

Monthly Report

April Activity

911 Calls— **1529**

Administrative Calls— **6514**

Text to 911— **9**

911 Hang up Calls— **142**

Calls for Service Initiated — **4409**

Total Mental Health Calls — **61**

Suicidal Calls — **12**

988 Calls Received — **2**

988 Calls Transferred — **0**

CPR Performed — **7**

Stroke Related Calls — **10**

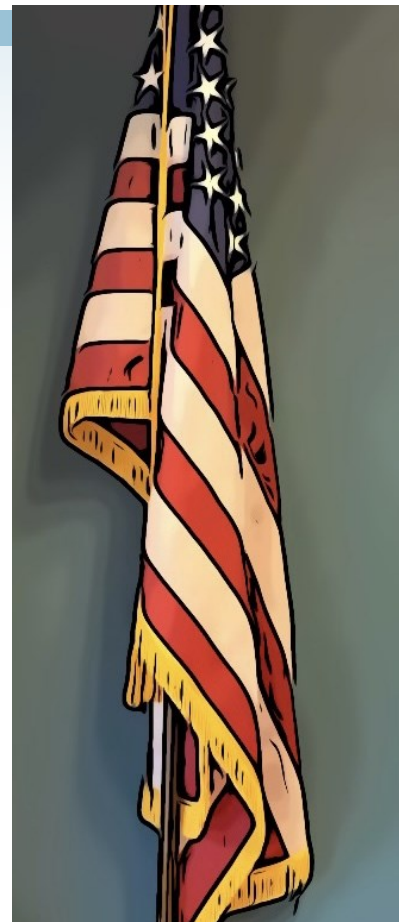
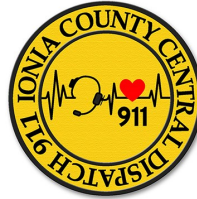
Child birth calls — **0**

Unit Responses / Activities

Law Enforcement— **2393**

Fire— **384**

EMS— **577**



Special Programs Available

What 3 Words— App
that provides location
information to a 10
meter square.



what3words

[What3words.com](https://www.what3words.com)



RapidSOS Emergency Health Profile
<https://www.emergencyprofile.org/>



Android Personal
Safety App



Apple Health App



Statistics—All Dispatch Calls for Service.

April - 4409			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	142	Lost Property / Found	20
988 Calls	2	MDOP	19
Abandoned Vehicle	10	MED 1	234
Active Violence Incident	0	MED 2	62
Alarm	36	MED 3	114
Ambulance Transport	104	Medical Call / Amb Dispatch	7
Assault	21	Mental Health	61
Assist Jail	1	Missing Person	5
Assist Medical	1	Motor Vehicle Theft / UDAA	4
Assist Other Agency	9	Non Criminal	48
Assist Outside Agency	17	OWI / OUID	16
Bomb Threat	0	PDA Traffic	98
Burglary	4	Phone / Internet Harassment	35
Burn Permit	59	PIA Traffic	16
Civil Dispute	68	PPO Violation	9
Conservation / Wildlife	18	Property Check	2
CSC - Criminal Sexual Conduct	29	Repossession	10
Disorderly Conduct	56	Request - Wrecker	1
Domestic Assault	32	Road Closure	26
DPW Request	14	Robbery / Hold up	1
Drugs	16	Spam to Center	627
Duplicate Call	0	Structure Fire	4
Family Abuse / Neglect	29	Suspicious Situations	191
Fire All Other	56	Test Call / System Test	17
Fireworks	1	Thunder Storm/Tornado Warning	0
Follow Up	166	Traffic / Officer Stop	184
Fraud	27	Traffic Offense All Other	823
General Assist	291	Tree Down	19
Grass / Wildland Fire	18	Trespassing	30
Health & Safety / Animal	101	Vehicle Fire	7
Hit and Run	8	Verbal Domestic	15
Homicide	0	Vin Inspections / All Inspections	3
Juvenile Problems & Runaways	43	Warrant Arrest / Fugitive	75
Kidnapping	0	Weapons Offenses All	7
Larceny	40	Wires Down / Arching	15
Liquor / MIP	0	Unclassified	185

Central Dispatch Activities

- Work still continues with our remodel project, phase 2.
- Motorola installed the encryption units on the consoles, completing the radio/console project.
- VHF Towers were taken off the Dispatch Consoles as the 800MHz radios are deployed.
- Representative Outman was in to honor staff on the 19th for 2024 Telecommunicator week.
- We celebrated our staff and thank all those that gave donations and made it a good week for everyone. Great Job Natalie for making this a wonderful time for staff.

