

Lancaster County-Wide Communications



Year End Report
2008

LANCASTER COUNTY COMMUNICATIONS REPORT FOR 2008

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 2008 (police, fire, ems)	396,037	18,457 decrease
Total 9-1-1 calls handled in 2008	214,723	3,172 decrease
Total Law Enforcement calls for 2008	295,065	7,920 decrease
Total EMS calls for 2008	76,142	9,385 decrease
Total Fire calls for 2008	24,830	1,152 decrease

Daily averages:

9-1-1 calls	588
Law Enforcement	808
EMS	209
Fire	68

CLEAN/NCIC traffic handled, messages received and sent - 1,849,248

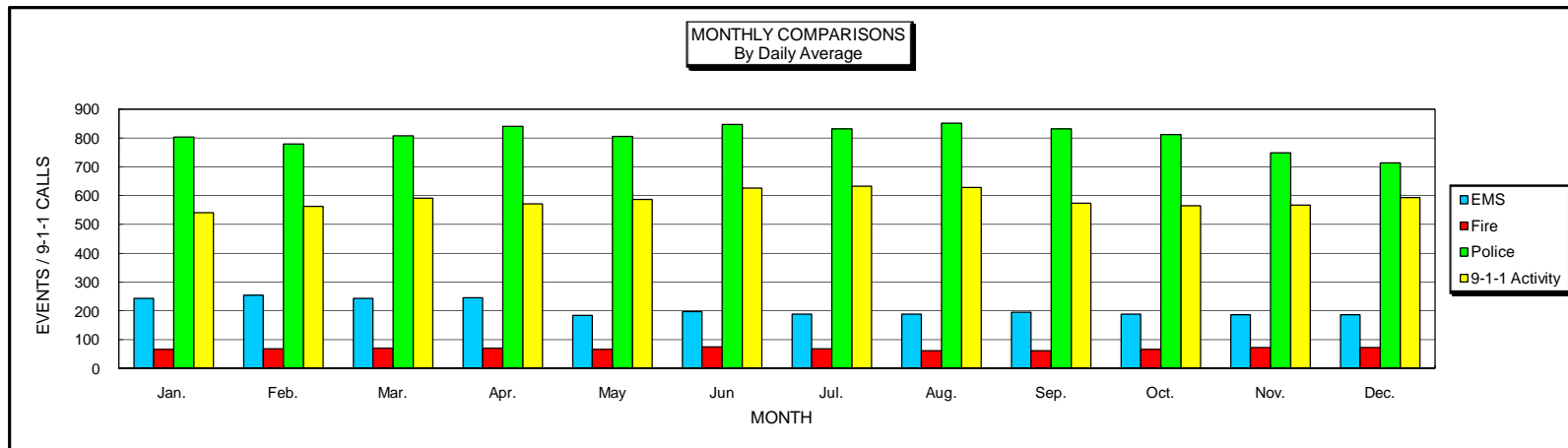
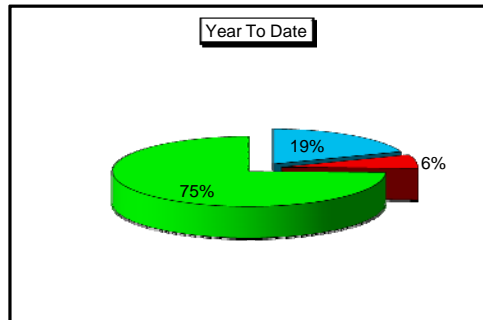
Continue to access our website at www.lcwc.co.lancaster.pa.us to see updated information on the radio system and other communications related issues.. In addition, if you have any questions about Communications, please feel free to submit them on the form provided on our site.



