

# Lancaster County-Wide



## Communications

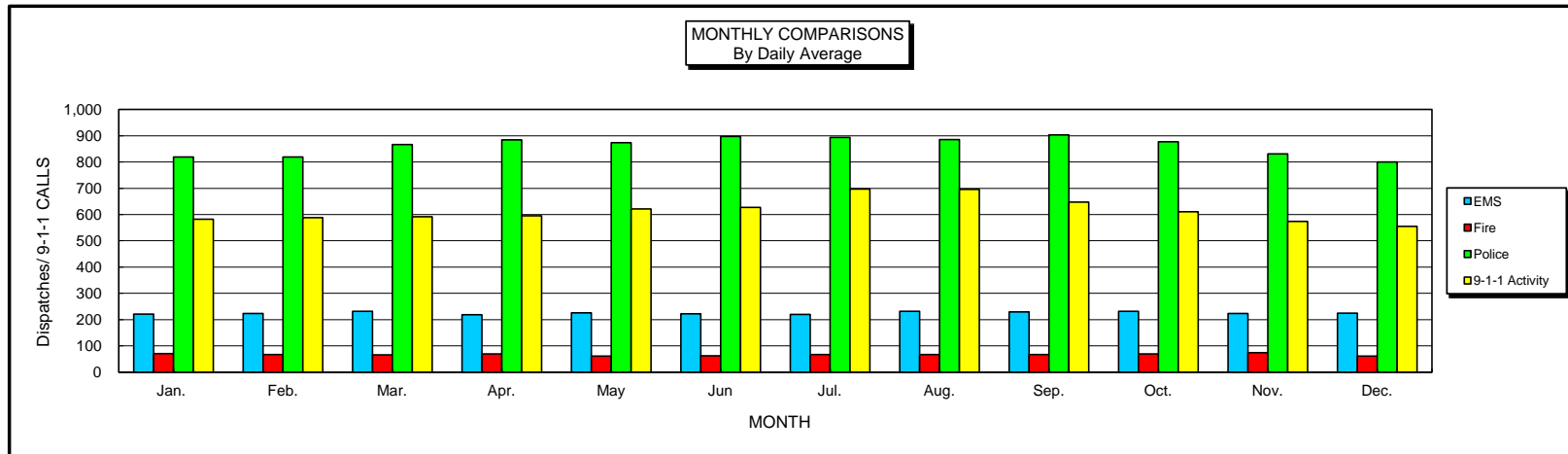
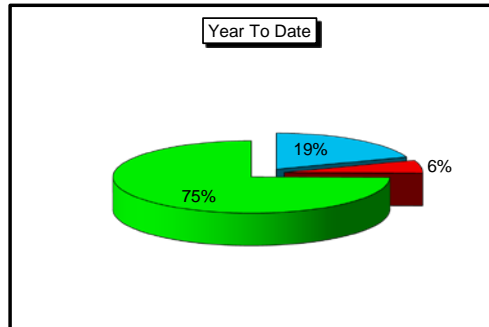
**Year End Report 2016**