Dispatchers do not have a magic ball and can not see through the phone lines. The only information that they have is what the callers give, which often is incomplete or inaccurate.

Telecommunicator Week

April 12, 1994

By the President of the United States of America

A Proclamation

In an emergency, most Americans depend on 9–1–1. Each day, more than half a million public safety communicators answer desperate calls for help, responding with services that save the lives and property of American citizens in need of assistance. These dedicated men and women are more than anonymous voices on the telephone line. They are local police, fire, and medical professionals who use public safety telecommunications to quickly respond to emergency calls. They are also Federal public safety officials who use telecommunications for everything from drug interdiction to protecting forests to promoting conservation. We rely on their knowledge and professionalism as they make critical decisions, obtain information, and quickly dispatch needed aid.

America's public safety telecommunicators serve our citizens daily in countless ways. The work of these "unseen first responders" is invaluable in emergency situations, and each of these dedicated men and women deserves our heartfelt appreciation. Americans place their trust in these individuals, not just this week, but every day of the year. This week is a time for a grateful Nation to show its appreciation and to recognize that our health, safety, and well-being are often dependent on the commitment and steadfast devotion of public safety telecommunicators.

The Congress, by Public Law 103–221, has designated the week beginning April 11, 1994, as "National Public Safety Telecommunicators Week" and has authorized and requested the President to issue a proclamation in observance of this week.

Now, Therefore, I, William J. Clinton, President of the United States of America, do hereby proclaim the week of April 11, 1994, as National Public Safety Telecommunicators Week. I urge all Americans to observe this week with appropriate programs, ceremonies, activities, and appreciation for these outstanding individuals.

In Witness Whereof, I have hereunto set my hand this twelfth day of April, in the year of our Lord nineteen hundred and ninety-four, and of the Independence of the United States of America the two hundred and eighteenth.

WILLIAM J. CLINTON



Ionia County Central Dispatch

Mission: To enhance the quality of life in Ionia County for all people, providing professional, efficient, courteous, and responsive public safety communications.

Vision: To be the example for other Public Safety Dispatch Centers providing exceptional service.

Our Values: D.I.S.P.A.T.C.H.E.R.

D. Detail-oriented: Able to pay close attention, notice the minor details.

I. Innovative: Share new ideas that can improve ICCD for the better, embrace change.

S. Strong Work Ethic: Consistently performing our job to the best of our ability.

P. Professionalism: Communicating respectfully, effectively, and appropriately leading by example.

A. Adaptability: Flexibility, responding effectively to changes or various situations.

T. Teamwork: Work together toward a collective goal with good communication, patience, and dedication.

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

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

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

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

Ionia County Central Dispatch

545 Apple Tree Drive
Ionia MI 49946

EMERGENCY: 911

NON-EMERGENCY: (616) 527-0400

ADMINISTRATION: (616) 522-0911

Director: Lance Langdon, ENP
(616) 527-5611 llangdon@ioniacounty.org

Office Manager: Cathi Brodbeck
(616) 522-0911 cbrodbeck@ioniacounty.org

Supervisor: Kevin Booth
(616) 527-5613 kbooth@ioniacounty.org

Supervisor: Mike Ketchum
(616) 527-5612 mketchum@ioniacounty.org

FOIA Requests - 911 Records Only
Form available at: <http://ioniacounty.org/foia>

Send or Email to:
CentralDispatch@ioniacounty.org

Agency Individual Responses / Activity

Animal Control— 42

Total YTD 149

Belding Fire—88

Total YTD 314

Belding Police— 333

Total YTD 1122

Berlin-Orange Fire— 37

Total YTD 147

Clarksville Fire— 15

Total YTD 64

Department of Natural Resources Law— 6

Total YTD 12

Freeport Fire— 0

Total YTD 4

Hubbardston Fire— 5

Total YTD 27

Ionia County Sheriff's Office— 831

Total YTD 3262

Ionia Department Public Safety Law— 274

Total YTD 1433

Ionia Department Public Safety Fire— 74

Total YTD 342

Lake Odessa Fire— 33

Total YTD 137

Lake Odessa Police— 57

Total YTD 197

Life EMS— 499

Total YTD 2047

Lyons-Muir Fire— 22

Total YTD 68

Michigan State Police— 631

Total YTD 2653

Orleans Fire—18

Total YTD 64

Pewamo Fire— 5

Total YTD 36

Portland EMS— 78

Total YTD 372

Portland Fire— 15

Total YTD 73

Portland Police— 261

Total YTD 911

Ronald Fire— 14

Total YTD 62

Roxand Fire— 1

Total YTD 6

Saranac Fire— 53

Total YTD 190

Sunfield Fire— 8

Total YTD 14