LANCASTER COUNTY-WIDE COMMUNICATIONS

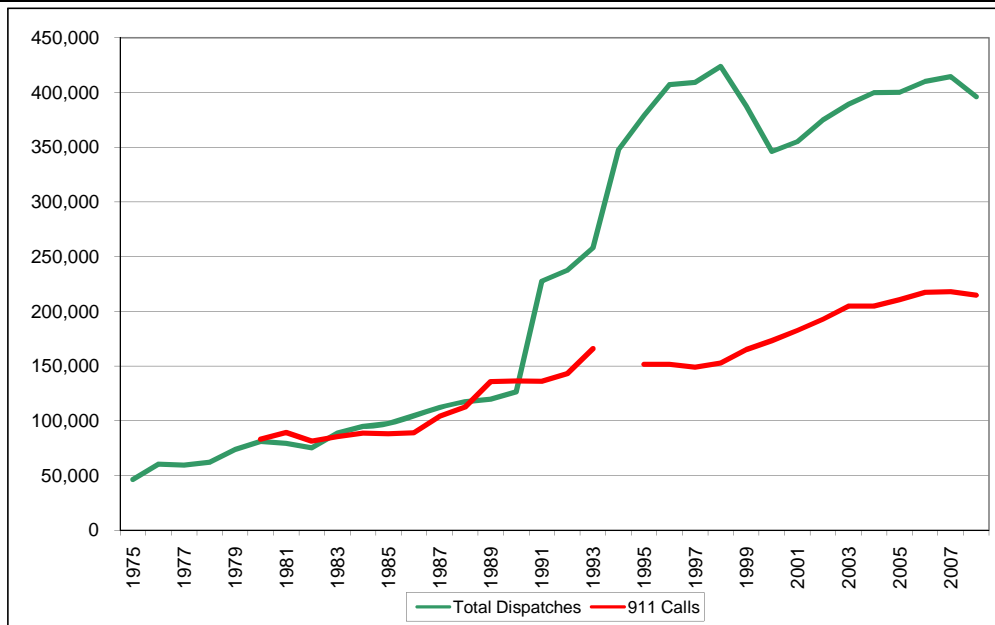
2008 Communications Report

	Jan.	Feb.	Mar.	Apr.	May	Jun	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	TOTAL
EMS Dispatches	7,529	7,373	7,568	7,371	5,730	5,892	5,841	5,823	5,841	5,805	5,568	5,801	76,142
Fire Dispatches	2,052	1,965	2,153	2,086	2,059	2,249	2,112	1,873	1,832	2,063	2,152	2,234	24,830
Police Dispatches	24,931	22,579	25,033	25,210	25,003	25,393	25,787	26,435	24,984	25,151	22,438	22,121	295,065
Total Dispatches	34,512	31,917	34,754	34,667	32,792	33,534	33,740	34,131	32,657	33,019	30,158	30,156	396,037
EMS % of Total	21.82%	23.10%	21.78%	21.26%	17.47%	17.57%	17.31%	17.06%	17.89%	17.58%	18.46%	19.24%	19.23%
Fire % of Total	5.95%	6.16%	6.19%	6.02%	6.28%	6.71%	6.26%	5.49%	5.61%	6.25%	7.14%	7.41%	6.27%
Police % of Total	72.24%	70.74%	72.03%	72.72%	76.25%	75.72%	76.43%	77.45%	76.50%	76.17%	74.40%	73.36%	74.50%
Avg. Daily EMS	243	254	244	246	185	196	188	188	195	187	186	187	209
Avg. Daily Fire	66	68	69	70	66	75	68	60	61	67	72	72	68
Avg. Daily Police	804	779	808	840	807	846	832	853	833	811	748	714	808
Avg. Daily Total	1,113	1,101	1,121	1,156	1,058	1,118	1,088	1,101	1,089	1,065	1,005	973	1,085
9-1-1 Calls Rec'd	16,737	16,327	18,319	17,138	18,209	18,778	19,597	19,498	17,223	17,532	16,993	18,372	214,723
Avg. Daily 9-1-1	540	563	591	571	587	626	632	629	574	566	566	593	588



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%



Notes:

- 1980 Started dispatching Lancaster City Fire
- 1991 Unysis CAD put on-line
- 1994 Started dispatching Lancaster City Police
- 1999 Genesis CAD put on-line
- 2008 Forge CAD put on-line

2008 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 2008;

- Paradise Mennonite Church
- E-Town Nursery School
- Safe Kids Expo, Gordonville
- Centerville Elementary School
- Lancaster School of Nursing
- Emergency Services Day Willow Street Vo Tech
- Eshelman Elementary School
- Lampeter Safe Night Out
- New Holland EMS
- Octorara School District
- Safety Education Day Penryn Fire Co.
- Brecknock Elementary School
- Gehmans Mennonite School, Denver
- Fairview Elementary School
- HACC Community Fest
- Farm Safety Days, Robert Fulton Fire Co.

