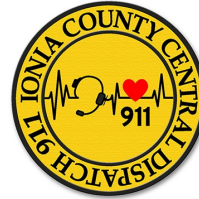


Monthly Report

September Activity

911 Calls— **2237**
Administrative Calls— **5404**
Text to 911— **15**
911 Hang up Calls— **155**
Calls for Service Initiated — **3678**



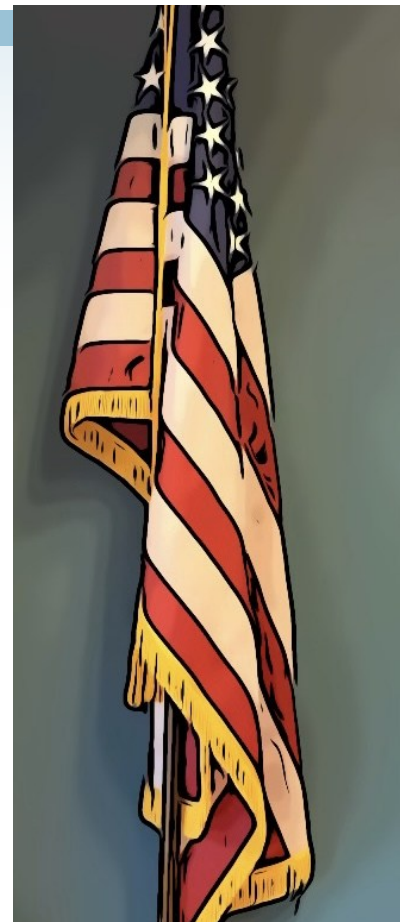
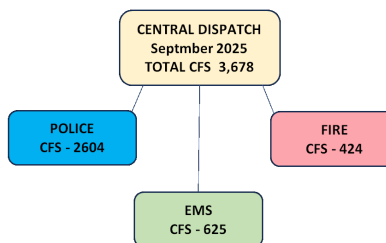
Total Mental Health Calls — **52**
Suicidal Calls — **14**
988 Calls Received — **1**
988 Calls Transferred — **0**
CPR Performed — **32**
Stroke Related Calls — **4**
Child birth calls — **0**

Unit Responses / Activities

Law Enforcement— **2629**

Fire— **424**

EMS— **625**



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:



911 
CALL IF YOU CAN
TEXT IF YOU CAN'T

Statistics—Calls for Service.

SEPTEMBER CFS TYPES 2025			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	155	Lost Property / Found	19
988 Calls	0	MDOP	28
Abandoned Vehicle	17	MED 1	218
Active Violence Incident	3	MED 2	70
Alarm	38	MED 3	126
Ambulance Transport	103	Medical Call / Amb Dispatch	9
Assault	34	Mental Health	29
Assist Jail	0	Missing Person	10
Assist Medical	0	Motor Vehicle Theft / UDAA	6
Assist Other Agency	0	Non Criminal	105
Assist Outside Agency	29	OWI / OUID	16
Bomb Threat	0	PDA Traffic	124
Burglary	18	Phone / Internet Harassment	25
Burn Permit	49	PIA Traffic	35
Civil Dispute	96	PPO Violation	4
Conservation / Wildlife	26	Property Check	15
CSC - Criminal Sexual Conduct	17	Repossession	14
Disorderly Conduct	68	Request - Wrecker	33
Domestic Assault	31	Road Closure	5
DPW Request	20	Robbery / Hold up	0
Drugs	4	Spam to Center	1
Duplicate Call	2	Structure Fire	4
Family Abuse / Neglect	30	Suspicious Situations	198
Fire All Other	54	Test Call / System Test	27
Fireworks	0	Thunder Storm/Tornado Warning	4
Follow Up	255	Traffic / Officer Stop	244
Fraud	25	Traffic Offense All Other	678
General Assist	242	Tree Down	18
Grass / Wildland Fire	3	Trespassing	22
Health & Safety / Animal	86	Vehicle Fire	6
Hit and Run	24	Verbal Domestic	12
Homicide	0	Vin Inspections / All Inspections	9
Juvenile Problems & Runaways	49	Warrant Arrest / Fugitive	71
Kidnapping	1	Weapons Offenses All	11
Larceny	48	Wires Down / Arching	15
Liquor / MIP	0	Unclassified	262
Tornado Siren Tests	4	Fire Pager Tests	4
Emergency Alert Tests	6	Total This Month	4014

Central Dispatch Activities

- Sept 3rd County Employee Picnic
- Sept 3rd, NENA Accessibility Committee meeting attended
- Sept 3rd 911 Advisory Board and TAC Committee meetings
- Sept 9th CORE Day in Lansing Attended, Talon Training and Information
- Sept 10th, Police Chief Meetings
- Sept 12th, Department Head Meeting
- Sept 15th-19th Probationary employee attended Basic 40 for 911
- Sept 16th-17th, Emerging Tech Forum attended
- Sept 17th, Fire Chief Meeting
- Sept 24th, Ionia County 911 Field Day

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

With the list of activities above our major event with the 911 Field Day was again a major success. Thanks to all our partners that participated and made it a great opportunity for the students.

We estimate that we had over 400 in attendance for this year's event. Students from the Ionia Career Center program and Haynor Elementary were brought in by bus.

They had the opportunity to see equipment used by our partner agencies, tour the 911 Call Center and talk with responders and partners about career options for their futures.

This is the Kick off for our internship program and we will be working with the Career Center to identify students that are interested in the 911 Center as a possible career for their futures.



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—83

Berlin-Orange Fire— 50

Clarksville Fire— 22

Hubbardston Fire— 7

Ionian Department Public Safety Fire— 90

Lake Odessa Fire— 41

Lyons-Muir Fire— 16

Orleans Fire—26

Pewamo Fire— 6

Portland Fire— 17

Ronald Fire— 10

Roxand Fire— 2

Saranac Fire— 44

Sunfield Fire— 10

Life EMS— 507

Portland EMS— 118

Animal Control— 61

Belding Police— 323

Department of Natural Resources Law— 0

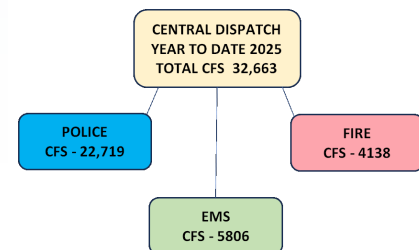
Ionian County Sheriff's Office— 1055

Ionian Department Public Safety Law— 442

Lake Odessa Police— 72

Michigan State Police— 581

Portland Police— 154



Central Dispatch Activity

