

Lancaster County-Wide



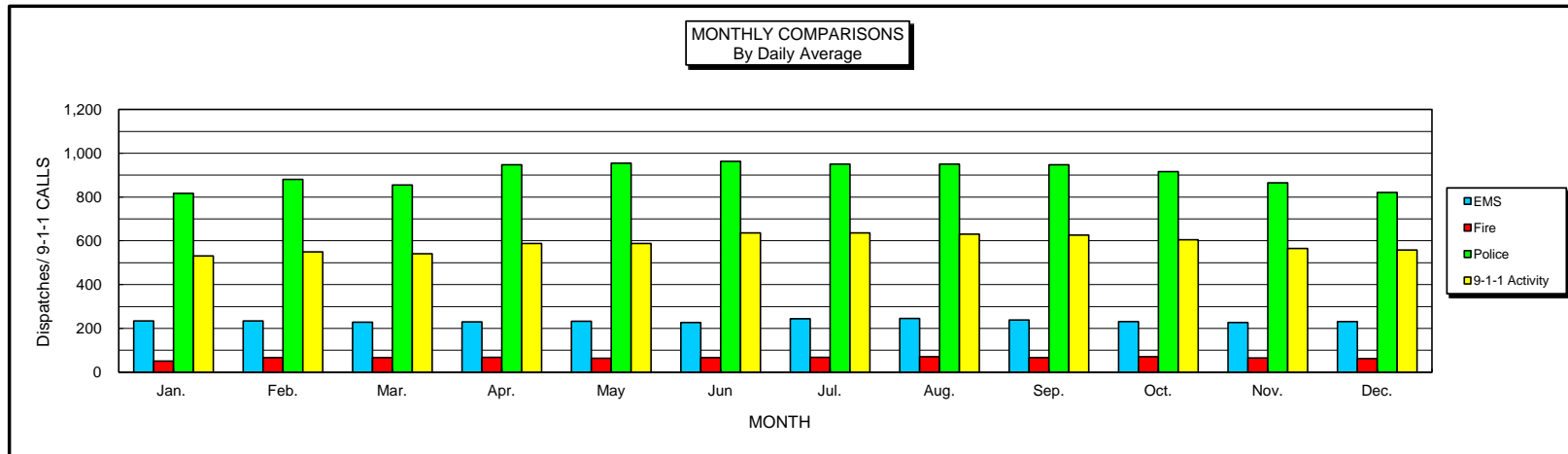
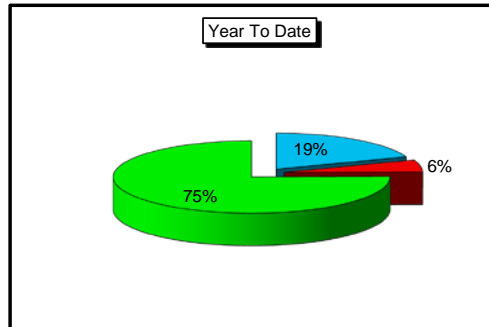
Communications

Year End Report 2017



LANCASTER COUNTY-WIDE COMMUNICATIONS 2017 Communications Report

	Jan.	Feb.	Mar.	Apr.	May	Jun	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	TOTAL
EMS Dispatches	7,259	6,564	7,062	6,900	7,209	6,823	7,565	7,610	7,161	7,178	6,787	7,147	85,265
Fire Dispatches	1,584	1,848	2,053	2,033	1,987	1,997	2,097	2,209	2,010	2,182	1,956	1,930	23,886
Police Dispatches	25,319	24,651	26,505	28,420	29,589	28,899	29,460	29,455	28,417	28,404	25,956	25,465	330,540
Total Dispatches	34,162	33,063	35,620	37,353	38,785	37,719	39,122	39,274	37,588	37,764	34,699	34,542	439,691
EMS % of Total	21.2%	19.9%	19.8%	18.5%	18.6%	18.1%	19.3%	19.4%	19.1%	19.0%	19.6%	20.7%	19.4%
Fire % of Total	4.6%	5.6%	5.8%	5.4%	5.1%	5.3%	5.4%	5.6%	5.3%	5.8%	5.6%	5.6%	5.4%
Police % of Total	74.1%	74.6%	74.4%	76.1%	76.3%	76.6%	75.3%	75.0%	75.6%	75.2%	74.8%	73.7%	75.2%
Avg. Daily EMS	234	234	228	230	233	227	244	245	239	232	226	231	234
Avg. Daily Fire	51	66	66	68	64	67	68	71	67	70	65	62	65
Avg. Daily Police	817	880	855	947	954	963	950	950	947	916	865	821	906
Avg. Daily Total	1,102	1,181	1,149	1,245	1,251	1,257	1,262	1,267	1,253	1,218	1,157	1,114	1,205
9-1-1 Calls Rec'd	16,446	15,368	16,752	17,632	18,223	19,086	19,719	19,528	18,783	18,747	16,974	17,293	214,551
Avg. Daily 9-1-1	531	549	540	588	588	636	636	630	626	605	566	558	588





