

Lancaster County-Wide Communications



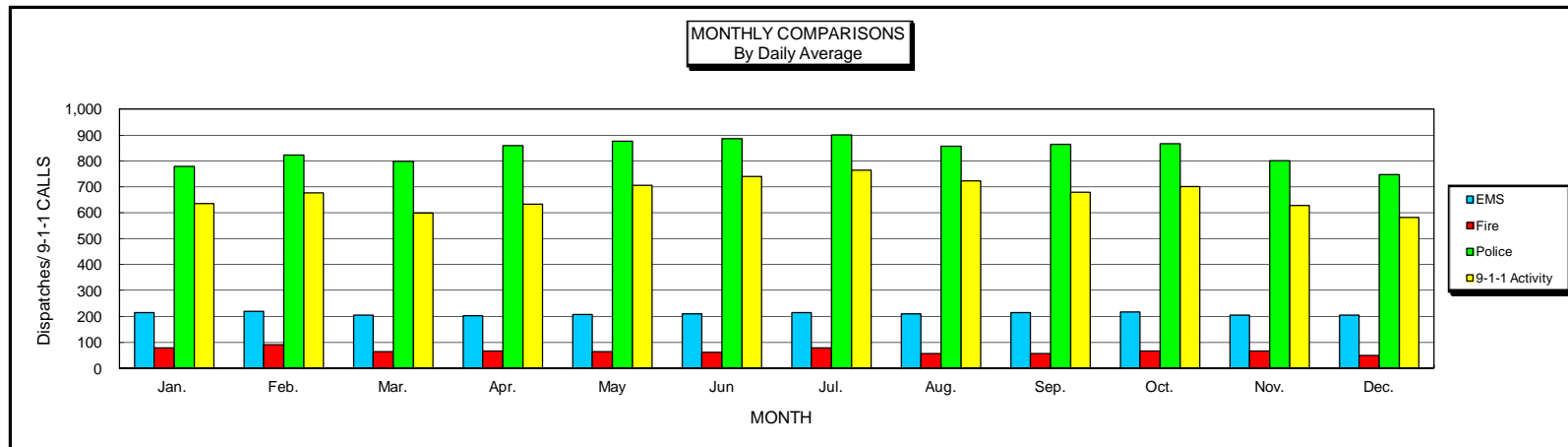
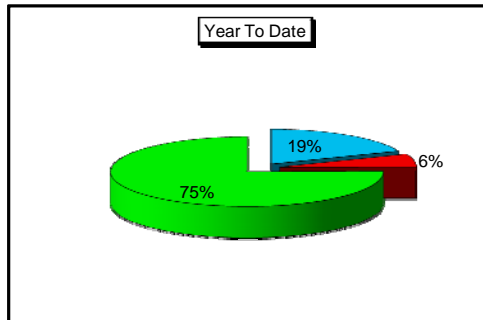
Year End Report
2014



LANCASTER COUNTY-WIDE COMMUNICATIONS

2014 Communications Report

	Jan.	Feb.	Mar.	Apr.	May	Jun	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	TOTAL
EMS Dispatches	6,670	6,174	6,351	6,085	6,402	6,319	6,686	6,495	6,417	6,771	6,136	6,380	76,886
Fire Dispatches	2,408	2,559	1,976	2,018	1,980	1,852	2,433	1,747	1,725	2,076	1,964	1,547	24,285
Police Dispatches	24,150	23,011	24,742	25,786	27,113	26,593	27,934	26,583	25,944	26,824	24,036	23,190	305,906
Total Dispatches	33,228	31,744	33,069	33,889	35,495	34,764	37,053	34,825	34,086	35,671	32,136	31,117	407,077
EMS % of Total	20.1%	19.4%	19.2%	18.0%	18.0%	18.2%	18.0%	18.7%	18.8%	19.0%	19.1%	20.5%	18.9%
Fire % of Total	7.2%	8.1%	6.0%	6.0%	5.6%	5.3%	6.6%	5.0%	5.1%	5.8%	6.1%	5.0%	6.0%
Police % of Total	72.7%	72.5%	74.8%	76.1%	76.4%	76.5%	75.4%	76.3%	76.1%	75.2%	74.8%	74.5%	75.1%
Avg. Daily EMS	215	221	205	203	207	211	216	210	214	218	205	206	211
Avg. Daily Fire	78	91	64	67	64	62	78	56	58	67	65	50	67
Avg. Daily Police	779	822	798	860	875	886	901	858	865	865	801	748	838
Avg. Daily Total	1,072	1,134	1,067	1,130	1,145	1,159	1,195	1,123	1,136	1,151	1,071	1,004	1,115
9-1-1 Calls Rec'd	19,724	18,927	18,572	19,002	21,864	22,165	23,681	22,380	20,350	21,721	18,839	18,068	245,293
Avg. Daily 9-1-1	636	676	599	633	705	739	764	722	678	701	628	583	672





