

Monthly Report

February Activity

911 Calls— **1457**

Administrative Calls— **6287**

Text to 911— **13**

911 Hang up Calls— **162**

Calls for Service Initiated — **4028**

Total Mental Health Calls — **38**

Suicidal Calls — **8**

988 Calls Received — **0**

988 Calls Transferred — **0**

CPR Performed — **5**

Stroke Related Calls — **7**

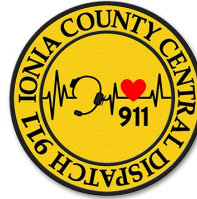
Child birth calls — **0**

Unit Responses / Activities

Law Enforcement— **2205**

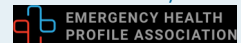
Fire— **451**

EMS— **659**



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—Dispatch Activities for all Agencies

February - 4028			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	162	Lost Property / Found	12
988 Calls	0	MDOP	19
Abandoned Vehicle	19	MED 1	216
Active Violence Incident	2	MED 2	74
Alarm	30	MED 3	113
Ambulance Transport	100	Medical Call / Amb Dispatch	5
Assault	24	Mental Health	38
Assist Jail	2	Missing Person	11
Assist Medical	0	Motor Vehicle Theft / UDAA	7
Assist Other Agency	7	Non Criminal	58
Assist Outside Agency	15	OWI / OUID	24
Bomb Threat	0	PDA Traffic	138
Burglary	6	Phone / Internet Harassment	19
Burn Permit	44	PIA Traffic	15
Civil Dispute	55	PPO Violation	3
Conservation / Wildlife	44	Property Check	2
CSC - Criminal Sexual Conduct	25	Repossession	12
Disorderly Conduct	42	Request - Wrecker	4
Domestic Assault	23	Road Closure	1
DPW Request	7	Robbery / Hold up	0
Drugs	11	Spam to Center	627
Duplicate Call	5	Structure Fire	11
Family Abuse / Neglect	31	Suspicious Situations	156
Fire All Other	26	Test Call / System Test	24
Fireworks	0	Thunder Storm/Tornado Warning	0
Follow Up	192	Traffic / Officer Stop	151
Fraud	29	Traffic Offense All Other	644
General Assist	251	Tree Down	3
Grass / Wildland Fire	2	Trespassing	22
Health & Safety / Animal	85	Vehicle Fire	1
Hit and Run	12	Verbal Domestic	14
Homicide	0	Vin Inspections / All Inspections	6
Juvenile Problems & Runaways	32	Warrant Arrest / Fugitive	76
Kidnapping	0	Weapons Offenses All	6
Larceny	37	Wires Down / Arching	11
Liquor / MIP	0	Unclassified	185

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 48846

EMERGENCY: 911

NON-EMERGENCY: (616) 527-0400

ADMINISTRATION: (616) 522-0911

Director: Lance Langdon, ENP, CMCP
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Office Manager: Cathi Brodbeck
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Supervisor: Kevin Booth (Day Shift)
(616) 527-5613 kbooth@ioniacounty.org

Supervisor: Natalie Hearld (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—70	Total YTD 159
Berlin-Orange Fire— 27	Total YTD 72
Clarksville Fire— 18	Total YTD 32
Freeport Fire— 1	Total YTD 3
Hubbardston Fire— 4	Total YTD 14
Ionia Department Public Safety Fire— 350	Total YTD 911
Lake Odessa Fire— 28	Total YTD 74
Lyons-Muir Fire— 15	Total YTD 32
Orleans Fire—9	Total YTD 28
Pewamo Fire— 7	Total YTD 19
Portland Fire— 16	Total YTD 37
Ronald Fire— 10	Total YTD 26
Roxand Fire— 0	Total YTD 1
Saranac Fire— 42	Total YTD 88
Sunfield Fire— 8	Total YTD 14
Life EMS— 486	Total YTD 1023
Portland EMS— 80	Total YTD 202
Animal Control— 34	Total YTD 76
Belding Police— 278	Total YTD 526
Department of Natural Resources Law— 5	Total YTD 5
Ionia County Sheriff's Office— 779	Total YTD 1568
Ionia Department Public Safety Law— 350	Total YTD 729
Lake Odessa Police— 43	Total YTD 96
Michigan State Police— 570	Total YTD 1186
Portland Police— 180	Total YTD 378