

Lancaster County-Wide



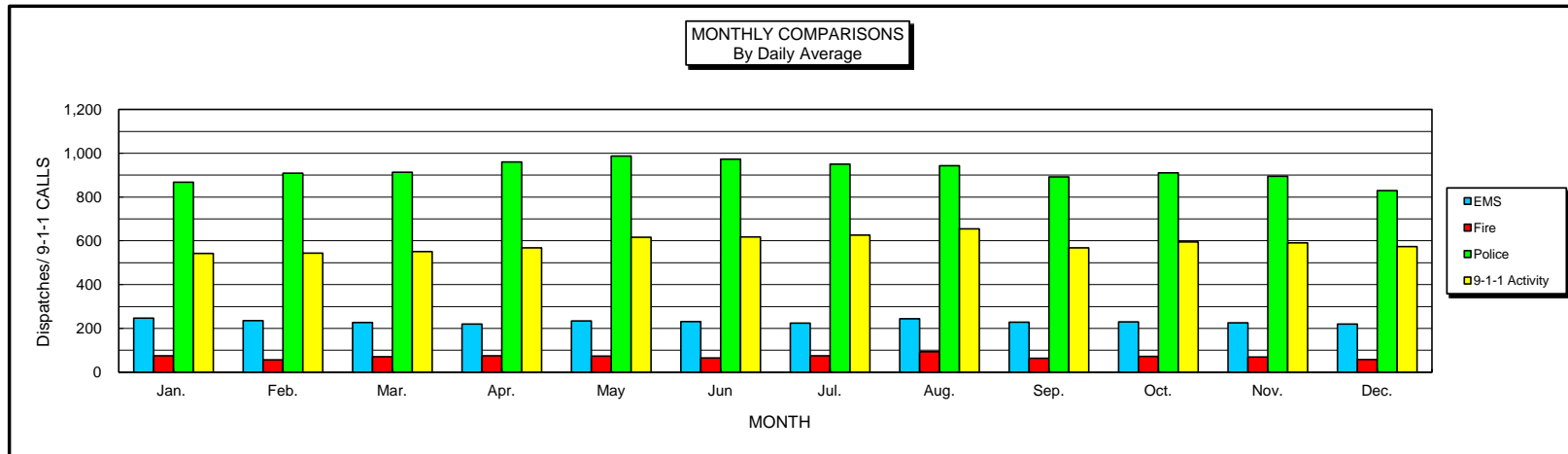
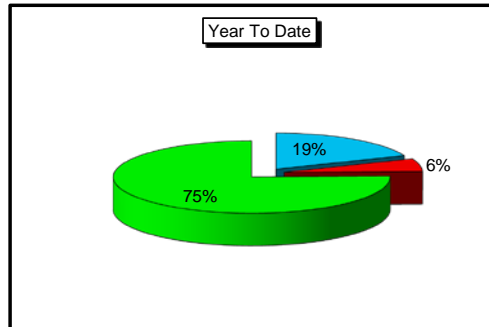
Communications

