

Lancaster County-Wide Communications



**Year End Report
2010**

LANCASTER COUNTY COMMUNICATIONS REPORT FOR 2010

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 2010 (police, fire, ems)	393,663	9,150 increase
Total 9-1-1 calls handled in 2010	222,253	10,321 increase
Total Law Enforcement calls for 2010	295,095	5,672 increase
Total EMS calls for 2010	72,198	1,470 increase
Total Fire calls for 2010	26,370	2,008 increase

Daily averages:

9-1-1 calls	609
Law Enforcement	808
EMS	198
Fire	72

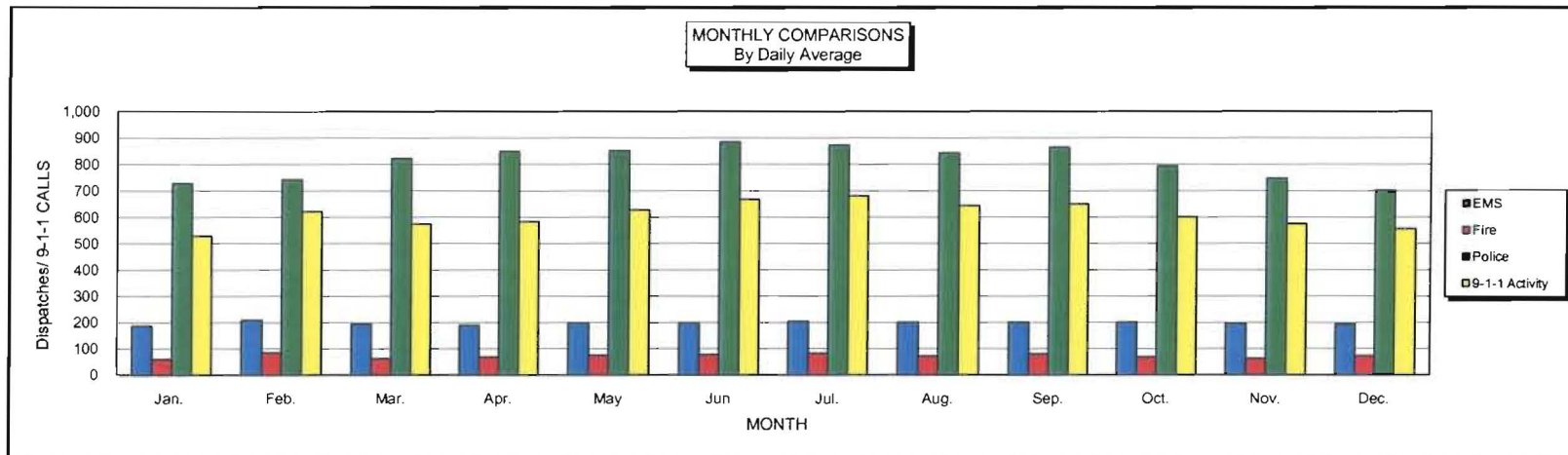
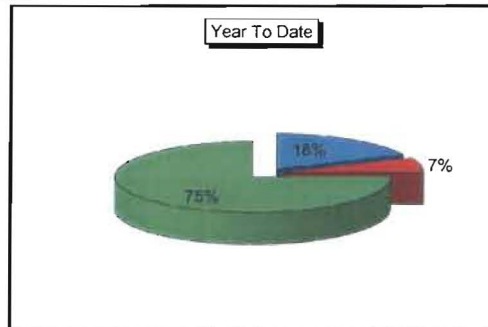
CLEAN/NCIC traffic handled, messages received and sent - 1,700,217

Continue to access our website at 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.



