

Lancaster County-Wide



Communications

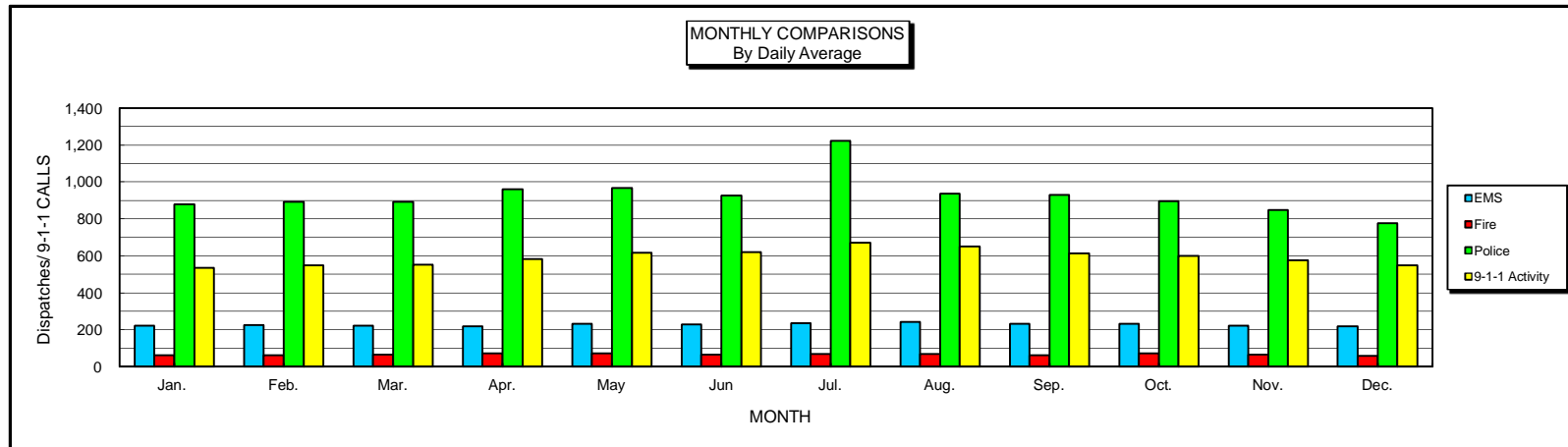
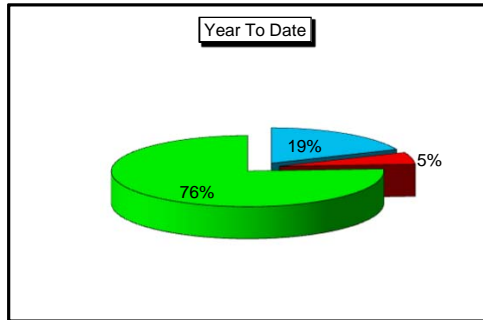
Year End Report 2019



