

MONTHLY ACTIVITY REPORT
IONIA COUNTY CENTRAL DISPATCH
& OUR FIRST RESPONDERS

this issue

Monthly Call Summary **P.1**

Central Activity Information **P.2**

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Agency Response Activity **P.4**



May 2026 - Activity

Phones

911 Calls - 1879

Administrative Calls - 5308

Text to 911 - 8

911 Hang up Calls - 219

Service Types

Calls for Service Initiated - 4334

Total Mental Health Calls - 47

Suicidal Calls - 13

988 Calls Received - 0

Calls Transferred - 0

CPR Performed - 6

Stroke Related Calls - 10

Childbirth calls - 0

Unit Responses / Activities

Law Enforcement - 3176

Fire - 504

EMS - 654

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.

One thing to remember:

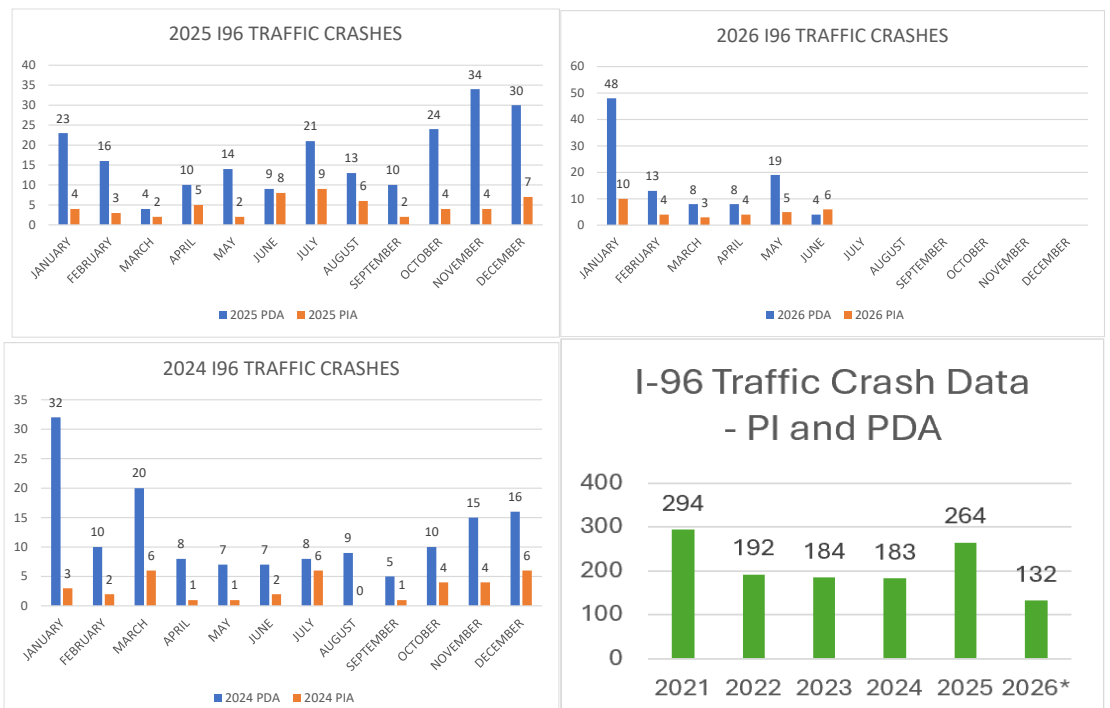
Information provided by callers is often incomplete or inaccurate, which can lead to 911 Dispatchers inadvertently relaying incorrect location details or other critical information to First Responders.

Central Dispatch Staff Activities

- **May 1** – 2 Supervisors attended Incident Tactical Dispatcher course
- **May 4** – New Dispatcher Haley started training
- **May 6** – Supervisor attended Behavioral Health Emergency for 911
- **May 6** - Meeting with Motorola Rep on Addition of Towers
- **May 6** – Attended NENA Accessibility Committee Meeting
- **May 6** – Advisory Board and LEIN TAC Committee Meetings
- **May 7**- State SNC Forms Submitted to State 911 Office.
- **May 8** – Attended County Department Head Meeting
- **May 12** – Attended LPT Meeting
- **May 13** – Attended Police Chief's Meeting
- **May 14** – New Office Manager Tonda started training
- **May 14 & 28** – Chair Meetings NENA VRS IP Relay Work Group
- **May 15** – New Staff member attended 40 Hour Basic Dispatch
- **May 17-21** – Attended Michigan APCO/NENA Conference
- **May 20** – Participated with Webber Dam Functional Exercise
- **May 28** – Small Reception for Retirement of Office Manager Cathi

Central Dispatch Highlights

I-96 Traffic Crash Data 24-26 YTD.



May - 4908

CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	219	Lost Property / Found	20
988 Calls	0	MDOP	24
Abandoned Vehicle	15	MED 1	239
Active Violence Incident	0	MED 2	86
Alarm	45	MED 3	128
Ambulance Transport	97	Medical Call / Amb Dispatch	8
Assault	33	Mental Health	47
Assist Jail	0	Missing Person	12
Assist Medical	0	Motor Vehicle Theft / UDAA	7
Assist Other Agency	0	Non Criminal	69
Assist Outside Agency	22	OWI / OUID	18
Bomb Threat	0	PDA Traffic	138
Burglary	11	Phone / Internet Harassment	39
Burn Permit	75	PIA Traffic	32
Civil Dispute	109	PPO Violation	9
Conservation / Wildlife	27	Property Check	12
CSC - Criminal Sexual Conduct	31	Repossession	7
Disorderly Conduct	82	Request - Wrecker	1
Domestic Assault	45	Road Closure	15
DPW Request	12	Robbery / Hold up	0
Drugs	10	Spam to Center	0
Duplicate Call	4	Structure Fire	10
Family Abuse / Neglect	31	Suspicious Situations	190
Fire All Other	67	Test Call / System Test	77
Fireworks	2	Thunder Storm/Tornado Warning	1
Follow Up	296	Traffic / Officer Stop	299
Fraud	34	Traffic Offense All Other	953
General Assist	352	Tree Down	57
Grass / Wildland Fire	11	Trespassing	28
Health & Safety / Animal	117	Vehicle Fire	3
Hit and Run	20	Verbal Domestic	25
Homicide	0	Vin Inspections / All Inspections	22
Juvenile Problems & Runaways	60	Warrant Arrest / Fugitive	56
Kidnapping	1	Weapons Offenses All	11
Larceny	45	Wires Down / Arching	56
Liquor / MIP	2	Unclassified	324
Tornado siren weekly test	5	Weekly Fire Pager Test	5
School Alert Test	0	Total	4908

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 - 91
- Berlin-Orange Fire - 59
- Clarksville Fire - 18
- Hubbardston Fire - 13
- Ionia Department Public Safety Fire - 97
- Odessa Twp Fire - 46
- Lyons-Muir Fire - 18
- Orleans Fire - 25
- Pewamo Fire - 21
- Portland Fire - 19
- Ronald Fire - 11
- Roxand Fire - 2
- Saranac Fire - 69
- Sunfield Fire - 15
- Life EMS - 532
- Portland EMS - 122
- Animal Control - 65
- Belding Police - 342
- Department of Natural Resources Law - 6
- Ionia County Sheriff's Office - 1273
- Ionia Department Public Safety Law - 432
- Lake Odessa Police - 119
- Michigan State Police - 800
- Portland Police - 204

Ionia County Central Dispatch

545 Apple Tree Drive
Ionia MI 48846

EMERGENCY: 911

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

ADMINISTRATION:
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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