Year End Report 201,



LANCASTER COUNTY-WIDE COMMUNICATIONS 2018 Communications Report

	Jan.	Feb.	Mar.	Apr.	May	Jun	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	TOTAL
EMS Dispatches	7,641	6,579	7,042	6,600	7,237	6,919	6,960	7,571	6,829	7,121	6,760	6,832	84,091
Fire Dispatches	2,341	1,577	2,186	2,238	2,276	1,958	2,317	2,900	1,900	2,220	2,059	1,801	25,773
Police Dispatches	26,915	25,463	28,335	28,787	30,599	29,175	29,447	29,234	26,751	28,239	26,858	25,694	335,497
Total Dispatches	36,897	33,619	37,563	37,625	40,112	38,052	38,724	39,705	35,480	37,580	35,677	34,327	445,361
EMS % of Total	20.7%	19.6%	18.7%	17.5%	18.0%	18.2%	18.0%	19.1%	19.2%	18.9%	18.9%	19.9%	18.9%
Fire % of Total	6.3%	4.7%	5.8%	5.9%	5.7%	5.1%	6.0%	7.3%	5.4%	5.9%	5.8%	5.2%	5.8%
Police % of Total	72.9%	75.7%	75.4%	76.5%	76.3%	76.7%	76.0%	73.6%	75.4%	75.1%	75.3%	74.9%	75.3%
Avg. Daily EMS	246	235	227	220	233	231	225	244	228	230	225	220	230
Avg. Daily Fire	76	56	71	75	73	65	75	94	63	72	69	58	71
Avg. Daily Police	868	909	914	960	987	973	950	943	892	911	895	829	919
Avg. Daily Total	1,190	1,201	1,212	1,254	1,294	1,268	1,249	1,281	1,183	1,212	1,189	1,107	1,220
9-1-1 Calls Rec'd	16,797	15,235	17,064	17,029	19,109	18,539	19,434	20,298	17,052	18,430	17,736	17,805	214,528
Avg. Daily 9-1-1	542	544	550	568	616	618	627	655	568	595	591	574	588





