

# Monthly Report

## November Activity

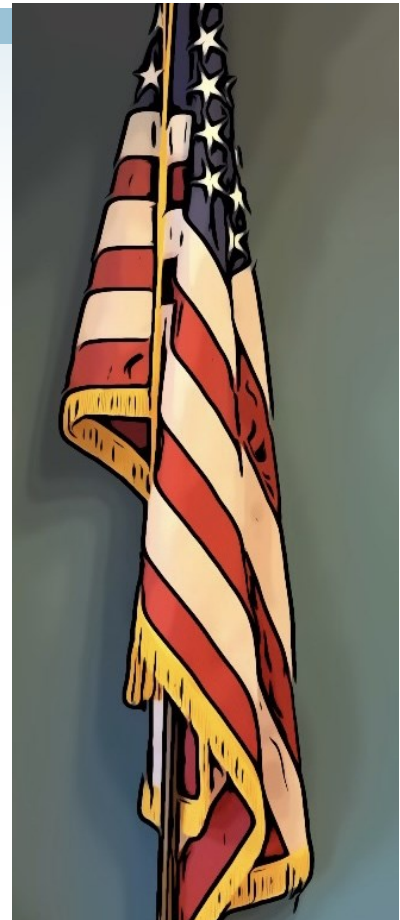
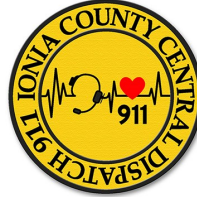
911 Calls— **2043**

Administrative Calls— **5877**

Text to 911— **10**

911 Hang up Calls— **31**

Calls for Service Processed— **3058**



## Unit Responses / Activities

Law Enforcement— **2127**

Fire— **369**

EMS— **562**

## Priority/Higher Volume Calls for Service Received

Ambulance Transport— 83

Burglary— 9

CSC— 21

Domestic Assault— 20

Fraud— 20

Health & Safety Animal— 81

Larceny— 36

Medical Priority 1— 229

Medical Priority 3— 126

Non-Criminal— 42

Personal Injury Accident— 27

Structure Fire— 5

Traffic Offense All Other— 180

Tree Down— 43

Vehicle Fire— 4

Weapons Offense— 5

Assault— 20

Civil Dispute— 86

Disorderly Conduct— 67

Fire All Other— 38

General Assist— 140

Juvenile Complaints— 58

MDOP— 23

Medical Priority 2— 60

Mental Health Related— 43

Phone/Internet Harass— 19

Property Damage Accident— 265

Suspicious Situations— 206

Traffic Stops— 622

Trespassing— 14

Verbal Domestic— 9

## Special Programs Available

Smart 911— Share Medical Information with your 911 call.

[Smart911.com](http://Smart911.com)



What 3 Words— App that provides location information to a 10 meter square.

[What3words.com](http://What3words.com)



## Ionia County Central Dispatch

**Mission:** To enhance the quality of life in Ionia County for all people, providing professional, efficient, courteous, and responsive public safety communications.

**Vision:** To be the example for other Public Safety Dispatch Centers providing exceptional service.

**Our Values: D.I.S.P.A.T.C.H.E.R.**

**D. Detail-oriented:** Able to pay close attention, notice the minor details.

**I. Innovative:** Share new ideas that can improve ICCD for the better, embrace change.

**S. Strong Work Ethic:** Consistently performing our job to the best of our ability.

**P. Professionalism:** Communicating respectfully, effectively, and appropriately leading by example.

**A. Adaptability:** Flexibility, responding effectively to changes or various situations.

**T. Teamwork:** Work together toward a collective goal with good communication, patience, and dedication.

**C. Caring:** Feeling or showing concern for or kindness to others.

**H. Honesty:** Uprightness, fairness, truthfulness, sincerity, or frankness in communications and deeds.

**E. Empathy:** Connecting with someone, sensing people's emotions or feelings.

**R. Respectful:** Being appreciative, considerate, polite and gracious to all those we serve and serve with.

## Ionia County Central Dispatch

545 Apple Tree Drive  
Ionia MI 49946

EMERGENCY: 911

NON-EMERGENCY: (616) 527-0400

ADMINISTRATION: (616) 522-0911

Director: Lance Langdon, ENP  
(616) 527-5611 llangdon@ioniacounty.org

Office Manager: Cathi Brodbeck  
(616) 522-0911 cbrodbeck@ioniacounty.org

Supervisor: Kevin Booth  
(616) 527-5613 kbooth@ioniacounty.org

Supervisor: Mike Ketchum  
(616) 527-5612 mketchum@ioniacounty.org

FOIA Requests - 911 Records Only  
Form available at: <http://ioniacounty.org/foia>

Send or Email to:  
CentralDispatch@ioniacounty.org

# Agency Individual Responses / Activity

Belding Fire—**61**

Berlin-Orange Fire— **32**

Clarksville Fire— **20**

Freeport Fire— **0**

Hubbardston Fire— **6**

Ionia Department Public Safety Fire— **86**

Lake Odessa Fire— **51**

Lyons-Muir Fire— **13**

Orleans Fire—**15**

Pewamo Fire— **7**

Portland Fire— **16**

Ronald Fire— **13**

Saranac Fire— **41**

Sunfield Fire— **8**

Life EMS— **466**

Portland EMS— **96**

Animal Control— **35**

Belding Police— **263**

Department of Natural Resources Law— **12**

Ionia County Sheriff's Office— **796**

Ionia Department Public Safety Law— **297**

Lake Odessa Police— **104**

Michigan State Police— **490**

Portland Police— **165**

## Central Dispatch Activity

-Two Dispatchers completed their one year probationary period this month.

-RFP's were received for new console furniture for the centers remodeling project. Watson was the successful vendor.