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%

Notes:

1980 Started dispatching Lancaster City Fire
 1991 Unysis CAD put on-line
 1994 Started dispatching Lancaster City Police

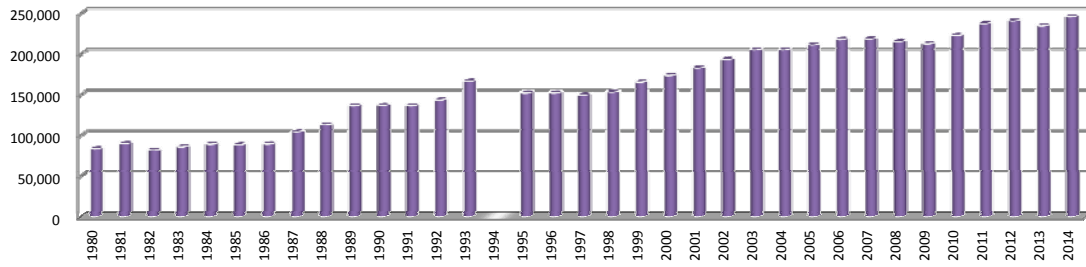
1999 Genisis CAD put on-line
 2008 Forge CAD put on-line



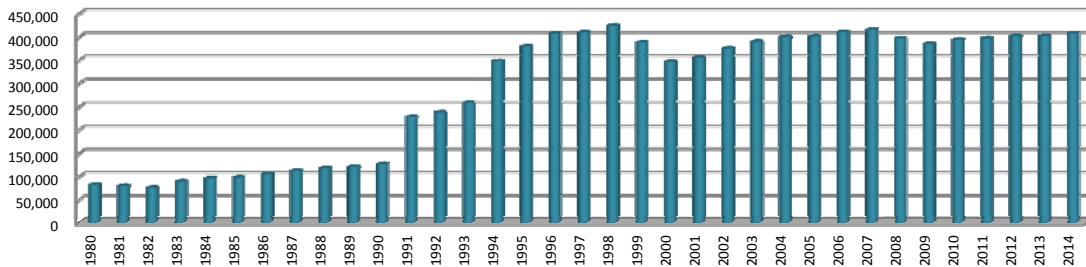
Lancaster County-Wide Communications

Annual Totals

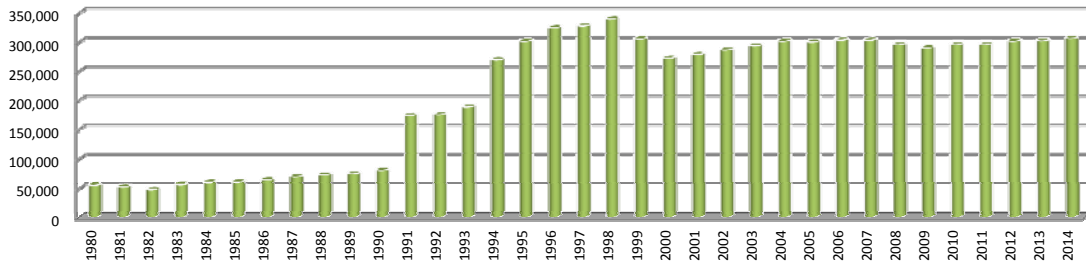
911 Calls



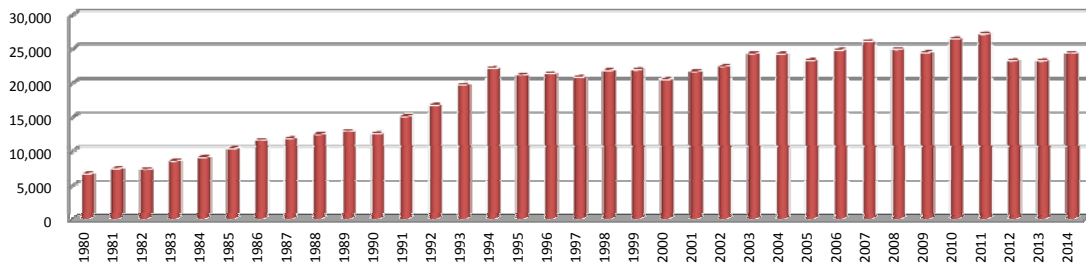
Total Dispatches



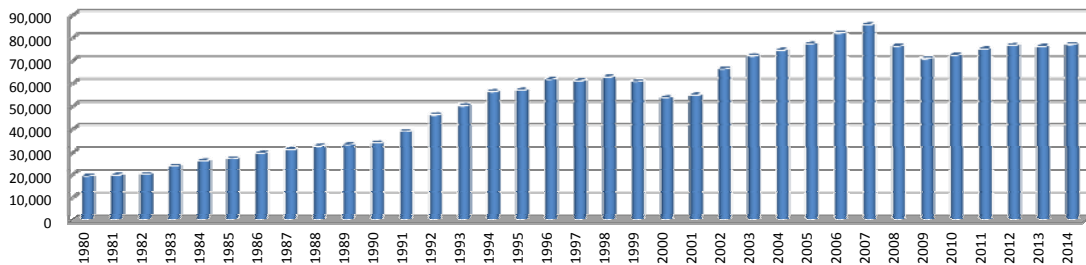
Police Dispatches



Fire Dispatches



EMS Dispatches



LANCASTER COUNTY COMMUNICATIONS REPORT FOR 2014

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 2014 (Police, Fire, EMS)	407,077	6,181 increase
Total 9-1-1 calls handled in 2014	245,293	11,299 increase
Total Law Enforcement calls for 2014	305,906	4,134 increase
Total EMS calls for 2014	76,886	911 increase
Total Fire calls for 2014	24,285	1,136 increase

Daily averages:

9-1-1 calls	672
Law Enforcement	838
EMS	211
Fire	67

Continue to access our website at 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.

2014 Year End Report

Communications Center Statistics

Busiest Day for dispatches: Friday

Busiest hour for dispatches: 15:00-16:00

Busiest Law Enforcement Agencies:

Lancaster City	59,895
Manheim Township	44,581
