

# Lancaster County-Wide Communications



Year End Report  
2009

## LANCASTER COUNTY COMMUNICATIONS REPORT FOR 2009

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 2009 (police, fire, ems)	384,513	11,524 decrease
Total 9-1-1 calls handled in 2009	211,932	2,791 decrease
Total Law Enforcement calls for 2009	289,423	5,642 decrease
Total EMS calls for 2009	70,728	5,414 decrease
Total Fire calls for 2009	24,362	468 decrease

### Daily averages:

9-1-1 calls	581
Law Enforcement	793
EMS	194
Fire	67

CLEAN/NCIC traffic handled, messages received and sent - 1,598,095

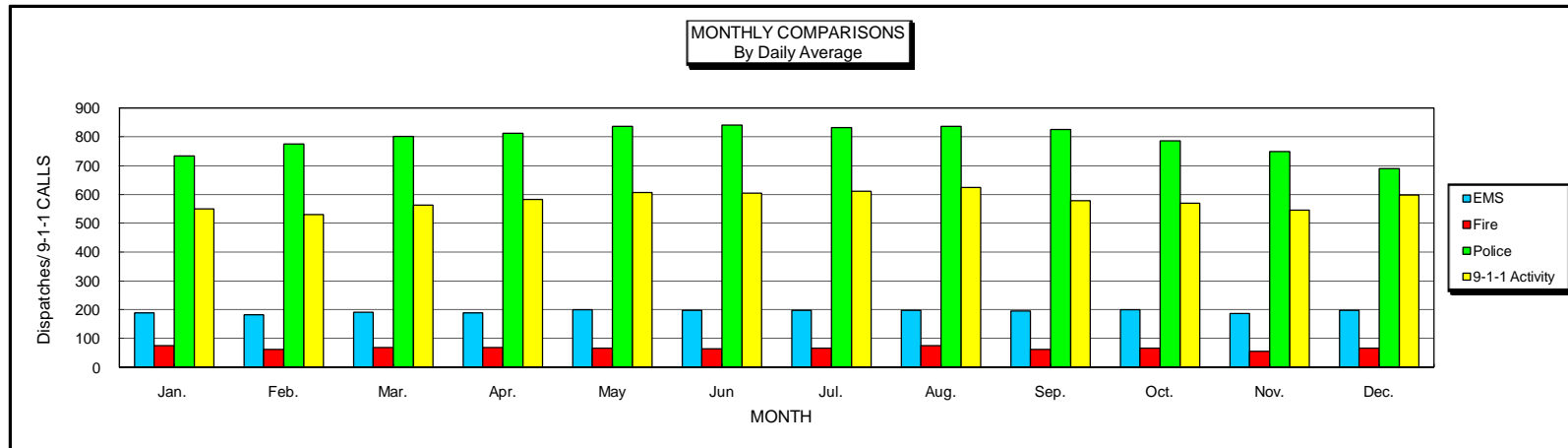
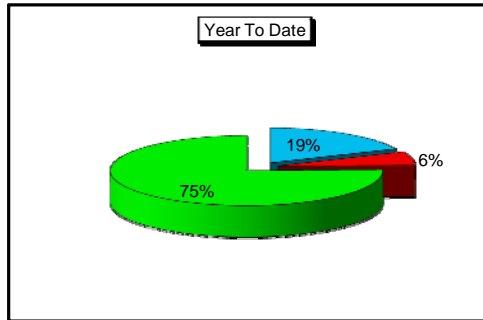
Continue to access our website at [www.lcwc.co.lancaster.pa.us](http://www.lcwc.co.lancaster.pa.us) to see updated information on the radio system and other communications related issues.. In addition, if you have any questions about Communications, please feel free to submit them on the form provided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



