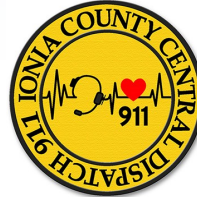


Monthly Report

December Activity



911 Calls— **1,937** YTD 22,020

Administrative Calls— **4,319** YTD 77,655

Text to 911— **0X** YTD 129

911 Hang up Calls— **117** YTD 1,964

Calls for Service Initiated — **3,349** YTD 44,230

Total Mental Health Calls — **47** YTD 576

Suicidal Calls — **10** YTD 111

988 Calls Received — **0** YTD 9

988 Calls Transferred — **0** YTD 0

CPR Performed — **4** YTD 48

Stroke Related Calls — **11** YTD 130

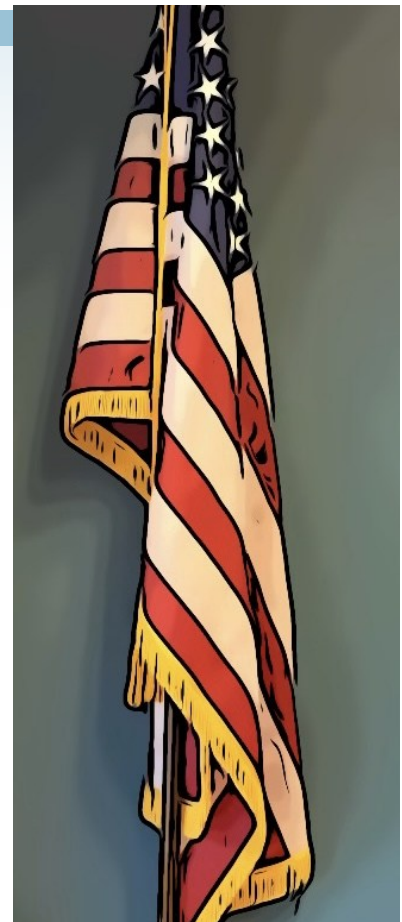
Child birth calls — **0** YTD 0

Unit Responses / Activities

Law Enforcement— **2,389** YTD 30,815

Fire— **451** YTD 4,935

EMS— **649** YTD 7,634



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



what3words



Statistics—Calls for Service.

December - 3677			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	117	Lost Property / Found	6
988 Calls	0	MDOP	24
Abandoned Vehicle	31	MED 1	232
Active Violence Incident	1	MED 2	76
Alarm	39	MED 3	112
Ambulance Transport	97	Medical Call / Amb Dispatch	10
Assault	28	Mental Health	47
Assist Jail	0	Missing Person	3
Assist Medical	0	Motor Vehicle Theft / UDAA	3
Assist Other Agency	0	Non Criminal	68
Assist Outside Agency	24	OWI / OUID	8
Bomb Threat	1	PDA Traffic	206
Burglary	12	Phone / Internet Harassment	30
Burn Permit	13	PIA Traffic	49
Civil Dispute	71	PPO Violation	1
Conservation / Wildlife	38	Property Check	7
CSC - Criminal Sexual Conduct	23	Repossession	16
Disorderly Conduct	53	Request - Wrecker	5
Domestic Assault	25	Road Closure	4
DPW Request	13	Robbery / Hold up	0
Drugs	14	Spam to Center	0
Duplicate Call	5	Structure Fire	14
Family Abuse / Neglect	26	Suspicious Situations	152
Fire All Other	30	Test Call / System Test	78
Fireworks	1	Thunder Storm/Tornado Warning	0
Follow Up	175	Traffic / Officer Stop	210
Fraud	34	Traffic Offense All Other	657
General Assist	242	Tree Down	9
Grass / Wildland Fire	2	Trespassing	15
Health & Safety / Animal	71	Vehicle Fire	3
Hit and Run	19	Verbal Domestic	17
Homicide	0	Vin Inspections / All Inspections	9
Juvenile Problems & Runaways	43	Warrant Arrest / Fugitive	64
Kidnapping	0	Weapons Offenses All	14
Larceny	36	Wires Down / Arching	10
Liquor / MIP	1	Unclassified	233

Central Dispatch Activities

- Initial Classes completed for Career Center, will be working towards internships in 2025.
- New Dispatcher hired in November Resigned, decided not for her.
- New dispatcher started December 9th, Alexis.
- Applicant Testing underway, Oral Board interviews set for January 15th.
- Phone tree added to administrative lines did eliminate spam phone calls completely.

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 Participation with Shop with a Hero 2025

Dispatchers Meagan and Mya joined Santa and members of our Fire, Police and Corrections partners in this years Shop with a Hero.

This is a wonderful program that I have seen make such an impact on children that often have difficult home lives.

Thanks to the Sheriff's Department and Meijer for sponsoring this great event.

Santa has headed back to the North Pole, but looks forward to returning to Ionia County again next year.



Ionian County Central Dispatch

Mission: To enhance the quality of life in Ionian 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.

Ionian County Central Dispatch

545 Apple Tree Drive, Ionian MI 48846

EMERGENCY: 911

NON-EMERGENCY: (616) 527-0400

ADMINISTRATION: (616) 522-0911

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

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

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

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

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

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

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

Agency Individual Responses / Activity

Belding Fire— **100** YTD 1,007

Berlin-Orange Fire— **45** YTD 462

Clarksville Fire— **22** YTD 225

Freeport Fire— **0** YTD 8

Hubbardston Fire— **8** YTD 95

Ionian Department Public Safety Fire— **80** YTD 1,023

Lake Odessa Fire— **36** YTD 384

Lyons-Muir Fire— **15** YTD 202

Orleans Fire— **19** YTD 204

Pewamo Fire— **15** YTD 135

Portland Fire— **20** YTD 200

Ronald Fire— **16** YTD 159

Roxand Fire— **2** YTD 28

Saranac Fire— **57** YTD 689

Sunfield Fire— **16** YTD 114

Life EMS— **526** YTD 6,342

Portland EMS— **123** YTD 1292

Animal Control— **34** YTD 476

Belding Police— **254** YTD 3628

Department of Natural Resources Law— **10** YTD 61

Ionian County Sheriff's Office— **960** YTD 11,610

Ionian Department Public Safety Law— **356** YTD 4,643

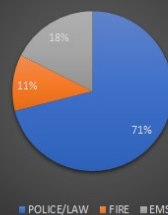
Lake Odessa Police— **64** YTD 727

Michigan State Police— **575** YTD 7,528

Portland Police— **170** YTD 2,618

Dispatch Activity

Call Percentage by Type



CFS BY AGENCY TYPE

