

Lancaster County-Wide Communications

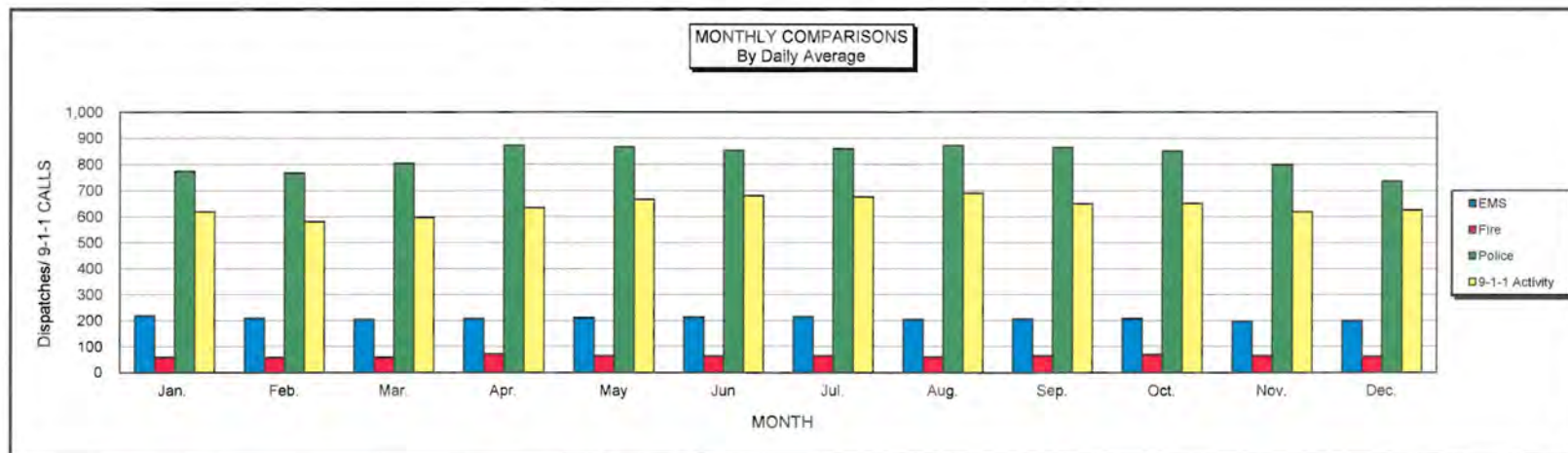
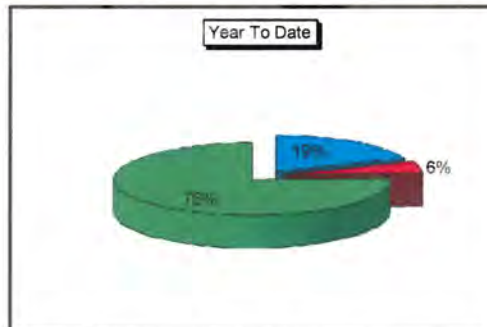


