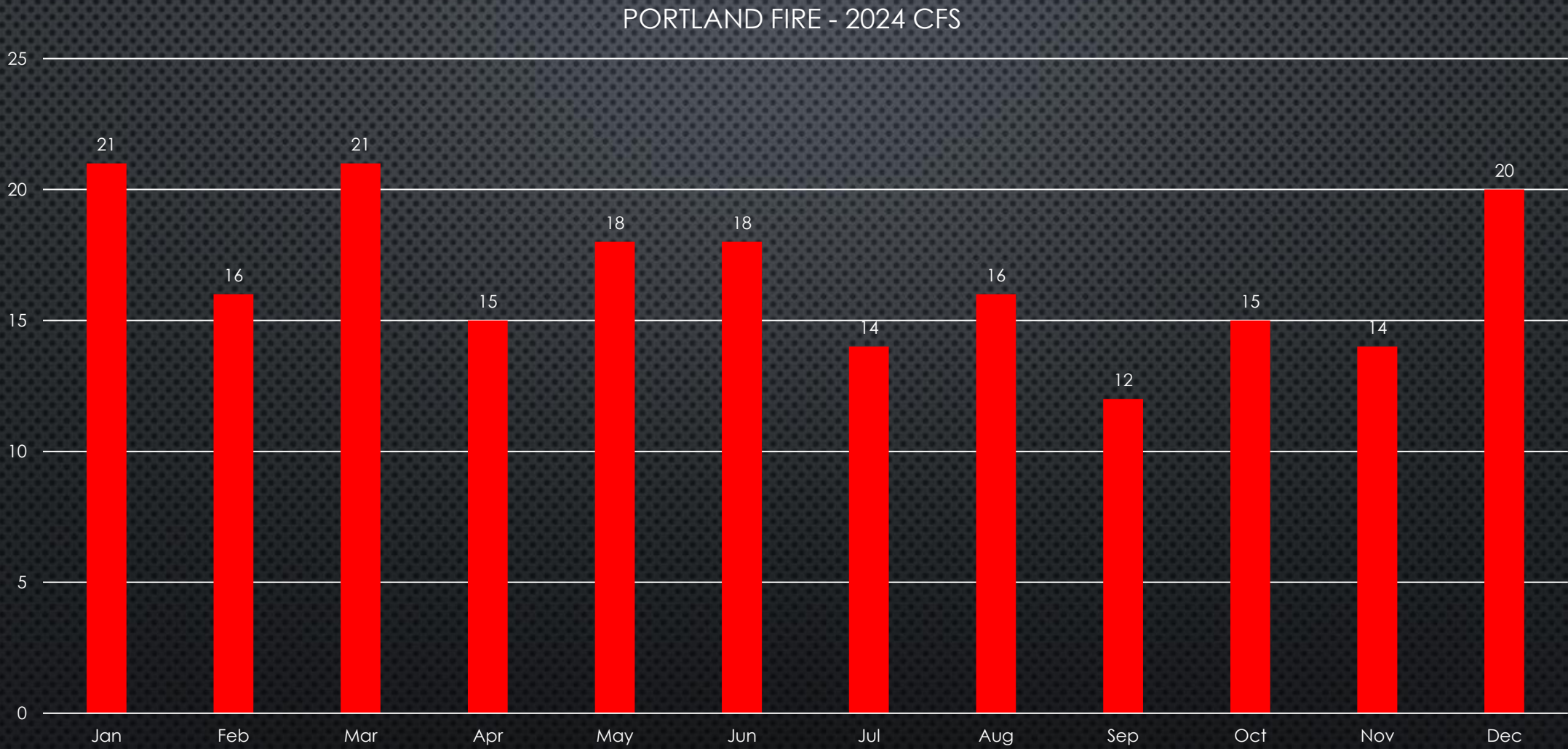


PORTLAND EMS	1292		
Call for Service	Total	Call for Service	Total
Abandoned Vehicle	1	MED 2	143
Ambulance Transport	110	MED 3	318
Assist Other Agency	3	Medical Call / Amb Dispatch	11
Assist Outside Agency	6	Mental Health	41
Conservation / Wildlife	1	Missing Person	1
CSC - Criminal Sexual Conduct	1	Motor Vehicle Theft / UDAA	1
Disorderly Conduct	3	Non Criminal	1
Domestic Assault	3	PDA Traffic	15
Family Abuse / Neglect	2	PIA Traffic	73
Fire All Other	3	Structure Fire	17
Follow Up	1	Suspicious Situations	14
General Assist	3	Traffic / Officer Stop	1
Health & Safety / Animal	1	Traffic Offense All Other	1
Juvenile Problems & Runaways	4	Vehicle Fire	1
MDOP	1	Warrant Arrest / Fugitive	1
MED 1	508		



