

Lancaster County-Wide Communications



**Year End Report
2007**

LANCASTER COUNTY COMMUNICATIONS REPORT FOR 2007

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 2007 (police, fire, ems)	414,494	4,657 increase
Total 9-1-1 calls handled in 2007	217,895	562 increase
Total Law Enforcement calls for 2007	302,985	245 decrease
Total EMS calls for 2007	85,527	3,641 increase
Total Fire calls for 2007	25,982	1,261 increase

Daily averages:

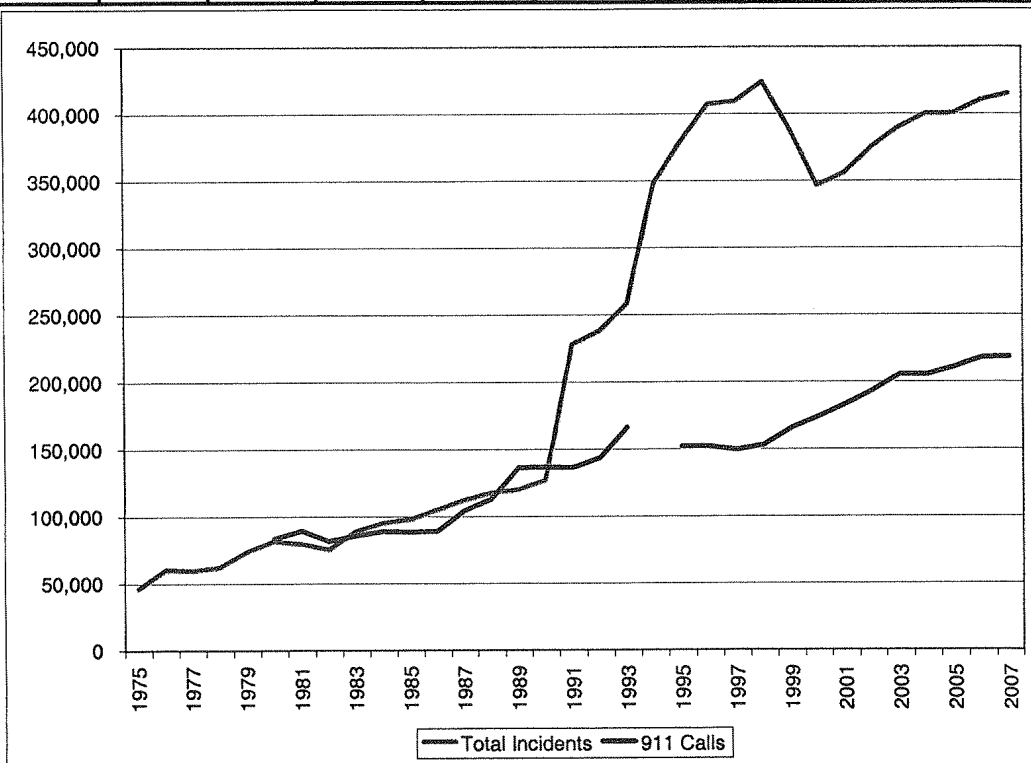
9-1-1 calls	597
Law Enforcement	830
EMS	234
Fire	71

CLEAN/NCIC traffic handled, messages received and sent - 1,798,108

Continue to access our website at www.lcwc.co.lancaster.pa.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.

Annual Comparisons

Year	Fire	EMS	Police	Total Incidents	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%



