

Monthly Report

December Activity

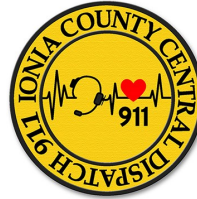
911 Calls— **1986**

Administrative Calls— **5522**

Text to 911— **15**

911 Hang up Calls— **27**

Calls for Service Processed— **3177**



Unit Responses / Activities

Law Enforcement— **2113**

Fire— **389**

EMS— **615**

Priority/Higher Volume Calls for Service Received

Ambulance Transport— 93

Burglary— 7

CSC— 12

Domestic Assault— 28

Fraud— 23

Health & Safety Animal— 87

Larceny— 33

Medical Priority 1— 275

Medical Priority 3— 119

Non-Criminal— 50

Personal Injury Accident— 31

Structure Fire— 12

Traffic Offense All Other— 156

Tree Down— 8

Vehicle Fire— 4

Weapons Offense— 5

Assault— 29

Civil Dispute— 90

Disorderly Conduct— 65

Fire All Other— 49

General Assist— 136

Juvenile Complaints— 33

MDOP— 24

Medical Priority 2— 57

Mental Health Related— 61

Phone/Internet Harass— 27

Property Damage Accident— 182

Suspicious Situations— 186

Traffic Stops— 603

Trespassing— 18

Verbal Domestic— 22



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



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 49946

EMERGENCY: 911

NON-EMERGENCY: (616) 527-0400

ADMINISTRATION: (616) 522-0911

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

Supervisor: Mike Ketchum
(616) 527-5612 mketchum@ioniacounty.org

FOIA Requests - 911 Records Only
Form available at: <http://ioniacounty.org/foia>

Send or Email to:
CentralDispatch@ioniacounty.org

Agency Individual Responses / Activity

Belding Fire—71

Berlin-Orange Fire— 34

Clarksville Fire— 14

Freeport Fire— 2

Hubbardston Fire— 8

Ionia Department Public Safety Fire— 94

Lake Odessa Fire— 33

Lyons-Muir Fire— 8

Orleans Fire—22

Pewamo Fire— 10

Portland Fire— 20

Ronald Fire— 17

Saranac Fire— 45

Sunfield Fire— 11

Life EMS— 496

Portland EMS— 119

Animal Control— 28

Belding Police— 225

Department of Natural Resources Law— 8

Ionia County Sheriff's Office— 782

Ionia Department Public Safety Law— 303

Lake Odessa Police— 74

Michigan State Police— 529

Portland Police— 164

Central Dispatch Activity

-Supervisor Ketchum left for a position with Friend of the Court

-Natalie Herald was promoted to Supervisor.

-Advisory Board considering By-laws changes.

-Center staff assisted with Shop with a Hero and Shop with a Cop.