East Lampeter Township	18,246
East Hempfield Township	16,980
Northern Regional PD	15,714

Busiest EMS Agencies:

LEMSA	24,818
SVEMS	11,469
Northwest EMS	6,941
Ephrata ALS	5,006
Manheim Twp EMS	4,944

Busiest Fire Agencies:

Lancaster City	3,157
Manheim Township F/R	1,428
Blue Rock F/R	1,013
Columbia Boro	902
Rohrerstown	707
Elizabethtown	681
Mount Joy	681
West Hempfield	602
Lafayette	590
Lancaster Twp	576

2014 Year End Report

Public Education and Tours

Lancaster County Communications participates 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 the 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 for all ages. Below is a listing of agencies and groups that we provided education to in the year 2014;

Wharton Elementary School
Clarmont Elementary School
Paradise Elementary School
Blue Ball Elementary School
Hand Middle School
Columbia High School
Lititz Elementary School
PSP Lancaster
Mountville Elementary School
Farm and Family Safety Day
EMS Days - Training Center
North Museum - Adamstown Elementary
Our Lady of Angels
North Museum - Wickersham Elementary
North Museum - Farmdale Elementary
Fire Convention - Training Center
LGH Farm Safety - Caernarvon Fire Company
LGH Farm Safety - Bart Fire Company
Columbia Library
Conoy Community Bainbridge Fire Dept.
National Nite Out - Leisure Lanes

