



# Ottawa County Central Dispatch Authority

## May 2021 Statistics



**1** New Profile Created

**73** Profile Pops

**820** Chat Sessions Initiated

**386** Chat Responses



**8** Caller Initiated Text Messages

\* Already Included in 9-1-1 Class of Service Totals

911 Class of Service	May 2020	May 2021	Year to Date
Business	531	399	1,912
Other	66	67	578
Residence	432	368	1,719
VOIP	244	322	1,451
Wireless	7,462	8,719	35,006
911 Hang up*	1,189	1,329	5,082
<b>TOTAL 911 CALLS</b>	<b>8,735</b>	<b>9,875</b>	<b>40,666</b>



Group	Tips	Follow Ups
GVSU	0	0
Holland/Zeeland	7	2
OCSO	36	19
Tri – Cities	2	1
WEMET	13	2
Out of County	1	0
<b>Total</b>	<b>59*</b>	<b>24</b>

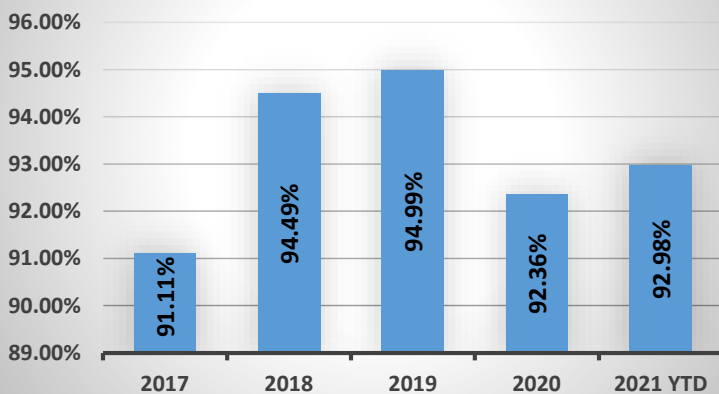
\*The total may not be the sum of the values above because tips may be assigned to multiple recipients.

Administrative Calls	May 2020	May 2021	Year to Date
Inbound	7,558	7,456	34,223
Outbound	7,998	8,272	36,230

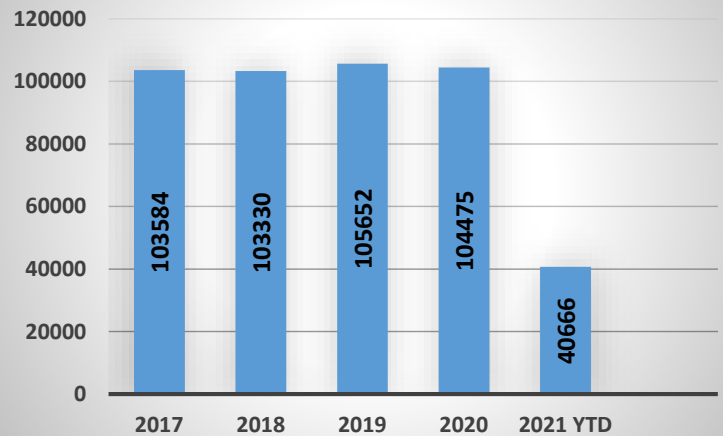
**Total Calls Processed (Year to Date)**

**111,119**

**Yearly 911 Answered Within 10 Seconds**



**Yearly 911 Call Volume**





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## May 2021 Statistics

Police	May 2020	May 2021	Year to Date
Allendale Twp.	402	540	2,293
Blendon Twp.	88	97	390
Chester Twp.	28	23	150
Coopersville City	154	173	867
Crockery Twp.	158	198	900
Ferrysburg City	123	114	491
Georgetown Twp.	659	768	3,605
Grand Haven City	569	641	2,673
Grand Haven Twp.	380	452	1,808
GVSU	104	89	909
Holland City	1,348	1,434	6,284
Holland Twp.	1,351	1,477	6,556
Hudsonville City	187	231	1,014
Jamestown Twp.	126	155	703
Olive Twp.	146	183	898
Park Twp.	313	312	1,278
Polkton Twp.	72	110	433
Port Sheldon Twp.	109	107	495
Robinson Twp.	104	112	494
Spring Lake Twp.	308	247	1,214
Spring Lake Village	100	121	456
Tallmadge Twp.	184	189	887
Wright Twp.	76	118	490
Zeeland City	147	201	883
Zeeland Twp.	243	233	1,095
Out Of County	25	32	153
<b>Total</b>	<b>7,534</b>	<b>8,357</b>	<b>37,419</b>

Fire	May 2020	May 2021	Year to Date
Allendale Twp.	93	124	507
Blendon Twp.	24	35	142
Chester Twp.	12	22	70
Coopersville City	33	42	223
Crockery Twp.	11	30	163
Ferrysburg City	16	21	85
Georgetown Twp.	48	47	249
Grand Haven City	122	143	658
Grand Haven Twp.	97	136	477
GVSU	2	2	50
Holland City	277	365	1,550
Holland Twp.	75	76	363
Hudsonville City	36	45	192
Jamestown Twp.	23	48	201
Olive Twp.	26	26	112
Park Twp.	33	42	125
Polkton Twp.	13	18	84
Port Sheldon Twp.	33	34	121
Robinson Twp.	26	20	128
Spring Lake Twp.	86	72	363
Spring Lake Village	25	18	111
Tallmadge Twp.	68	64	251
Wright Twp.	19	25	118
Zeeland City	61	60	280
Zeeland Twp.	49	49	286
Out Of County	11	11	43
<b>Total</b>	<b>1,319</b>	<b>1,575</b>	<b>6,952</b>