## LANCASTER COUNTY-WIDE COMMUNICATIONS

### 2016 Communications Report

	Jan.	Feb.	Mar.	Apr.	May	Jun	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	TOTAL
<b>EMS Dispatches</b>	6,860	6,492	7,172	6,569	6,989	6,653	6,814	7,170	6,868	7,187	6,708	6,976	<b>82,458</b>
<b>Fire Dispatches</b>	2,184	1,943	2,054	2,095	1,897	1,872	2,080	2,062	2,009	2,139	2,226	1,909	<b>24,470</b>
<b>Police Dispatches</b>	25,389	23,760	26,867	26,520	27,083	26,903	27,715	27,461	27,104	27,192	24,929	24,805	<b>315,728</b>
<b>Total Dispatches</b>	<b>34,433</b>	<b>32,195</b>	<b>36,093</b>	<b>35,184</b>	<b>35,969</b>	<b>35,428</b>	<b>36,609</b>	<b>36,693</b>	<b>35,981</b>	<b>36,518</b>	<b>33,863</b>	<b>33,690</b>	<b>422,656</b>
<b>EMS % of Total</b>	19.9%	20.2%	19.9%	18.7%	19.4%	18.8%	18.6%	19.5%	19.1%	19.7%	19.8%	20.7%	<b>19.5%</b>
<b>Fire % of Total</b>	6.3%	6.0%	5.7%	6.0%	5.3%	5.3%	5.7%	5.6%	5.6%	5.9%	6.6%	5.7%	<b>5.8%</b>
<b>Police % of Total</b>	73.7%	73.8%	74.4%	75.4%	75.3%	75.9%	75.7%	74.8%	75.3%	74.5%	73.6%	73.6%	<b>74.7%</b>
<b>Avg. Daily EMS</b>	221	224	231	219	225	222	220	231	229	232	224	225	<b>225</b>
<b>Avg. Daily Fire</b>	70	67	66	70	61	62	67	67	67	69	74	62	<b>67</b>
<b>Avg. Daily Police</b>	819	819	867	884	874	897	894	886	903	877	831	800	<b>863</b>
<b>Avg. Daily Total</b>	<b>1,111</b>	<b>1,110</b>	<b>1,164</b>	<b>1,173</b>	<b>1,160</b>	<b>1,181</b>	<b>1,181</b>	<b>1,184</b>	<b>1,199</b>	<b>1,178</b>	<b>1,129</b>	<b>1,087</b>	<b>1,155</b>
<b>9-1-1 Calls Rec'd</b>	18,035	17,055	18,333	17,846	19,280	18,813	21,603	21,562	19,414	18,931	17,225	17,205	<b>225,302</b>
<b>Avg. Daily 9-1-1</b>	<b>582</b>	<b>588</b>	<b>591</b>	<b>595</b>	<b>622</b>	<b>627</b>	<b>697</b>	<b>696</b>	<b>647</b>	<b>611</b>	<b>574</b>	<b>555</b>	<b>616</b>