Pace Summer Program
Scoops Ice Cream & Grille
Manor Heights
Willow Valley "Children's Health & Safety Fair"
Senator Smucker's 2014 Kids Expo
North Museum-Carter's MacRae Elem School
Worship Center 2nd Annual Family Safety Day
Adamstown Elementary School
North Museum - Brecknock Elem School
North Museum - Ephrata Intermediate
North Museum - Ephrata Intermediate
North Museum - Ephrata Intermediate
North Museum - Paradise Elementary School
Home School Children E. Fairview Church

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

Pack 67 Centerville Elem - boy scouts
Homeschooled Children
Bird-in-Hand Fire
Brownie Troop - Lititz
Hahnstown Mennonite 8th-9th graders
West Cocalico School teachers tour
Amateur Radio Operators
West Cocalico School (20) students tour
Lanc Co Sheriff's Office
LEMSA Paramedic Students
Refton Fire Company
Hempfield girl scout troop



Lancaster County-Wide Communications

Time of Day Dispatch Statistics

Time Period 1/01/2014 00:00:00 To 12/31/2014 23:59:59

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

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
00:00	2368	1248	1334	1490	1478	1575	2266	11759
01:00	2236	999	1023	1206	1230	1229	2056	9979
02:00	2031	854	1075	1019	953	1131	1869	8932
03:00	1196	729	828	891	706	826	1196	6372
04:00	908	715	704	799	761	660	913	5460
05:00	813	1030	847	1129	893	1013	917	6642
06:00	895	1246	1154	1558	1152	1223	1089	8317
07:00	1159	2118	2176	2309	2056	1997	1717	13532
08:00	1670	2978	3033	3181	2857	2978	2356	19053
09:00	2047	3431	3282	3536	3193	3362	2789	21640
10:00	2428	3506	3317	3431	3259	3404	3230	22575
11:00	2841	3488	3294	3391	3298	3498	3172	22982
12:00	2692	3298	3207	3339	3299	3295	3062	22192
13:00	2733	3534	3525	3653	3461	3497	3084	23487
14:00	2758	3600	3558	3475	3523	3783	3199	23896
15:00	2722	3616	3549	3624	3576	3900	3130	24117
16:00	2756	3426	3467	3599	3499	3905	3036	23688
17:00	2684	3445	3423	3364	3275	3552	2876	22619
18:00	2655	3067	3158	3205	3122	3331	2768	21306
19:00	2713	2914	3204	2881	2874	2967	2902	20455
20:00	2550	2639	2826	2711	2850	3099	3075	19750
21:00	2393	2392	2388	2448	2475	2981	3024	18101
22:00	1991	2102	2156	2054	2125	2920	2859	16207
23:00	1622	1766	1835	1737	1761	2617	2678	14016
Total	50861	58141	58363	60030	57676	62743	59263	407077



Lancaster County-Wide Communications Dispatch Statistics

Time Period 1/01/2014 00:00:00 To 12/31/2014 23:59:59

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

	EMS	FIRE	POLICE	Total
	13	3	286	302
ADAMSTOWN BOROUGH	159	63	669	891
AKRON BOROUGH	409	94	2820	3323
BART TOWNSHIP	372	146	12	530
BERKS CAERNARVON TWP	10	8	0	18
BERKS COUNTY	62	98	2	162
BRECKNOCK TOWNSHIP	667	222	117	1006
BUCKS COUNTY	0	3	0	3
CAERNARVON TOWNSHIP	620	184	38	842
CECIL COUNTY MD	2	21	0	23
CHESTER ATGLEN BORO	112	50	70	232
CHESTER COUNTY	266	258	16	540
CHRISTIANA BOROUGH	342	69	801	1212
CLAY TOWNSHIP	726	195	3430	4351
COLERAIN TOWNSHIP	188	108	22	318
COLUMBIA BOROUGH	4329	501	13052	17882
CONESTOGA TOWNSHIP	342	241	3164	3747
CONOY TOWNSHIP	239	200	1166	1605
DAUPHIN CONEWAGO TWP	47	23	41	111
DAUPHIN COUNTY	27	41	5	73
DAUPHIN LONDONDERRY TWP	64	14	2	80
DENVER BOROUGH	406	145	1769	2320
DRUMORE TOWNSHIP	242	124	16	382
EARL TOWNSHIP	1258	311	3017	4586
EAST COCALICO TOWNSHIP	1331	448	5969	7748
EAST DONEGAL TOWNSHIP	945	665	5078	6688
EAST DRUMORE TOWNSHIP	498	185	96	779
EAST EARL TOWNSHIP	845	230	2539	3614