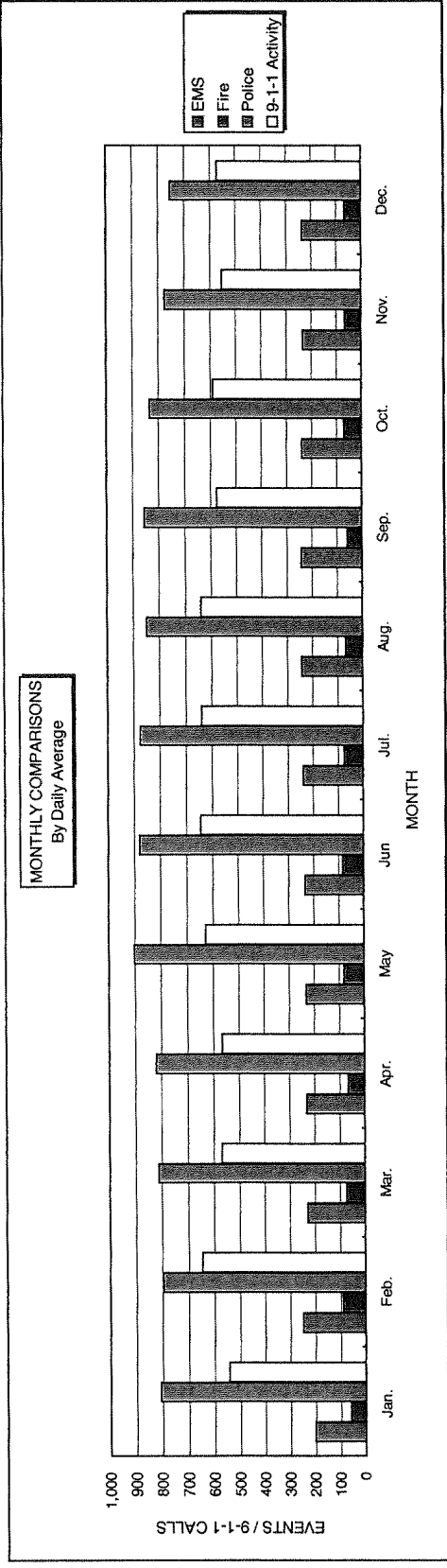
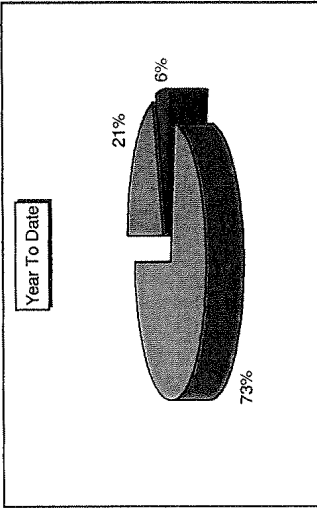
Notes:

- 1980 Started dispatching Lancaster City Fire
- 1991 Unysis CAD put on-line
- 1994 Started dispatching Lancaster City Police
- 1999 Genisis CAD put on-line



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	Jan.	Feb.	Mar.	Apr.	May	Jun	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	TOTAL
EMS Dispatches	6,297	6,949	7,090	6,954	7,165	7,015	7,399	7,565	7,282	7,447	7,008	7,356	85,527
Fire Dispatches	1,828	2,546	2,265	1,950	2,469	2,512	2,374	2,118	1,722	2,169	1,958	2,071	25,982
Police Dispatches	25,044	22,252	25,166	24,604	27,960	26,396	27,134	26,275	25,649	25,860	23,292	23,353	302,985
Total Dispatches	33,169	31,747	34,521	33,508	37,594	35,923	36,907	35,958	34,653	35,476	32,258	32,780	414,494
EMS % of Total	18.98%	21.89%	20.54%	20.75%	19.06%	19.53%	20.05%	21.04%	21.01%	20.99%	21.72%	22.44%	20.63%
Fire % of Total	5.51%	8.02%	6.56%	5.82%	6.57%	6.99%	6.43%	5.89%	4.97%	6.11%	6.07%	6.32%	6.27%
Police % of Total	75.50%	70.09%	72.90%	73.43%	74.37%	73.48%	73.52%	73.07%	74.02%	72.89%	72.21%	71.24%	73.10%
Avg. Daily EMS	203	248	229	232	231	234	239	244	243	240	234	237	234
Avg. Daily Fire	59	91	73	65	80	84	77	68	57	70	65	67	71
Avg. Daily Police	808	795	812	820	902	880	875	848	855	834	776	753	830
Avg. Daily Total	1,070	1,134	1,114	1,117	1,213	1,197	1,191	1,160	1,155	1,144	1,075	1,057	1,136
9-1-1 Calls Rec'd	16,843	18,106	17,597	17,002	19,398	19,318	19,815	19,813	17,298	18,320	16,636	17,749	217,895
Avg. Daily 9-1-1	543	647	568	567	626	644	639	639	577	591	555	573	597



2007 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 2007;

Terre Hill Cub Scouts
Penn Manor High School
West Earl Safety Expo
Eshelman Elementary School
Bart Twp Farm Safety Day
Wesleyan Church Children's Center
Community Fest, Lancaster City
Robert Fulton Farm Safety Day
Neff Elementary 6th graders