**Year End Report
2013**



LANCASTER COUNTY-WIDE COMMUNICATIONS 2013 Communications Report

	Jan.	Feb.	Mar.	Apr.	May	Jun	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	TOTAL
EMS Dispatches	6,796	5,871	6,341	6,233	6,558	6,417	6,663	6,352	6,180	6,440	5,930	6,194	75,975
Fire Dispatches	1,819	1,618	1,839	2,146	1,997	1,923	2,015	1,871	1,927	2,152	1,946	1,896	23,149
Police Dispatches	24,008	21,482	24,904	26,163	26,852	25,595	26,634	26,999	25,939	26,395	23,963	22,838	301,772
Total Dispatches	32,623	28,971	33,084	34,542	35,407	33,935	35,312	35,222	34,046	34,987	31,839	30,928	400,896
EMS % of Total	20.8%	20.3%	19.2%	18.0%	18.5%	18.9%	18.9%	18.0%	18.2%	18.4%	18.6%	20.0%	19.0%
Fire % of Total	5.6%	5.6%	5.6%	6.2%	5.6%	5.7%	5.7%	5.3%	5.7%	6.2%	6.1%	6.1%	5.8%
Police % of Total	73.6%	74.2%	75.3%	75.7%	75.8%	75.4%	75.4%	76.7%	76.2%	75.4%	75.3%	73.8%	75.3%
Avg. Daily EMS	219	210	205	208	212	214	215	205	206	208	198	200	208
Avg. Daily Fire	59	58	59	72	64	64	65	60	64	69	65	61	63
Avg. Daily Police	774	767	803	872	866	853	859	871	865	851	799	737	827
Avg. Daily Total	1,052	1,035	1,067	1,151	1,142	1,131	1,139	1,136	1,135	1,129	1,061	998	1,098
9-1-1 Calls Rec'd	19,172	16,270	18,475	19,018	20,670	20,424	20,936	21,399	19,505	20,165	18,565	19,395	233,994
Avg. Daily 9-1-1	618	581	596	634	667	681	675	690	650	650	619	626	641





