

this issue

Monthly Call Summary **P.1**

Central Activity Information **P.2**

Monthly CFS Processed **P.3**

Agency Response Activity **P.4**



January 2026 - Activity

Phones

911 Calls - 2016

Administrative Calls - 4643

Text to 911 - 8

911 Hang up Calls - 199

Service Types

Calls for Service Initiated - 3750

Total Mental Health Calls - 46

Suicidal Calls - 16

988 Calls Received - 1

Calls Transferred - 0

CPR Performed - 4

Stroke Related Calls - 9

Childbirth calls - 1

Unit Responses / Activities

Law Enforcement - 2621

Fire - 476

EMS - 653

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

- **Mar 4** – Attended NENA Accessibility Meeting
- **Mar 4** - Career Center Programs (2) morning and afternoon
- **Mar 5** – Freek Fair planning meeting attended
- **Mar 5** – EMD Training for new staff member began was completed
- **Mar 10** – Staff Inservice Training
- **Mar 11** – Attended PD Chief Meeting
- **Mar 12** – Staff Inservice Training
- **Mar 17** – Attended IC BOC Finance Committee Meeting
- **Mar 18** – Participated in Statewide Severe Weather Test
- **Mar 19** – Backup Radios programming and encryption completed
- **Mar 24** – Completed monthly IPAWS Tests.

Central Dispatch Highlights

National Public Safety Telecommunicators Week, April 12–18, 2026, honoring the dedicated professionals of the Ionia County Central Dispatch Center.

Telecommunicators—often called the “invisible heroes” of public safety—serve as the critical first, first responders in every emergency. They answer high-pressure 911 calls, provide lifesaving instructions, coordinate police, fire, and medical response, and ensure responders have the information they need to stay safe. Their work forms the backbone of emergency services in Ionia County.

National Public Safety Telecommunicators Week became a nationwide observance officially recognized by Congress in 1991, with President Bill Clinton issuing a proclamation designating the second week of April for this annual recognition. Since that time, the week has grown into a national tribute to telecommunicators for their irreplaceable contributions to public safety.

Join us in publicly recognizing and thanking Ionia County’s telecommunicators during this year’s observance. Their dedication, skill, and calm professionalism provide essential support during life’s most critical moments.

“Behind every emergency response in Ionia County stands a telecommunicator who answers the call,” the Board stated. “We encourage our entire community to show their appreciation for these exemplary professionals.”

To share messages of support, please visit the Ionia County Central Dispatch Facebook page @ <https://www.facebook.com/ioniacountycentraldispatch/>

Join us in expressing gratitude for the Dispatch staff and their unwavering commitment to the safety and well-being of residents and responders.

March - 4145

CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	199	Lost Property / Found	13
988 Calls	0	MDOP	16
Abandoned Vehicle	16	MED 1	244
Active Violence Incident	0	MED 2	78
Alarm	39	MED 3	118
Ambulance Transport	110	Medical Call / Amb Dispatch	7
Assault	15	Mental Health	46
Assist Jail	0	Missing Person	4
Assist Medical	0	Motor Vehicle Theft / UDAA	2
Assist Other Agency	0	Non Criminal	71
Assist Outside Agency	31	OWI / OUID	19
Bomb Threat	1	PDA Traffic	106
Burglary	5	Phone / Internet Harassment	44
Burn Permit	54	PIA Traffic	21
Civil Dispute	94	PPO Violation	4
Conservation / Wildlife	39	Property Check	9
CSC - Criminal Sexual Conduct	27	Repossession	13
Disorderly Conduct	57	Request - Wrecker	1
Domestic Assault	40	Road Closure	17
DPW Request	14	Robbery / Hold up	0
Drugs	9	Spam to Center	1
Duplicate Call	6	Structure Fire	16
Family Abuse / Neglect	32	Suspicious Situations	165
Fire All Other	49	Test Call / System Test	74
Fireworks	0	Thunder Storm/Tornado Warning	0
Follow Up	246	Traffic / Officer Stop	214
Fraud	39	Traffic Offense All Other	695
General Assist	298	Tree Down	60
Grass / Wildland Fire	23	Trespassing	19
Health & Safety / Animal	106	Vehicle Fire	2
Hit and Run	20	Verbal Domestic	36
Homicide	1	Vin Inspections / All Inspections	11
Juvenile Problems & Runaways	80	Warrant Arrest / Fugitive	60
Kidnapping	0	Weapons Offenses All	9
Larceny	47	Wires Down / Arching	40
Liquor / MIP	2	Unclassified	200
Tornado siren weekly test	5	Weekly Fire Pager Test	5
School Alert Test	1	Total	4145

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 - 88
- Berlin-Orange Fire - 40
- Clarksville Fire - 15
- Hubbardston Fire - 7
- Ionia Department Public Safety Fire - 127
- Odessa Twp Fire - 51
- Lyons-Muir Fire - 16
- Orleans Fire - 23
- Pewamo Fire - 15
- Portland Fire - 20
- Ronald Fire - 17
- Roxand Fire - 2
- Saranac Fire - 41
- Sunfield Fire - 14
- Life EMS - 543
- Portland EMS - 110
- Animal Control - 62
- Belding Police - 294
- Department of Natural Resources Law - 2
- Ionia County Sheriff's Office - 924
- Ionia Department Public Safety Law - 474
- Lake Odessa Police - 69
- Michigan State Police - 676
- Portland Police - 182

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