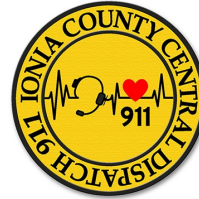


Monthly Report

July Activity

911 Calls— **2658**
Administrative Calls— **5563**
Text to 911— **20**
911 Hang up Calls— **307**
Calls for Service Initiated — **4137**



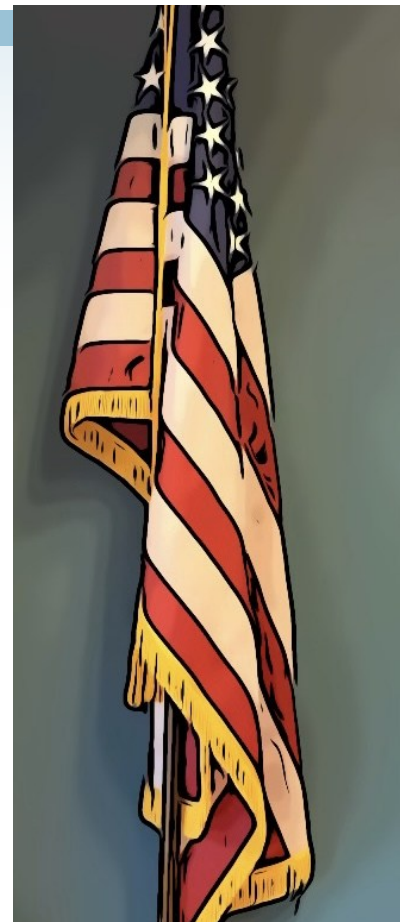
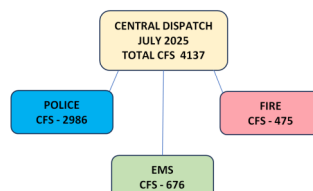
Total Mental Health Calls — **43**
Suicidal Calls — **25**
988 Calls Received — **0**
988 Calls Transferred — **1**
CPR Performed — **5**
Stroke Related Calls — **10**
Child birth calls — **0**

Unit Responses / Activities

Law Enforcement— **2986**

Fire— **475**

EMS— **676**



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.

JULY CFS TYPES 2025			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	307	Lost Property / Found	FALSE
988 Calls	0	MDOP	38
Abandoned Vehicle	22	MED 1	244
Active Violence Incident	0	MED 2	92
Alarm	37	MED 3	134
Ambulance Transport	90	Medical Call / Amb Dispatch	9
Assault	29	Mental Health	43
Assist Jail	0	Missing Person	15
Assist Medical	0	Motor Vehicle Theft / UDAA	5
Assist Other Agency	0	Non Criminal	74
Assist Outside Agency	37	OWI / OUID	13
Bomb Threat	0	PDA Traffic	136
Burglary	13	Phone / Internet Harassment	29
Burn Permit	36	PIA Traffic	43
Civil Dispute	104	PPO Violation	1
Conservation / Wildlife	28	Property Check	12
CSC - Criminal Sexual Conduct	16	Repossession	6
Disorderly Conduct	76	Request - Wrecker	2
Domestic Assault	36	Road Closure	36
DPW Request	13	Robbery / Hold up	0
Drugs	11	Spam to Center	3
Duplicate Call	3	Structure Fire	10
Family Abuse / Neglect	34	Suspicious Situations	172
Fire All Other	53	Test Call / System Test	47
Fireworks	14	Thunder Storm/Tornado Warning	1
Follow Up	252	Traffic / Officer Stop	266
Fraud	32	Traffic Offense All Other	1005
General Assist	265	Tree Down	42
Grass / Wildland Fire	6	Trespassing	16
Health & Safety / Animal	113	Vehicle Fire	12
Hit and Run	14	Verbal Domestic	21
Homicide	0	Vin Inspections / All Inspections	7
Juvenile Problems & Runaways	66	Warrant Arrest / Fugitive	66
Kidnapping	0	Weapons Offenses All	9
Larceny	52	Wires Down / Arching	23
Liquor / MIP	1	Unclassified	312
Tornado Siren Tests	4	Fire Pager Tests	4
Emergency Alert Tests	0	Total This Month	4712