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%

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

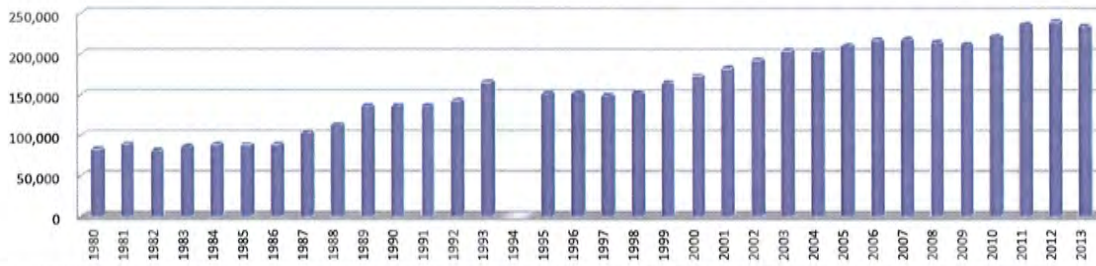
2008 Forge CAD put on-line



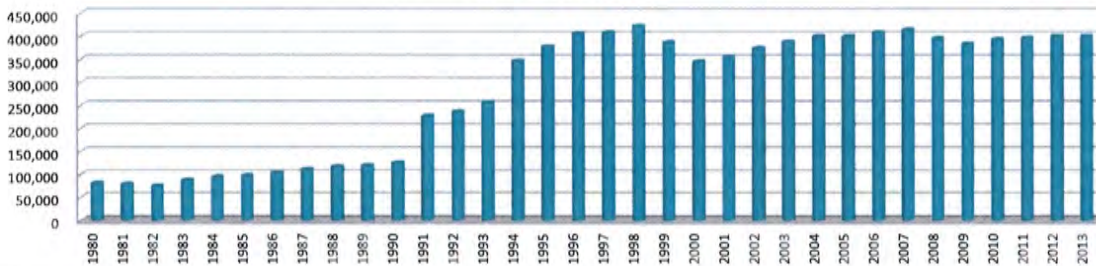
Lancaster County-Wide Communications

Annual Totals

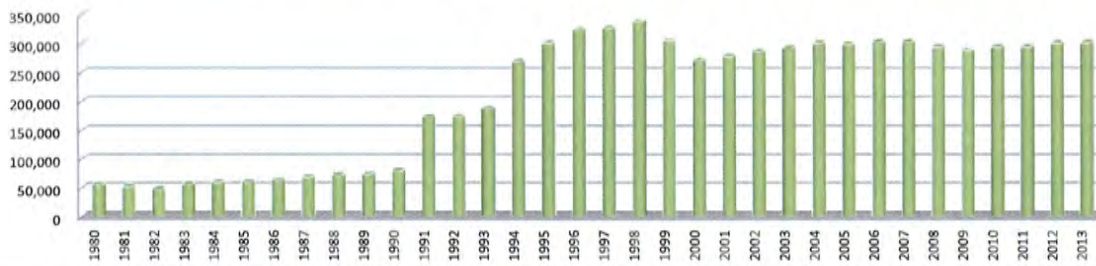
911 Calls



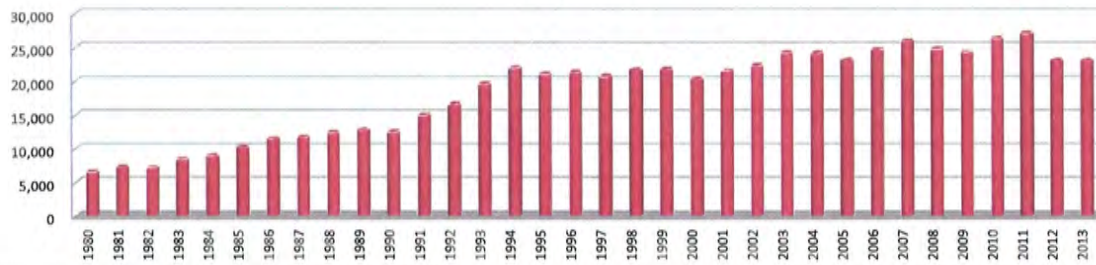
Total Dispatches



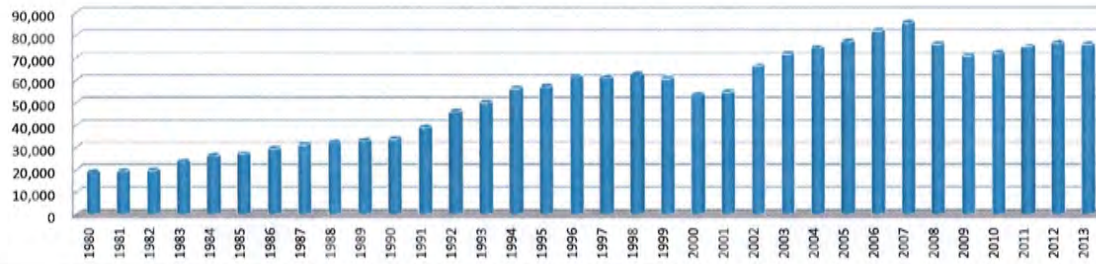
Police Dispatches



Fire Dispatches



EMS Dispatches



LANCASTER COUNTY COMMUNICATIONS REPORT FOR 2013

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 2013 (Police, Fire, EMS)	400,896	124 increase
Total 9-1-1 calls handled in 2013	233,994	6,201 decrease
Total Law Enforcement calls for 2013	301,772	659 increase
Total EMS calls for 2013	75,975	526 decrease
Total Fire calls for 2013	23,149	9 decrease

Daily averages:

9-1-1 calls	641
Law Enforcement	827
EMS	208
Fire	63

CLEAN/NCIC traffic handled, messages received and sent - 2,466,230

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.

2013 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 2013;

- Bart Elementary School
- Wharton School
- Centerville Elementary School
- Paradise Elementary School
- Lancaster County Day School
- Lancaster Mennonite High School
- Blue Ball Elementary School
- Doe Run Elementary School
- PA State Police Troop J
- Bareville Fire Company
- LGH Emergency Department
- Manheim Central Middle School
- Willow Valley Retirement Community
- Columbia Library
- Rawlinsville Fire Company
- National Night Out – Mountville
- McCaskey Kids Expo
- Carter-McCrae Elementary School
- Worship Center
- Bird-In-Hand Fire Company Safety Day
- Quarryville Elementary School
- Bainbridge Fire Company

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 Class
Bowmansville Fire Company
Christiana Fire Company
Ephrata Mennonite School
West Hempfield Citizen's Police Class
Home School children (various groups)
Millersville University Police
YTI Students
HACC Criminal Justice Class
Lancaster County Sheriffs Dept.
Lancaster County Industrial Safety Council
Various Boy Scout and Girl Scout Troops