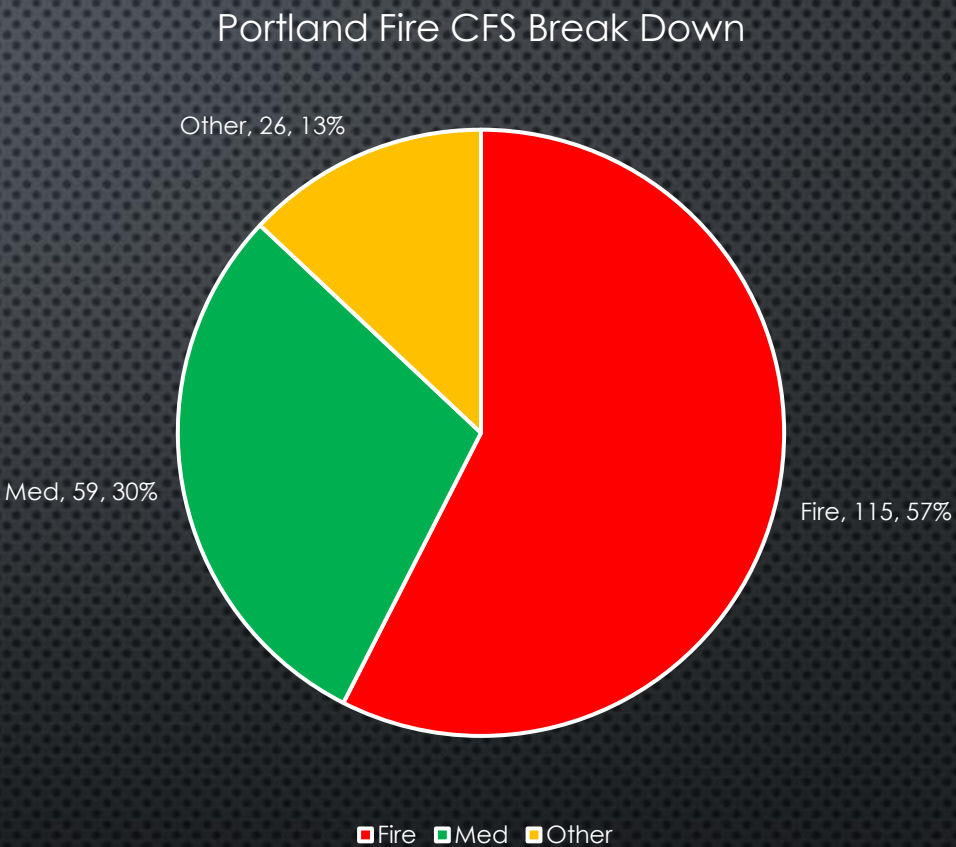
PORTLAND FIRE DEPARTMENT

Total CFS 2024 - **200**



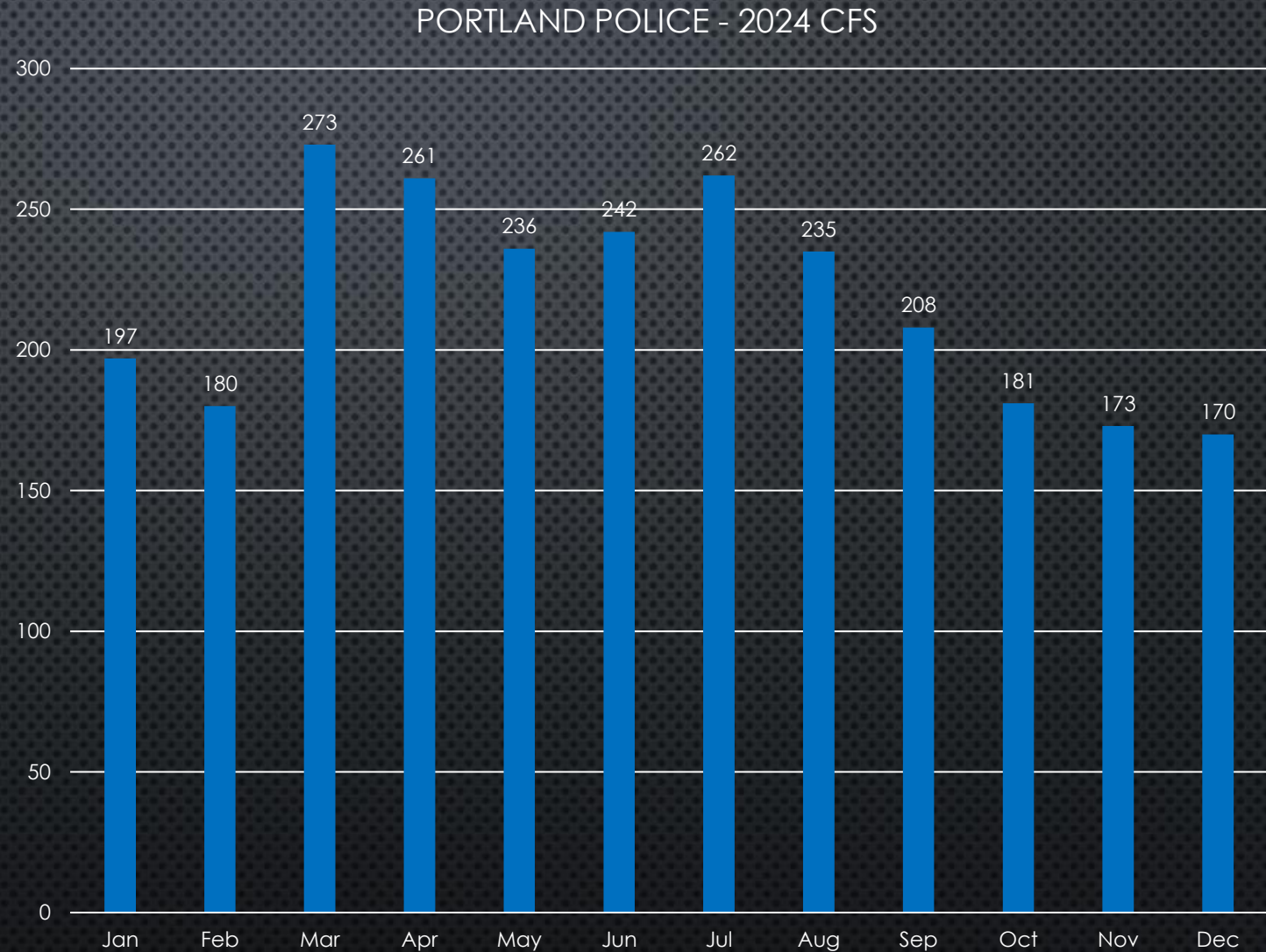
PORTLAND FIRE DEPARTMENT

PORTLAND FIRE	
	200
Call for Service	Totals
Alarm	1
Assist Outside Agency	1
Fire All Other	58
General Assist	1
Grass / Wildland Fire	14
MED 1	18
MED 2	2
MED 3	7
Non Criminal	4
PDA Traffic	8
PIA Traffic	32
Structure Fire	34
Suspicious Situations	1
Traffic Offense All Other	1
Vehicle Fire	9
Wires Down / Arching	9



