

Monthly Report

January Activity

911 Calls— **1887**

Administrative Calls— **6638**

Text to 911— **10**

911 Hang up Calls— **198**

Calls for Service Initiated — **4427**

Total Mental Health Calls — **34**

Suicidal Calls — **10**

988 Calls Received — **2**

988 Calls Transferred — **0**

CPR Performed — **5**

Stroke Related Calls — **9**

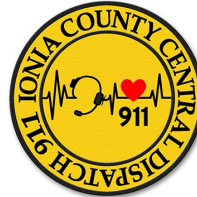
Child birth calls — **0**

Unit Responses / Activities

Law Enforcement— **5046**

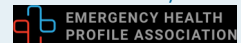
Fire— **451**

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

JANUARY - 4427			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	198	Lost Property / Found	12
988 Calls	2	MDOP	26
Abandoned Vehicle	32	MED 1	237
Active Violence Incident	0	MED 2	85
Alarm	39	MED 3	123
Ambulance Transport	126	Medical Call / Amb Dispatch	5
Assault	18	Mental Health	34
Assist Jail	0	Missing Person	5
Assist Medical	0	Motor Vehicle Theft / UDAA	6
Assist Other Agency	13	Non Criminal	61
Assist Outside Agency	25	OWI / OUID	10
Bomb Threat	0	PDA Traffic	277
Burglary	7	Phone / Internet Harassment	28
Burn Permit	31	PIA Traffic	31
Civil Dispute	61	PPO Violation	5
Conservation / Wildlife	34	Property Check	4
CSC - Criminal Sexual Conduct	22	Repossession	13
Disorderly Conduct	46	Request - Wrecker	7
Domestic Assault	24	Road Closure	4
DPW Request	24	Robbery / Hold up	0
Drugs	2	Spam to Center	545
Duplicate Call	2	Structure Fire	15
Family Abuse / Neglect	17	Suspicious Situations	123
Fire All Other	53	Test Call / System Test	59
Fireworks	0	Thunder Storm/Tornado Warning	0
Follow Up	194	Traffic / Officer Stop	165
Fraud	28	Traffic Offense All Other	579
General Assist	337	Tree Down	36
Grass / Wildland Fire	2	Trespassing	22
Health & Safety / Animal	85	Vehicle Fire	5
Hit and Run	13	Verbal Domestic	20
Homicide	0	Vin Inspections / All Inspections	7
Juvenile Problems & Runaways	30	Warrant Arrest / Fugitive	74
Kidnapping	0	Weapons Offenses All	1
Larceny	37	Wires Down / Arching	62
Liquor / MIP	0	Unclassified	239

Agency Individual Responses / Activity

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
(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 (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

Belding Fire—89

Berlin-Orange Fire— 45

Clarksville Fire— 14

Freeport Fire— 2

Hubbardston Fire— 10

Ionia Department Public Safety Fire— 107

Lake Odessa Fire— 46

Lyons-Muir Fire— 17

Orleans Fire—19

Pewamo Fire— 12

Portland Fire— 21

Ronald Fire— 16

Roxand Fire— 1

Saranac Fire— 46

Sunfield Fire— 6

Life EMS— 537

Portland EMS— 122

Animal Control— 42

Belding Police— 248

Department of Natural Resources Law— 0

Ionia County Sheriff's Office— 789

Ionia Department Public Safety Law— 379

Lake Odessa Police— 53

Michigan State Police— 616

Portland Police— 198