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January 2026 - Activity

Phones

911 Calls - 1651

Administrative Calls - 3904

Text to 911 - 14

911 Hang up Calls - 171

Service Types

Calls for Service Initiated - 3318

Total Mental Health Calls - 51

Suicidal Calls - 30

988 Calls Received - 0

Calls Transferred - 0

CPR Performed - 3

Stroke Related Calls - 7

Childbirth calls - 1

Unit Responses / Activities

Law Enforcement - 2267

Fire - 438

EMS - 613

911
CALL IF YOU CAN
TEXT IF YOU CAN'T

988



what3words



EMERGENCY HEALTH
PROFILE ASSOCIATION



Personal Safety



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

- **Feb 2** – Rally Cam Config/Training for Training Room
- **Feb 4** – Attended ICCD TAC Committee Meeting
- **Feb 4** – Attended ICCD Advisory Committee Meeting
- **Feb 5** - Attended State SNC 2026 Annual Reporting Webinar
- **Feb 10** – Attended LPT & LEPC Meetings
- **Feb 11** – Attended PD Chief's Meeting
- **Feb 12 & 26** – Participated in NENA VRS Work Group
- **Feb 13** – Dispatcher Interview - Conditional Offer of Employment
- **Feb 24** – Attended BOC Meeting
- **Feb** – Completed IPAWS Monthly Tests

Central Dispatch Highlights

- **Public Alerting Changes:** In partnership with Emergency Management, we have been reviewing several new vendors for our emergency alerting system. This system is used not only for public notifications, but also for messaging first responders, county employees, hospital personnel, and other departments as needed for daily operations.
- **Background:** Many years ago, Ionia County was an early adopter of a program called Smart911, which integrated with our alerting system, Rave Alerts. Smart911 allowed residents to voluntarily share important information with 9-1-1 dispatchers—such as details about family members, medical needs, or facility information—that could assist responders during an emergency call. The State of Michigan then started funding this program statewide; however, after several years that funding was discontinued. Ionia County, along with others, continued the service for some time. As technology evolved and the use of the program declined, it was ultimately determined that the cost no longer justified the limited information being received, and the program was discontinued.
- **Medical Information Sharing with 9-1-1:** Today, wireless phones can provide dispatchers with enhanced information through a company called RapidSOS. Users can add important details directly within their phone's applications, which may then be shared automatically during a 9-1-1 call. More information is available through the links on the first page of this document or on our website.
- **This Year:** Our contract with Rave Alerts is expiring, and we have selected a new provider—Hyper Reach—to support our public alerting needs. Residents who previously registered for Rave Alerts will be transferred to Hyper Reach and should continue receiving alerts as they have in the past. We should be live on our new system by early April 2026.

February - 3522

CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	171	Lost Property / Found	11
988 Calls	0	MDOP	5
Abandoned Vehicle	23	MED 1	230
Active Violence Incident	0	MED 2	98
Alarm	28	MED 3	104
Ambulance Transport	94	Medical Call / Amb Dispatch	8
Assault	13	Mental Health	51
Assist Jail	0	Missing Person	1
Assist Medical	0	Motor Vehicle Theft / UDAA	4
Assist Other Agency	0	Non Criminal	68
Assist Outside Agency	30	OWI / OUID	11
Bomb Threat	0	PDA Traffic	126
Burglary	5	Phone / Internet Harassment	36
Burn Permit	23	PIA Traffic	22
Civil Dispute	67	PPO Violation	16
Conservation / Wildlife	51	Property Check	16
CSC - Criminal Sexual Conduct	23	Repossession	11
Disorderly Conduct	53	Request - Wrecker	76
Domestic Assault	29	Road Closure	2
DPW Request	18	Robbery / Hold up	0
Drugs	2	Spam to Center	0
Duplicate Call	0	Structure Fire	15
Family Abuse / Neglect	19	Suspicious Situations	119
Fire All Other	52	Test Call / System Test	17
Fireworks	0	Thunder Storm/Tornado Warning	0
Follow Up	216	Traffic / Officer Stop	192
Fraud	29	Traffic Offense All Other	638
General Assist	231	Tree Down	3
Grass / Wildland Fire	5	Trespassing	21
Health & Safety / Animal	65	Vehicle Fire	1
Hit and Run	21	Verbal Domestic	17
Homicide	0	Vin Inspections / All Inspections	6
Juvenile Problems & Runaways	39	Warrant Arrest / Fugitive	66
Kidnapping	1	Weapons Offenses All	7
Larceny	31	Wires Down / Arching	2
Liquor / MIP	0	Unclassified	175
Tornado siren weekly test	4	Weekly Fire Pager Test	4
School Alert Test	0	Total	3522

Core Values

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

Dedication: We are committed to serving our community with unwavering focus and purpose.

Integrity:

We act with honesty, transparency, and fairness in every interaction.

Service:

We provide exceptional support to ensure public safety and peace of mind.

Professionalism: We maintain the highest standards in conduct, performance, and communication.

Accountability: We take responsibility for our actions and decisions to build trust.

Teamwork: We collaborate effectively to achieve the best outcomes for those we serve.

Compassion: We respond with empathy, care, and understanding in every situation.

Honor:

We uphold trust and respect as the foundation of our service.

Excellence: We strive for continuous improvement and superior performance.

Reliability:

Being dependable when it We are dependable and ready when it matters most.

Individual Agency Response Activity

- Belding Fire - 70
- Berlin-Orange Fire - 37
- Clarksville Fire - 10
- Hubbardston Fire - 10
- Ionia Department Public Safety Fire - 102
- Lake Odessa Fire - 40
- Lyons-Muir Fire - 19
- Orleans Fire - 32
- Pewamo Fire - 15
- Portland Fire - 8
- Ronald Fire - 22
- Roxand Fire - 2
- Saranac Fire - 55
- Sunfield Fire - 16
- Life EMS - 512
- Portland EMS - 101
- Animal Control - 43
- Belding Police - 248
- Department of Natural Resources Law - 0
- Ionia County Sheriff's Office - 916
- Ionia Department Public Safety Law - 385
- Lake Odessa Police - 71
- Michigan State Police - 530
- Portland Police - 117

Ionia County Central Dispatch

545 Apple Tree Drive
Ionia MI 48846

EMERGENCY: 911

NON-EMERGENCY:
(616) 527-0400 (Press 4)

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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