Lancaster County-Wide Communications Dispatch Statistics

Time Period 1/01/2014 00:00:00 To 12/31/2014 23:59:59

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

	EMS	FIRE	POLICE	Total
EAST HEMPFIELD TOWNSHIP	4491	1511	17597	23599
EAST LAMPETER TOWNSHIP	2764	947	14299	18010
EAST PETERSBURG BOROUGH	255	145	3156	3556
EDEN TOWNSHIP	95	46	49	190
ELIZABETH TOWNSHIP	331	166	81	578
ELIZABETH TOWN BOROUGH	1988	391	8149	10528
EPHRATA BOROUGH	2461	459	10217	13137
EPHRATA TOWNSHIP	1356	360	4647	6363
FULTON TOWNSHIP	431	219	15	665
HARFORD COUNTY MD	0	4	0	4
LANCASTER CITY	11251	3191	62923	77365
LANCASTER TOWNSHIP	2371	661	13182	16214
LEACOCK TOWNSHIP	605	275	36	916
LEBANON COUNTY	52	49	22	123
LEBANON SOUTH LONDONDERRY TWP	29	6	1	36
LITITZ BOROUGH	1667	217	4978	6862
LITTLE BRITAIN TOWNSHIP	341	103	7	451
MANHEIM BOROUGH	820	224	6062	7106
MANHEIM TOWNSHIP	6341	1549	27506	35396
MANOR TOWNSHIP	2755	596	11272	14623
MARIETTA BOROUGH	430	192	1399	2021
MARTIC TOWNSHIP	326	354	27	707
MILLERSVILLE BOROUGH	2119	425	6740	9284
MOUNT JOY BOROUGH	1358	327	5324	7009
MOUNT JOY TOWNSHIP	872	537	6948	8357
MOUNTVILLE BOROUGH	375	175	1313	1863
NEW HOLLAND BOROUGH	965	194	3938	5097
PARADISE TOWNSHIP	587	254	36	877



Lancaster County-Wide Communications

Dispatch Statistics

Time Period 1/01/2014 00:00:00 To 12/31/2014 23:59:59

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

	EMS	FIRE	POLICE	Total
PENN TOWNSHIP	919	418	5235	6572
PEQUEA TOWNSHIP	339	236	2434	3009
PROVIDENCE TOWNSHIP	584	258	172	1014
QUARRYVILLE BOROUGH	285	154	2069	2508
RAPHO TOWNSHIP	1141	558	5162	6861
SADSBURY TOWNSHIP	294	128	67	489
SALISBURY TOWNSHIP	1045	446	38	1529
SCHUYLKILL COUNTY	0	1	0	1
STRASBURG BOROUGH	679	58	1607	2344
STRASBURG TOWNSHIP	302	168	183	653
TERRE HILL BOROUGH	137	28	288	453
UPPER LEACOCK TOWNSHIP	944	404	3852	5200
WARWICK TOWNSHIP	1262	328	6966	8556
WEST COCALICO TOWNSHIP	600	253	1570	2423
WEST DONEGAL TOWNSHIP	1226	312	3129	4667
WEST EARL TOWNSHIP	1141	338	3815	5294
WEST HEMPFIELD TOWNSHIP	1891	972	8475	11338
WEST LAMPETER TOWNSHIP	2078	738	6718	9534
YORK COUNTY	62	260	5	327
Total	76886	24285	305906	407077