PORTLAND POLICE DEPARTMENT

•TOTAL CFS 2024 - **2618**



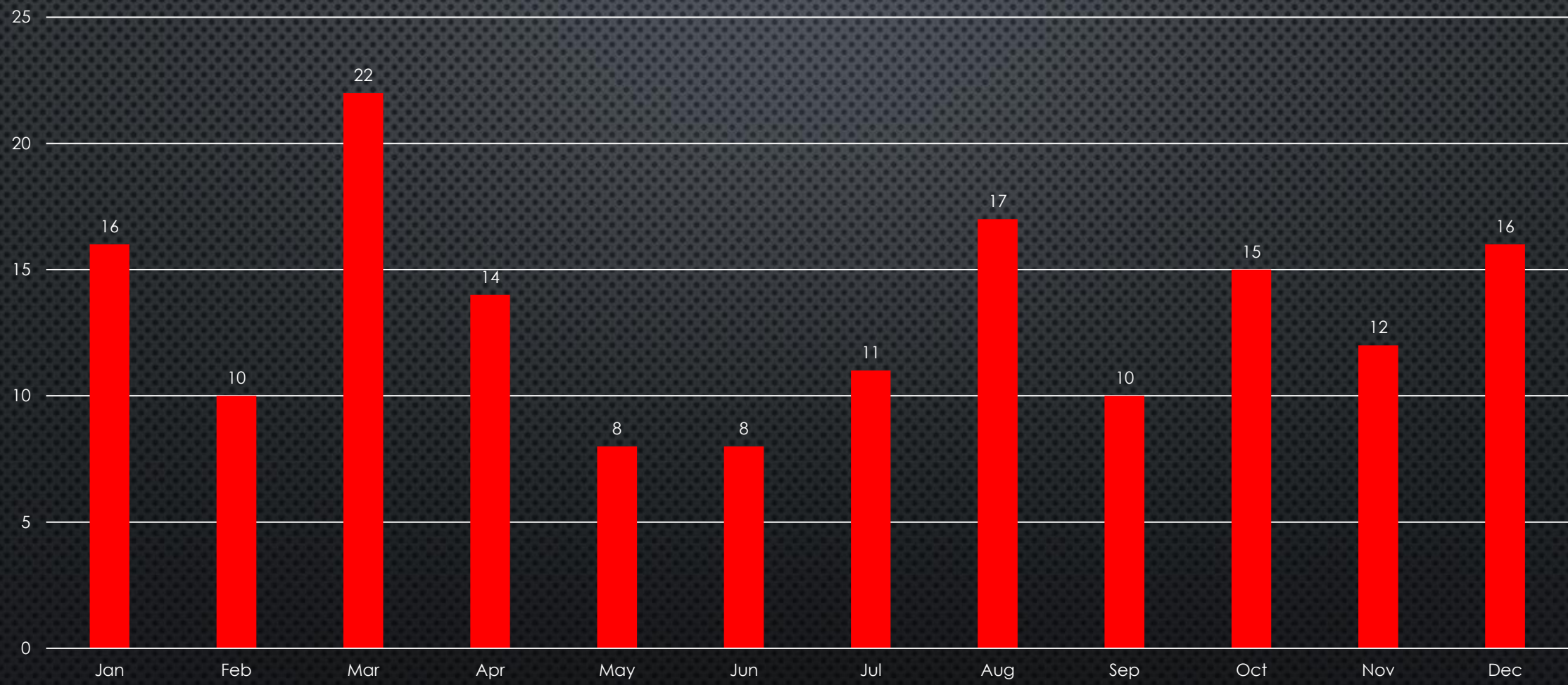
Portland PD					
	2618				
Call for Service	Total	Call for Service	Total	Call for Service	Total
911 Hang up Call	29	Follow Up	197	PDA Traffic	109
988 Calls	1	Fraud	26	Phone / Internet Harassment	15
Abandoned Vehicle	24	General Assist	252	PIA Traffic	24
Alarm	43	Grass / Wildland Fire	3	PPO Violation	2
Ambulance Transport	4	Health & Safety / Animal	44	Property Check	11
Assault	9	Hit and Run	11	Request - Wrecker	2
Assist Other Agency	6	Juvenile Problems & Runaways	32	Structure Fire	9
Assist Outside Agency	7	Larceny	20	Suspicious Situations	172
Bomb Threat	1	Lost Property / Found	13	Traffic / Officer Stop	954
Burglary	11	MDOP	15	Traffic Offense All Other	105
Civil Dispute	44	MED 1	51	Tree Down	2
Conservation / Wildlife	13	MED 2	11	Trespassing	7
CSC - Criminal Sexual Conduct	16	MED 3	12	Vehicle Fire	3
Disorderly Conduct	79	Medical Call / Amb Dispatch	4	Verbal Domestic	12
Domestic Assault	30	Mental Health	48	Vin Inspections / All Inspections	3
Drugs	8	Missing Person	4	Warrant Arrest / Fugitive	34
Family Abuse / Neglect	17	Motor Vehicle Theft / UDAA	3	Weapons Offenses All	5
Fire All Other	7	Non Criminal	35		
Fireworks	3	OWI / OUID	16		



