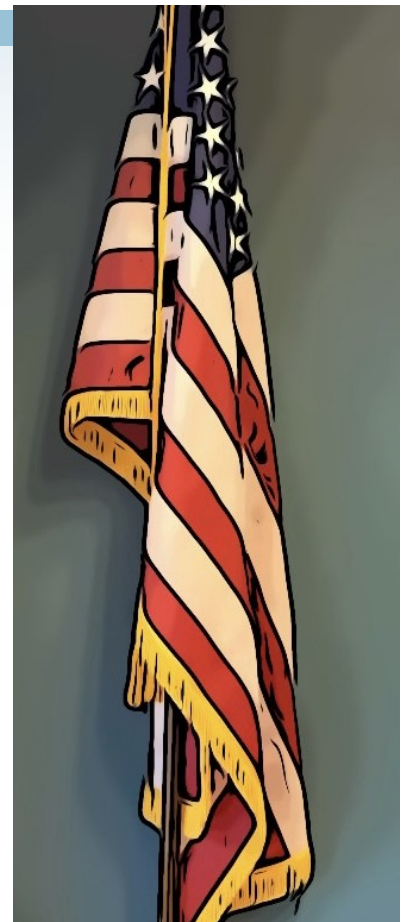
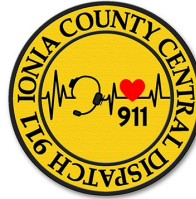


Monthly Report

December Activity

911 Calls— **1119**
Administrative Calls— **4326**
Text to 911— **7**
911 Hang up Calls— **1162**
Calls for Service Initiated — **3775**

Total Mental Health Calls — **31**
Suicidal Calls — **22**
988 Calls Received — **0**
988 Calls Transferred — **0**
CPR Performed — **4**
Stroke Related Calls — **3**
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— **2291**
Fire— **482**
EMS— **694**

Statistics—Calls for Service.

December CFS TYPES 2025			
CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	162	Lost Property / Found	8
988 Calls	1	MDOP	13
Abandoned Vehicle	28	MED 1	284
Active Violence Incident	0	MED 2	99
Alarm	46	MED 3	127
Ambulance Transport	105	Medical Call / Amb Dispatch	4
Assault	11	Mental Health	31
Assist Jail	0	Missing Person	5
Assist Medical	0	Motor Vehicle Theft / UDAA	7
Assist Other Agency	0	Non Criminal	75
Assist Outside Agency	17	OWI / OUID	9
Bomb Threat	0	PDA Traffic	212
Burglary	7	Phone / Internet Harassment	28
Burn Permit	19	PIA Traffic	21
Civil Dispute	88	PPO Violation	7
Conservation / Wildlife	39	Property Check	9
CSC - Criminal Sexual Conduct	14	Repossession	8
Disorderly Conduct	41	Request - Wrecker	67
Domestic Assault	41	Road Closure	0
DPW Request	16	Robbery / Hold up	0
Drugs	3	Spam to Center	4
Duplicate Call	1	Structure Fire	14
Family Abuse / Neglect	16	Suspicious Situations	155
Fire All Other	40	Test Call / System Test	49
Fireworks	1	Thunder Storm/Tornado Warning	0
Follow Up	168	Traffic / Officer Stop	201
Fraud	23	Traffic Offense All Other	588
General Assist	265	Tree Down	26
Grass / Wildland Fire	2	Trespassing	18
Health & Safety / Animal	74	Vehicle Fire	5
Hit and Run	21	Verbal Domestic	13
Homicide	0	Vin Inspections / All Inspections	5
Juvenile Problems & Runaways	27	Warrant Arrest / Fugitive	69
Kidnapping	1	Weapons Offenses All	7
Larceny	32	Wires Down / Arching	17
Liquor / MIP	0	Unclassified	273
Tornado Siren Tests	4	Fire Pager Tests	4
Emergency Alert Tests	0	Total This Month	3775

Central Dispatch Activities

- Dec 4th, NENA/APCO meeting attended
- Dec 7th, Attended MI Cops Luncheon
- Dec 9th, LPT Meeting Attended
- Dec 9th, Shop with a Hero, Meijer Staff participated
- Dec 10th, Police Chiefs Meeting attended
- Dec 10th, Shop with a Cop, Walmart
- Dec 11th, PFN 911 Failover testing
- Dec 12, County Employee Christmas Party Appearance
- Dec 18th, CDR 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

Santa Joins Ionia Heroes

This holiday season, Santa teamed up with our Ionia heroes as several employees participated in *Shop with a Hero* at Meijer and *Shop with a Cop* at Walmart. Bringing joy to local children is what makes this time of year so special, and we're proud to be part of it!

A big thank you to the Sheriff's Department, Walmart, and Meijer for making this heartwarming tradition possible. Together, we helped spread cheer and create unforgettable memories for the kids in our community.



County staff shown: Tamishia, Mya, Jacinda, Sheriff Noll and of course Santa.

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—98

Berlin-Orange Fire— 45

Clarksville Fire— 35

Hubbardston Fire— 9

Ionian Department Public Safety Fire— 108

Lake Odessa Fire— 37

Lyons-Muir Fire— 19

Orleans Fire—16

Pewamo Fire— 14

Portland Fire— 22

Ronald Fire— 17

Roxand Fire— 1

Saranac Fire— 52

Sunfield Fire— 9

Life EMS— 566

Portland EMS— 128

Animal Control— 54

Belding Police— 234

Department of Natural Resources Law— 0

Ionian County Sheriff's Office— 986

Ionian Department Public Safety Law— 354

Lake Odessa Police— 55

Michigan State Police— 525

Portland Police— 234

Central Dispatch Activity