LANCASTER COUNTY-WIDE COMMUNICATIONS

2019 Communications Report

	Jan.	Feb.	Mar.	Apr.	May	Jun	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	TOTAL
EMS Dispatches	6,916	6,279	6,867	6,553	7,201	6,884	7,307	7,486	6,977	7,154	6,651	6,738	83,013
Fire Dispatches	1,973	1,757	2,014	2,192	2,233	1,992	2,175	2,089	1,886	2,191	1,955	1,775	24,232
Police Dispatches	27,239	25,000	27,632	28,789	30,008	27,747	37,867	28,999	27,868	27,724	25,433	24,064	338,370
Total Dispatches	36,128	33,036	36,513	37,534	39,442	36,623	47,349	38,574	36,731	37,069	34,039	32,577	445,615
EMS % of Total	19.1%	19.0%	18.8%	17.5%	18.3%	18.8%	15.4%	19.4%	19.0%	19.3%	19.5%	20.7%	18.6%
Fire % of Total	5.5%	5.3%	5.5%	5.8%	5.7%	5.4%	4.6%	5.4%	5.1%	5.9%	5.7%	5.4%	5.4%
Police % of Total	75.4%	75.7%	75.7%	76.7%	76.1%	75.8%	80.0%	75.2%	75.9%	74.8%	74.7%	73.9%	75.9%
Avg. Daily EMS	223	224	222	218	232	229	236	241	233	231	222	217	227
Avg. Daily Fire	64	63	65	73	72	66	70	67	63	71	65	57	66
Avg. Daily Police	879	893	891	960	968	925	1,222	935	929	894	848	776	927
Avg. Daily Total	1,165	1,180	1,178	1,251	1,272	1,221	1,527	1,244	1,224	1,196	1,135	1,051	1,221
9-1-1 Calls Rec'd	16,537	15,366	17,123	17,525	19,084	18,637	20,778	20,144	18,389	18,616	17,302	17,010	216,511
Avg. Daily 9-1-1	533	549	552	584	616	621	670	650	613	601	577	549	593





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%
2018	25,773	84,091	335,497	445,361	214,528	7.9%	-1.4%	1.5%	0.0%
2019	24,232	83,013	338,370	445,615	216,511	-6.0%	-1.3%	0.9%	0.9%