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

- Cub Scout Pack #27
- Weavertown Mennonite School
- Stevens Fire Co.
- Boy Scout Troop #38
- Blue Ball Fire Co.
- MT/EL junior FF program
- Wee Care Daycare

- Homeschool Students
- CTC class for Criminal Justice
- WESA Explorer Post
- Martindale Fire Co.
- Rawlinsville Fire Co.
- Society of Broadcast Engineers
- Manor Twp PD citizens group

2008 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	77,258
Manheim Township	30,742
East Lampeter Township	18,721
Ephrata PD	16,241
East Hempfield Township	15,077

Busiest EMS Agencies:

LEMSA	20,836
SVEMS	14,093
Ephrata Hospital ALS	4,359
Manheim Township	4,345
Northwest	4,317

Busiest Fire Agencies:

Lancaster City	3,045
Eden	761
Southern Manheim Township	727
Neffsville	724
Rohrerstown	722
Mount Joy	682
Elizabethtown	676
West Hempfield	664
Lafayette	571
Manheim	571

2008 Year End Report

Dispatch Statistics by Municipality

Stats are calculated by dispatches per agency

Municipality	Police incidents	EMS incidents	Fire incidents
Adamstown Borough	750	151	69
Akron Borough	2,077	232	66
Bart Township	N/A	242	97
Brecknock Township	N/A	515	237
Caernarvon Township	N/A	679	166
Christiana Borough	700	324	72
Clay Township	1,707	531	204
Colerain Township	N/A	179	80
Columbia Borough	13,172	3,392	716
Conestoga Township	2,633	269	182
Conoy Township	1,014	169	158
Denver Borough	1,592	355	85
Drumore Township	N/A	192	87
Earl Township	2,366	864	242
East Cocalico Township	6,113	1,063	357
East Donegal Township	4,293	772	541
East Drumore Township	N/A	493	152
East Earl Township	2,739	491	247
East Hempfield Township	15,384	4,574	1,347
East Lampeter Township	14,565	2,551	843
East Petersburg Borough	2,421	233	90
Eden Township	N/A	105	70
Elizabeth Township	N/A	266	102
Elizabethtown Borough	6,710	1,938	282
Ephrata Borough	12,002	1,780	331
Ephrata Township	4,428	1,150	302
Fulton Township	N/A	370	128
Lancaster City	71,666	10,229	3,017
Lancaster Township	7,653	2,147	462
Leacock Township	N/A	454	181
Lititz Borough	5,613	1,345	241
Little Britain Township	N/A	213	97
Manheim Borough	4,761	547	177
Manheim Township	27,475	4,963	2,201
Manor Township	10,236	1,361	841
Marietta Borough	1,721	208	150
Martic Township	N/A	337	285

Millersville Borough	4,706	2,108	236
Mount Joy Borough	3,915	703	282
Mount Joy Township	5,115	703	394
Mountville Borough	1,510	221	112
New Holland Borough	4,078	725	189
Paradise Township	N/A	445	221
Penn Township	5,445	1,072	371
Pequea Township	2,251	245	248
Providence Township	N/A	596	218
Quarryville Borough	2,251	333	93
Rapho Township	N/A	913	523
Sadsbury Township	N/A	250	106
Salisbury Township	N/A	951	433
Strasburg Borough	1,874	493	102
Strasburg Township	N/A	242	139
Terre Hill Borough	331	72	38
Upper Leacock Township	4,098	801	293
Warwick Township	6,600	1,106	448
West Cocalico Township	1,748	475	195
West Donegal Township	2,213	1,127	297
West Earl Township	4,368	742	301
West Hempfield Township	9,895	1,490	846
West Lampeter Township	6,319	2,162	498

N/A= Handled by PSP