2013 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	57,986
Manheim Township	44,236
East Lampeter Township	17,805
East Hempfield Township	16,419
Ephrata PD	15,030

Busiest EMS Agencies:

LEMSA	24,130
SVEMS	12,007
Northwest EMS	5,805
Manheim Township EMS	4,745
Ephrata ALS	4,686

Busiest Fire Agencies:

Lancaster City	3,385
Manheim Township F/R	1,327
Blue Rock F/R	989
Columbia Boro	882
Elizabethtown	702
Rohrerstown	676
Mount Joy	586
Lancaster Twp	582
West Hempfield	558
Lafayette	546



Lancaster County-Wide Communications

Time of Day Dispatch Statistics

Time Period 1/01/2013 00:00:00 To 12/31/2013 23:59:59

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

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
00:00	2487	1342	1357	1369	1515	1541	2140	11751
01:00	2260	1100	1134	1101	1242	1280	2047	10164
02:00	1976	885	924	969	1153	1137	1944	8988
03:00	1321	749	839	714	849	886	1270	6628
04:00	897	865	653	658	707	764	937	5481
05:00	809	881	933	853	862	957	973	6268
06:00	881	1123	1251	1113	1261	1210	1062	7901
07:00	1231	2097	2162	2113	2158	2048	1722	13531
08:00	1735	2765	2996	3027	3061	2954	2190	18728
09:00	2054	3344	3296	3237	3258	3215	2696	21100
10:00	2431	3266	3286	3232	3338	3418	2998	21969
11:00	2491	3267	3203	3194	3234	3252	3149	21790
12:00	2856	3263	3319	3272	3213	3403	3063	22389
13:00	2707	3390	3623	3521	3390	3485	2940	23056
14:00	2722	3458	3507	3341	3525	3418	2920	22891
15:00	2711	3695	3645	3518	3514	3662	3013	23758
16:00	2537	3497	3333	3546	3338	3641	2952	22844
17:00	2588	3393	3342	3358	3359	3580	2919	22539
18:00	2544	3038	3129	3142	3160	3318	2823	21154
19:00	2572	2891	3093	3001	2953	3124	3015	20649
20:00	2441	2706	2946	2738	2731	2902	2969	19433
21:00	2170	2319	2568	2571	2471	2965	2963	18027
22:00	1999	2021	2149	2157	2133	2686	2908	16053
23:00	1632	1677	1747	1792	1759	2429	2769	13805
Total	50052	57032	58435	57537	58184	61275	58382	400897



Lancaster County-Wide Communications Dispatch Statistics

Time Period 1/01/2013 00:00:00 To 12/31/2013 23:59:59

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

	EMS	FIRE	POLICE	Total
	7	5	391	403
ADAMS COUNTY	5	1	1	7
ADAMSTOWN BOROUGH	174	63	609	846
AKRON BOROUGH	364	70	3278	3712
BART TOWNSHIP	359	110	10	479
BERKS CAERNARVON TWP	16	18	0	34
BERKS COUNTY	44	106	2	152
BRECKNOCK TOWNSHIP	632	240	107	979
CAERNARVON TOWNSHIP	580	159	46	785
CARBON COUNTY	0	1	0	1
CECIL COUNTY MD	0	34	0	34
CHESTER ATGLEN BORO	91	36	155	282
CHESTER COUNTY	289	223	29	541
CHRISTIANA BOROUGH	425	46	1194	1665
CLAY TOWNSHIP	618	235	3294	4147
COLERAIN TOWNSHIP	257	74	41	372
COLUMBIA BOROUGH	3978	542	13021	17541
CONESTOGA TOWNSHIP	294	160	3068	3522
CONOY TOWNSHIP	247	224	1292	1763
CUMBERLAND COUNTY	1	0	0	1
DAUPHIN CONEWAGO TWP	43	17	101	161
DAUPHIN COUNTY	42	45	12	99
DAUPHIN LONDONDERRY TWP	62	4	0	66
DENVER BOROUGH	430	131	1643	2204
DRUMORE TOWNSHIP	277	180	13	470
EARL TOWNSHIP	1014	221	3355	4590
EAST COCALICO TOWNSHIP	1156	360	6057	7573
EAST DONEGAL TOWNSHIP	1236	600	4222	6058