RONALD FIRE DEPARTMENT

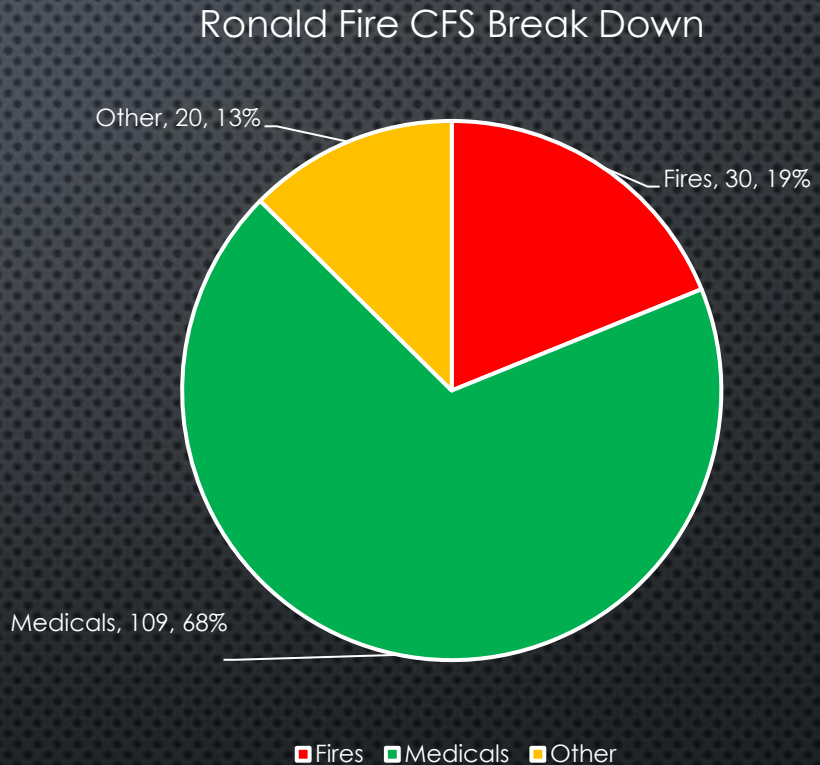
Total CFS 2024 - **159**

RONALD TWP FIRE - 2024 CFS



RONALD FIRE DEPARTMENT

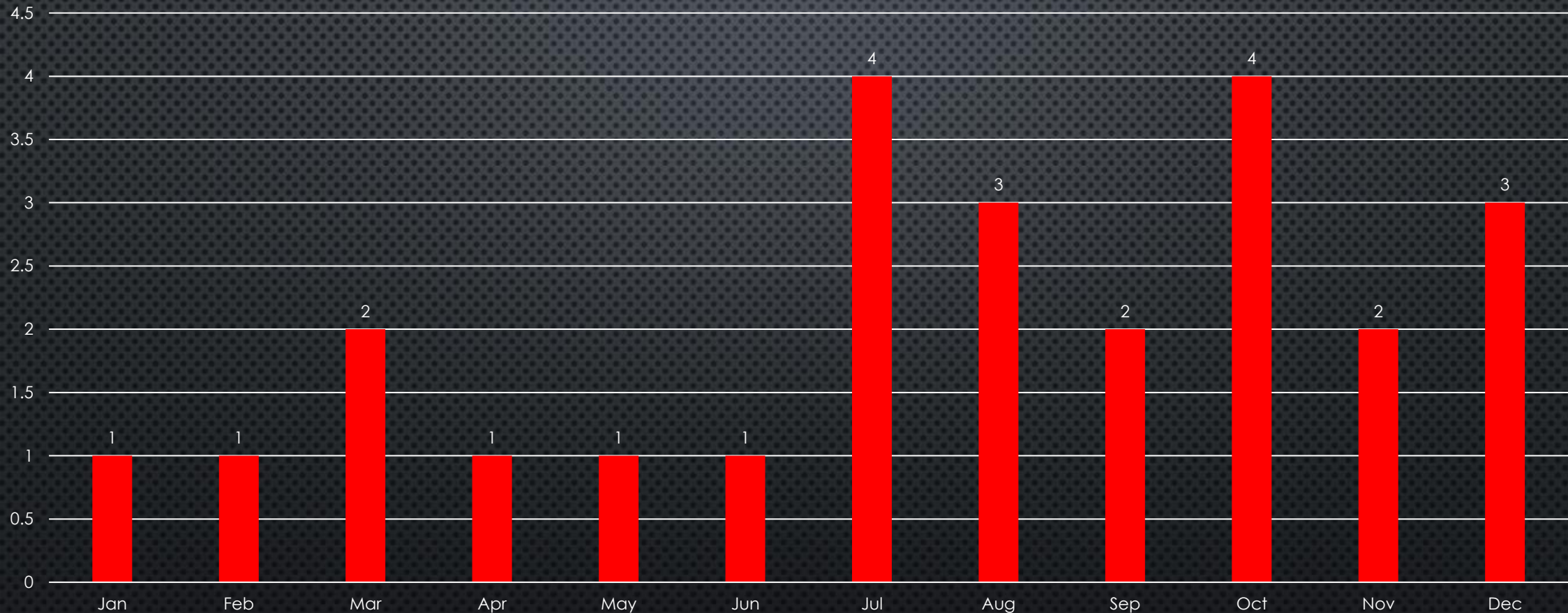
RONALD TWP FIRE	
	159
Calls for Service	Totals
Ambulance Transport	1
Assault	1
Assist Other Agency	1
Disorderly Conduct	1
Domestic Assault	1
Fire All Other	7
General Assist	2
Grass / Wildland Fire	8
Hit and Run	1
MED 1	72
MED 2	18
MED 3	6
Mental Health	2
Non Criminal	2
PDA Traffic	5
PIA Traffic	7
Road Closure	5
Structure Fire	15
Suspicious Situations	1
Test Call / System Test	1
Tree Down	1
Weapons Offenses All	1
Wires Down / Arching	6