# 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%

**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

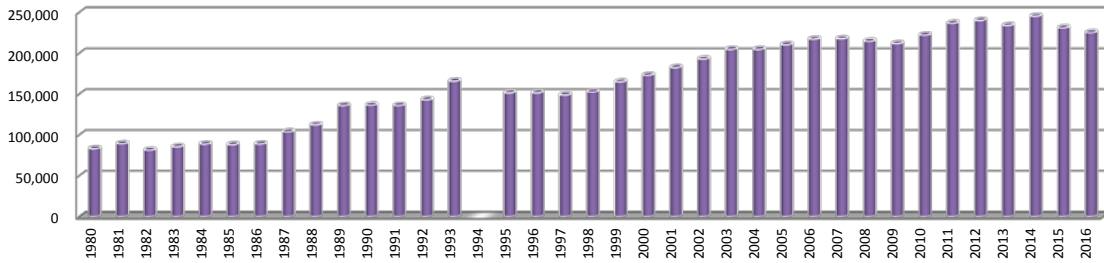
2008 Forge CAD put on-line



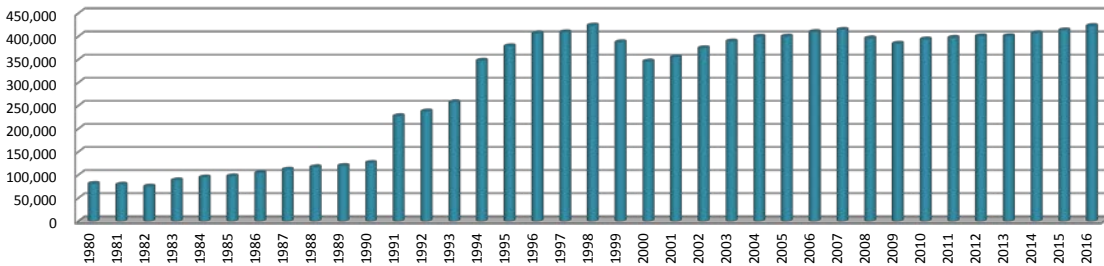
# Lancaster County-Wide Communications

## Annual Totals

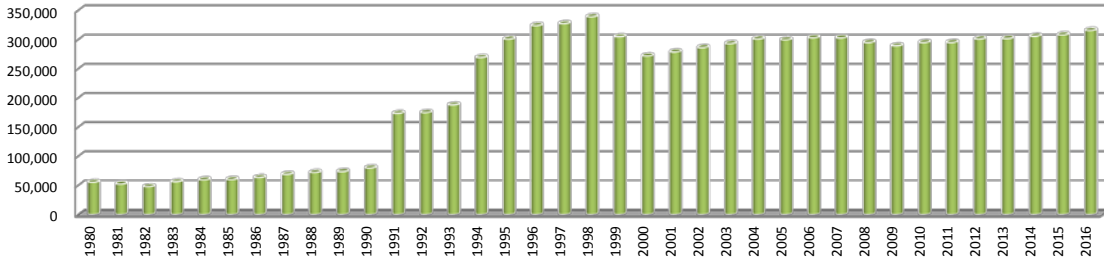
### 911 Calls



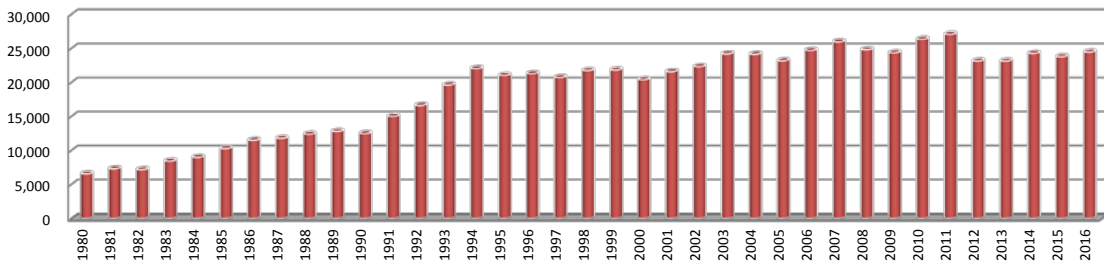
### Total Dispatches



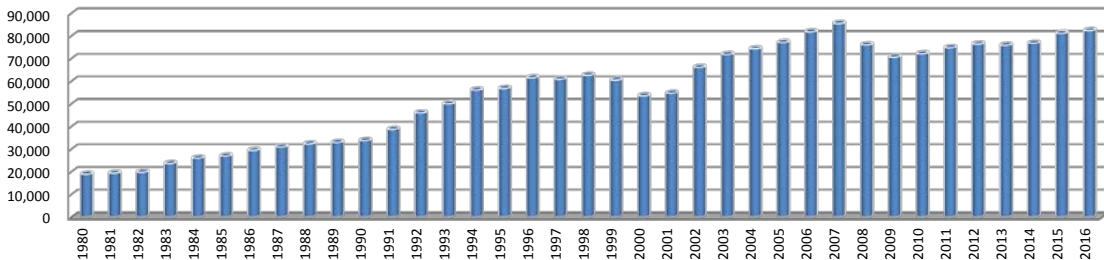
### Police Dispatches



### Fire Dispatches



### EMS Dispatches



## LANCASTER COUNTY COMMUNICATIONS REPORT FOR 2016

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 2016(Police, Fire, EMS)	422,656	9,491 increase
Total 9-1-1 calls handled in 2016	231,151	14,142 decrease
Total Law Enforcement calls for 2016	315,728	7,569 increase
Total EMS calls for 2016	82,458	1,235 increase
Total Fire calls for 2016	24,470	687 decrease

### Daily averages:

9-1-1 calls	616
Law Enforcement	863
EMS	225
Fire	67

Continue to access our website [www.lcwc911.us](http://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.

# 2016 Year End Report

## Communications Center Statistics

**Busiest Day for dispatches:** Friday

**Busiest hour for dispatches:** 16:00 – 17:00

### **Busiest Law Enforcement Agencies:**

Lancaster City	58,957
Manheim Township	43,109
East Lampeter Township	19,003
East Hempfield Township	18,261
Northern Regional PD	17,800

### **Busiest EMS Agencies:**

LEMSA	28,568
SVEMS	12,252
Northwest EMS	7,319
Manheim Twp EMS	5,296
Ephrata ALS	4,910

### **Busiest Fire Agencies:**

Lancaster City	3,334
Manheim Township F/R	1,294
Blue Rock F/R	1,012
Columbia Boro	794
Elizabethtown	772

## 2016 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 2016:

Mt Joy Kiwanis Club
King Elementary
New Holland Elementary
Clermont Elementary
East Petersburg Elementary
Landisville Primary Center
Blue Ball Elementary
John Beck Elementary
Columbia MS Taylor Campus
Lampeter Fire Dept
EMS picnic
Quarryville Elementary
Lincoln MS
Our Lady of the Angels School
Refton FD
Kinzer FD
Petra Christian Fellowship Church
Willow Wood Swim Club
Lancaster Township South
West Hempfield Twp PD
Bainbridge FD
Scoops/Relay for life

