



# Ottawa County Central Dispatch Authority

## February 2022 Statistics



57 New Profile Created

53 Profile Pops

464 Chat Sessions Initiated

201 Chat Responses



| Group           | Tips       | Follow Ups |
|-----------------|------------|------------|
| GVSU            | 0          | 1          |
| Holland/Zeeland | 18         | 20         |
| OCSO            | 42         | 41         |
| Tri – Cities    | 3          | 8          |
| WEMET           | 7          | 20         |
| Out of County   | 0          | 0          |
| <b>Total</b>    | <b>60*</b> | <b>65*</b> |

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



21 Caller Initiated Text Messages

12 Dispatch Initiated Text Messages

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

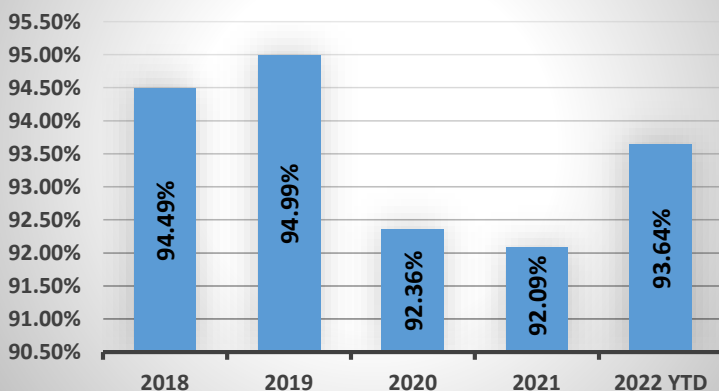
| 911 Class of Service   | February 2021 | February 2022 | Year to Date  |
|------------------------|---------------|---------------|---------------|
| Business               | 351           | 281           | 526           |
| Other                  | 121           | 112           | 167           |
| Residence              | 284           | 103           | 247           |
| VOIP                   | 278           | 577           | 1,252         |
| Wireless               | 6,054         | 5,651         | 12,178        |
| 911 Hang up*           | 788           | 757           | 1,661         |
| <b>TOTAL 911 CALLS</b> | <b>7,088</b>  | <b>6,724</b>  | <b>14,370</b> |

| Administrative Calls | February 2021 | February 2022 | Year to Date |
|----------------------|---------------|---------------|--------------|
| Inbound              | 6,249         | 6,123         | 12,689       |
| Outbound             | 6,561         | 6,191         | 13,457       |

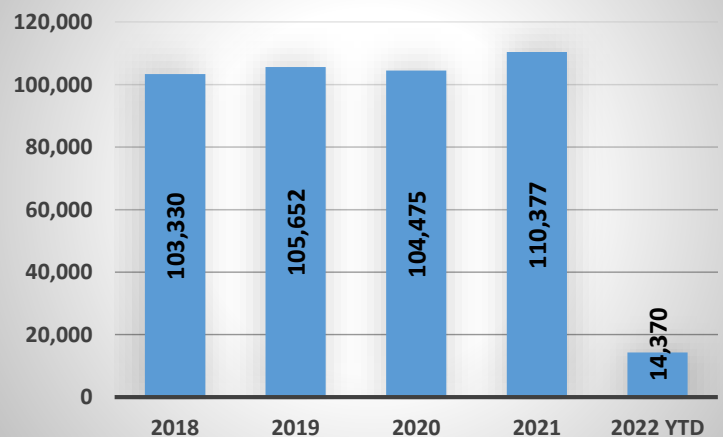
**Total Calls Processed (Year to Date)**

**21,478**

Yearly 911 Answered Within 10 Seconds



Yearly 911 Call Volume





# Ottawa County Central Dispatch Authority

## February 2022 Statistics

| Police              | Feb. 2021    | Feb. 2022    | Year to Date  |
|---------------------|--------------|--------------|---------------|
| Allendale Twp.      | 415          | 411          | 819           |
| Blendon Twp.        | 68           | 70           | 159           |
| Chester Twp.        | 31           | 40           | 72            |
| Coopersville City   | 157          | 135          | 281           |
| Crockery Twp.       | 181          | 130          | 272           |
| Ferrysburg City     | 76           | 82           | 195           |
| Georgetown Twp.     | 682          | 677          | 1,502         |
| Grand Haven City    | 476          | 450          | 862           |
| Grand Haven Twp.    | 312          | 322          | 764           |
| GVSU                | 243          | 272          | 571           |
| Holland City        | 1,111        | 1,032        | 2,135         |
| Holland Twp.        | 1,207        | 1,198        | 2,555         |
| Hudsonville City    | 182          | 180          | 373           |
| Jamestown Twp.      | 134          | 121          | 267           |
| Olive Twp.          | 158          | 167          | 370           |
| Park Twp.           | 216          | 179          | 404           |
| Polkton Twp.        | 81           | 104          | 214           |
| Port Sheldon Twp.   | 62           | 104          | 196           |
| Robinson Twp.       | 93           | 93           | 190           |
| Spring Lake Twp.    | 227          | 210          | 447           |
| Spring Lake Village | 81           | 63           | 137           |
| Tallmadge Twp.      | 183          | 179          | 339           |
| Wright Twp.         | 105          | 94           | 205           |
| Zeeland City        | 147          | 158          | 326           |
| Zeeland Twp.        | 196          | 238          | 482           |
| Out Of County       | 36           | 31           | 57            |
| <b>Total</b>        | <b>6,860</b> | <b>6,740</b> | <b>14,194</b> |

| Fire              | Feb. 2021    | Feb. 2022    | Year to Date |
|-------------------|--------------|--------------|--------------|
| Allendale Twp.    | 85           | 82           | 194          |
| Blendon Twp.      | 27           | 26           | 58           |
| Chester Twp.      | 16           | 8            | 18           |
| Coopersville      | 56           | 42           | 98           |
| Crockery Twp.     | 29           | 20           | 52           |
| Ferrysburg City   | 15           | 15           | 39           |
| Georgetown Twp.   | 64           | 73           | 141          |
| Grand Haven City  | 116          | 120          | 256          |
| Grand Haven Twp.  | 73           | 121          | 261          |
| Holland City      | 288          | 295          | 620          |
| Holland Twp.      | 63           | 83           | 188          |
| Hudsonville City  | 37           | 43           | 78           |
| Jamestown Twp.    | 38           | 30           | 64           |
| Marne             | 64           | 65           | 146          |
| Olive Twp.        | 19           | 23           | 64           |
| Park Twp.         | 16           | 21           | 63           |
| Port Sheldon Twp. | 16           | 20           | 42           |
| Robinson Twp.     | 19           | 19           | 39           |
| Spring Lake       | 68           | 85           | 196          |
| Zeeland City      | 44           | 64           | 135          |
| Zeeland Twp.      | 36           | 57           | 125          |
| Out Of County     | 5            | 11           | 15           |
| <b>Total</b>      | <b>1,194</b> | <b>1,323</b> | <b>2,892</b> |