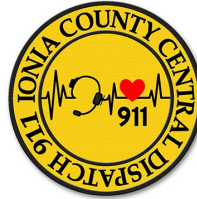


Monthly Report

October Activity

- 911 Calls— **1898**
- Administrative Calls— **5422**
- Text to 911— **14**
- 911 Hang up Calls— **18**
- Calls for Service Processed— **2995**



Unit Responses / Activities

- Law Enforcement— **2315**
- Fire— **368**
- EMS— **591**

Priority/Higher Volume Calls for Service Received

- | | |
|--------------------------------|-------------------------------|
| Ambulance Transport— 98 | Assault— 32 |
| Burglary— 3 | Civil Dispute— 79 |
| CSC— 22 | Disorderly Conduct— 60 |
| Domestic Assault— 17 | Fire All Other— 50 |
| Fraud— 21 | General Assist— 131 |
| Health & Safety Animal— 101 | Juvenile Complaints— 67 |
| Larceny— 36 | MDOP— 25 |
| Medical Priority 1— 232 | Medical Priority 2— 79 |
| Medical Priority 3— 137 | Mental Health Related— 40 |
| Non-Criminal— 65 | Phone/Internet Harass— 33 |
| Personal Injury Accident— 26 | Property Damage Accident— 160 |
| Structure Fire— 3 | Suspicious Situations— 237 |
| Traffic Offense All Other— 177 | Traffic Stops— 671 |
| Tree Down— 9 | Trespassing— 22 |
| Vehicle Fire— 5 | Verbal Domestic— 24 |
| Weapons Offense— 5 | |

Special Programs Available

Smart 911— Share Medical Information with your 911 call.

Smart911.com



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

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—**60**

Berlin-Orange Fire— **30**

Clarksville Fire— **15**

Freeport Fire— **0**

Hubbardston Fire— **4**

Ionia Department Public Safety Fire— **88**

Lake Odessa Fire— **38**

Lyons-Muir Fire— **12**

Orleans Fire—**10**

Pewamo Fire— **6**

Portland Fire— **13**

Ronald Fire— **13**

Saranac Fire— **43**

Sunfield Fire— **12**

Life EMS— **525**

Portland EMS— **102**

Animal Control— **35**

Belding Police— **289**

Department of Natural Resources Law— **2**

Ionia County Sheriff's Office— **783**

Ionia Department Public Safety Law— **352**

Lake Odessa Police— **39**

Michigan State Police— **496**

Portland Police— **200**

Central Dispatch Activity

-911 Field Day was a success with approximately 325 people joining us with a little help from Mother Nature to keep the rain at a minimum.

-Supervisor Kevin Booth received the APCO, Association of Public-Safety Communications Officials, Dispatch Supervisor of the Year for Michigan. Award In Frankenmuth MI, Oct. 27, 2022, Congratulations to Kevin.