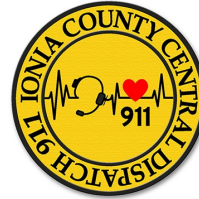


Monthly Report

June Activity

911 Calls— **2288**
Administrative Calls— **5532**
Text to 911— **16**
911 Hang up Calls— **261**
Calls for Service Initiated — **3549**



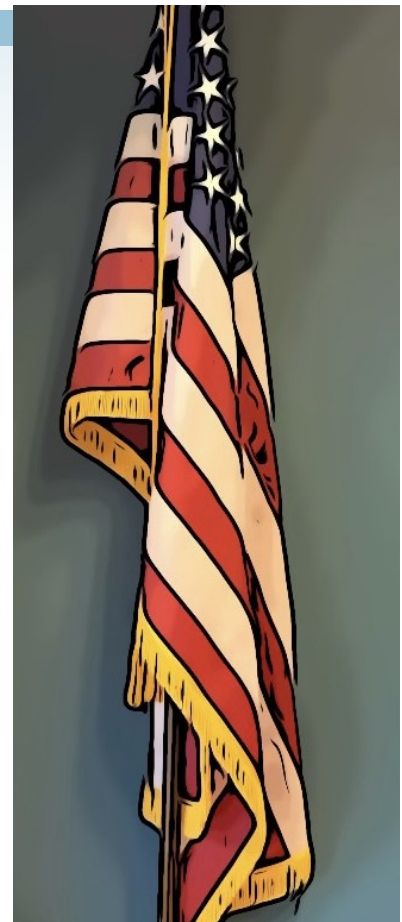
Total Mental Health Calls — **41**
Suicidal Calls — **29**
988 Calls Received — **2**
988 Calls Transferred — **0**
CPR Performed — **7**
Stroke Related Calls — **10**
Child birth calls — **0**

Unit Responses / Activities

Law Enforcement— **2492**

Fire— **443**

EMS— **614**



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.

JUNE CFS TYPES 2025			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	261	Lost Property / Found	18
988 Calls	2	MDOP	23
Abandoned Vehicle	21	MED 1	231
Active Violence Incident	0	MED 2	81
Alarm	37	MED 3	124
Ambulance Transport	79	Medical Call / Amb Dispatch	14
Assault	34	Mental Health	41
Assist Jail	0	Missing Person	9
Assist Medical	0	Motor Vehicle Theft / UDAA	8
Assist Other Agency	0	Non Criminal	88
Assist Outside Agency	28	OWI / OUID	11
Bomb Threat	0	PDA Traffic	113
Burglary	8	Phone / Internet Harassment	28
Burn Permit	61	PIA Traffic	45
Civil Dispute	94	PPO Violation	3
Conservation / Wildlife	28	Property Check	8
CSC - Criminal Sexual Conduct	26	Repossession	12
Disorderly Conduct	72	Request - Wrecker	38
Domestic Assault	33	Road Closure	10
DPW Request	11	Robbery / Hold up	0
Drugs	5	Spam to Center	2
Duplicate Call	6	Structure Fire	11
Family Abuse / Neglect	14	Suspicious Situations	184
Fire All Other	36	Test Call / System Test	88
Fireworks	4	Thunder Storm/Tornado Warning	0
Follow Up	249	Traffic / Officer Stop	230
Fraud	32	Traffic Offense All Other	552
General Assist	295	Tree Down	69
Grass / Wildland Fire	8	Trespassing	21
Health & Safety / Animal	92	Vehicle Fire	2
Hit and Run	17	Verbal Domestic	24
Homicide	0	Vin Inspections / All Inspections	11
Juvenile Problems & Runaways	63	Warrant Arrest / Fugitive	85
Kidnapping	0	Weapons Offenses All	7
Larceny	39	Wires Down / Arching	25
Liquor / MIP	2	Unclassified	373
Tornado Siren Tests	4	Fire Pager Tests	5
Emergency Alert Tests	0	Total This Month	4255

Central Dispatch Activities

- June 2nd, 911/988 State workgroup meeting attended.
 - June 2nd, New Dispatcher Tamisha joined ICCD.
 - June 4th, Nena Accessibility Committee Meeting attended.
 - June 8th-13th, CTO Training attended (1)
 - June 9th, Vendor Meeting on CPE Update
 - June 10th, LPT Meeting Hosted/attended.
 - June 12th, Applicant Interview– Withdrew
 - June 12th, CDR Meeting attended
 - June 18th, State of NG911 online seminar attended.
 - June 24th, Trainee Resigned while in training program.
 - June 26th, NENA VRS-IP Relay meetings attended.
-

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 Hiring Process

- ◇ What is the process to become a Emergency Dispatcher at Ionia Central.
- ◇ Applicants must have at least a high school diploma or GED
- ◇ Pass a keyboarding test with a minimum of 30 wpm.
- ◇ Pass a written general education test to include; Spelling, Math, Alphabetizing, Map Reading, County Knowledge, Problem Solving.
- ◇ Participate with an Oral Board interview with Supervisors and/or Training Officers (CTO)
- ◇ Complete a personal history questionnaire—(Must be complete and truthful)
- ◇ Pass a Law Enforcement level background investigation
- ◇ Participate in a Directors Interview
- ◇ If Successful pass all the above, Conditional offer of employment (Prints, Physical Exam)
- ◇ Enter training program– Consists of 4 phases on both day and night shifts.
- ◇ When determined ready by CTO Supervisor, pass the shadow phase (No CTO assistance)
- ◇ Assigned to training schedule as a third staff member to shift (noon to midnight)
- ◇ Cleared from training working with partner on shift.
- ◇ Process takes approximately 9 months to 1 year.

Ioniacounty.org

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.

Ioniacounty.org

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—90

Berlin-Orange Fire— 53

Clarksville Fire— 17

Hubbardston Fire— 7

Ioniacounty.org Public Safety Fire— 97

Lake Odessa Fire— 27

Lyons-Muir Fire— 19

Orleans Fire—18

Pewamo Fire— 14

Portland Fire— 18

Ronald Fire— 13

Roxand Fire— 2

Saranac Fire— 59

Sunfield Fire— 9

Life EMS— 521

Portland EMS— 93

Animal Control— 72

Belding Police— 300

Department of Natural Resources Law— 2

Ioniacounty.org Sheriff's Office— 1050

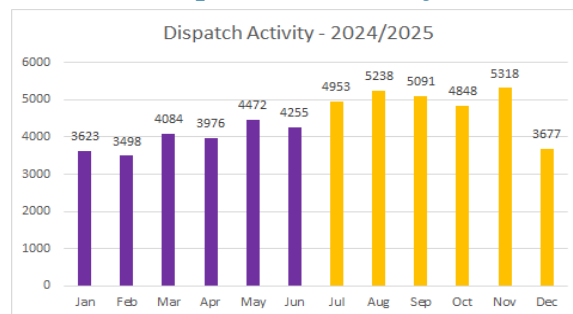
Ioniacounty.org Public Safety Law— 411

Lake Odessa Police— 63

Michigan State Police— 481

Portland Police— 185

Central Dispatch Activity



2024

2025