

MONTHLY ACTIVITY REPORT
IONIA COUNTY CENTRAL DISPATCH
& OUR FIRST RESPONDERS

this issue

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July 2026 - Activity

Phones

911 Calls - 2610

Administrative Calls - 5421

Text to 911 - 17

911 Hang up Calls - 316

Service Types

Calls for Service Initiated - 4672

Total Mental Health Calls - 60

Suicidal Calls - 26

988 Calls Received - 2

Calls Transferred - 1

CPR Performed - 5

Stroke Related Calls - 10

Childbirth calls - 0

Unit Responses / Activities

Law Enforcement - 3378

Fire - 548

EMS - 746

911
CALL IF YOU CAN
TEXT IF YOU CAN'T



988

Hyper-Reach



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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

- **June 28- July 2** – Attended National NENA Conference
- **July 6** – New staff member Melissa joined ICCD
- **July 9** – Attended Police Chief's Meeting
- **July 9 & 23** – Chair Meetings NENA VRS IP Relay Work Group
- **July 9** – Demo Language interpretation program with Mgmt. Team
- **July 10** – Department Head Meeting attended
- **July 13** – Attended Township Offices Assn. Meeting
- **July 15** – Attended MDOC Community Liaison Meeting
- **July 20** – Attended MDOT Meeting TOC staff.
- **July 22** – SNC MiSNAP Web site training attended.
- **July 22** – Meeting attended with Motorola on radio system.
- **July 23** – FBI Audit Follow up / Discussion

Central Dispatch Highlights

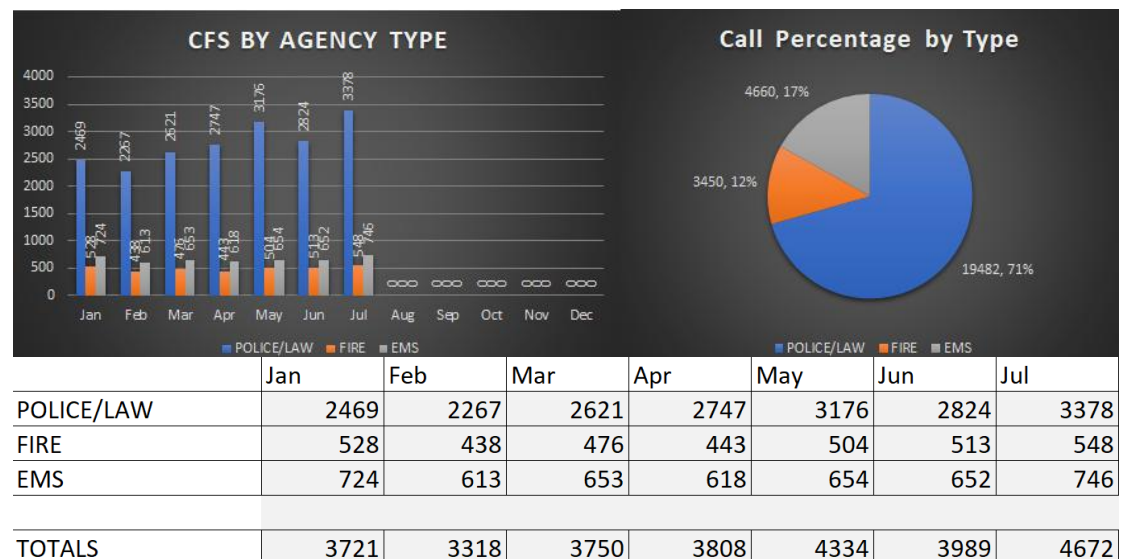
Staffing update

July 6th central dispatch hit a new milestone, as we are now fully staffed.

14 Full-Time Dispatchers, **2** Part-Time Dispatchers (as needed).

4 Supervisors, **1** Office Manager and **1** Director

Call for Service information



JULY - 5216

CALL FOR SERVICE TYPE	TOTAL	CALL FOR SERVICE TYPE	TOTAL
911 Hang up Call	316	Lost Property / Found	FALSE
988 Calls	2	MDOP	35
Abandoned Vehicle	14	MED 1	276
Active Violence Incident	0	MED 2	75
Alarm	46	MED 3	148
Ambulance Transport	102	Medical Call / Amb Dispatch	7
Assault	37	Mental Health	60
Assist Jail	0	Missing Person	12
Assist Medical	0	Motor Vehicle Theft / UDAA	9
Assist Other Agency	0	Non Criminal	67
Assist Outside Agency	29	OWI / OUID	24
Bomb Threat	0	PDA Traffic	126
Burglary	16	Phone / Internet Harassment	41
Burn Permit	23	PIA Traffic	46
Civil Dispute	108	PPO Violation	3
Conservation / Wildlife	37	Property Check	12
CSC - Criminal Sexual Conduct	17	Repossession	11
Disorderly Conduct	76	Request - Wrecker	96
Domestic Assault	41	Road Closure	12
DPW Request	9	Robbery / Hold up	0
Drugs	10	Spam to Center	0
Duplicate Call	1	Structure Fire	8
Family Abuse / Neglect	28	Suspicious Situations	213
Fire All Other	62	Test Call / System Test	98
Fireworks	26	Thunder Storm/Tornado Warning	1
Follow Up	341	Traffic / Officer Stop	286
Fraud	32	Traffic Offense All Other	1079
General Assist	331	Tree Down	32
Grass / Wildland Fire	11	Trespassing	18
Health & Safety / Animal	109	Vehicle Fire	10
Hit and Run	24	Verbal Domestic	23
Homicide	0	Vin Inspections / All Inspections	12
Juvenile Problems & Runaways	39	Warrant Arrest / Fugitive	95
Kidnapping	1	Weapons Offenses All	17
Larceny	52	Wires Down / Arching	23
Liquor / MIP	1	Unclassified	294
Tornado siren weekly test	2	Weekly Fire Pager Test	4
School Alert Test	0	Total	5216

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 – 105 – (626)
- Berlin-Orange Fire – 70 – (383)
- Clarksville Fire - 25 – (127)
- Hubbardston Fire - 4 – (62)
- Ionia Department Public Safety Fire - 120 – (765)
- Odessa Twp Fire – 45 – (304)
- Lyons-Muir Fire - 13 – (121)
- Orleans Fire – 18 – (150)
- Pewamo Fire - 11 – (109)
- Portland Fire - 21 – (140)
- Ronald Fire - 21 – (123)
- Roxand Fire - 1 – (12)
- Saranac Fire - 78 – (434)
- Sunfield Fire – 16 – (94)
- Life EMS - 613 – (3827)
- Portland EMS - 133 – (833)
- Animal Control - 86 – (460)
- Belding Police - 298 – (2003)
- Department of Natural Resources Law – 2 – (14)
- Ionia County Sheriff's Office - 1284 – (7690)
- Ionia Department Public Safety Law - 544 – (3056)
- Lake Odessa Police - 72 – (579)
- Michigan State Police - 984 – (4917)
- Portland Police – 194 – (1223) (YTD)

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