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%

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

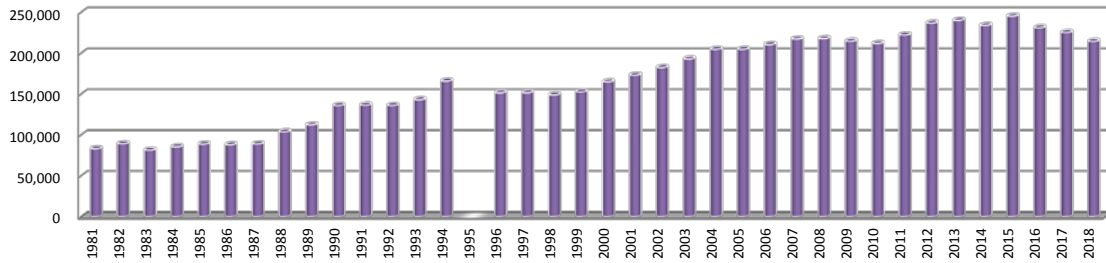
2008 Forge CAD put on-line



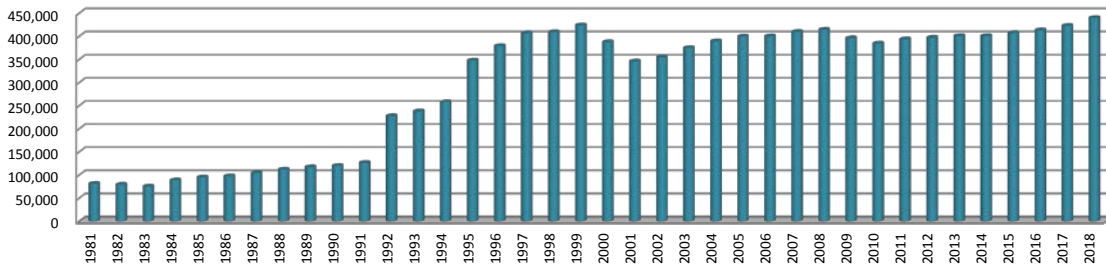
Lancaster County-Wide Communications

Annual Totals

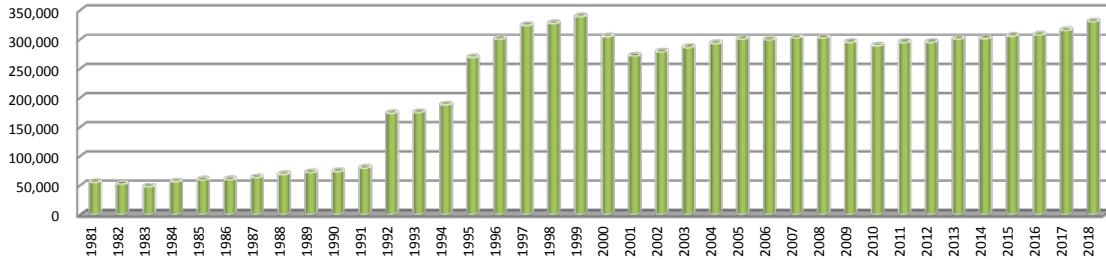
911 Calls



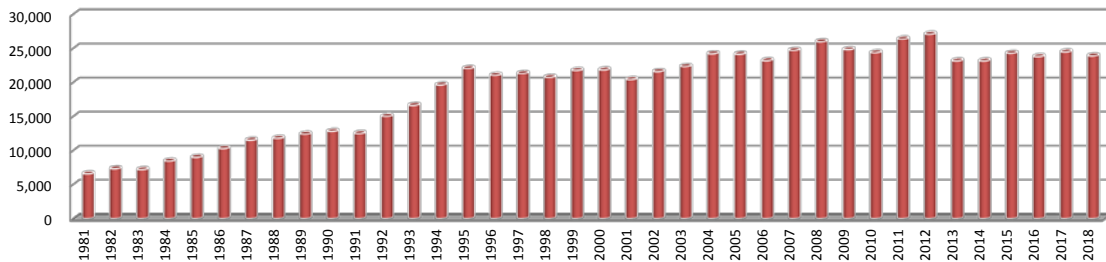
Total Dispatches



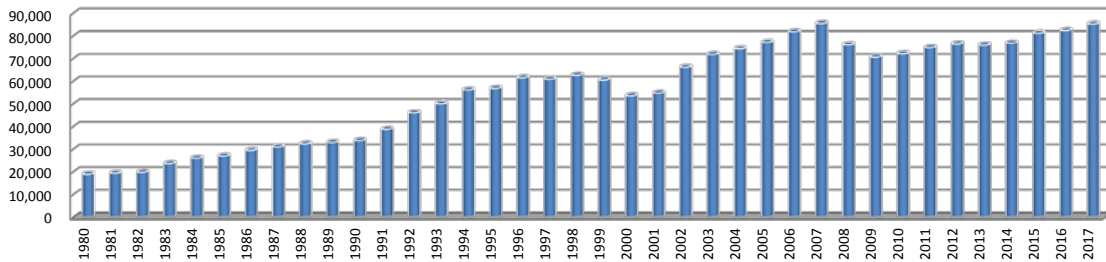
Police Dispatches



Fire Dispatches



EMS Dispatches



LANCASTER COUNTY COMMUNICATIONS REPORT FOR 2018

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 2018:	445,361	5,670 increase
Total 9-1-1 Calls	214,528	23 decrease
Total Law Enforcement Calls	335,497	4,957 increase
Total EMS Calls	84,091	1,174 decrease
Total Fire Calls	25,773	1,887 decrease

Daily Averages

9-1-1 Calls	588
Law Enforcement	919
EMS	230
Fire	71

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.

2018 Year End Report

Communications Center Statistics

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

Five Busiest Law Enforcement Agencies:

Lancaster City Police Department	57,757
Manheim Township Police Department	50,613
East Lampeter Township Police Department	21,276
East Hempfield Township Police Department	19,440
Northern Lanc Co Regional Police Department	17,658

Five Busiest EMS Agencies:

Lancaster EMS	31,187
Susquehanna Valley EMS	11,193
Northwest EMS	7,532
Manheim Township EMS	5,354
Wellspan Ephrata Community Hospital EMS	5,225

Five Busiest Fire Departments:

Lancaster City Fire Department	3,470
Manheim Township Fire Rescue	1,360
Blue Rock Fire Rescue	970
Columbia Borough Fire Department	863
Elizabethtown Fire Department	772

2018 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 2018:

Lafayette Elementary
My Joy Lions Club
Clermont Elementary
New Holland Elementary
Blue Ball Elementary
Manheim Central
Smoketown Elementary
Mountville Elementary
Rohrerstown Elementary
Adamstown Elementary
Lancaster Twp Days
White Horse FD
Leola EMS
E. Martin Elementary
Rawlinsville FD - LGH Farm Safety Day
Willowwood Life Guards
Leola Elementary
Bark for Life
Lafayette FD
Salisbury Elementary
Washington Elementary

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

Lititz Christian
Girl Scouts
Hahnstown Mennonite
Gordonville EMS
Gordonville FD
Chris Buchmoyer
Lancaster City Fire
Officer Reimers
Select Security



Lancaster County-Wide Communications

Time of Day Dispatch Statistics

Time Period 1/01/2018 00:00:00 To 12/31/2018 23:59:59

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

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
00:00	2334	1479	1443	1497	1596	1538	2321	12208
01:00	2077	1263	1205	1251	1307	1358	2140	10601
02:00	1851	1097	1040	1064	1096	1264	1858	9270
03:00	1223	830	875	834	871	905	1233	6771
04:00	992	896	820	830	843	891	859	6131
05:00	798	1028	1030	985	924	899	915	6579
06:00	905	1289	1484	1419	1389	1342	1162	8990
07:00	1262	2535	2653	2674	2556	2501	1871	16052
08:00	1866	3532	3690	3693	3587	3461	2501	22330
09:00	2330	3855	3799	3660	3773	3809	2941	24167
10:00	2595	3826	3750	3755	4005	3973	3291	25195
11:00	2745	3797	3907	3839	3933	3996	3466	25683
12:00	2792	3692	3780	3649	3913	3854	3269	24949
13:00	2708	4007	3972	4052	3982	3950	3238	25909
14:00	2663	4113	4163	4075	4254	4260	3241	26769
15:00	2798	4058	4143	4082	4188	4432	3188	26889
16:00	2896	3836	3983	3941	3875	4120	3149	25800
17:00	2659	3389	3506	3532	3643	3713	2996	23438
18:00	2628	3133	3335	3319	3310	3594	2910	22229
19:00	2608	3081	3092	3095	3321	3324	3109	21630
20:00	2653	2937	2945	3082	3196	3302	3163	21278
21:00	2406	2640	2592	2786	2775	3309	3164	19672
22:00	2251	2283	2284	2419	2366	3216	2988	17807
23:00	1788	1914	1913	2031	2062	2715	2591	15014
Total	51828	64510	65404	65564	66765	69726	61564	445361



Lancaster County-Wide Communications

Dispatch Statistics

Time Period 1/01/2018 00:00:00 To 12/31/2018 23:59:59

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

	EMS	FIRE	POLICE	Total
	9	4	262	275
ADAMSTOWN BOROUGH	198	121	786	1105
AKRON BOROUGH	404	98	2725	3227
BALTIMORE COUNTY MD	0	1	0	1
BART TOWNSHIP	340	152	21	513
BERKS CAERNARVON TWP	3	17	0	20
BERKS COUNTY	29	131	3	163
BRECKNOCK TOWNSHIP	683	284	112	1079
CAERNARVON TOWNSHIP	596	161	36	793
CECIL COUNTY MD	1	45	0	46
CHESTER ATGLEN BORO	74	33	33	140
CHESTER COUNTY	256	204	4	464
CHRISTIANA BOROUGH	339	53	708	1100
CLAY TOWNSHIP	670	247	3798	4715
COLERAIN TOWNSHIP	266	100	79	445
COLUMBIA BOROUGH	4442	573	14515	19530
CONESTOGA TOWNSHIP	361	197	490	1048
CONOY TOWNSHIP	244	224	1313	1781
CUMBERLAND COUNTY	0	6	0	6
DAUPHIN CONEWAGO TWP	63	61	11	135
DAUPHIN COUNTY	33	51	13	97
DAUPHIN LONDONDERRY TWP	65	18	0	83
DENVER BOROUGH	486	118	2068	2672
DRUMORE TOWNSHIP	226	114	23	363
EARL TOWNSHIP	1024	322	2744	4090
EAST COCALICO TOWNSHIP	1354	457	6885	8696
EAST DONEGAL TOWNSHIP	1023	653	5427	7103