ROXAND FIRE DEPARTMENT

Total CFS 2024 - **28**

Roxand Fire - 2024 CFS

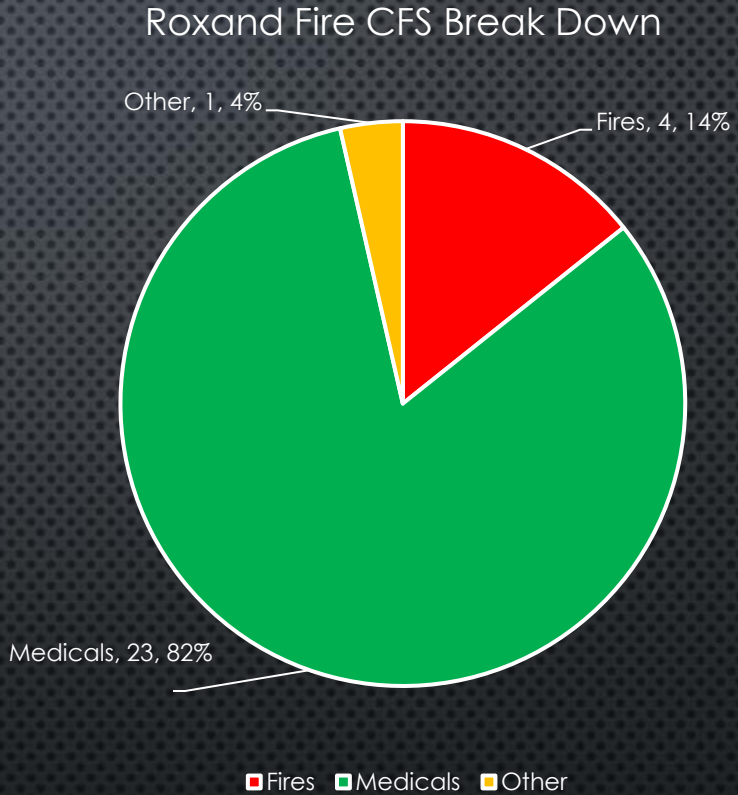


Roxand Fire is an Eaton County Agency that has contracted to provide fire services/coverage in a portion of Ionia County.



ROXAND FIRE DEPARTMENT

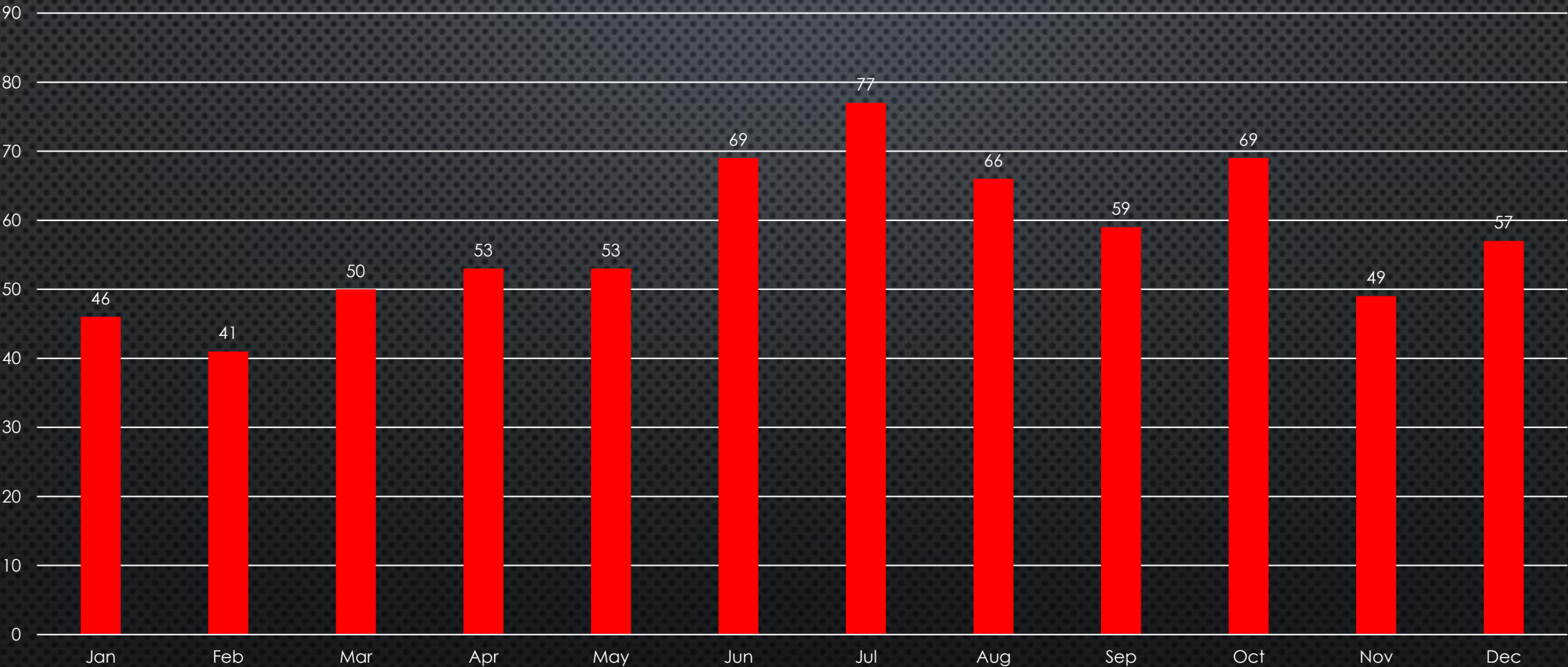
ROXAND FIRE	
	28
Calls for Service	Totals
Fire All Other	2
Grass / Wildland Fire	1
MED 1	12
MED 2	6
MED 3	2
Mental Health	2
PIA Traffic	1
Structure Fire	1
Wires Down / Arching	1