Lancaster County-Wide Communications Annual Comparisons

Year	Fire	EMS	Police	Total Dispatches	911 Calls	Fire % Change	EMS % Change	Police % Change	911 % Change
1975	2,665	4,130	39,362	46,157					
1976	3,482	6,914	49,783	60,179		30.7%	67.4%	26.5%	
1977	3,722	7,689	47,892	59,303		6.9%	11.2%	-3.8%	
1978	3,607	8,891	49,499	61,997		-3.1%	15.6%	3.4%	
1979	3,878	14,942	54,709	73,529		7.5%	68.1%	10.5%	
1980	6,582	19,012	55,510	81,104	83,086	69.7%	27.2%	1.5%	
1981	7,323	19,442	52,433	79,198	89,198	11.3%	2.3%	-5.5%	7.4%
1982	7,194	19,868	47,928	74,990	81,345	-1.8%	2.2%	-8.6%	-8.8%
1983	8,451	23,730	56,349	88,530	85,482	17.5%	19.4%	17.6%	5.1%
1984	9,004	26,088	59,589	94,681	88,672	6.5%	9.9%	5.7%	3.7%
1985	10,295	27,052	60,078	97,425	88,065	14.3%	3.7%	0.8%	-0.7%
1986	11,515	29,510	63,635	104,660	88,833	11.9%	9.1%	5.9%	0.9%
1987	11,786	31,049	69,095	111,930	103,851	2.4%	5.2%	8.6%	16.9%
1988	12,403	32,381	72,301	117,085	112,358	5.2%	4.3%	4.6%	8.2%
1989	12,823	33,006	73,840	119,669	135,847	3.4%	1.9%	2.1%	20.9%
1990	12,501	33,850	80,046	126,397	136,392	-2.5%	2.6%	8.4%	0.4%
1991	15,013	38,821	173,658	227,492	135,890	20.1%	14.7%	116.9%	-0.4%
1992	16,630	46,084	174,830	237,544	142,989	10.8%	18.7%	0.7%	5.2%
1993	19,641	50,064	188,083	257,788	165,842	18.1%	8.6%	7.6%	16.0%
1994	22,055	56,209	269,267	347,531		12.3%	12.3%	43.2%	
1995	21,053	56,893	300,949	378,895	151,444	-4.5%	1.2%	11.8%	-8.7%
1996	21,303	61,591	324,047	406,941	151,512	1.2%	8.3%	7.7%	0.0%
1997	20,758	60,946	327,460	409,164	148,917	-2.6%	-1.0%	1.1%	-1.7%
1998	21,758	62,715	339,241	423,714	152,593	4.8%	2.9%	3.6%	2.5%
1999	21,837	60,597	305,062	387,496	164,995	0.4%	-3.4%	-10.1%	8.1%
2000	20,422	53,608	271,892	345,922	173,150	-6.5%	-11.5%	-10.9%	4.9%
2001	21,595	54,772	278,753	355,120	182,376	5.7%	2.2%	2.5%	5.3%
2002	22,333	66,230	286,175	374,738	192,877	3.4%	20.9%	2.7%	5.8%
2003	24,211	71,880	293,150	389,241	204,603	8.4%	8.5%	2.4%	6.1%
2004	24,144	74,426	301,078	399,648	204,604	-0.3%	3.5%	2.7%	0.0%
2005	23,188	77,182	299,728	400,098	210,518	-4.0%	3.7%	-0.4%	2.9%
2006	24,721	81,886	303,230	409,837	217,333	6.6%	6.1%	1.2%	3.2%
2007	25,982	85,527	302,985	414,494	217,895	5.1%	4.4%	-0.1%	0.3%
2008	24,830	76,142	295,065	396,037	214,723	-4.4%	-11.0%	-2.6%	-1.5%
2009	24,362	70,728	289,423	384,513	211,932	-1.9%	-7.1%	-1.9%	-1.3%
2010	26,370	72,198	295,095	393,663	222,253	8.2%	2.1%	2.0%	4.9%
2011	27,079	74,864	295,128	397,071	236,810	2.7%	3.7%	0.0%	6.5%
2012	23,158	76,501	301,113	400,772	240,195	-14.5%	2.2%	2.0%	1.4%
2013	23,149	75,975	301,772	400,896	233,994	0.0%	-0.7%	0.2%	-2.6%
2014	24,285	76,886	305,906	407,077	245,293	4.9%	1.2%	1.4%	4.8%
2015	23,783	81,223	308,159	413,165	231,151	-2.1%	5.6%	0.7%	-5.8%
2016	24,470	82,458	315,728	422,656	225,302	2.9%	1.5%	2.5%	-2.5%
2017	23,886	85,265	330,540	439,691	214,551	-2.4%	3.4%	4.7%	-4.8%