Lancaster County-Wide Communications Dispatch Statistics

Time Period 1/01/2018 00:00:00 To 12/31/2018 23:59:59

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

	EMS	FIRE	POLICE	Total
EAST DRUMORE TOWNSHIP	483	157	252	892
EAST EARL TOWNSHIP	732	249	2910	3891
EAST HEMPFIELD TOWNSHIP	4944	1510	20368	26822
EAST LAMPETER TOWNSHIP	3077	1113	16463	20653
EAST PETERSBURG BOROUGH	309	115	2074	2498
EDEN TOWNSHIP	103	60	123	286
ELIZABETH TOWNSHIP	301	203	73	577
ELIZABETHTOWN BOROUGH	1860	516	8004	10380
EPHRATA BOROUGH	2932	507	10554	13993
EPHRATA TOWNSHIP	1463	354	4637	6454
FULTON TOWNSHIP	500	166	35	701
HARFORD COUNTY MD	0	2	0	2
LANCASTER CITY	12910	3477	62231	78618
LANCASTER TOWNSHIP	2711	564	13621	16896
LEACOCK TOWNSHIP	712	286	47	1045
LEBANON COUNTY	160	47	18	225
LEBANON SOUTH LONDONDERRY TWP	31	10	2	43
LITITZ BOROUGH	1742	244	7568	9554
LITTLE BRITAIN TOWNSHIP	328	112	26	466
LUZERNE COUNTY	0	0	1	1
MANHEIM BOROUGH	584	290	5754	6628
MANHEIM TOWNSHIP	6677	1532	34327	42536
MANOR TOWNSHIP	3258	700	12943	16901
MARIETTA BOROUGH	456	201	1533	2190
MARTIC TOWNSHIP	331	391	54	776
MILLERSVILLE BOROUGH	2477	357	5900	8734
MOUNT JOY BOROUGH	1390	383	7616	9389
MOUNT JOY TOWNSHIP	923	527	7238	8688



Lancaster County-Wide Communications

Dispatch Statistics

Time Period 1/01/2018 00:00:00 To 12/31/2018 23:59:59

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

	EMS	FIRE	POLICE	Total
MOUNTVILLE BOROUGH	370	152	1802	2324
NEW HOLLAND BOROUGH	963	229	3684	4876
PARADISE TOWNSHIP	649	271	57	977
PENN TOWNSHIP	841	396	5911	7148
PEQUEA TOWNSHIP	395	279	4005	4679
PROVIDENCE TOWNSHIP	793	277	361	1431
QUARRYVILLE BOROUGH	328	141	2072	2541
RAPHO TOWNSHIP	1208	699	5906	7813
SADSBURY TOWNSHIP	404	179	32	615
SALISBURY TOWNSHIP	1338	406	84	1828
STRASBURG BOROUGH	388	83	3130	3601
STRASBURG TOWNSHIP	288	193	251	732
TERRE HILL BOROUGH	143	56	407	606
UPPER LEACOCK TOWNSHIP	1147	406	4605	6158
WARWICK TOWNSHIP	1630	408	8531	10569
WEST COCALICO TOWNSHIP	592	242	1883	2717
WEST DONEGAL TOWNSHIP	1469	330	3109	4908
WEST EARL TOWNSHIP	1130	356	4338	5824
WEST HEMPFIELD TOWNSHIP	2080	1027	10349	13456
WEST LAMPETER TOWNSHIP	3028	943	8530	12501
YORK COUNTY	324	182	22	528
Total	84091	25773	335497	445361