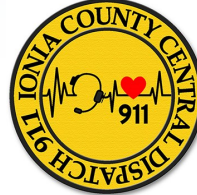


Monthly Report

September Activity



911 Calls— **1,873** YTD 16,642

Administrative Calls— **7,989** YTD 60,240

Text to 911— **10** YTD 104

911 Hang up Calls— **158** YTD 1,574

Calls for Service Initiated — 3915 YTD 32,708

Total Mental Health Calls — **56** YTD 430

Suicidal Calls — **9** YTD 87

988 Calls Received — **0** YTD 6

988 Calls Transferred — **0** YTD 0

CPR Performed — **4** YTD 36

Stroke Related Calls — **9** YTD 96

Child birth calls — **0** YTD 0

Unit Responses / Activities

Law Enforcement— **2806** YTD 23,342

Fire— **409** YTD 3,607

EMS— **700** YTD 5,759



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



911 
CALL IF YOU CAN
TEXT IF YOU CAN'T

988 SUICIDE & CRISIS
LIFELINE

Statistics—Calls for Service.

SEPTEMBER- 5091			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	158	Lost Property / Found	9
988 Calls	0	MDOP	26
Abandoned Vehicle	29	MED 1	254
Active Violence Incident	0	MED 2	94
Alarm	52	MED 3	155
Ambulance Transport	101	Medical Call / Amb Dispatch	7
Assault	18	Mental Health	56
Assist Jail	3	Missing Person	8
Assist Medical	0	Motor Vehicle Theft / UDAA	6
Assist Other Agency	6	Non Criminal	77
Assist Outside Agency	14	OWI / OUID	15
Bomb Threat	0	PDA Traffic	133
Burglary	17	Phone / Internet Harassment	24
Burn Permit	37	PIA Traffic	18
Civil Dispute	76	PPO Violation	11
Conservation / Wildlife	27	Property Check	10
CSC - Criminal Sexual Conduct	24	Repossession	13
Disorderly Conduct	72	Request - Wrecker	0
Domestic Assault	24	Road Closure	23
DPW Request	12	Robbery / Hold up	0
Drugs	11	Spam to Center	871
Duplicate Call	7	Structure Fire	11
Family Abuse / Neglect	39	Suspicious Situations	189
Fire All Other	42	Test Call / System Test	16
Fireworks	8	Thunder Storm/Tornado Warning	0
Follow Up	250	Traffic / Officer Stop	214
Fraud	38	Traffic Offense All Other	948
General Assist	225	Tree Down	16
Grass / Wildland Fire	7	Trespassing	31
Health & Safety / Animal	115	Vehicle Fire	5
Hit and Run	11	Verbal Domestic	16
Homicide	0	Vin Inspections / All Inspections	9
Juvenile Problems & Runaways	54	Warrant Arrest / Fugitive	64
Kidnapping	1	Weapons Offenses All	4
Larceny	40	Wires Down / Arching	20
Liquor / MIP	1	Unclassified	204

Central Dispatch Activities

- Hiring Continues with Oral Boards taking place on the 3rd.
- Director attended Core Tech day in Lansing on the 10th
- 911 Presentation to LaValley Methodist Church members on the 18th with ICSO
- 911 Field Day was a great success with 400 people attending on the 25th
- Chase and Mya have completed their probationary period.
- Mya is the second employee to complete probation having been hired through the Career Center School Program that was kicked off again this year with our 911 Field Day.

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 Field Day

This year we had great weather and our partners really helped and made the day a wonderful success. Thanks to Belding Fire, IDPS, Ionia Road Department, Tri-County Electric, Portland EMS, ICSO, Orleans Fire, Saranac Fire, MDOC, Ionia Health Dept., Pat & Carol Lewis, Belding Police, Portland Police, MSP and Aero Med which was a big hit!

We are looking forward to Field day 2025!



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—**89** YTD 728

Berlin-Orange Fire— **39** YTD 335

Clarksville Fire— **21** YTD 158

Freeport Fire— **0** YTD 6

Hubbardston Fire— **6** YTD 71

Ionia Department Public Safety Fire— **83** YTD 778

Lake Odessa Fire— **32** YTD 278

Lyons-Muir Fire— **15** YTD 147

Orleans Fire—**17** YTD 141

Pewamo Fire— **11** YTD 92

Portland Fire— **12** YTD 151

Ronald Fire— **10** YTD 116

Roxand Fire— **7** YTD 21

Saranac Fire— **59** YTD 514

Sunfield Fire— **8** YTD 71

Life EMS— **562** YTD 4,806

Portland EMS— **138** YTD 953

Animal Control— **44** YTD 340

Belding Police— **356** YTD 2721

Department of Natural Resources Law— **5** YTD 34

Ionia County Sheriff's Office— **1,203** YTD 8,520

Ionia Department Public Safety Law— **384** YTD 3,561

Lake Odessa Police— **69** YTD 496

Michigan State Police— **581** YTD 5,916

Portland Police— **208** YTD 2,094

Dispatch Activity