Notes:

1980 Started dispatching Lancaster City Fire

1991 Unysis CAD put on-line

1994 Started dispatching Lancaster City Police

1999 Genisis CAD put on-line

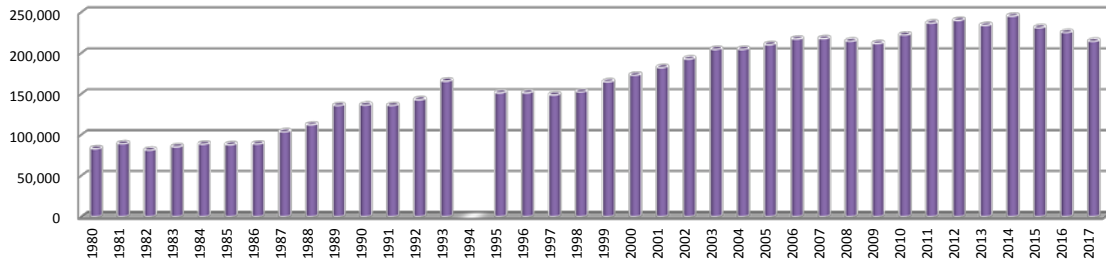
2008 Forge CAD put on-line



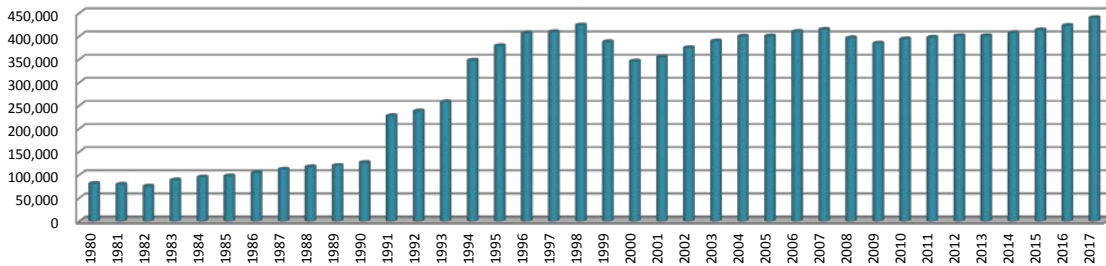
Lancaster County-Wide Communications

Annual Totals

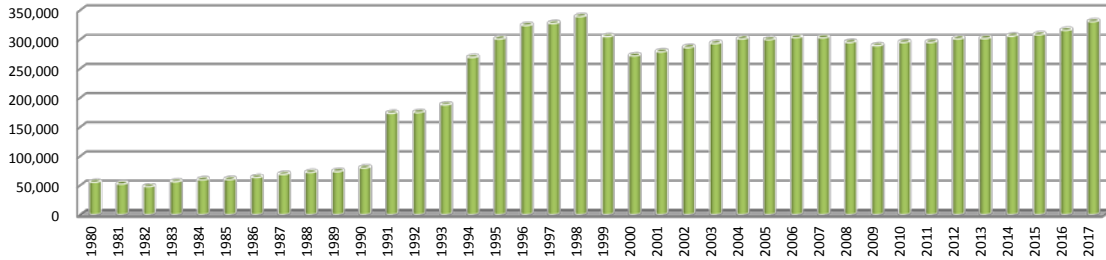
911 Calls



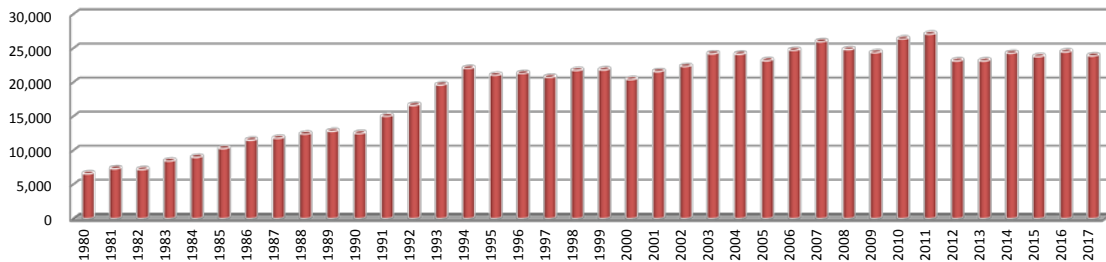
Total Dispatches



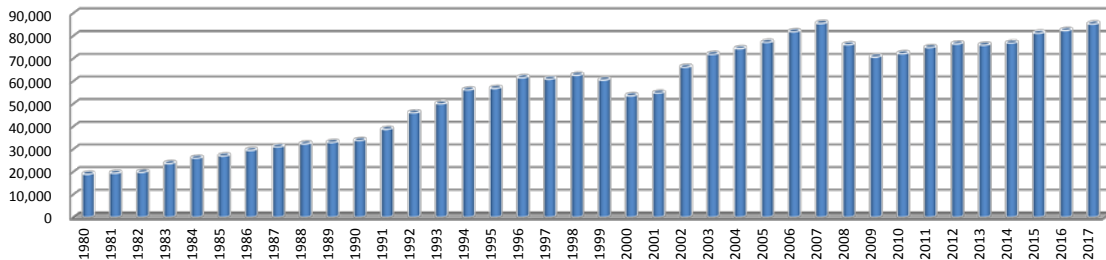
Police Dispatches



Fire Dispatches



EMS Dispatches



LANCASTER COUNTY COMMUNICATIONS REPORT FOR 2017

The following report is developed to show the activity of Lancaster County Communications, along with the emergency services that we dispatch. Totals are derived from the computer aided dispatch system, along with other tabular data kept at Communications. Call totals may not be as exact as your individual department records. However, records should be close enough to use if needed for your own cause. Please feel free to utilize this report when necessary.

Total Incidents for 2017:	439,691	17,035 increase
Total 9-1-1 Calls	214,551	10,751 decrease
Total Law Enforcement Calls	330,540	14,812 increase
Total EMS Calls	85,265	2,807 increase
Total Fire Calls	23,886	584 decrease

Daily Averages

9-1-1 Calls	588
Law Enforcement	906
EMS	234
Fire	65