# LANCASTER COUNTY-WIDE COMMUNICATIONS

## 2009 Communications Report

	Jan.	Feb.	Mar.	Apr.	May	Jun	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	TOTAL
<b>EMS Dispatches</b>	5,826	5,116	5,939	5,691	6,183	5,907	6,123	6,110	5,871	6,220	5,625	6,117	<b>70,728</b>
<b>Fire Dispatches</b>	2,326	1,726	2,141	2,050	2,074	1,961	2,091	2,360	1,853	2,051	1,662	2,067	<b>24,362</b>
<b>Police Dispatches</b>	22,739	21,697	24,861	24,389	25,919	25,233	25,783	25,896	24,744	24,344	22,454	21,364	<b>289,423</b>
<b>Total Dispatches</b>	<b>30,891</b>	<b>28,539</b>	<b>32,941</b>	<b>32,130</b>	<b>34,176</b>	<b>33,101</b>	<b>33,997</b>	<b>34,366</b>	<b>32,468</b>	<b>32,615</b>	<b>29,741</b>	<b>29,548</b>	<b>384,513</b>
<b>EMS % of Total</b>	18.86%	17.93%	18.03%	17.71%	18.09%	17.85%	18.01%	17.78%	18.08%	19.07%	18.91%	20.70%	<b>18.39%</b>
<b>Fire % of Total</b>	7.53%	6.05%	6.50%	6.38%	6.07%	5.92%	6.15%	6.87%	5.71%	6.29%	5.59%	7.00%	<b>6.34%</b>
<b>Police % of Total</b>	73.61%	76.03%	75.47%	75.91%	75.84%	76.23%	75.84%	75.35%	76.21%	74.64%	75.50%	72.30%	<b>75.27%</b>
<b>Avg. Daily EMS</b>	188	183	192	190	199	197	198	197	196	201	188	197	<b>194</b>
<b>Avg. Daily Fire</b>	75	62	69	68	67	65	67	76	62	66	55	67	<b>67</b>
<b>Avg. Daily Police</b>	734	775	802	813	836	841	832	835	825	785	748	689	<b>793</b>
<b>Avg. Daily Total</b>	<b>996</b>	<b>1,019</b>	<b>1,063</b>	<b>1,071</b>	<b>1,102</b>	<b>1,103</b>	<b>1,097</b>	<b>1,109</b>	<b>1,082</b>	<b>1,052</b>	<b>991</b>	<b>953</b>	<b>1,053</b>
<b>9-1-1 Calls Rec'd</b>	<b>17,034</b>	<b>14,860</b>	<b>17,426</b>	<b>17,480</b>	<b>18,805</b>	<b>18,139</b>	<b>18,955</b>	<b>19,322</b>	<b>17,342</b>	<b>17,646</b>	<b>16,384</b>	<b>18,539</b>	<b>211,932</b>
<b>Avg. Daily 9-1-1</b>	<b>549</b>	<b>531</b>	<b>562</b>	<b>583</b>	<b>607</b>	<b>605</b>	<b>611</b>	<b>623</b>	<b>578</b>	<b>569</b>	<b>546</b>	<b>598</b>	<b>581</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%

