

Lancaster County-Wide Communications



**Year End Report
2011**

LANCASTER COUNTY COMMUNICATIONS REPORT FOR 2011

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 2011 (police, fire, ems)	397,071	3,408 increase
Total 9-1-1 calls handled in 2011	236,810	14,557 increase
Total Law Enforcement calls for 2011	295,128	33 increase
Total EMS calls for 2011	74,864	2,686 increase
Total Fire calls for 2011	27,079	709 increase

Daily averages:

9-1-1 calls	649
Law Enforcement	809
EMS	205
Fire	74

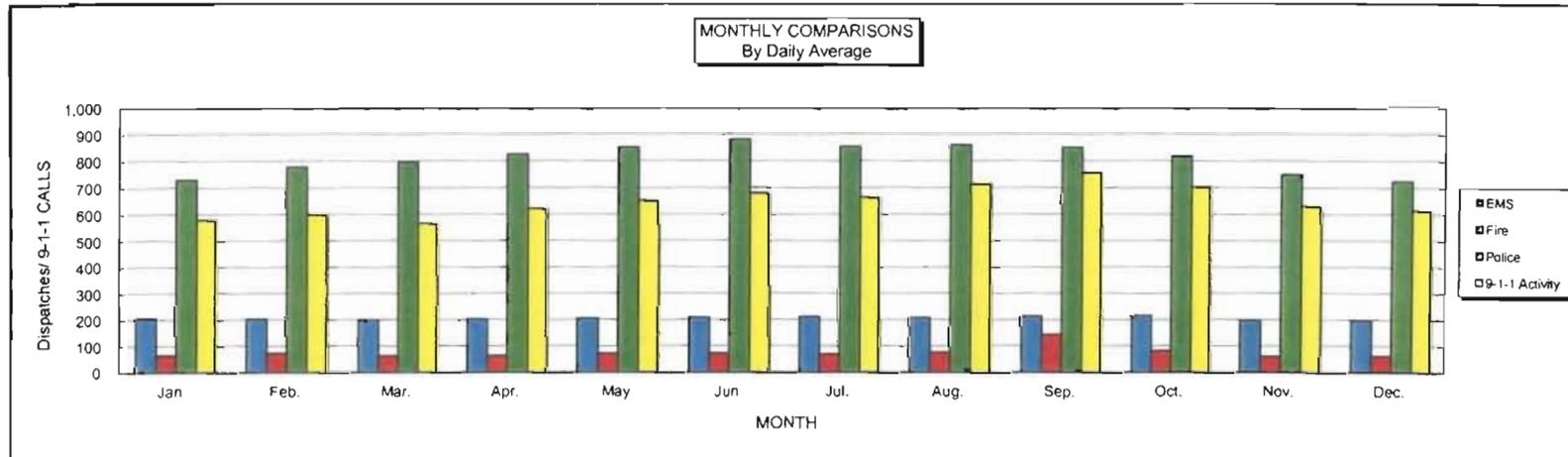
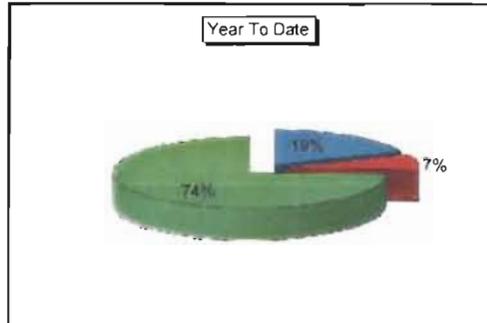
CLEAN/NCIC traffic handled, messages received and sent - 2,008,390

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.