Continue to access our website www.lcwc911.us to see updated information on the radio system and other communications related issues. In addition, if you have any questions about Communications, please feel free to submit them on the form provided on our site.

2017 Year End Report

Communications Center Statistics

Busiest Month	August
Busiest Day of the Week	Friday
Busiest Hour	15:00 – 16:00

Five Busiest Law Enforcement Agencies:

Lancaster City Police Department	61,245
Manheim Township Police Department	45,767
East Lampeter Township Police Department	20,898
Ephrata Police Department	18,300
East Hempfield Township Police Department	18,188

Five Busiest EMS Agencies:

Lancaster EMS	30,104
Susquehanna Valley EMS	12,016
Northwest EMS	7,415
Manheim Township EMS	5,742
Wellspan Ephrata Community Hospital EMS	5,422

Five Busiest Fire Departments:

Lancaster City Fire Department	3,581
Manheim Township Fire Rescue	1,381
Blue Rock Fire Rescue	957
Elizabethtown Fire Department	673
Columbia Borough Fire Department	671

2017 Year End Report

Public Education and Tours

Lancaster County Communications participate in many public education events throughout the year. A dedicated group of Telecommunicators attend these functions and provide valuable information to attendees in the use of 9-1-1 system. If you are interested in having us speak to your group or agency, please give us a call at 664-1100 to make arrangements.