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

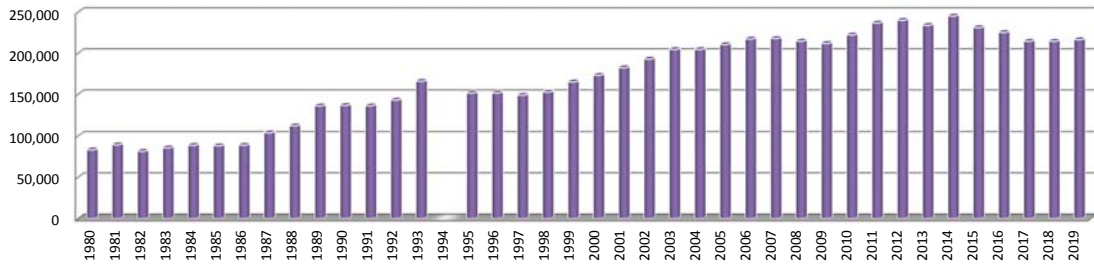
2008 Forge CAD put on-line



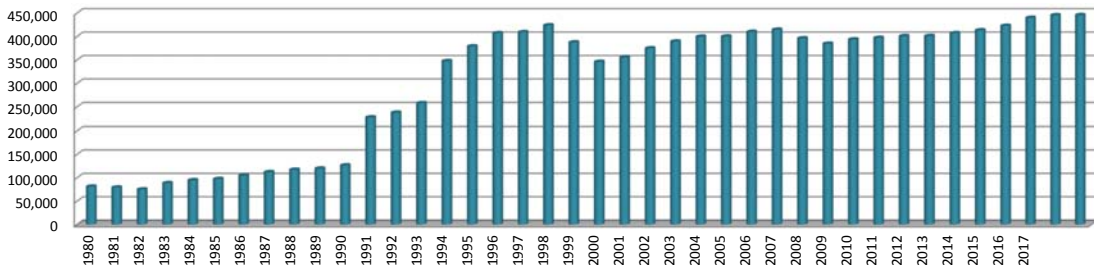
Lancaster County-Wide Communications

Annual Totals

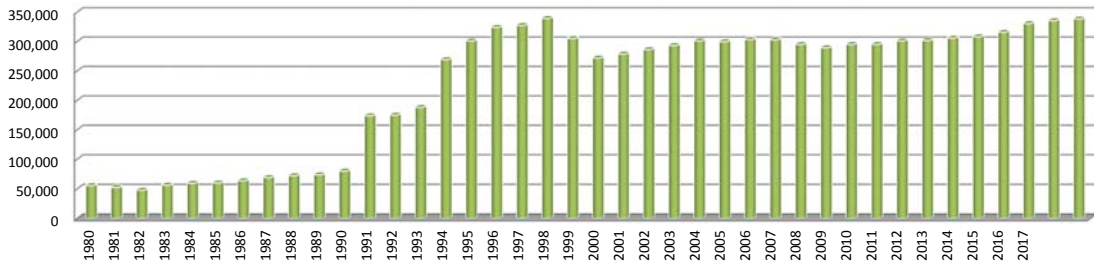
911 Calls



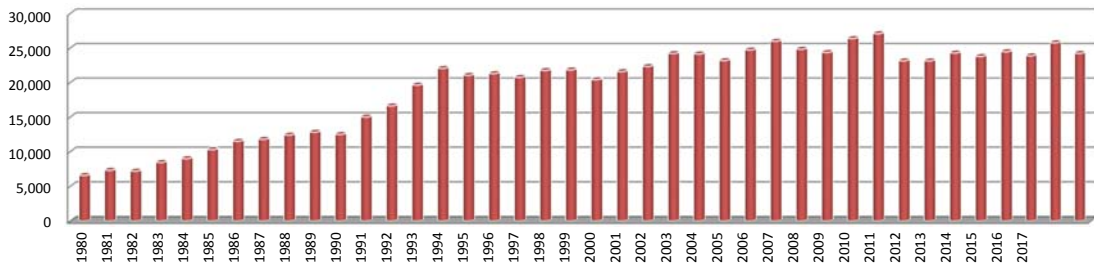
Total Dispatches



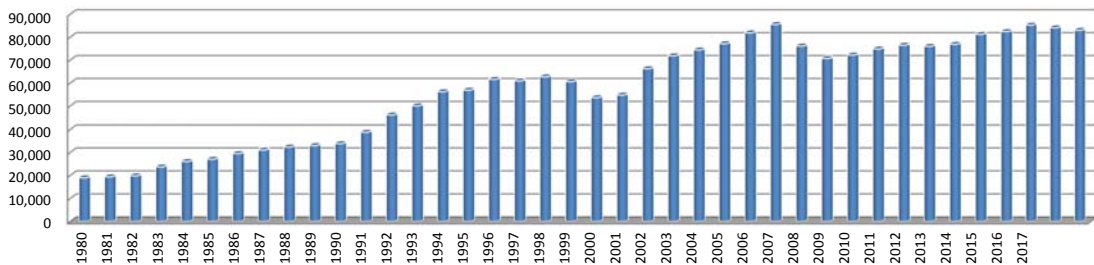
Police Dispatches



Fire Dispatches



EMS Dispatches



LANCASTER COUNTY COMMUNICATIONS REPORT FOR 2019

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 2019:	445,615	254 increase
Total 9-1-1 Calls	216,511	1,983 increase
Total Law Enforcement Calls	338,370	2,873 increase
Total EMS Calls	83,013	1,078 decrease
Total Fire Calls	24,232	1,541 decrease

Daily Averages

9-1-1 Calls	593
Law Enforcement	927
EMS	227
Fire	66

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.

2019 Year End Report

Communications Center Statistics

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

Five Busiest Law Enforcement Agencies:

Lancaster City Police Department	56,791
Manheim Township Police Department	48,440
East Lampeter Township Police Department	20,564
East Hempfield Township Police Department	19,524
Northern Lanc Co Regional Police Department	18,403

Five Busiest EMS Agencies:

Lancaster EMS(LEMSA)	30,328
Susquehanna Valley EMS(SVEMS)	10,957
Northwest EMS	7,843
Manheim Township EMS	5,488
Wellspan Ephrata EMS	5,195

Five Busiest Fire Departments:

Lancaster City Fire Department	3,095
Manheim Township Fire Rescue	1,443
Blue Rock Fire Rescue	972
Columbia Borough Fire Department	884
Rohrerstown Fire Department	672

2019 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 2019:

Station 44
L19
Martindale FD
Station 44
Station 39 - Garden Spot
Station 44
Station 33
Station 03
Station 33
Station 03
Warwick EMS
Station 44
Akron FD
Brickerville FD
Station 44
Weaverland Valley FD
Station 39 - Garden Spot
LCPSTC
Ephrata SD life skills class
Jill Keiser - APP
Garden Spot HS
Sheryl Meck - APP

Felicia Franklin - APP
Homeschoolers
Constable
Weaverland Valley FD
Ham radio
Boy Scout Troup
Strite Family

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

Robert Fulton FD
Denver Lions Club
Clermont Elementary
Thaddeus Stevens College
Willowood Swim Club
Bainbridge FD



Lancaster County-Wide Communications

Time of Day Dispatch Statistics

Time Period 1/01/2019 00:00:00 To 12/31/2019 23:59:59

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

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
00:00	2180	1335	1377	1371	1494	1451	2155	11363
01:00	1963	1018	1171	1111	1275	1285	1963	9786
02:00	1660	944	1083	1005	1173	1189	1824	8878
03:00	1265	757	794	763	906	826	1143	6454
04:00	952	777	833	788	840	848	981	6019
05:00	832	953	924	889	1001	1000	913	6512
06:00	1001	1370	1414	1367	1393	1347	1093	8985
07:00	1346	2455	2500	2472	2579	2434	1673	15459
08:00	1827	3408	3528	3461	3568	3397	2379	21568
09:00	2268	3795	3930	3745	3738	3744	2968	24188
10:00	2582	3785	4099	3875	3790	3846	3335	25312
11:00	2736	3722	3871	3702	3688	3739	3411	24869
12:00	2886	3753	3889	3757	3726	3803	3155	24969
13:00	2832	3922	4028	4089	3646	4018	3225	25760
14:00	2727	3884	3996	3970	4047	4122	3339	26085
15:00	2812	4045	4143	3893	4031	4209	3503	26636
16:00	2776	3731	4001	3802	3759	3989	3176	25234
17:00	2513	3471	3504	3449	3446	3671	3183	23237
18:00	2769	3256	3485	3345	3167	3467	3143	22632
19:00	2724	2907	3056	3056	3112	2977	3257	21089
20:00	2581	2707	3028	2861	2983	3209	3214	20583
21:00	2516	2483	2542	2783	2838	3060	3150	19372
22:00	2100	2037	2283	2366	2367	2917	2932	17002
23:00	1711	1687	1842	1968	1930	2500	2603	14241
Total	51559	62202	65321	63888	64497	67048	61718	436233



Lancaster County-Wide Communications

Dispatch Statistics

Time Period 1/01/2019 00:00:00 To 12/31/2019 23:59:59

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

	EMS	FIRE	POLICE	Total
	6	4	293	303
ADAMS COUNTY	0	4	0	4
ADAMSTOWN BOROUGH	159	61	713	933
AKRON BOROUGH	302	69	2280	2651
BART TOWNSHIP	425	126	17	568
BERKS CAERNARVON TWP	13	24	0	37
BERKS COUNTY	41	162	2	205
BRECKNOCK TOWNSHIP	780	432	74	1286
CAERNARVON TOWNSHIP	596	159	43	798
CECIL COUNTY MD	2	26	0	28
CHESTER ATGLEN BORO	76	20	47	143
CHESTER COUNTY	242	208	9	459
CHRISTIANA BOROUGH	301	49	600	950
CLAY TOWNSHIP	639	295	4042	4976
COLERAIN TOWNSHIP	253	88	58	399
COLUMBIA BOROUGH	3691	694	14426	18811
CONESTOGA TOWNSHIP	640	214	479	1333
CONOY TOWNSHIP	245	177	1386	1808
CUMBERLAND COUNTY	1	4	1	6
DAUPHIN CONEWAGO TWP	56	14	14	84
DAUPHIN COUNTY	40	42	9	91
DAUPHIN LONDONDERRY TWP	65	15	2	82
DENVER BOROUGH	469	156	1649	2274
DRUMORE TOWNSHIP	270	137	29	436
EARL TOWNSHIP	1033	272	3207	4512
EAST COCALICO TOWNSHIP	1526	543	6200	8269
EAST DONEGAL TOWNSHIP	1154	575	5557	7286
EAST DRUMORE TOWNSHIP	596	133	206	935



