

MONTHLY ACTIVITY REPORT
IONIA COUNTY CENTRAL DISPATCH
& OUR FIRST RESPONDERS

this issue

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April 2026 - Activity

Phones

911 Calls - 1874

Administrative Calls - 4772

Text to 911 - 8

911 Hang up Calls - 217

Service Types

Calls for Service Initiated - 3808

Total Mental Health Calls - 37

Suicidal Calls - 22

988 Calls Received - 2

Calls Transferred - 0

CPR Performed - 10

Stroke Related Calls - 5

Childbirth calls - 0

Unit Responses / Activities

Law Enforcement - 2747

Fire - 443

EMS - 618

911
CALL IF YOU CAN
TEXT IF YOU CAN'T



988

Hyper-Reach



Works with
Apple Health



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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.



Central Dispatch Staff Activities

- **Apr 1** – Attended NENA Accessibility Meeting
- **Apr 2** - Dispatcher Applicant Interviews
- **Apr 7-10** – Krista Attended CTO Training
- **Apr 7-8** – Kevin & Natalie Attended Responder Mental Health Training
- **Apr 9**- Hyper Reach Alerting System Rolled out.
- **Apr 12-18** – National Public Safety Telecommunicators Week
- **Apr 13** – Attended Township Supervisors Meeting
- **Apr 15** – Attended MDOC Community Liaison Meeting
- **Apr 15** – Attended Fire Chief's Meeting
- **Apr 18** – Department Awards Night
- **Apr 20** – Hosted Ionia Community Collaborative Meeting
- **Apr 21** – Attended I96 Construction Meeting
- **Apr 9 & 23** – Chair Meetings NENA VRS IP Relay Work Group
- **Apr 27**- Natalie & Roy Attended Incident Tactical Dispatch Training
- **Apr 28** – Meeting with Motorola on Radio Coverage & towers needed.

Central Dispatch Highlights

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

Hyper Reach Alerts, April 9, 2026, was rolled out replacing the Rave Alert System. Hyper Reach offers more features and easier use for users putting messages out to the community. A QR code and links are on this newsletter, Facebook and our web site.

Saying Goodbye to One of Our Own: As we share our April report, we also take a moment to say goodbye to Cathi as she retires and steps into new adventures.

Cathi joined Ionia County in 2016 after her time with Lakewood Schools. She began in County Administration, handling Payroll, HR, and Finance—responsibilities that are now shared by three people.

In April 2019, she moved to Central Dispatch as the Office Manager under Director Jim Valentine. Cathi's role has been extensive: paying bills, entering payroll, ordering supplies, tracking and scheduling employee training, coordinating hiring and events, and taking on anything else that came her way. She has been an invaluable member of the Management Team, and filling her shoes will not be easy.

Cathi now looks forward to a full-time "Grandma role," caring for her husband, her three daughters, and six grandchildren—with another on the way. This is, of course, in addition to her work with her church and on the family farm.

God bless you, Cathi, and may you enjoy every moment with your little angels.

April - 4304

CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	217	Lost Property / Found	7
988 Calls	0	MDOP	20
Abandoned Vehicle	25	MED 1	214
Active Violence Incident	0	MED 2	67
Alarm	50	MED 3	131
Ambulance Transport	105	Medical Call / Amb Dispatch	14
Assault	23	Mental Health	37
Assist Jail	0	Missing Person	6
Assist Medical	0	Motor Vehicle Theft / UDAA	7
Assist Other Agency	0	Non Criminal	71
Assist Outside Agency	29	OWI / OUID	22
Bomb Threat	0	PDA Traffic	115
Burglary	10	Phone / Internet Harassment	46
Burn Permit	77	PIA Traffic	25
Civil Dispute	93	PPO Violation	10
Conservation / Wildlife	42	Property Check	15
CSC - Criminal Sexual Conduct	31	Repossession	11
Disorderly Conduct	65	Request - Wrecker	0
Domestic Assault	42	Road Closure	34
DPW Request	23	Robbery / Hold up	0
Drugs	16	Spam to Center	0
Duplicate Call	1	Structure Fire	8
Family Abuse / Neglect	30	Suspicious Situations	162
Fire All Other	58	Test Call / System Test	37
Fireworks	1	Thunder Storm/Tornado Warning	3
Follow Up	266	Traffic / Officer Stop	211
Fraud	33	Traffic Offense All Other	763
General Assist	311	Tree Down	21
Grass / Wildland Fire	13	Trespassing	18
Health & Safety / Animal	124	Vehicle Fire	6
Hit and Run	27	Verbal Domestic	25
Homicide	0	Vin Inspections / All Inspections	12
Juvenile Problems & Runaways	32	Warrant Arrest / Fugitive	64
Kidnapping	0	Weapons Offenses All	19
Larceny	62	Wires Down / Arching	20
Liquor / MIP	3	Unclassified	265
Tornado siren weekly test	4	Weekly Fire Pager Test	4
School Alert Test	1	Total	4304

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 - 102
- Berlin-Orange Fire - 43
- Clarksville Fire - 21
- Hubbardston Fire - 12
- Ionia Department Public Safety Fire - 96
- Odessa Twp Fire - 31
- Lyons-Muir Fire - 14
- Orleans Fire - 16
- Pewamo Fire - 16
- Portland Fire - 23
- Ronald Fire - 17
- Roxand Fire - 0
- Saranac Fire - 39
- Sunfield Fire - 13
- Life EMS - 510
- Portland EMS - 108
- Animal Control - 71
- Belding Police - 296
- Department of Natural Resources Law - 0
- Ionia County Sheriff's Office - 1096
- Ionia Department Public Safety Law - 426
- Lake Odessa Police - 93
- Michigan State Police - 677
- Portland Police - 159

Ionia County Central Dispatch

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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