LANCASTER COUNTY-WIDE COMMUNICATIONS 2010 Communications Report

	Jan.	Feb.	Mar.	Apr.	May	Jun	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	TOTAL
EMS Dispatches	5,788	5,843	6,012	5,684	6,165	5,968	6,335	6,232	6,020	6,234	5,897	6,020	72,198
Fire Dispatches	1,874	2,392	1,941	2,048	2,354	2,322	2,552	2,244	2,389	2,102	1,881	2,271	26,370
Police Dispatches	22,556	20,770	25,486	25,447	26,403	26,545	27,053	26,144	25,934	24,583	22,401	21,773	295,095
Total Dispatches	30,218	29,005	33,439	33,179	34,922	34,835	35,940	34,620	34,343	32,919	30,179	30,064	393,663
EMS % of Total	19.2%	20.1%	18.0%	17.1%	17.7%	17.1%	17.6%	18.0%	17.5%	18.9%	19.5%	20.0%	18.3%
Fire % of Total	6.2%	8.2%	5.8%	6.2%	6.7%	6.7%	7.1%	6.5%	7.0%	6.4%	6.2%	7.6%	6.7%
Police % of Total	74.6%	71.6%	76.2%	76.7%	75.6%	76.2%	75.3%	75.5%	75.5%	74.7%	74.2%	72.4%	75.0%
Avg. Daily EMS	187	209	194	189	199	199	204	201	201	201	197	194	198
Avg. Daily Fire	60	85	63	68	76	77	82	72	80	68	63	73	72
Avg. Daily Police	728	742	822	848	852	885	873	843	864	793	747	702	808
Avg. Daily Total	975	1,036	1,079	1,106	1,127	1,161	1,159	1,117	1,145	1,062	1,006	970	1,079
9-1-1 Calls Rec'd	16,389	17,400	17,804	17,518	19,430	20,015	21,084	19,944	19,503	18,655	17,262	17,249	222,253
Avg. Daily 9-1-1	529	621	574	584	627	667	680	643	650	602	575	556	609





