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January 2026 - Activity

Phones

911 Calls - 2043

Administrative Calls - 4813

Text to 911 - 11

911 Hang up Calls - 202

Service Types

Calls for Service Initiated - 3843

Total Mental Health Calls - 37

Suicidal Calls - 19

988 Calls Received - 1

Calls Transferred - 0

CPR Performed - 8

Stroke Related Calls - 7

Childbirth calls - 0

Unit Responses / Activities

Law Enforcement - 2346

Fire - 513

EMS - 717

911
CALL IF YOU CAN
TEXT IF YOU CAN'T

988



what3words



Mission

To enhance the quality of life for all people in Ionia County by delivering trusted, professional, and responsive public safety communications with courtesy and care.

Vision

To build a future where every person in Ionia County feels safe, supported, and connected through trusted public safety communication.

One thing to remember:

Information provided by callers is often incomplete or inaccurate, which can lead to 911 Dispatchers inadvertently relaying incorrect location details or other critical information to First Responders.

Central Dispatch Staff Activities

- **Jan 7** – Oral Board Interviews Conducted
- **Jan 12** – Attended Alert Notification Demo (Bryx)
- **Jan 15** - Attended Alert Notification Demo (RAVE & HQE)
- **Jan 21** – Attended Alert Notification Demo (Hyper-Reach)
- **Jan 22** – Participated in NENA VRS Work Group
- **Jan 26** – Attended Quarterly IC3 Meeting
- **Jan 27** – Attended Follow-Up Alert Notification Demo (Hyper-Reach)
- **Jan 27** – Completed IPAWS Monthly Test
- **Jan 28** – Attended Webinar: *Redefining Reliability in Public Safety Communications*
- **Jan 29** – Attended Pre-Demo Alert Notification (Everbridge)

Central Dispatch Highlights

- **Newsletter Update:** Microsoft has discontinued its Publisher product, so our monthly newsletter has received a fresh new look for 2026. While the design has changed, the valuable information we share will remain the same.
- **Year-End Statistical Reports:** The reports are complete and posted on the Center's website. They include detailed information, charts, and graphs covering Central Dispatch activities, each agency we serve, and township call statistics. Access the reports here: <https://ioniacounty.org/public-safety/central-dispatch/#stats-reports>
- **Online Resources:** Both statistical reports and monthly newsletters are available on our website for easy reference. You'll also find information about the agencies we serve, our staff, advisory board members, FAQs about calling 9-1-1, text-to-911, burn permits, and community resource links. The site also includes details for those seeking public records from Central Dispatch under the FOIA statute.
- **Staffing Challenges:** Like many in public safety, we continue to face staffing challenges as we search for dedicated individuals to pursue a rewarding career as Emergency Dispatchers.
- **School Outreach & Internships:** Our school program is ongoing, and we have inspired students to join our internship program. From there, we aim to continue our success in hiring graduates from the Career Center Program into full-time positions in this vital profession.

JANUARY - 3843

CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	202	Lost Property / Found	9
988 Calls	1	MDOP	13
Abandoned Vehicle	29	MED 1	290
Active Violence Incident	0	MED 2	68
Alarm	38	MED 3	115
Ambulance Transport	112	Medical Call / Amb Dispatch	14
Assault	20	Mental Health	37
Assist Jail	0	Missing Person	4
Assist Medical	0	Motor Vehicle Theft / UDAA	4
Assist Other Agency	0	Non Criminal	78
Assist Outside Agency	24	OWI / OUID	6
Bomb Threat	0	PDA Traffic	284
Burglary	4	Phone / Internet Harassment	38
Burn Permit	11	PIA Traffic	47
Civil Dispute	81	PPO Violation	8
Conservation / Wildlife	42	Property Check	10
CSC - Criminal Sexual Conduct	15	Repossession	11
Disorderly Conduct	44	Request - Wrecker	4
Domestic Assault	37	Road Closure	0
DPW Request	35	Robbery / Hold up	0
Drugs	12	Spam to Center	16
Duplicate Call	4	Structure Fire	21
Family Abuse / Neglect	24	Suspicious Situations	135
Fire All Other	57	Test Call / System Test	36
Fireworks	3	Thunder Storm/Tornado Warning	0
Follow Up	242	Traffic / Officer Stop	187
Fraud	28	Traffic Offense All Other	501
General Assist	332	Tree Down	12
Grass / Wildland Fire	0	Trespassing	12
Health & Safety / Animal	80	Vehicle Fire	4
Hit and Run	17	Verbal Domestic	16
Homicide	0	Vin Inspections / All Inspections	4
Juvenile Problems & Runaways	36	Warrant Arrest / Fugitive	60
Kidnapping	0	Weapons Offenses All	11
Larceny	20	Wires Down / Arching	10
Liquor / MIP	1	Unclassified	215
Tornado siren weekly test	5	Weekly Fire Pager Test	4
School Alert Test	3	Total	3843

Core Values

D.I.S.P.A.T.C.H.E.R

Dedication:

Committed to serving our community.

Integrity:

Acting with honesty and transparency.

Service:

Providing exceptional public safety support.

Professionalism:

Maintaining high standards in all we do.

Adaptability:

Embracing change and responding effectively to evolving situations.

Teamwork:

Collaborating for the best outcomes.

Compassion:

Responding with care and empathy.

Honor:

Upholding trust and respect in every interaction.

Excellence: Striving for continuous improvement.

Reliability:

Being dependable when it matters most.

Individual Agency Response Activity

- Belding Fire - 89
- Berlin-Orange Fire - 62
- Clarksville Fire - 16
- Hubbardston Fire - 6
- Ionia Department Public Safety Fire - 114
- Lake Odessa Fire - 40
- Lyons-Muir Fire - 30
- Orleans Fire - 19
- Pewamo Fire - 13
- Portland Fire - 13
- Ronald Fire - 16
- Roxand Fire - 0
- Saranac Fire - 73
- Sunfield Fire - 9
- Life EMS - 586
- Portland EMS - 131
- Animal Control - 56
- Belding Police - 269
- Department of Natural Resources Law - 3
- Ionia County Sheriff's Office - 1045
- Ionia Department Public Safety Law - 330
- Lake Odessa Police - 67
- Michigan State Police - 467
- Portland Police - 165

Ionia County Central Dispatch

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EMERGENCY: 911

NON-EMERGENCY:
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FOIA Requests

911 Records Only No Police Reports

Form available at:
<http://ioniacounty.org/foia>
Send or Email to:
CentralDispatch@ioniacounty.org