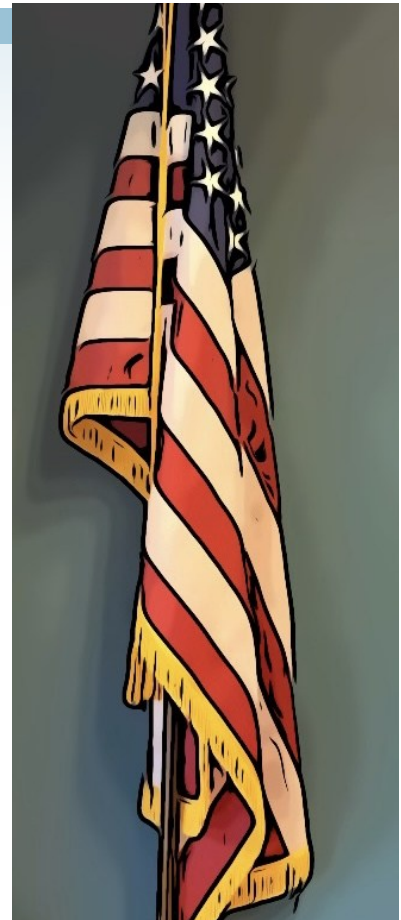
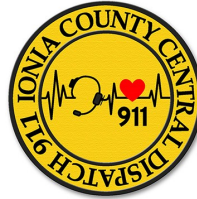


Monthly Report

January Activity

911 Calls— **1836**
Administrative Calls— **4187**
Text to 911— **12**
911 Hang up Calls— **125**
Calls for Service Initiated — **3359**

Total Mental Health Calls — **34**
Suicidal Calls — **8**
988 Calls Received — **0**
988 Calls Transferred — **0**
CPR Performed — **5**
Stroke Related Calls — **7**
Child birth calls — **0**



Special Programs Available

Smart 911— Share
Medical Information
with your 911 call.

Smart911.com



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

What3words.com



Unit Responses / Activities

Law Enforcement— **2217**

Fire— **461**

EMS— **681**



Statistics—Calls for Service.

JANUARY 2025 CFS TYPES			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	150	Lost Property / Found	4
988 Calls	0	MDOP	17
Abandoned Vehicle	20	MED 1	277
Active Violence Incident	0	MED 2	74
Alarm	34	MED 3	136
Ambulance Transport	102	Medical Call / Amb Dispatch	12
Assault	16	Mental Health	34
Assist Jail	0	Missing Person	14
Assist Medical	0	Motor Vehicle Theft / UDAA	8
Assist Other Agency	0	Non Criminal	91
Assist Outside Agency	22	OWI / OUID	8
Bomb Threat	0	PDA Traffic	190
Burglary	11	Phone / Internet Harassment	31
Burn Permit	21	PIA Traffic	31
Civil Dispute	66	PPO Violation	1
Conservation / Wildlife	42	Property Check	8
CSC - Criminal Sexual Conduct	19	Repossession	19
Disorderly Conduct	42	Request - Wrecker	3
Domestic Assault	37	Road Closure	3
DPW Request	26	Robbery / Hold up	0
Drugs	4	Spam to Center	0
Duplicate Call	1	Structure Fire	18
Family Abuse / Neglect	24	Suspicious Situations	122
Fire All Other	52	Test Call / System Test	51
Fireworks	0	Thunder Storm/Tornado Warning	0
Follow Up	236	Traffic / Officer Stop	153
Fraud	26	Traffic Offense All Other	538
General Assist	229	Tree Down	6
Grass / Wildland Fire	1	Trespassing	8
Health & Safety / Animal	54	Vehicle Fire	7
Hit and Run	14	Verbal Domestic	21
Homicide	0	Vin Inspections / All Inspections	4
Juvenile Problems & Runaways	31	Warrant Arrest / Fugitive	86
Kidnapping	0	Weapons Offenses All	13
Larceny	31	Wires Down / Arching	6
Liquor / MIP	0	Unclassified	248
Tornado Siren Tests	4	Fire Pager Tests	4
Emergency Alert Tests	3	Total This Month	3564

Central Dispatch Activities

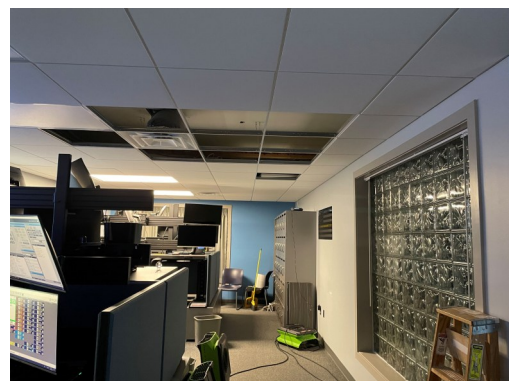
- Working to get in schedule for Career Center, will be working towards internships in 2025.
- Applicant Testing completed
- Oral Board interviews took place for January 15th.
- Phone tree added to administrative lines did eliminate spam phone calls completely.
- Water Leak in call center ceiling repair process started.
- Data being pulled for year end report with plans to have it out were a little delayed in addressing the water leak problems.

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 Dealt with Frozen Pipe

Of course at about 6pm on a Friday evening, what a good time to have a frozen pipe burst in our nice new call center. Staff did a great job limiting damage and addressing the water dripping from the ceiling.

Three positions CAD, radio and phones were moved from the call center to the training room over the next couple of days maintaining services the entire time.



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, 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—**80**

Berlin-Orange Fire— **42**

Clarksville Fire— **30**

Hubbardston Fire— **5**

Ionia Department Public Safety Fire— **87**

Lake Odessa Fire— **44**

Lyons-Muir Fire— **25**

Orleans Fire—**26**

Pewamo Fire— **19**

Portland Fire— **21**

Ronald Fire— **14**

Saranac Fire— **54**

Sunfield Fire— **11**

Life EMS— **549**

Portland EMS— **132**

Animal Control— **29**

Belding Police— **252**

Department of Natural Resources Law— **8**

Ionia County Sheriff's Office— **895**

Ionia Department Public Safety Law— **346**

Lake Odessa Police— **75**

Michigan State Police— **475**

Portland Police— **166**

Central Dispatch Activity

