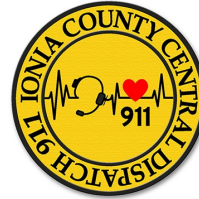


Monthly Report

August Activity

911 Calls— **2159**
Administrative Calls— **5441**
Text to 911— **5**
911 Hang up Calls— **251**
Calls for Service Initiated — **3641**



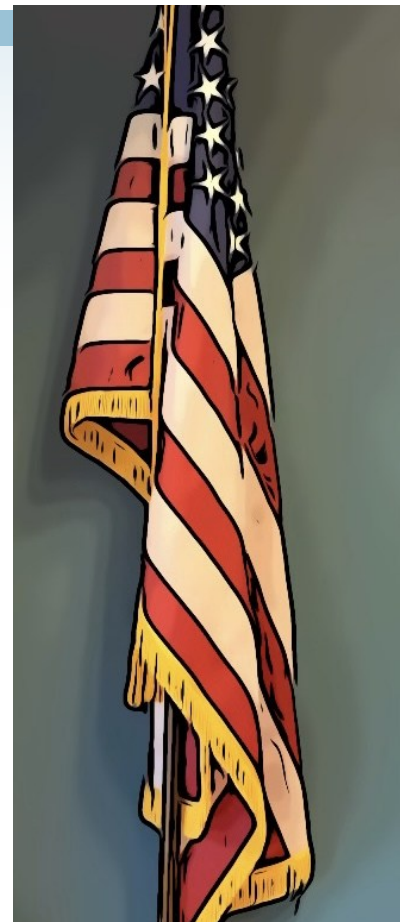
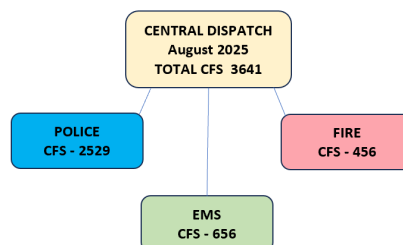
Total Mental Health Calls — **38**
Suicidal Calls — **26**
988 Calls Received — **1**
988 Calls Transferred — **2**
CPR Performed — **3**
Stroke Related Calls — **8**
Child birth calls — **0**

Unit Responses / Activities

Law Enforcement— **2529**

Fire— **456**

EMS— **656**



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.

AUGUST CFS TYPES 2025			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	251	Lost Property / Found	20
988 Calls	2	MDOP	36
Abandoned Vehicle	15	MED 1	232
Active Violence Incident	1	MED 2	82
Alarm	44	MED 3	131
Ambulance Transport	101	Medical Call / Amb Dispatch	4
Assault	18	Mental Health	38
Assist Jail	0	Missing Person	9
Assist Medical	0	Motor Vehicle Theft / UDAA	5
Assist Other Agency	0	Non Criminal	99
Assist Outside Agency	34	OWI / OUID	21
Bomb Threat	0	PDA Traffic	116
Burglary	13	Phone / Internet Harassment	30
Burn Permit	46	PIA Traffic	37
Civil Dispute	101	PPO Violation	7
Conservation / Wildlife	7	Property Check	25
CSC - Criminal Sexual Conduct	18	Repossession	14
Disorderly Conduct	67	Request - Wrecker	41
Domestic Assault	37	Road Closure	19
DPW Request	12	Robbery / Hold up	0
Drugs	4	Spam to Center	2
Duplicate Call	7	Structure Fire	8
Family Abuse / Neglect	21	Suspicious Situations	206
Fire All Other	51	Test Call / System Test	29
Fireworks	3	Thunder Storm/Tornado Warning	1
Follow Up	243	Traffic / Officer Stop	270
Fraud	26	Traffic Offense All Other	593
General Assist	259	Tree Down	29
Grass / Wildland Fire	4	Trespassing	22
Health & Safety / Animal	126	Vehicle Fire	5
Hit and Run	19	Verbal Domestic	22
Homicide	0	Vin Inspections / All Inspections	12
Juvenile Problems & Runaways	45	Warrant Arrest / Fugitive	61
Kidnapping	1	Weapons Offenses All	10
Larceny	49	Wires Down / Arching	17
Liquor / MIP	2	Unclassified	326
Tornado Siren Tests	5	Fire Pager Tests	5
Emergency Alert Tests	7	Total This Month	4223

Central Dispatch Activities

- Aug. 4th, State 911-988 workgroup meeting attended.
- Aug. 6th, NENA Accessibility Committee meeting attended.
- Aug. 6th & 20th, Nena 911-988 Geo-routing workgroup meeting attended.
- Aug. 7th, Virtual Academy program orientation for supervisors.
- Aug. 7th, Planning meeting for 2026 911 Field Day, September 24th.
- Aug. 8th, MCDA meeting attended, presentations on AI in 9-1-1.
- Aug. 12th & 18th, 2026 Budget meetings.
- Aug. 13th, Ionia PD Chief meeting attended.
- Aug. 14th & 28th, NENA VRS-IP Relay meetings attended.
- Aug. 20th Meet with ICRD regarding radios.
- Aug. 25-27 Supervisors attended NENA 911 Supervisor training

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

Center Update

Following our most recent hiring round, three candidates successfully passed the oral board. However, two withdrew before entering the background check phase. One candidate is currently undergoing the background process, and we're hopeful she will be able to start soon.

We currently have one employee actively progressing through training, with the goal of her being fully operational by early October.

We are still looking to fill two additional positions, but unfortunately, we've seen little to no applications since our last round of testing. According to recent data shared during the NENA (National Emergency Number Association) supervisory training attended this month, new entrants into the 9-1-1 field are staying an average of only 3–4 years. With training taking up most of the first year, this trend is a significant concern—not just for us, but for 9-1-1 centers nationwide. The ongoing challenge of attracting and retaining qualified applicants continues to impact our ability to staff this essential service effectively.

With this in mind, if you know someone who wants to make an impact in the lives of our citizens, can remain calm when others are frantic, and isn't afraid to work in front of six computer screens, please encourage them to apply. They just might be the next new member of ICCD.

Our new Virtual Academy program is being configured currently so that it can be rolled out to staff in the near future.

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—100

Berlin-Orange Fire— 63

Clarksville Fire— 16

Hubbardston Fire— 4

Ionian Department Public Safety Fire— 102

Lake Odessa Fire— 37

Lyons-Muir Fire— 19

Orleans Fire—20

Pewamo Fire— 14

Portland Fire— 15

Ronald Fire— 21

Roxand Fire— 1

Saranac Fire— 37

Sunfield Fire— 7

Life EMS— 518

Portland EMS— 138

Animal Control— 780

Belding Police— 307

Department of Natural Resources Law— 0

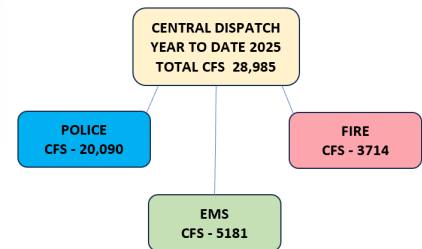
Ionian County Sheriff's Office— 988

Ionian Department Public Safety Law— 432

Lake Odessa Police— 107

Michigan State Police— 532

Portland Police— 163



Central Dispatch Activity