Columbia Library
Penryn FD
Bark for life
Carter & Macrae
Adamstown Elementary School
Worship Center family safety day
Centerville Elementary
Bart Colerain Elementary
Ephrata Intermediate
Ephrata Intermediate
Central Manor Elementary
Leola Elementary
Brownstown Elementary

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

Boy Scouts
Tyler Weinoldt
Cameron Burke
Citizens Police Academy
YTI
Hahnstown Menn School
Amy Raine & Family
Robert Flowers & daughter
West Cocalico Menn School
E Hempfield girl scout group
Adult Probation & Parole
Pequea Mennonite School
Carrie Steele
FP from Manheim FD



Cody Herr & Isaac Mitchell Witmer
Jason Blough
Andrew Heise
James Beiler
Matthew Melchiorre
Ofc St. Clair
Ofc Innocent
Ofc Kimes
Ben Lapp
Red Hatters
HACC
Manor Twp PD
Manor Twp PD
Paramedic Observer
Paramedic Observer
Paramedic observer
Paramedic Observer
Paramedic observer
Paramedic Observer
Paramedic Observer
Paramedic observer
Paramedic Observer
Paramedic observer
Paramedic observer
Alex Manwiller
Paramedic Observer
Paramedic Observer
Hernandez & Bronstetter
Parr & Daminge
Rothermel & McCorkle



# Lancaster County-Wide Communications

## Time of Day Dispatch Statistics

Time Period 1/01/2016 00:00:00 To 12/31/2016 23:59:59

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

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
00:00	2214	1472	1368	1362	1352	1622	2282	11672
01:00	2090	1015	1041	1140	1238	1348	2094	9966
02:00	1741	1015	997	974	1036	1266	1827	8856
03:00	1223	811	766	708	768	925	1235	6436
04:00	903	807	763	688	872	787	913	5733
05:00	842	1075	916	935	952	1017	990	6727
06:00	949	1270	1237	1323	1267	1279	1247	8572
07:00	1259	2065	2430	2316	2358	2191	1830	14449
08:00	1696	3067	3439	3439	3106	3109	2428	20284
09:00	2190	3343	3570	3578	3562	3508	2884	22635
10:00	2554	3571	3528	3546	3634	3649	3151	23633
11:00	2600	3464	3546	3542	3646	3693	3392	23883
12:00	2787	3442	3592	3511	3573	3638	3190	23733
13:00	2738	3546	3666	3857	3807	3707	3112	24433
14:00	2698	3903	3770	3809	3768	4030	3092	25070
15:00	2689	3761	3912	3976	3860	3981	3101	25280
16:00	2777	3765	3892	3869	3968	3943	3245	25459
17:00	2660	3423	3442	3690	3662	3515	2991	23383
18:00	2640	3288	3492	3324	3237	3343	2938	22262
19:00	2604	2993	3084	3141	3013	3243	3096	21174
20:00	2725	2753	2949	2870	2842	3210	2948	20297
21:00	2352	2345	2526	2664	2518	2983	3076	18464
22:00	1932	2054	2152	2141	2258	2843	2827	16207
23:00	1642	1734	1764	1786	1879	2595	2648	14048
<b>Total</b>	<b>50505</b>	<b>59982</b>	<b>61842</b>	<b>62189</b>	<b>62176</b>	<b>65425</b>	<b>60537</b>	<b>422656</b>



# Lancaster County-Wide Communications

## Dispatch Statistics

Time Period 1/01/2016 00:00:00 To 12/31/2016 23:59:59

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

	EMS	FIRE	POLICE	Total
	9	3	201	213
ADAMSTOWN BOROUGH	153	82	706	941
AKRON BOROUGH	376	74	2540	2990
BART TOWNSHIP	408	112	9	529
BERKS CAERNARVON TWP	14	11	0	25
BERKS COUNTY	59	157	2	218
BRECKNOCK TOWNSHIP	639	292	105	1036
BUCKS COUNTY	0	1	0	1
CAERNARVON TOWNSHIP	496	140	44	680
CECIL COUNTY MD	1	26	0	27
CHESTER ATGLEN BORO	103	44	55	202
CHESTER COUNTY	313	235	7	555
CHRISTIANA BOROUGH	328	62	893	1283
CLAY TOWNSHIP	544	192	3624	4360
COLERAIN TOWNSHIP	202	79	48	329
COLUMBIA BOROUGH	5138	540	13486	19164
CONESTOGA TOWNSHIP	546	132	2883	3561
CONOY TOWNSHIP	221	218	1186	1625
CUMBERLAND COUNTY	0	2	0	2
DAUPHIN CONEWAGO TWP	45	39	9	93
DAUPHIN COUNTY	31	52	7	90
DAUPHIN LONDONDERRY TWP	58	7	1	66
DENVER BOROUGH	496	151	1725	2372
DRUMORE TOWNSHIP	229	135	20	384
EARL TOWNSHIP	1135	227	2767	4129
EAST COCALICO TOWNSHIP	1369	424	6241	8034
EAST DONEGAL TOWNSHIP	1049	619	5551	7219



