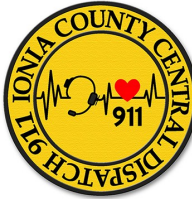


Monthly Report

April Activity

911 Calls— **2352**
Administrative Calls— **5090**
Text to 911— **15**
911 Hang up Calls— **215**
Calls for Service Initiated — **3790**



Total Mental Health Calls — **45**
Suicidal Calls — **28**
988 Calls Received — **0**
988 Calls Transferred — **0**
CPR Performed — **3**
Stroke Related Calls — **12**
Child birth calls — **0**

Unit Responses / Activities

Law Enforcement— **2752**

Fire— **453**

EMS— **585**



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

Available at:



Statistics—Calls for Service.

May CFS TYPES 2025			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	215	Lost Property / Found	17
988 Calls	0	MDOP	23
Abandoned Vehicle	16	MED 1	215
Active Violence Incident	0	MED 2	92
Alarm	45	MED 3	84
Ambulance Transport	99	Medical Call / Amb Dispatch	7
Assault	24	Mental Health	45
Assist Jail	0	Missing Person	12
Assist Medical	0	Motor Vehicle Theft / UDAA	11
Assist Other Agency	0	Non Criminal	77
Assist Outside Agency	19	OWI / OUID	14
Bomb Threat	0	PDA Traffic	155
Burglary	9	Phone / Internet Harassment	40
Burn Permit	69	PIA Traffic	24
Civil Dispute	92	PPO Violation	4
Conservation / Wildlife	41	Property Check	9
CSC - Criminal Sexual Conduct	27	Repossession	7
Disorderly Conduct	90	Request - Wrecker	1
Domestic Assault	28	Road Closure	17
DPW Request	12	Robbery / Hold up	0
Drugs	10	Spam to Center	2
Duplicate Call	5	Structure Fire	11
Family Abuse / Neglect	22	Suspicious Situations	187
Fire All Other	61	Test Call / System Test	39
Fireworks	1	Thunder Storm/Tornado Warning	2
Follow Up	293	Traffic / Officer Stop	268
Fraud	31	Traffic Offense All Other	686
General Assist	308	Tree Down	78
Grass / Wildland Fire	6	Trespassing	6
Health & Safety / Animal	116	Vehicle Fire	6
Hit and Run	24	Verbal Domestic	24
Homicide	0	Vin Inspections / All Inspections	9
Juvenile Problems & Runaways	96	Warrant Arrest / Fugitive	70
Kidnapping	2	Weapons Offenses All	11
Larceny	35	Wires Down / Arching	46
Liquor / MIP	3	Unclassified	319
Tornado Siren Tests	4	Fire Pager Tests	5
Emergency Alert Tests	0	Total This Month	4426

Central Dispatch Activities

- May 1st, Dispatcher Becky anniversary 31 years of service.
 - May 1st, Career Center Student Interviews.
 - May 5th, Dispatcher Jenny anniversary 15 years of service.
 - May 5th, 911/988 State workgroup meeting attended.
 - May 5th-7th CISM Training attended, 5 staff members.
 - May 5th-9th, Dispatch Basic 40 hour training, 1 staff member attended.
 - May 6th Medical Control and Law Enforcement Collaborative meetings attended.
 - May 7th, Nena Accessibility Committee Meeting Attended.
 - May 8th, NENA VRS-IP Relay meetings attended.
 - May 13th, Dispatch Union Meeting.
 - May 24th, Office Manager Cathi anniversary 9 years of county service.
-

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

Michigan Crisis and Access Line for First Responders, MiCAL

Their mission is to support the first responder community as they have been ignored for far too long. The first responder community continues to deal with the stigma of reaching out for help with mental health concerns. Frontline Strong plans to break that stigma! Frontline Strong operates 24 hours a day, 7 days a week, 365 days a year. It is staffed with First Responders that have been trained as Crisis Specialists specializing in First Responder competencies.

Crisis Specialists can provide resources for mental health therapy, peer support groups, and substance use rehabilitations that have been vetted to be first responder focused. This is in addition to many other resources. Callers are welcome to remain anonymous, and know their anonymity is protected. Frontline Strong is also open to the family of first responders.

Call 1-833-34-STRONG



Ionian County Central Dispatch

Mission: To enhance the quality of life in Ionian 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.

Ionian County Central Dispatch

545 Apple Tree Drive, Ionian MI 48846

EMERGENCY: 911

NON-EMERGENCY: (616) 527-0400 (Press 4)

ADMINISTRATION: (616) 522-0911

Director: Lance Langdon, ENP, CMCP
(616) 527-5611 llangdon@ioniancounty.org

Office Manager: Cathi Brodbeck
(616) 522-0911 cbrodbeck@ioniancounty.org

Supervisor: Kevin Booth (Day Shift)
(616) 527-5613 kbooth@ioniancounty.org

Supervisor: Natalie Hearld, CMCP (Day Shift)
(616) 527-5612 nhearld@ioniancounty.org

Supervisor: Jeremiah Wittenbach (Night Shift)
(616) 527-5617 jwittenbach@ioniancounty.org

Supervisor: Roy McCarver (Night Shift)
(616) 527-5616 rmccarver@ioniancounty.org

FOIA Requests - 911 Records Only-No Police Repts.
Form available at: <http://ioniancounty.org/foia>
Send or Email to: CentralDispatch@ioniancounty.org

Agency Individual Responses / Activity

Belding Fire—90

Berlin-Orange Fire— 54

Clarksville Fire— 25

Hubbardston Fire— 6

Ionian Department Public Safety Fire— 91

Lake Odessa Fire— 39

Lyons-Muir Fire— 17

Orleans Fire—17

Pewamo Fire— 5

Portland Fire— 22

Ronald Fire— 9

Roxand Fire— 3

Saranac Fire— 68

Sunfield Fire— 7

Life EMS— 492

Portland EMS— 93

Animal Control— 73

Belding Police— 336

Department of Natural Resources Law— 1

Ionian County Sheriff's Office— 969

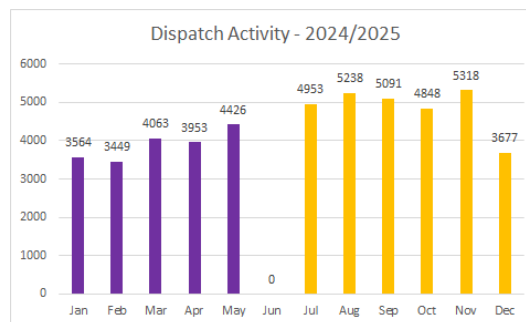
Ionian Department Public Safety Law— 450

Lake Odessa Police— 86

Michigan State Police— 711

Portland Police— 199

Central Dispatch Activity



2024

2025