SARANAC FIRE DEPARTMENT

Total CFS 2024 - **689**

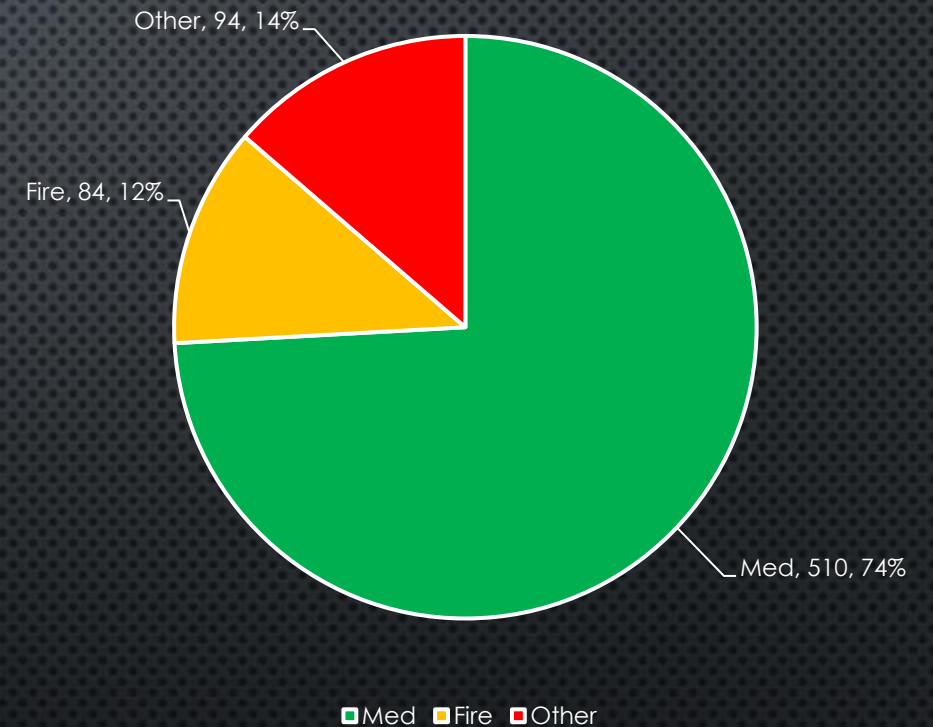
SARANAC FIRE - 2024 CFS



SARANAC FIRE DEPARTMENT

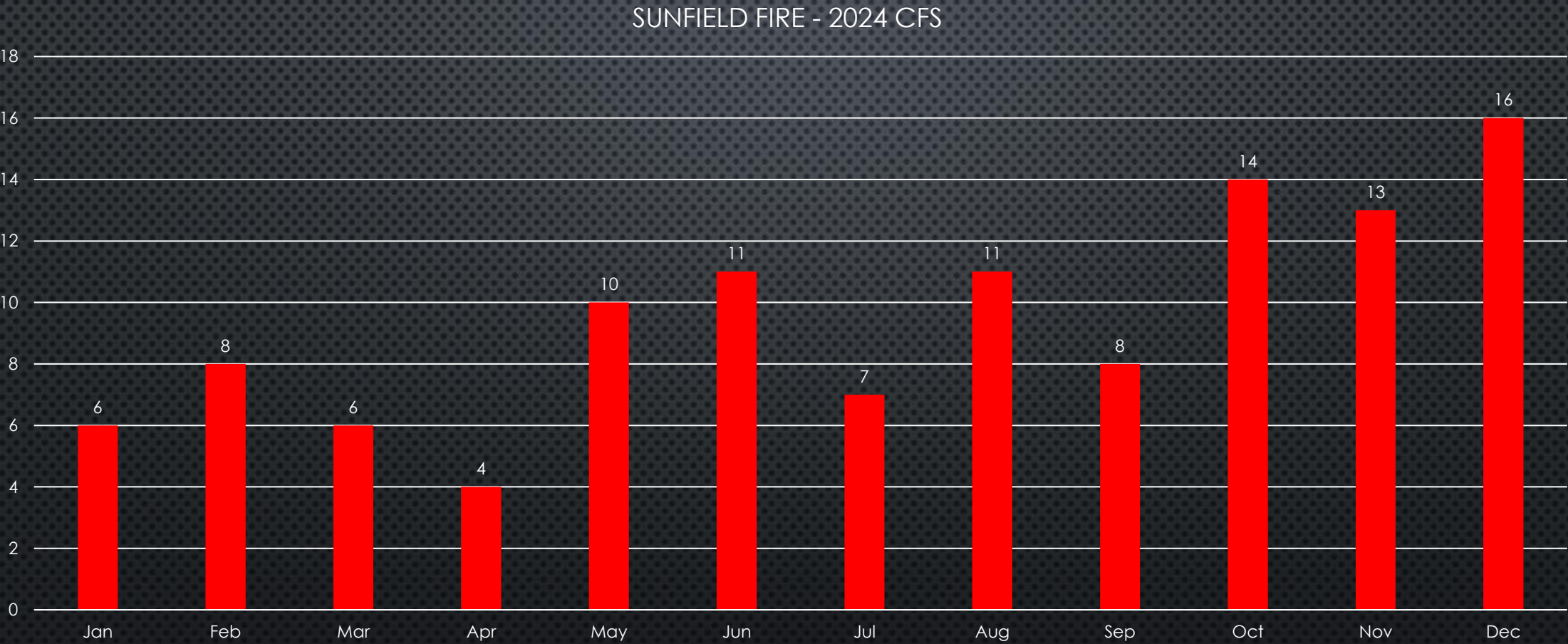
SARANAC FIRE	688		
Calls for Service	Totals	Calls for Service	Totals
988 Calls	1	Medical Call / Amb Dispatch	4
Assault	2	Mental Health	17
Assist Outside Agency	1	Missing Person	1
Civil Dispute	1	Non Criminal	3
CSC - Criminal Sexual Conduct	1	PDA Traffic	21
Disorderly Conduct	4	PIA Traffic	61
Domestic Assault	2	Structure Fire	23
Drugs	1	Suspicious Situations	6
Fire All Other	34	Thunder Storm/Tornado Warning	1
Follow Up	1	Traffic / Officer Stop	3
General Assist	10	Traffic Offense All Other	1
Grass / Wildland Fire	17	Tree Down	1
Lost Property / Found	1	Vehicle Fire	10
MED 1	305	Verbal Domestic	1
MED 2	90	Wires Down / Arching	37
MED 3	28		

