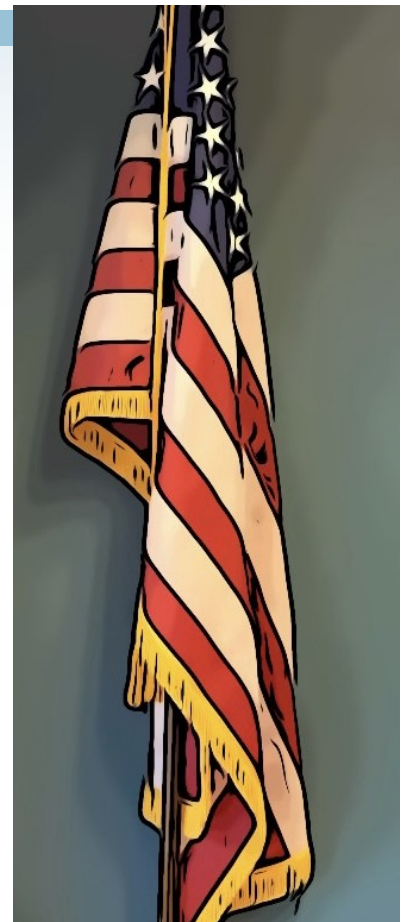
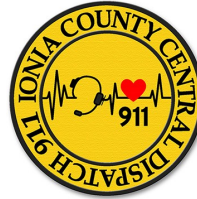


Monthly Report

October Activity

911 Calls— **2059**
Administrative Calls— **4900**
Text to 911— **10**
911 Hang up Calls— **166**
Calls for Service Initiated — **3798**

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**



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:



Unit Responses / Activities

Law Enforcement— **2728**
Fire— **466**
EMS— **604**

Statistics—Calls for Service.

OCTOBER CFS TYPES 2025			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	166	Lost Property / Found	18
988 Calls	0	MDOP	15
Abandoned Vehicle	24	MED 1	240
Active Violence Incident	0	MED 2	69
Alarm	40	MED 3	101
Ambulance Transport	73	Medical Call / Amb Dispatch	6
Assault	21	Mental Health	48
Assist Jail	0	Missing Person	8
Assist Medical	0	Motor Vehicle Theft / UDAA	6
Assist Other Agency	0	Non Criminal	124
Assist Outside Agency	38	OWI / OUID	14
Bomb Threat	0	PDA Traffic	197
Burglary	19	Phone / Internet Harassment	35
Burn Permit	46	PIA Traffic	36
Civil Dispute	100	PPO Violation	7
Conservation / Wildlife	55	Property Check	19
CSC - Criminal Sexual Conduct	23	Repossession	12
Disorderly Conduct	72	Request - Wrecker	2
Domestic Assault	26	Road Closure	10
DPW Request	14	Robbery / Hold up	0
Drugs	8	Spam to Center	1
Duplicate Call	1	Structure Fire	15
Family Abuse / Neglect	27	Suspicious Situations	186
Fire All Other	57	Test Call / System Test	46
Fireworks	0	Thunder Storm/Tornado Warning	1
Follow Up	298	Traffic / Officer Stop	230
Fraud	32	Traffic Offense All Other	635
General Assist	253	Tree Down	19
Grass / Wildland Fire	4	Trespassing	24
Health & Safety / Animal	120	Vehicle Fire	9
Hit and Run	18	Verbal Domestic	24
Homicide	0	Vin Inspections / All Inspections	10
Juvenile Problems & Runaways	53	Warrant Arrest / Fugitive	76
Kidnapping	0	Weapons Offenses All	9
Larceny	46	Wires Down / Arching	10
Liquor / MIP	2	Unclassified	281
Tornado Siren Tests	7	Fire Pager Tests	4
Emergency Alert Tests	2	Total This Month	4192

Central Dispatch Activities

- Oct 1st, NENA Accessibility Committee meeting attended
- Oct 2nd, 911 Phone project kick off meeting
- Oct 3rd, MCDA Meeting attended
- Oct 8th, Police Chief Meeting attended
- Oct 9th, NENA, VRS-IP Relay Committee meeting attended
- Oct 10th, Department Head Meeting
- Oct 13th, Townships Association meeting attended
- Oct 14th, PFN User Group meeting attended
- Oct 23rd, Courts/Law Enforcement meeting attended, Ionia Harvest Festival participants
- Oct 27th, IC3 Meeting 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

Harvest Festival 2025

We made our third appearance this year at the Harvest Festival. There of course were Chili dogs, with a few technical issues, candy, discussions about 9-1-1, talking to strangers, and some recruiting. It was a great time for us to get in front of the public and talk with them about 9-1-1 while having some fun.



Special recognition

to Natalie who Chaired this event for us and Chef Phil for the great Chili Dogs!



Krista also for running the prize wheel for all the kids, large and small!

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—93

Berlin-Orange Fire— 49

Clarksville Fire— 22

Hubbardston Fire— 7

Ionia Department Public Safety Fire— 99

Lake Odessa Fire— 43

Lyons-Muir Fire— 28

Orleans Fire—15

Pewamo Fire— 12

Portland Fire— 27

Ronald Fire— 8

Roxand Fire— 1

Saranac Fire— 52

Sunfield Fire— 10

Life EMS— 488

Portland EMS— 116

Animal Control— 72

Belding Police— 374

Department of Natural Resources Law— 1

Ionia County Sheriff's Office— 1054

Ionia Department Public Safety Law— 451

Lake Odessa Police— 77

Michigan State Police— 564

Portland Police— 207



Central Dispatch Activity

