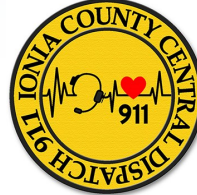


Monthly Report

October Activity



911 Calls— **1,742** YTD 18,384

Administrative Calls— **6,647** YTD 66,887

Text to 911— **16** YTD 120

911 Hang up Calls— **136** YTD 1,710

Calls for Service Initiated — 3584 YTD 36,289

Total Mental Health Calls — **56** YTD 486

Suicidal Calls — **7** YTD 94

988 Calls Received — **1** YTD 7

988 Calls Transferred — **0** YTD 0

CPR Performed — **6** YTD 42

Stroke Related Calls — **11** YTD 107

Child birth calls — **0** YTD 0

Unit Responses / Activities

Law Enforcement— **2486** YTD 25,828

Fire— **463** YTD 4,070

EMS— **635** YTD 6,394



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.

OCTOBER- 3708			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	136	Lost Property / Found	19
988 Calls	1	MDOP	14
Abandoned Vehicle	18	MED 1	242
Active Violence Incident	0	MED 2	74
Alarm	42	MED 3	126
Ambulance Transport	101	Medical Call / Amb Dispatch	14
Assault	27	Mental Health	56
Assist Jail	0	Missing Person	9
Assist Medical	0	Motor Vehicle Theft / UDAA	3
Assist Other Agency	0	Non Criminal	60
Assist Outside Agency	20	OWI / OUID	22
Bomb Threat	0	PDA Traffic	165
Burglary	17	Phone / Internet Harassment	26
Burn Permit	36	PIA Traffic	29
Civil Dispute	75	PPO Violation	8
Conservation / Wildlife	39	Property Check	2
CSC - Criminal Sexual Conduct	21	Repossession	28
Disorderly Conduct	67	Request - Wrecker	2
Domestic Assault	27	Road Closure	10
DPW Request	10	Robbery / Hold up	0
Drugs	10	Spam to Center	978
Duplicate Call	4	Structure Fire	10
Family Abuse / Neglect	35	Suspicious Situations	172
Fire All Other	61	Test Call / System Test	15
Fireworks	2	Thunder Storm/Tornado Warning	0
Follow Up	232	Traffic / Officer Stop	225
Fraud	28	Traffic Offense All Other	623
General Assist	206	Tree Down	12
Grass / Wildland Fire	23	Trespassing	29
Health & Safety / Animal	119	Vehicle Fire	5
Hit and Run	9	Verbal Domestic	15
Homicide	0	Vin Inspections / All Inspections	9
Juvenile Problems & Runaways	63	Warrant Arrest / Fugitive	60
Kidnapping	0	Weapons Offenses All	10
Larceny	55	Wires Down / Arching	13
Liquor / MIP	0	Unclassified	279

Central Dispatch Activities

- Advisory Board Meeting the 2nd was canceled with the Director our sick, Rescheduled for December 4th 2024.
- Director attended Cyber Threat Assessment & Planning Workshop
- Conditional Offer of Employment made on Oct. 21st, new dispatcher starting in 2 weeks.
- 911 Field Day kick off for our Career Center Program moving forward.
- Director attended PFN User Group Meeting
- PFN installed and tested new backup fiber connection to the Center
- Supervisor Hearld attended the Michigan 911 Technology Forum

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

9-1-1 Celebrates Halloween

We once again took part in the City of Ionia Autumn Festival and Trunk or Treat Events on Main Street. We got to talk with young and old about using 9-1-1, What3Words, Employment opportunities and of course we had to try and improve from our second place win last year. Thanks to Chef Phil, we did just that. We won the Golden Hot dog trophy, for the Chili Dawg Challenge. If you were lucky enough to get one of the 576 hot dogs that were grilled by our Chef, you know why we won. They were yummy! We had to turn people away as they were still lined up when we ran out.

Thanks to all the staff that helped make the event a success for us, of course the event chairperson Natalie, did another amazing job this year.



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

Agency Individual Responses / Activity

Belding Fire—**99** YTD 827

Berlin-Orange Fire— **42** YTD 377

Clarksville Fire— **24** YTD 182

Freeport Fire— **2** YTD 8

Hubbardston Fire— **9** YTD 80

Ionia Department Public Safety Fire— **78** YTD 856

Lake Odessa Fire— **38** YTD 316

Lyons-Muir Fire— **21** YTD 1168

Orleans Fire—**18** YTD 159

Pewamo Fire— **17** YTD 109

Portland Fire— **15** YTD 166

Ronald Fire— **15** YTD 131

Roxand Fire— **2** YTD 23

Saranac Fire— **69** YTD 583

Sunfield Fire— **14** YTD 85

Life EMS— **524** YTD 5,330

Portland EMS— **111** YTD 1064

Animal Control— **46** YTD 386

Belding Police— **317** YTD 3038

Department of Natural Resources Law— **3** YTD 37

Ionia County Sheriff's Office— **1,026** YTD 9,546

Ionia Department Public Safety Law— **396** YTD 3,957

Lake Odessa Police— **56** YTD 552

Michigan State Police— **507** YTD 6,423

Portland Police— **181** YTD 2,275

Dispatch Activity