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

Bird-In-Hand Fire Company
Elizabethtown Tiger Cubs
East Petersburg Tiger Cubs
Wakefield EMS
Mt. Gretna Fire Co.
Amish Safety Committee
Lancaster Christian School
York Technical Institute

Weavertown Mennonite School
Boy Scout Pack #307
Leola EMS
Willow Street Career Center
Hope Home School
Learning Station Home School
HACC

2007 Year End Report

Communications Center Statistics

Busiest Day for dispatches: Friday

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

Top 10 incident types:

Traffic Stop	34,735
Follow Up	27,058
Information	16,218
Police Activity	10,369
Alarm In-Progress	9,166
Vehicle Accident/no injury	8,395
Routine Transfer EMS	7,946
Disturbance in Progress	7,129
Aid Assist in Progress	6,727
Vandalism/NIP	6,108

Busiest Law Enforcement Agencies:

Lancaster City	84,312
Manheim Township	31,318
East Lampeter Township	19,322
Ephrata PD	16,101
East Hempfield Township	14,735

Busiest EMS Agencies:

LEMSA	19,278
SVEMS	13,318
Manheim Township	4,485
Northwest	4,327
Ephrata Hospital ALS	4,073

Busiest Fire Agencies:

Lancaster City	3,257	Neffsville	651
Southern Manheim Township	784	Lancaster Twp	618
Elizabethtown	773	Lafayette	604
Eden	768		
Mount Joy	738		
Rohrerstown	721		
West Hempfield	680		

2007 Year End Report

Dispatch Statistics by Municipality

Municipality	Police incidents	EMS incidents	Fire incidents
Adamstown Borough	578	64	36
Akron Borough	2,192	143	48
Bart Township	N/A	97	83
Brecknock Township	N/A	318	166
Caernarvon Township	N/A	281	106
Christiana Borough	716	230	51
Clay Township	1,552	268	146
Colerain Township	N/A	125	79
Columbia Borough	12,911	2,375	426
Conestoga Township	2,355	183	128
Conoy Township	1,002	159	99
Denver Borough	1,752	273	88
Drumore Township	N/A	128	68
Earl Township	2,145	540	212
East Cocalico Township	6,294	839	316
East Donegal Township	3,961	529	344
East Drumore Township	N/A	420	125
East Earl Township	3,373	329	192
East Hempfield Township	14,879	3,572	948
East Lampeter Township	15,199	1,799	661
East Petersburg Borough	2,528	211	83
Eden Township	N/A	70	58
Elizabeth Township	N/A	153	70
Elizabethtown Borough	7,069	1,843	256
Ephrata Borough	11,917	1,218	259
Ephrata Township	4,127	730	214
Fulton Township	N/A	191	116
Lancaster City	76,297	9,740	3,169
Lancaster Township	8,542	1,896	415
Leacock Township	N/A	319	159
Lititz Borough	6,254	1,272	233
Little Britain Township	N/A	161	82
Manheim Borough	4,380	370	112
Manheim Township	27,895	3,967	1,287
Manor Township	8,950	1,116	501
Marietta Borough	1,475	202	80
Martic Township	N/A	216	191
Millersville Borough	4,931	1,824	171
Mount Joy Borough	3,841	680	221

Municipality	Police	EMS	Fire
Mount Joy Township	5,060	636	320
Mountville Borough	1,334	223	54
New Holland Borough	4,132	518	167
Paradise Township	N/A	268	164
Penn Township	4,146	738	318
Pequea Township	1,917	196	143
Providence Township	N/A	440	197
Quarryville Borough	2,019	277	74
Rapho Township	N/A	608	371
Sadsbury Township	N/A	161	85
Salisbury Township	N/A	599	306
Strasburg Borough	1,680	379	44
Strasburg Township	N/A	245	107
Terre Hill Borough	374	45	24
Upper Leacock Township	4,030	532	226
Warwick Township	6,393	886	378
West Cocalico Township	1,556	288	144
West Donegal Township	2,038	1,099	201
West Earl Township	3,736	445	219
West Hempfield Township	10,427	1,122	548
West Lampeter Township	6,375	2,481	381

N/A= Handled by PSP