**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

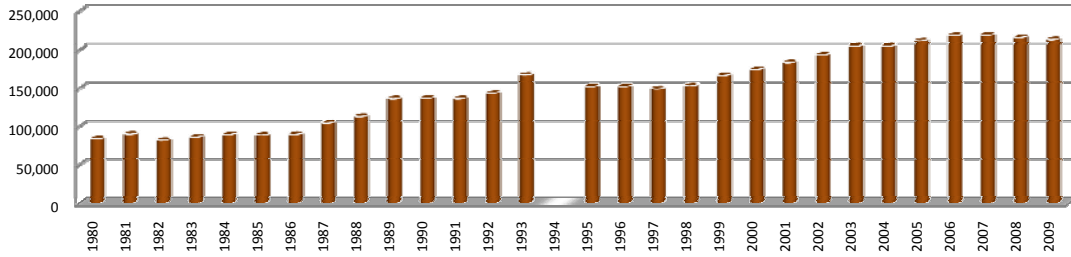
2008 Forge CAD put on-line



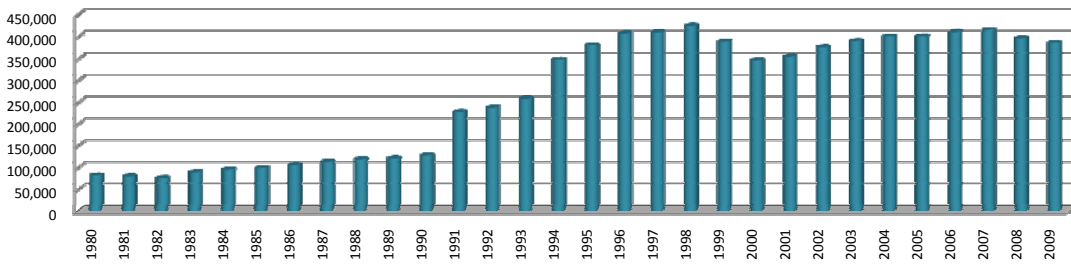
# Lancaster County-Wide Communications

## Annual Totals

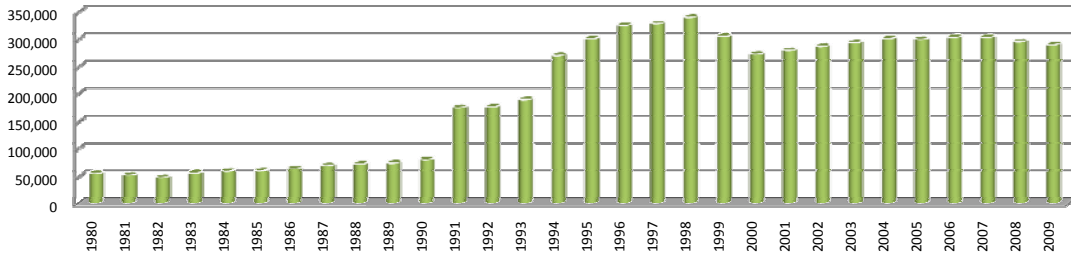
### 911 Calls



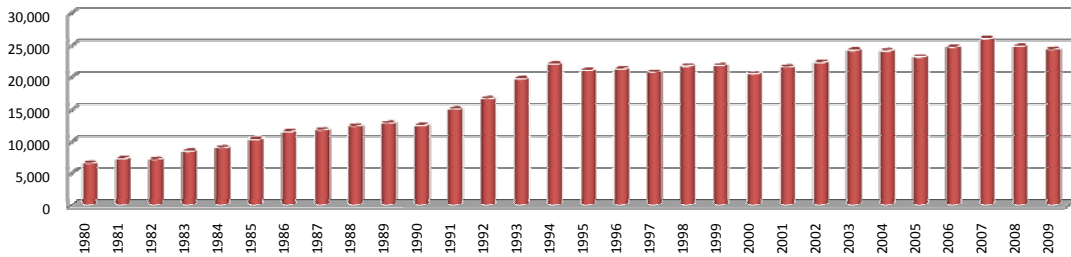
### Total Dispatches



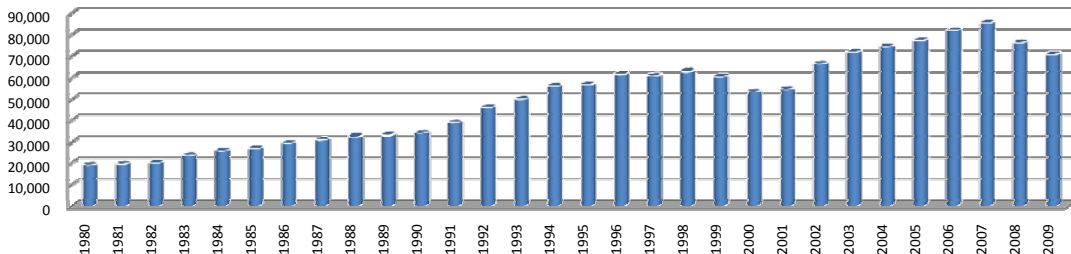
### Police Dispatches



### Fire Dispatches



### EMS Dispatches



## 2009 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 2009;

Centerville Elementary School  
Penn Township Community Days  
Lancaster Boys and Girls Club  
Leola EMS open house  
Willow Street CTC career day  
Hempfield High School  
Eshelman Elementary School  
Overlook Park  
Heroes Day 2009  
Farm Safety Days, Robert Fulton  
Farm Safety Days, Penryn  
East Cocalico Lions Club  
National Night Out/Mountville