LANCASTER COUNTY-WIDE COMMUNICATIONS 2011 Communications Report

	Jan.	Feb.	Mar.	Apr.	May	Jun	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	TOTAL
EMS Dispatches	6,353	5,675	6,165	6,061	6,349	6,238	6,518	6,420	6,373	6,679	5,912	6,121	74,864
Fire Dispatches	2,002	2,001	1,933	1,880	2,187	2,155	2,109	2,322	4,298	2,524	1,787	1,881	27,079
Police Dispatches	22,596	21,739	24,645	24,707	26,349	26,386	26,415	26,594	25,484	25,319	22,460	22,434	295,128
Total Dispatches	30,951	29,415	32,743	32,648	34,885	34,779	35,042	35,336	36,155	34,522	30,159	30,436	397,071
EMS % of Total	20.5%	19.3%	18.8%	18.6%	18.2%	17.9%	18.6%	18.2%	17.6%	19.3%	19.6%	20.1%	18.9%
Fire % of Total	6.5%	6.8%	5.9%	5.8%	6.3%	6.2%	6.0%	6.6%	11.9%	7.3%	5.9%	6.2%	6.8%
Police % of Total	73.0%	73.9%	75.3%	75.7%	75.5%	75.9%	75.4%	75.3%	70.5%	73.3%	74.5%	73.7%	74.3%
Avg. Daily EMS	205	203	199	202	205	208	210	207	212	215	197	197	205
Avg. Daily Fire	65	71	62	63	71	72	68	75	143	81	60	61	74
Avg. Daily Police	729	776	795	824	850	880	852	858	849	817	749	724	809
Avg. Daily Total	998	1,051	1,056	1,088	1,125	1,159	1,130	1,140	1,205	1,114	1,005	982	1,088
9-1-1 Calls Rec'd	17,940	16,813	17,542	18,641	20,232	20,400	20,603	22,149	22,725	21,775	18,938	19,052	236,810
Avg. Daily 9-1-1	579	600	566	621	653	680	665	714	758	702	631	615	649





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%

Notes:

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

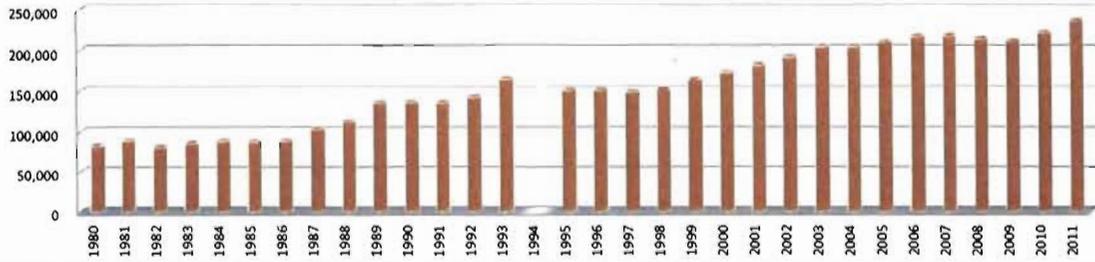
1999 Genisis CAD put on-line
 2008 Forge CAD put on-line