Saranac Fire CFS Break Down



SUNFIELD FIRE DEPARTMENT

Total CFS 2024 - **114**

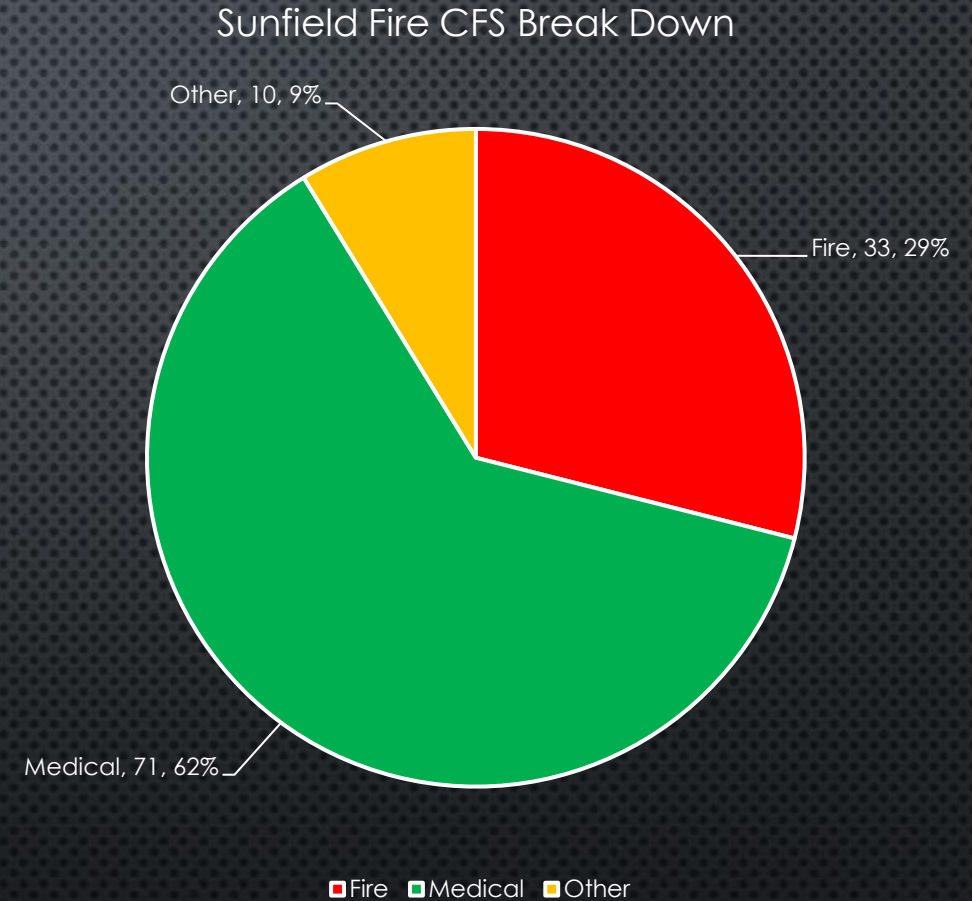


Sunfield Fire is a Eaton County Agency that has contracted to provide fire services/coverage in a portion of Ionia County.



SUNFIELD FIRE DEPARTMENT

SUNFIELD FIRE	114
Calls for Service	Totals
Fire All Other	5
Grass / Wildland Fire	4
Juvenile Problems & Runaways	1
MED 1	31
MED 2	8
MED 3	21
Mental Health	3
Motor Vehicle Theft / UDAA	1
Non Criminal	2
PDA Traffic	2
PIA Traffic	8
Structure Fire	20
Suspicious Situations	1
Tree Down	1
Vehicle Fire	4
Wires Down / Arching	2



CALLS FOR SERVICE BY TOWNSHIP

Calls for Service By Township	Berlin	Boston	Campbell	Danby	Easton	Ionia	Keene	Lyons	North Plains	Odessa	Orange	Orleans	Otisco	Portland	Ronald	Sebewa
911 Hang up Call	110	196	64	51	78	171	35	62	20	73	142	37	53	88	29	16
988 Calls	0	3	0	1	0	0	0	6	0	1	0	0	0	1	0	0
Abandoned Vehicle	13	26	9	4	6	20	6	2	5	20	13	11	10	19	9	3
Active Violence Incident	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0
Alarm	67	47	6	28	3	28	4	6	2	11	23	15	48	10	6	0
Ambulance Transport	2	4	0	0	1	0	0	0	0	1	234	0	0	0	2	0
Assault	19	27	6	2	4	26	2	16	3	12	8	9	11	0	8	1
Assist Jail	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Assist Medical	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Assist Other Agency	1	8	0	4	2	4	1	4	1	5	0	0	0	2	1	1
Assist Outside Agency	5	8	2	3	5	5	2	5	5	7	3	6	2	2	1	1
Bomb Threat	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Burglary	4	9	3	2	2	14	1	11	2	9	1	3	3	6	5	1
Burn Permit	23	29	0	2	108	198	8	12	45	5	10	23	1	0	2	0
Civil Dispute	22	60	20	18	35	96	17	45	9	49	14	64	34	24	37	3
Conservation / Wildlife	18	29	17	17	15	35	11	14	3	20	18	25	20	23	25	4
CSC - Criminal Sexual Conduct	7	17	10	3	13	27	6	10	4	15	3	5	8	11	6	3