Central Dispatch Activities

- July 1st, Meeting with Motorola over future interface purchase.
- July 2nd, Nena Accessibility Committee meeting attended.
- July 7th, State 911-988 workgroup meeting attended.
- July 10th & 24th, NENA VRS-IP Relay meetings attended.
- July 14th, Ionia Township Officers Association hosted at Central Dispatch
- July 16th, Fire Chief meeting attended.
- July 22nd, BOC meeting attended, requests and report given
- July 30th, EM Hosted MICIMS training at Central Dispatch.
- July 31st, Present funding request to State of Mich. Labor and Economic Opportunity Subcommittee for radio towers and equipment.
- Trainee completed 24 hour EMD course.
- Applicants completed written test over many days this month.

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

Ionia County Central Dispatch Funding Request

Executive Summary—Funding Request: \$18 Million

Purpose: To modernize and expand Ionia County's emergency communication system, ensuring reliable, encrypted, and interoperable radio coverage for Police, Fire, EMS, and Roads Department personnel.

Why This Matters: Ionia County's current radio infrastructure is outdated and insufficient for today's public safety demands. Key challenges include: Coverage gaps in rural and hard-to-reach areas; Obsolete equipment vulnerable to failure; Limited coordination between agencies; Non-compliance with CJIS encryption standards; risking sensitive data exposure.

Key Project Components: Construction of 4 new radio towers to eliminate coverage voids; Expansion to a 7-site simulcast system for seamless simultaneous transmission; Replacement of outdated law enforcement radios with CJIS-compliant equipment; Procurement of new radios for the Roads Department to ensure full integration

Impact & Benefits: Broader and more reliable coverage across Ionia and neighboring counties; Encrypted communications to protect sensitive law enforcement data; Improved coordination during multi-jurisdictional emergencies; Support for regional responders and utility crews using the MPSCS system

Budget Overview: 4 New Radio Towers; 7-Site Simulcast System Upgrade; Police Radio Equipment Replacement; Roads Department Radio Equipment. Total Estimated cost \$21.6 million, \$18 million requested.

A phased approach would still deliver meaningful improvements: Deploy 2 towers near high-population areas; Upgrade field radios for Police, Fire, EMS, and Roads teams; Strengthen interoperability and emergency readiness; Lay a scalable foundation for future upgrades.

Conclusion : This proposal is a strategic investment in public safety for Ionia County and the surrounding region. It builds on the successful transition of Fire Departments to the Michigan Public Safety Communications System (MPSCS) and ensures all frontline responders have the tools they need when seconds matter most. We respectfully request state assistance to fund this critical infrastructure upgrade.

Ionian 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.

Ionian County Central Dispatch

545 Apple Tree Drive, Ionia MI 48846

EMERGENCY: 911

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

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—97

Berlin-Orange Fire— 42

Clarksville Fire— 18

Hubbardston Fire— 9

Ionian Department Public Safety Fire— 108

Lake Odessa Fire— 32

Lyons-Muir Fire— 18

Orleans Fire—23

Pewamo Fire— 25

Portland Fire— 20

Ronald Fire— 11

Roxand Fire— 2

Saranac Fire— 60

Sunfield Fire— 10

Life EMS— 548

Portland EMS— 128

Animal Control— 76

Belding Police— 296

Department of Natural Resources Law— 0

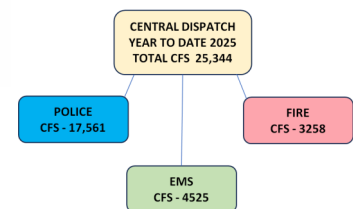
Ionian County Sheriff's Office— 1086

Ionian Department Public Safety Law— 521

Lake Odessa Police— 80

Michigan State Police— 831

Portland Police— 172



Central Dispatch Activity