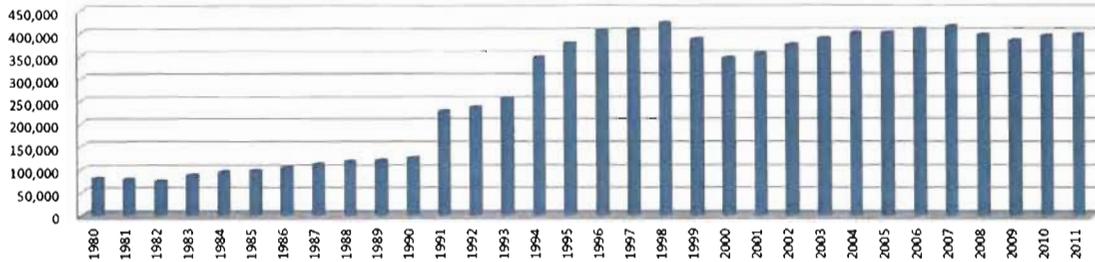
Lancaster County-Wide Communications

Annual Totals

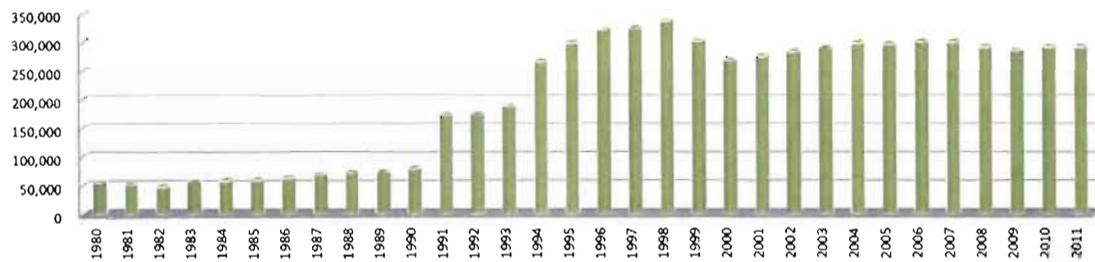
911 Calls



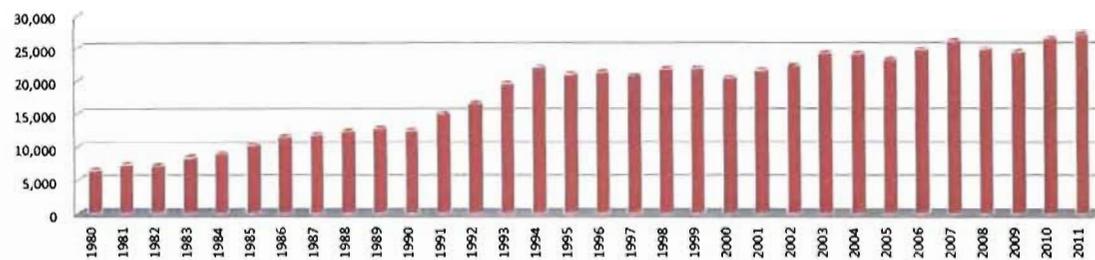
Total Dispatches



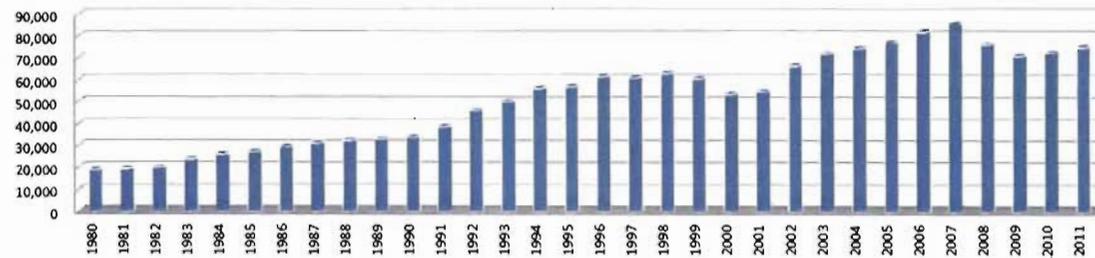
Police Dispatches



Fire Dispatches



EMS Dispatches



2011 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 2011;

Bareville Fire Company Safety Day
CV High School Kids Safety Night
Ephrata Fire Co. Farm Safety Day
Our Lady of Angels School
Manheim Central Middle School
Strasburg Fire Company Farm Safety Days
Henry Schein employee Safety Day
Horse Progress Days White Horse
National Night Out Millersville
Bird in Hand Fire Company
Octorara School District
Colerain Elementary School
Reynolds Middle School Career Day
Marticville Middle School Career Day
Moravian Manor

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

HACC Criminal Justice Program	Boy Scout Troop #90
Susquehanna Fire Company	Weaverland Mennonite School
East Pete Girl Scouts	Lancaster Home Schoolers

2011 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	65,090
Manheim Township	40,052
East Lampeter Township	18,484
East Hempfield Township	15,709
Ephrata PD	14,860

Busiest EMS Agencies:

LEMSA	23,187
SVEMS	13,659
Northwest EMS	4,934
Manheim Township EMS	4,661
Ephrata ALS	4,297

Busiest Fire Agencies:

Lancaster City	3,657
Manheim Township F/R	1,440
Blue Rock F/R	986
Elizabethtown	983
Rohrerstown	787
Mount Joy	760
West Hempfield Twp	699
Manheim	676
Maytown	652
Lancaster Twp	613