Communications provides 9-1-1 simulator training, adult and child education and provides informative handouts to all ages. Below is a listing of agencies and groups that we provided education to in the year 2017:

King Elementary
Clermont Elementary
Fritz Elementary
New Holland Elementary
Brightside Center
Smoketown Elementary
John Beck Elementary
Landisville Intermediate
Bareville FD
Our Lady of Angels
Fritz Elementary
Adamstown Elementary
Smith Middle School
Rohrerstown Elementary
Lancaster Twp FD
Henry Schein Inc
West Hempfield National Night Out
Manor Twp
Bainbridge FD
Bark for Life
East Fairview Church of the Brethren
Paradise & Salisbury Elementary

Smith Middle School
Clark Filters
Quarryville Elementary
Ephrata Intermediate School (2 days)
Reamstown Elementary
Denver Elementary

In addition to providing education, Communications hosts tours of our center. The following groups or agencies toured our center this past year.

Cub Scouts
Akron FD
Troop 154
Cub Scouts
Upper Leacock FD
Gus Gotwalt - Park Ranger
West Cocalico Mennonite School
Farmersville Mennonite School
Garden Spot FD
Amateur Radio Group
APP Officers
APP Officers
East Lampeter PD
Elizabethtown PD
APP Officers
West Hempfield Twp PD
East Hempfield PD
Manheim Twp PD
HACC Paramedic Student
Manheim Twp PD



Lancaster County-Wide Communications

Time of Day Dispatch Statistics

Time Period 1/01/2017 00:00:00 To 12/31/2017 23:59:59

Filters: Service=<All> Agency=<All> Muni=<All>

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
00:00	2406	1507	1526	1580	1533	1645	2214	12411
01:00	2223	1151	1191	1166	1266	1268	2153	10418
02:00	1887	1039	1009	1008	1067	1094	1873	8977
03:00	1347	733	832	832	823	838	1197	6602
04:00	1032	813	826	876	822	829	1026	6224
05:00	883	921	884	979	1004	996	862	6529
06:00	932	1309	1305	1433	1465	1455	1146	9045
07:00	1337	2362	2498	2642	2497	2308	1809	15453
08:00	1851	3316	3460	3639	3428	3325	2355	21374
09:00	2227	3725	3601	3681	3874	3633	2875	23616
10:00	2736	3840	3838	3813	3799	3621	3221	24868
11:00	2682	3844	3590	4006	3563	3682	3287	24654
12:00	2708	3474	3573	3736	3752	3609	3186	24038
13:00	2981	3937	3956	4065	4011	4007	3086	26043
14:00	2843	3813	4046	4030	4129	4055	3156	26072
15:00	2785	3850	3891	4072	4059	4132	3339	26128
16:00	2896	3842	3850	3910	3963	4116	3257	25834
17:00	2721	3467	3809	3762	3706	3831	3142	24438
18:00	2692	3131	3386	3284	3275	3365	3093	22226
19:00	2850	3121	3225	3101	3196	3276	3199	21968
20:00	2652	2997	2960	3063	3159	3112	3192	21135
21:00	2537	2501	2660	2653	2651	3014	3159	19175
22:00	2139	2210	2166	2423	2448	3059	3071	17516
23:00	1819	1899	1893	1941	1980	2674	2741	14947
Total	53166	62802	63975	65695	65470	66944	61639	439691



Lancaster County-Wide Communications

Dispatch Statistics

Time Period 1/01/2017 00:00:00 To 12/31/2017 23:59:59

Filters: Service=<All> Agency=<All> Muni=<All>

	EMS	FIRE	POLICE	Total
	5	6	253	264
ADAMSTOWN BOROUGH	147	59	759	965
AKRON BOROUGH	378	88	2855	3321
BART TOWNSHIP	398	133	21	552
BERKS CAERNARVON TWP	18	18	1	37
BERKS COUNTY	33	126	2	161
BRECKNOCK TOWNSHIP	721	346	103	1170
BUCKS COUNTY	0	1	0	1
CAERNARVON TOWNSHIP	533	124	25	682
CECIL COUNTY MD	0	27	0	27
CHESTER ATGLEN BORO	86	44	39	169
CHESTER COUNTY	272	244	10	526
CHRISTIANA BOROUGH	318	50	1158	1526
CLAY TOWNSHIP	563	282	4017	4862
COLERAIN TOWNSHIP	188	73	59	320
COLUMBIA BOROUGH	5361	507	14083	19951
CONESTOGA TOWNSHIP	342	226	2994	3562
CONOY TOWNSHIP	279	202	1222	1703
CUMBERLAND COUNTY	0	2	0	2
DAUPHIN CONEWAGO TWP	47	39	23	109
DAUPHIN COUNTY	49	48	7	104
DAUPHIN LONDONDERRY TWP	49	11	0	60
DENVER BOROUGH	452	134	1609	2195
DRUMORE TOWNSHIP	253	135	17	405
EARL TOWNSHIP	1188	271	2743	4202
EAST COCALICO TOWNSHIP	1377	417	6784	8578
EAST DONEGAL TOWNSHIP	1040	593	5837	7470