CALLS FOR SERVICE BY TOWNSHIP

Calls for Service By Township	Berlin	Boston	Campbell	Danby	Easton	Ionia	Keene	Lyons	North Plains	Odessa	Orange	Orleans	Otisco	Portland	Ronald	Sebewa
Disorderly Conduct	28	52	15	10	27	82	4	39	5	36	38	20	24	28	6	1
Domestic Assault	13	22	7	6	18	36	1	18	7	10	9	15	16	25	5	2
DPW Request	0	4	0	0	7	9	0	2	0	11	0	0	0	3	0	0
Drugs	7	12	3	0	6	11	2	4	3	5	6	3	2	2	0	0
Duplicate Call	4	18	1	1	0	7	0	3	0	1	3	0	1	0	1	0
Family Abuse / Neglect	7	23	6	5	12	42	4	17	11	11	8	13	12	12	6	2
Fire All Other	22	30	10	12	22	32	7	21	7	27	17	10	26	20	6	4
Fireworks	0	4	2	1	2	2	2	4	0	7	0	3	1	0	3	0
Follow Up	77	197	42	35	78	215	24	110	30	144	69	88	60	64	45	14
Fraud	24	28	10	19	19	25	11	18	4	20	9	9	13	15	11	2
General Assist	130	204	40	58	71	245	21	99	24	136	155	83	88	107	52	15
Grass / Wildland Fire	8	13	6	7	1	6	3	8	0	6	7	4	2	7	7	4
Health & Safety / Animal	66	77	36	32	68	94	24	67	14	75	38	69	60	41	38	11
Hit and Run	33	12	6	3	3	21	0	4	1	6	12	2	1	8	3	0
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Juvenile Problems & Runaways	12	32	4	4	13	72	3	39	10	23	6	10	14	17	12	3
Kidnapping	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0



CALLS FOR SERVICE BY TOWNSHIP

Calls for Service By Township	Berlin	Boston	Campbell	Danby	Easton	Ionia	Keene	Lyons	North Plains	Odessa	Orange	Orleans	Otisco	Portland	Ronald	Sebewa
Larceny	120	36	10	7	12	47	8	20	2	19	18	16	16	13	8	1
Liquor / MIP	0	1	0	0	0	0	0	6	0	0	1	0	0	0	0	0
Lost Property / Found	18	6	2	1	7	15	0	5	0	10	7	4	3	30	1	1
MDOP	9	27	8	12	15	24	4	29	1	22	4	9	8	16	5	6
MED 1	159	240	62	115	107	191	40	108	35	139	36	91	71	135	70	18
MED 2	44	75	18	34	45	59	13	22	9	45	10	25	13	37	16	5
MED 3	69	105	47	107	84	85	20	48	12	65	17	51	24	68	38	13
Medical Call / Amb Dispatch	2	7	0	1	4	1	2	2	0	1	6	1	1	7	4	0
Mental Health	9	93	23	23	21	40	6	16	9	21	21	22	15	30	8	3
Missing Person	0	9	2	1	7	9	1	4	0	10	3	4	5	3	2	1
Motor Vehicle Theft / UDAA	5	6	4	0	2	6	1	4	0	4	0	2	2	7	0	1
Non Criminal	34	62	9	24	17	60	8	28	8	42	39	14	17	32	13	5
OWI / OUID	19	23	2	7	11	15	1	4	3	5	15	2	3	8	5	1
PDA Traffic	218	192	53	50	70	160	42	65	17	55	170	74	78	117	58	20
Phone / Internet Harassment	9	26	7	6	18	46	7	23	3	19	4	20	11	14	5	3
PIA Traffic	32	56	7	13	17	27	10	7	4	6	31	13	9	16	7	4
PPO Violation	9	10	3	0	1	9	3	7	1	2	1	2	0	4	0	1



CALLS FOR SERVICE BY TOWNSHIP

Calls for Service By Township	Berlin	Boston	Campbell	Danby	Easton	Ionia	Keene	Lyons	North Plains	Odessa	Orange	Orleans	Otisco	Portland	Ronald	Sebewa
Property Check	1	2	1	0	1	1	0	1	0	32	1	0	0	1	0	0
Repossession	4	5	4	3	7	15	1	4	1	11	3	11	2	8	5	2
Request - Wrecker	8	5	0	1	0	1	1	1	1	0	4	1	1	2	1	0
Robbery / Hold up	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Structure Fire	4	6	6	0	9	10	6	2	3	10	3	3	9	6	4	2
Suspicious Situations	140	147	49	65	76	217	20	103	13	135	84	61	64	95	38	11
Traffic Offense All Other	295	294	26	85	63	152	17	36	10	65	271	32	60	184	52	11
Traffic / Officer Stop	588	492	66	118	250	594	57	153	22	217	423	358	201	235	261	63
Tree Down	12	40	13	3	38	27	10	16	6	6	6	14	11	7	22	1
Trespassing	17	15	5	8	10	41	4	18	9	13	3	22	12	11	7	0
Vehicle Fire	6	8	1	4	2	8	0	0	0	3	4	1	1	4	0	2
Verbal Domestic	8	11	3	1	5	33	2	8	5	8	3	6	6	7	1	0
Vin Inspections / All Inspections	5	12	0	3	8	5	0	5	1	1	4	11	7	7	4	2
Warrant Arrest / Fugitive	6	16	14	3	13	59	15	28	5	23	8	24	11	7	9	1
Weapons Offenses All	3	13	0	5	9	14	0	3	1	5	2	6	5	4	5	6
Wires Down / Arching	7	32	6	6	10	19	4	15	8	10	6	9	10	3	13	1
Totals	2582	3263	776	1034	1558	3515	502	1437	404	1750	2055	1436	1186	1653	990	276



PHOTOS FROM 2024