Lancaster County-Wide Communications

Time of Day Dispatch Statistics

Time Period 1/01/2011 00:00:00 To 12/31/2011 23:59:59

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

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
00:00	2464	1415	1336	1378	1617	1533	2413	12156
01:00	2393	1062	1101	1123	1353	1292	2316	10640
02:00	2171	988	944	1084	1286	1274	2146	9893
03:00	1490	877	741	790	873	893	1364	7028
04:00	964	685	660	658	738	761	1058	5524
05:00	898	896	877	883	868	950	1007	6379
06:00	825	1114	1189	1208	1231	1297	1080	7944
07:00	1227	1925	2045	2092	2087	2094	1613	13083
08:00	1591	2707	2880	2950	2990	2737	2242	18097
09:00	1951	3084	3087	2991	3220	3105	2594	20032
10:00	2185	3042	3174	3049	3144	3069	2799	20462
11:00	2465	3207	3025	3013	3067	3184	3233	21194
12:00	2462	3045	2918	3066	3073	3064	3171	20799
13:00	2627	3222	3159	3333	3328	3365	3042	22076
14:00	2550	3434	3218	3373	3389	3460	3032	22456
15:00	2521	3468	3540	3529	3524	3438	3014	23034
16:00	2586	3321	3376	3517	3369	3578	2952	22699
17:00	2477	3189	3361	3353	3379	3399	3020	22178
18:00	2599	3194	3129	3142	3092	3106	2824	21086
19:00	2678	3118	2939	3031	2963	3097	3090	20916
20:00	2493	2649	2830	2846	3043	2964	3086	19911
21:00	2276	2463	2543	2680	2632	2999	3020	18613
22:00	2015	2149	2044	2232	2280	2883	2914	16517
23:00	1623	1715	1715	2025	1874	2690	2713	14355
Total	49531	55969	55831	57346	58420	60232	59743	397072

2011 Year End Report

Dispatch Statistics by Municipality

Stats are calculated by dispatches per agency

Municipality	Police incidents	EMS incidents	Fire incidents
Adamstown Borough	778	167	111
Akron Borough	2,234	359	88
Bart Township	N/A	310	108
Brecknock Township	N/A	570	262
Caernarvon Township	N/A	625	142
Christiana Borough	1,016	476	67
Clay Township	1,320	579	302
Colerain Township	N/A	264	109
Columbia Borough	12,558	4,543	933
Conestoga Township	3,041	331	219
Conoy Township	1,073	169	177
Denver Borough	1,770	423	140
Drumore Township	N/A	236	95
Earl Township	3,378	963	240
East Cocalico Township	6,111	1,264	397
East Donegal Township	4,754	1,128	941
East Drumore Township	N/A	560	145
East Earl Township	2,700	549	225
East Hempfield Township	15,868	4,808	1,794
East Lampeter Township	14,457	2,947	787
East Petersburg Borough	2,432	262	137
Eden Township	N/A	135	66
Elizabeth Township	N/A	281	203
Elizabethtown Borough	7,771	2,228	590
Ephrata Borough	10,833	1,937	308
Ephrata Township	4,309	1,208	315
Fulton Township	N/A	550	173
Lancaster City	66,771	11,163	3,725
Lancaster Township	12,915	2,450	673
Leacock Township	N/A	534	210
Lititz Borough	5,381	1,509	408
Little Britain Township	N/A	298	88
Manheim Borough	5,062	726	408
Manheim Township	25,066	5,841	1,988
Manor Township	10,351	2,129	758
Marietta Borough	1,481	237	449
Martic Township	N/A	492	412

Millersville Borough	5,251	1,436	272
Mount Joy Borough	4,356	924	362
Mount Joy Township	5,957	1,053	615
Mountville Borough	1,489	260	151
New Holland Borough	4,881	914	221
Paradise Township	N/A	504	286
Penn Township	5,045	1,262	470
Pequea Township	2,796	357	290
Providence Township	N/A	912	244
Quarryville Borough	2,152	402	119
Rapho Township	N/A	1,209	696
Sadsbury Township	N/A	249	129
Salisbury Township	N/A	1,214	418
Strasburg Borough	1,543	656	102
Strasburg Township	N/A	337	181
Terre Hill Borough	328	83	66
Upper Leacock Township	3,928	1,111	415
Warwick Township	6,349	1,324	470
West Cocalico Township	1,901	628	264
West Donegal Township	2,548	1,249	347
West Earl Township	4,289	945	353
West Hempfield Township	9,587	1,775	1,139
West Lampeter Township	6,895	2,059	703

N/A= Handled by PSP