Lancaster County-Wide Communications

Dispatch Statistics

Time Period 1/01/2017 00:00:00 To 12/31/2017 23:59:59

Filters: Service=<All> Agency=<All> Muni=<All>

	EMS	FIRE	POLICE	Total
EAST DRUMORE TOWNSHIP	566	125	233	924
EAST EARL TOWNSHIP	631	279	2851	3761
EAST HEMPFIELD TOWNSHIP	4800	1413	18820	25033
EAST LAMPETER TOWNSHIP	3144	1022	16255	20421
EAST PETERSBURG BOROUGH	312	123	2545	2980
EDEN TOWNSHIP	112	42	132	286
ELIZABETH TOWNSHIP	288	199	77	564
ELIZABETHTOWN BOROUGH	1849	377	8090	10316
EPHRATA BOROUGH	3494	449	11202	15145
EPHRATA TOWNSHIP	1486	383	4962	6831
FULTON TOWNSHIP	466	174	30	670
HARFORD COUNTY MD	0	3	0	3
LANCASTER CITY	13463	3629	64916	82008
LANCASTER TOWNSHIP	2628	543	13162	16333
LEACOCK TOWNSHIP	739	212	50	1001
LEBANON COUNTY	137	48	25	210
LEBANON SOUTH LONDONDERRY TWP	23	9	2	34
LITITZ BOROUGH	1718	204	7753	9675
LITTLE BRITAIN TOWNSHIP	370	132	13	515
MANHEIM BOROUGH	563	139	6057	6759
MANHEIM TOWNSHIP	7025	1590	30080	38695
MANOR TOWNSHIP	3236	586	12003	15825
MARIETTA BOROUGH	473	183	1554	2210
MARTIC TOWNSHIP	315	262	56	633
MILLERSVILLE BOROUGH	2107	386	6217	8710
MONTGOMERY COUNTY	0	1	0	1
MOUNT JOY BOROUGH	1352	246	7156	8754
MOUNT JOY TOWNSHIP	946	445	7204	8595



Lancaster County-Wide Communications

Dispatch Statistics

Time Period 1/01/2017 00:00:00 To 12/31/2017 23:59:59

Filters: Service=<All> Agency=<All> Muni=<All>

	EMS	FIRE	POLICE	Total
MOUNTVILLE BOROUGH	368	137	1744	2249
NEW HOLLAND BOROUGH	968	201	3393	4562
PARADISE TOWNSHIP	647	204	79	930
PENN TOWNSHIP	857	315	5443	6615
PEQUEA TOWNSHIP	375	247	3117	3739
PROVIDENCE TOWNSHIP	714	250	247	1211
QUARRYVILLE BOROUGH	304	146	1679	2129
RAPHO TOWNSHIP	1165	483	5407	7055
SADSBURY TOWNSHIP	370	127	79	576
SALISBURY TOWNSHIP	1336	389	92	1817
SCHUYLKILL COUNTY	0	2	0	2
STRASBURG BOROUGH	477	69	3001	3547
STRASBURG TOWNSHIP	287	207	313	807
TERRE HILL BOROUGH	152	39	434	625
UPPER LEACOCK TOWNSHIP	1132	449	4412	5993
WARWICK TOWNSHIP	1470	406	8156	10032
WEST COCALICO TOWNSHIP	545	230	1839	2614
WEST DONEGAL TOWNSHIP	1441	331	3040	4812
WEST EARL TOWNSHIP	1154	353	4495	6002
WEST HEMPFIELD TOWNSHIP	1909	848	9929	12686
WEST LAMPETER TOWNSHIP	3138	875	7565	11578
YORK COUNTY	116	168	10	294
Total	85265	23886	330540	439691