Lancaster County-Wide Communications Dispatch Statistics

Time Period 1/01/2019 00:00:00 To 12/31/2019 23:59:59

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

	EMS	FIRE	POLICE	Total
EAST EARL TOWNSHIP	669	225	2968	3862
EAST HEMPFIELD TOWNSHIP	4984	1488	20085	26557
EAST LAMPETER TOWNSHIP	2926	1002	15944	19872
EAST PETERSBURG BOROUGH	339	81	1843	2263
EDEN TOWNSHIP	122	85	99	306
ELIZABETH TOWNSHIP	311	224	95	630
ELIZABETH TOWN BOROUGH	1826	330	7819	9975
EPHRATA BOROUGH	2939	581	10438	13958
EPHRATA TOWNSHIP	1572	339	4608	6519
FRANKLIN COUNTY	0	3	0	3
FULTON TOWNSHIP	424	167	34	625
HARFORD COUNTY MD	0	1	0	1
LANCASTER CITY	11545	3153	60552	75250
LANCASTER TOWNSHIP	3294	531	13716	17541
LEACOCK TOWNSHIP	690	285	71	1046
LEBANON COUNTY	194	34	24	252
LEBANON SOUTH LONDONDERRY TWP	21	13	0	34
LITITZ BOROUGH	1717	230	8081	10028
LITTLE BRITAIN TOWNSHIP	416	138	18	572
MANHEIM BOROUGH	537	183	5470	6190
MANHEIM TOWNSHIP	6487	1511	32299	40297
MANOR TOWNSHIP	3299	676	12301	16276
MARIETTA BOROUGH	412	141	1518	2071
MARTIC TOWNSHIP	325	240	44	609
MILLERSVILLE BOROUGH	2105	337	5909	8351
MONTGOMERY COUNTY	0	1	0	1
MOUNT JOY BOROUGH	1429	277	7270	8976
MOUNT JOY TOWNSHIP	956	477	6807	8240



Lancaster County-Wide Communications Dispatch Statistics

Time Period 1/01/2019 00:00:00 To 12/31/2019 23:59:59

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

	EMS	FIRE	POLICE	Total
MOUNTVILLE BOROUGH	408	161	1812	2381
NEW HOLLAND BOROUGH	857	238	3870	4965
PARADISE TOWNSHIP	669	247	55	971
PENN TOWNSHIP	1002	403	6058	7463
PEQUEA TOWNSHIP	337	230	4472	5039
PROVIDENCE TOWNSHIP	887	269	232	1388
QUARRYVILLE BOROUGH	346	131	1666	2143
RAPHO TOWNSHIP	1225	496	5525	7246
SADSBURY TOWNSHIP	313	122	78	513
SALISBURY TOWNSHIP	1331	353	88	1772
STRASBURG BOROUGH	449	100	3263	3812
STRASBURG TOWNSHIP	247	226	365	838
TERRE HILL BOROUGH	146	34	10	190
UPPER LEACOCK TOWNSHIP	1285	517	4523	6325
WARWICK TOWNSHIP	1845	327	8834	11006
WEST COCALICO TOWNSHIP	593	262	1814	2669
WEST DONEGAL TOWNSHIP	1511	289	3096	4896
WEST EARL TOWNSHIP	1089	344	3872	5305
WEST HEMPFIELD TOWNSHIP	2148	1039	10689	13876
WEST LAMPETER TOWNSHIP	2853	800	9202	12855
YORK COUNTY	412	188	8	608
Total	83113	24232	328888	436233