

Monthly Report

April Activity

911 Calls— **1949**

Administrative Calls— **4576**

Text to 911— **18**

911 Hang up Calls— **185**

Calls for Service Initiated — **3420**

Total Mental Health Calls — **33**

Suicidal Calls — **15**

988 Calls Received — **1**

988 Calls Transferred — **0**

CPR Performed — **8**

Stroke Related Calls — **7**

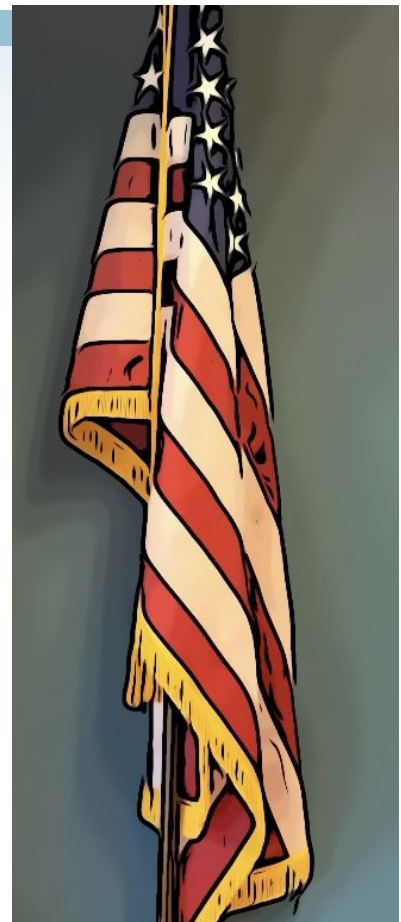
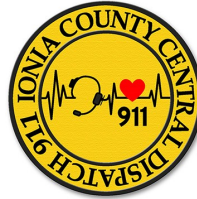
Child birth calls — **0**

Unit Responses / Activities

Law Enforcement— **2376**

Fire— **439**

EMS— **605**



Special Programs Available

Share Medical Information with your 911 call.



www.emergencyprofile.org



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



What3words.com

Available at:



Statistics—Calls for Service.

April CFS TYPES 2025			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	185	Lost Property / Found	15
988 Calls	1	MDOP	17
Abandoned Vehicle	20	MED 1	220
Active Violence Incident	0	MED 2	86
Alarm	41	MED 3	108
Ambulance Transport	99	Medical Call / Amb Dispatch	11
Assault	22	Mental Health	33
Assist Jail	0	Missing Person	20
Assist Medical	0	Motor Vehicle Theft / UDAA	9
Assist Other Agency	0	Non Criminal	55
Assist Outside Agency	19	OWI / OUID	11
Bomb Threat	0	PDA Traffic	98
Burglary	17	Phone / Internet Harassment	27
Burn Permit	105	PIA Traffic	34
Civil Dispute	82	PPO Violation	3
Conservation / Wildlife	35	Property Check	13
CSC - Criminal Sexual Conduct	14	Repossession	8
Disorderly Conduct	79	Request - Wrecker	4
Domestic Assault	31	Road Closure	19
DPW Request	16	Robbery / Hold up	0
Drugs	8	Spam to Center	0
Duplicate Call	1	Structure Fire	14
Family Abuse / Neglect	16	Suspicious Situations	189
Fire All Other	51	Test Call / System Test	45
Fireworks	1	Thunder Storm/Tornado Warning	0
Follow Up	286	Traffic / Officer Stop	196
Fraud	31	Traffic Offense All Other	564
General Assist	228	Tree Down	20
Grass / Wildland Fire	22	Trespassing	16
Health & Safety / Animal	92	Vehicle Fire	3
Hit and Run	13	Verbal Domestic	11
Homicide	0	Vin Inspections / All Inspections	6
Juvenile Problems & Runaways	51	Warrant Arrest / Fugitive	67
Kidnapping	0	Weapons Offenses All	17
Larceny	42	Wires Down / Arching	28
Liquor / MIP	2	Unclassified	368
Tornado Siren Tests	4	Fire Pager Tests	4
Emergency Alert Tests		Total This Month	3953

Central Dispatch Activities

- April 2nd, Emergency Medical Dispatch Training completed, 1 Dispatcher
- April 2nd, 9-1-1 Advisory Board and Tac Committees meetings.
- April 3rd, Career Center Students attended center training.
- April 4th, MCDA meeting attended.
- April 10th & 24th NENA VRS-IP Relay meetings attended.
- April 13th, 19th was Emergency Telecommunicator Week.
- April 13th, Dispatcher Amanda is celebrated for 25 years of service, Congrats!
- April 14th, Townships meeting attended.
- April 21-25, Communications Training Officer Class attended, 1 Dispatcher
- April 22-24, 9-1-1 Mental Health class attended, 2 Supervisors.

Information received from callers is often incorrect. This often results in the 911 Dispatcher providing incorrect location or other information to First Responders.

Central Dispatch—Telecommunicator Week.

In 1991, President William J. Clinton officially designated the second full week of April as National Public Safety Telecommunicators Week. This week is a time to honor and celebrate the important work of public safety telecommunicators, who serve as the vital link between the public and emergency responders.

We again this year, celebrate the work done by the Ionia County Central Dispatch Telecommunicators each and every day. The calls they receive can vary from life and death emergencies to simple information requests and everything in between. They are a dedicated wonderful group of people that work in the background but are truly the first, first responder that are called when assistance is needed. We took this national week to recognize and thank them for the work they do.

Ioniacounty.org

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.

Ioniacounty.org

545 Apple Tree Drive, Ionia MI 48846

EMERGENCY: 911

NON-EMERGENCY: (616) 527-0400

ADMINISTRATION: (616) 522-0911

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

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

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

Supervisor: Natalie Hearld, CMCP (Day Shift)
(616) 527-5612 nhearld@ioniacounty.org

Supervisor: Jeremiah Wittenbach (Night Shift)
(616) 527-5617 jwittenbach@ioniacounty.org

Supervisor: Roy McCarver (Night Shift)
(616) 527-5616 rmccarver@ioniacounty.org

FOIA Requests - 911 Records Only-No Police Repts.
Form available at: <http://ioniacounty.org/foia>
Send or Email to: CentralDispatch@ioniacounty.org

Agency Individual Responses / Activity

Belding Fire—85

Berlin-Orange Fire— 43

Clarksville Fire— 22

Hubbardston Fire— 4

Ionia Department Public Safety Fire— 96

Lake Odessa Fire— 27

Lyons-Muir Fire— 29

Orleans Fire—26

Pewamo Fire— 13

Portland Fire— 19

Ronald Fire— 9

Roxand Fire— 2

Saranac Fire— 63

Sunfield Fire— 1

Life EMS— 489

Portland EMS— 116

Animal Control— 57

Belding Police— 321

Department of Natural Resources Law— 1

Ionia County Sheriff's Office— 885

Ionia Department Public Safety Law— 390

Lake Odessa Police— 98

Michigan State Police— 526

Portland Police— 155

Central Dispatch Activity