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 #159  
Manor Twp Citizens Corp.  
Bainbridge Fire Co.  
Kinzer Fire Co.  
CTC Criminal Justice class

Homeschool Students  
Wee Care Day School  
Metzler School  
Cub Scout Pack #72  
MT/EL junior FF program

# 2009 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	74,281
Manheim Township	30,498
East Lampeter Township	17,751
Ephrata PD	16,123
East Hempfield Township	14,588

### **Busiest EMS Agencies:**

LEMSA	21,143
SVEMS	13,577
Northwest	4,589
Manheim Township	4,380
Ephrata ALS	4,309

### **Busiest Fire Agencies:**

Lancaster City	3,328
Southern Manheim Twp.	727
Elizabethtown	703
Eden	693
Rohrerstown	667
Mount Joy	613
Neffsville	591
West Hempfield	583
Columbia #1	551
Lafayette	544

# 2009 Year End Report

## Dispatch Statistics by Municipality

Stats are calculated by dispatches per agency

Municipality	Police incidents	EMS incidents	Fire incidents
Adamstown Borough	672	147	76
Akron Borough	2,434	292	89
Bart Township	N/A	302	115
Brecknock Township	N/A	627	280
Caernarvon Township	N/A	461	161
Christiana Borough	841	453	55
Clay Township	1,570	563	221
Colerain Township	N/A	177	109
Columbia Borough	13,007	4,256	848
Conestoga Township	3,176	387	201
Conoy Township	999	176	151
Denver Borough	1,623	429	155
Drumore Township	N/A	246	99
Earl Township	2,135	935	269
East Cocalico Township	5,958	1,249	394
East Donegal Township	4,347	1,058	573
East Drumore Township	N/A	562	144
East Earl Township	2,701	527	199
East Hempfield Township	15,031	4,602	1,668
East Lampeter Township	14,297	2,887	816
East Petersburg Borough	2,482	233	83
Eden Township	N/A	146	80
Elizabeth Township	N/A	300	118
Elizabethtown Borough	6,482	1,963	340
Ephrata Borough	11,764	2,032	326
Ephrata Township	4,657	1,369	383
Fulton Township	N/A	466	122
Lancaster City	78,589	10,397	3,324
Lancaster Township	7,729	2,339	482
Leacock Township	N/A	595	302
Lititz Borough	5,526	1,556	311
Little Britain Township	N/A	312	112
Manheim Borough	4,659	704	183
Manheim Township	27,386	5,305	2,265
Manor Township	10,845	1,451	875
Marietta Borough	1,642	259	188
Martic Township	N/A	374	318



Millersville Borough	4,652	2,137	243
Mount Joy Borough	3,855	941	292
Mount Joy Township	5,554	905	533
Mountville Borough	1,435	239	104
New Holland Borough	4,048	824	178
Paradise Township	N/A	467	265
Penn Township	5,387	1,296	332
Pequea Township	2,488	324	267
Providence Township	N/A	787	290
Quarryville Borough	2,450	321	107
Rapho Township	N/A	1,018	501
Sadsbury Township	N/A	277	118
Salisbury Township	N/A	1,030	465
Strasburg Borough	1,742	462	66
Strasburg Township	N/A	324	194
Terre Hill Borough	290	99	33
Upper Leacock Township	3,561	792	303
Warwick Township	6,537	1,255	442
West Cocalico Township	1,741	499	246
West Donegal Township	2,310	1,333	330
West Earl Township	4,062	1,020	372
West Hempfield Township	9,808	1,622	1,011
West Lampeter Township	6,255	1,995	568

N/A= Handled by PSP