Lancaster County-Wide Communications Dispatch Statistics

Time Period 1/01/2013 00:00:00 To 12/31/2013 23:59:59

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

	EMS	FIRE	POLICE	Total
EAST DRUMORE TOWNSHIP	504	130	133	767
EAST EARL TOWNSHIP	712	230	2847	3789
EAST HEMPFIELD TOWNSHIP	4694	1520	16996	23210
EAST LAMPETER TOWNSHIP	2515	815	13815	17145
EAST PETERSBURG BOROUGH	268	114	3176	3558
EDEN TOWNSHIP	125	63	75	263
ELIZABETH TOWNSHIP	300	120	86	506
ELIZABETHTOWN BOROUGH	2148	379	7553	10080
EPHRATA BOROUGH	2387	396	10520	13303
EPHRATA TOWNSHIP	1449	314	5023	6786
FULTON TOWNSHIP	402	166	12	580
HARFORD COUNTY MD	0	1	0	1
LANCASTER CITY	11109	3517	61082	75708
LANCASTER TOWNSHIP	2329	582	13272	16183
LEACOCK TOWNSHIP	508	229	32	769
LEBANON COUNTY	30	49	20	99
LEBANON SOUTH LONDONDERRY TWP	8	3	0	11
LITITZ BOROUGH	1718	233	5276	7227
LITTLE BRITAIN TOWNSHIP	264	80	3	347
MANHEIM BOROUGH	794	174	5832	6800
MANHEIM TOWNSHIP	6018	1468	27272	34758
MANOR TOWNSHIP	2665	635	10131	13431
MARIETTA BOROUGH	485	177	1510	2172
MARTIC TOWNSHIP	344	301	40	685
MILLERSVILLE BOROUGH	2369	334	6688	9391
MOUNT JOY BOROUGH	1379	277	4901	6557
MOUNT JOY TOWNSHIP	891	501	6138	7530
MOUNTVILLE BOROUGH	285	161	1387	1833



Lancaster County-Wide Communications Dispatch Statistics

Time Period 1/01/2013 00:00:00 To 12/31/2013 23:59:59

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

	EMS	FIRE	POLICE	Total
NEW HOLLAND BOROUGH	932	189	4335	5456
PARADISE TOWNSHIP	566	256	40	862
PENN TOWNSHIP	1143	441	4371	5955
PEQUEA TOWNSHIP	355	302	2699	3356
PROVIDENCE TOWNSHIP	543	216	214	973
QUARRYVILLE BOROUGH	392	150	2025	2567
RAPHO TOWNSHIP	1170	544	4634	6348
SADSBURY TOWNSHIP	292	113	139	544
SALISBURY TOWNSHIP	1084	344	49	1477
STRASBURG BOROUGH	603	80	1559	2242
STRASBURG TOWNSHIP	248	170	206	624
TERRE HILL BOROUGH	105	55	314	474
UNKNOWN MUNICIPALITY	0	1	0	1
UPPER LEACOCK TOWNSHIP	1028	342	3937	5307
WARWICK TOWNSHIP	1204	381	6790	8375
WEST COCALICO TOWNSHIP	541	215	1727	2483
WEST DONEGAL TOWNSHIP	1260	248	2712	4220
WEST EARL TOWNSHIP	1083	363	4659	6105
WEST HEMPFIELD TOWNSHIP	2035	916	9083	12034
WEST LAMPETER TOWNSHIP	2022	652	6501	9175
YORK COUNTY	29	297	17	343
Total	75976	23149	301772	400897