# Lancaster County-Wide Communications

## Dispatch Statistics

Time Period 1/01/2016 00:00:00 To 12/31/2016 23:59:59

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

	EMS	FIRE	POLICE	Total
EAST DRUMORE TOWNSHIP	539	155	123	817
EAST EARL TOWNSHIP	682	214	2815	3711
EAST HEMPFIELD TOWNSHIP	4648	1599	18900	25147
EAST LAMPETER TOWNSHIP	2999	1149	15018	19166
EAST PETERSBURG BOROUGH	314	117	2796	3227
EDEN TOWNSHIP	104	69	52	225
ELIZABETH TOWNSHIP	324	181	82	587
ELIZABETHTOWN BOROUGH	1967	431	8352	10750
EPHRATA BOROUGH	3562	397	10864	14823
EPHRATA TOWNSHIP	1423	336	4864	6623
FULTON TOWNSHIP	354	162	21	537
HARFORD COUNTY MD	0	1	0	1
LANCASTER CITY	12221	3429	62319	77969
LANCASTER TOWNSHIP	2577	558	12643	15778
LEACOCK TOWNSHIP	722	274	57	1053
LEBANON COUNTY	172	70	11	253
LEBANON SOUTH LONDONDERRY TWP	16	11	3	30
LITITZ BOROUGH	1637	230	6614	8481
LITTLE BRITAIN TOWNSHIP	263	107	13	383
MANHEIM BOROUGH	625	190	5997	6812
MANHEIM TOWNSHIP	6432	1506	27470	35408
MANOR TOWNSHIP	3203	641	10791	14635
MARIETTA BOROUGH	449	219	1508	2176
MARTIC TOWNSHIP	317	306	47	670
MILLERSVILLE BOROUGH	2282	382	6048	8712
MOUNT JOY BOROUGH	1285	272	6491	8048
MOUNT JOY TOWNSHIP	964	546	7707	9217
MOUNTVILLE BOROUGH	369	167	1751	2287



# Lancaster County-Wide Communications

## Dispatch Statistics

Time Period 1/01/2016 00:00:00 To 12/31/2016 23:59:59

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

	EMS	FIRE	POLICE	Total
NEW CASTLE COUNTY DE	0	6	0	6
NEW HOLLAND BOROUGH	956	165	3464	4585
PARADISE TOWNSHIP	602	277	51	930
PENN TOWNSHIP	863	411	5713	6987
PEQUEA TOWNSHIP	350	264	2743	3357
PROVIDENCE TOWNSHIP	660	275	273	1208
QUARRYVILLE BOROUGH	340	133	1714	2187
RAPHO TOWNSHIP	1146	640	5662	7448
SADSBURY TOWNSHIP	308	103	57	468
SALISBURY TOWNSHIP	1362	494	89	1945
SCHUYLKILL COUNTY	0	1	0	1
STRASBURG BOROUGH	519	87	1972	2578
STRASBURG TOWNSHIP	336	213	196	745
TERRE HILL BOROUGH	139	39	424	602
UNKNOWN MUNICIPALITY	0	2	0	2
UPPER LEACOCK TOWNSHIP	1094	393	3958	5445
WARWICK TOWNSHIP	1353	377	7786	9516
WEST COCALICO TOWNSHIP	564	237	1840	2641
WEST DONEGAL TOWNSHIP	1380	333	3135	4848
WEST EARL TOWNSHIP	1184	358	4383	5925
WEST HEMPFIELD TOWNSHIP	1754	864	9669	12287
WEST LAMPETER TOWNSHIP	3060	809	7118	10987
YORK COUNTY	76	214	14	304
<b>Total</b>	<b>82458</b>	<b>24470</b>	<b>315728</b>	<b>422656</b>