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%

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

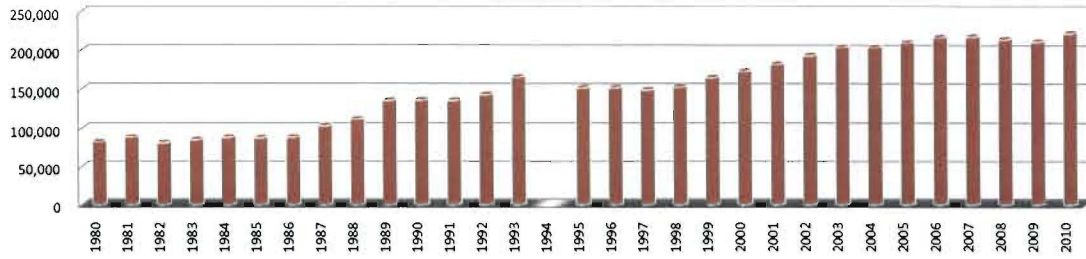
2008 Forge CAD put on-line



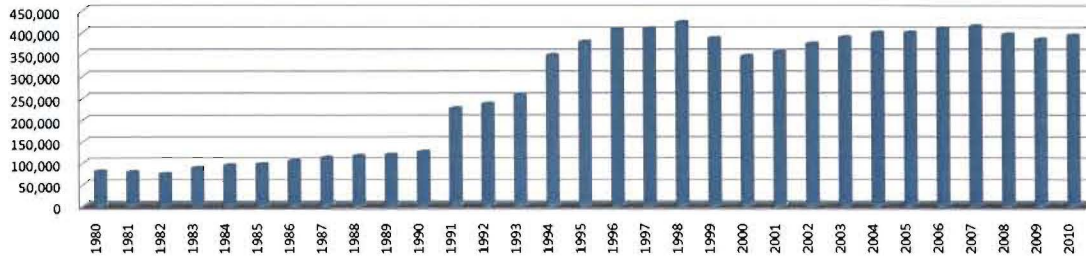
Lancaster County-Wide Communications

Annual Totals

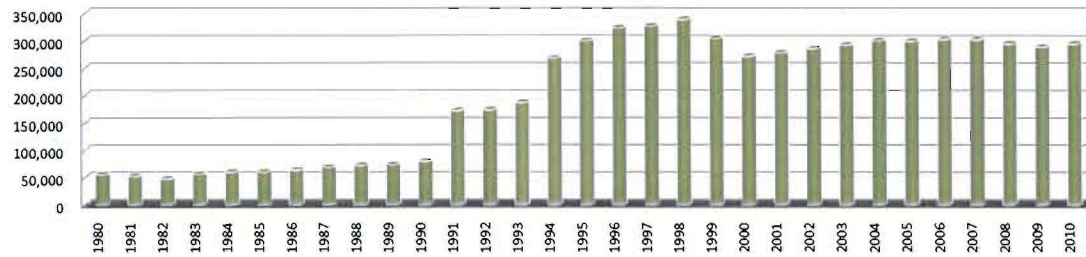
911 Calls



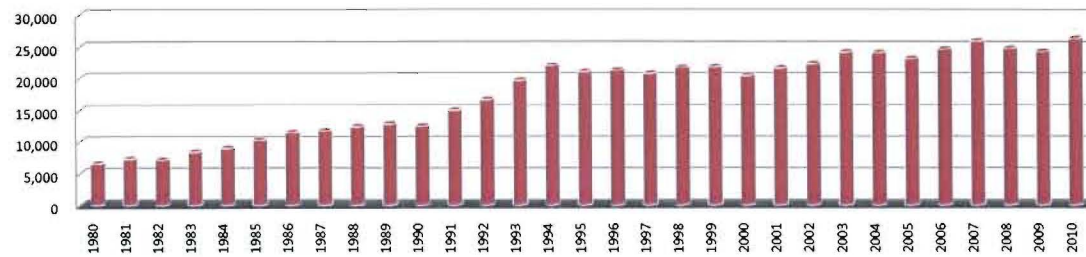
Total Dispatches



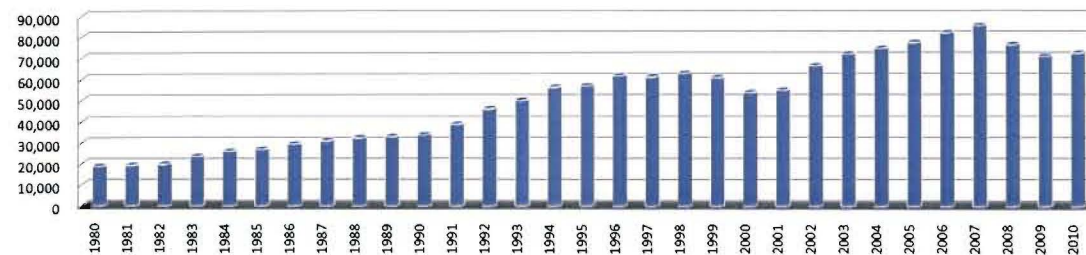
Police Dispatches



Fire Dispatches



EMS Dispatches



2010 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 2010;

- Providence Elementary School
- Weaverland Farm Safety Days
- Hempfield High School
- Our Lady of Angels Catholic School
- White Horse Farm Safety Days
- National Night Out Lampeter
- Heroes Day Fivepointville Fire Co.
- Lancaster Fest
- Christiana Fire Company Kids fire experience
- West Lancaster Fire Company
- Adamstown Elementary School
- Penryn Farm Safety Days
- Bird-In-Hand Fire Co. Family Safety Days
- Hempfield Women's Club

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

Intercourse Fire Co.	Mountville Fire Co.
West Hempfield Fire/Rescue	Springville Mennonite School
Union Grove Mennonite School	Farmersville Mennonite School
Farmersville Fire Co.	Lancaster Homeschoolers
YTI EMT students	Rothsville Fire Co.

2010 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	69,880
Manheim Township	40,454
East Lampeter Township	18,035
Ephrata PD	15,410
East Hempfield Township	15,140

Busiest EMS Agencies:

LEMSA	22,316
SVEMS	13,895
Manheim Township	4,632
Northwest	4,546
Ephrata ALS	4,159

Busiest Fire Agencies:

Lancaster City	3,455
Eden	752
Southern Manheim Twp	749
Rohrerstown	739
Mount Joy	719
Elizabethtown	690
Lancaster Twp	681
West Hempfield	673
Neffsville	593
Lafayette	579



Lancaster County-Wide Communications

Time of Day Dispatch Statistics

Time Period 1/01/2010 00:00:00 To 12/31/2010 23:59:59

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

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
00:00	2386	1328	1344	1472	1577	1650	2340	12097
01:00	2349	1077	1135	1281	1386	1456	2260	10944
02:00	2102	949	927	1032	1185	1271	2039	9505
03:00	1302	805	664	703	808	902	1366	6550
04:00	901	697	582	640	727	725	957	5229
05:00	822	830	810	949	896	853	848	6008
06:00	880	1165	1044	1195	1178	1259	981	7702
07:00	1102	2014	1900	2065	1967	2147	1504	12699
08:00	1423	2805	2824	2814	2858	2790	2180	17694
09:00	1847	3152	2989	3107	3103	3230	2642	20070
10:00	2085	3076	3008	3008	3202	3308	2784	20471
11:00	2462	3140	3166	3179	3119	3156	2909	21131
12:00	2559	2942	2999	3028	2983	3343	3013	20867
13:00	2518	3227	3208	3162	3156	3242	3057	21570
14:00	2686	3345	3327	3439	3470	3442	2823	22532
15:00	2590	3408	3415	3257	3515	3592	2935	22712
16:00	2486	3336	3428	3436	3501	3764	2735	22686
17:00	2477	3407	3336	3236	3304	3427	2827	22014
18:00	2431	3230	3291	3100	3021	3336	2847	21256
19:00	2515	3018	3162	2971	2958	3130	2973	20727
20:00	2577	2726	2814	2817	2932	3141	3069	20076
21:00	2354	2325	2547	2591	2628	3227	3060	18732
22:00	1945	1937	2149	2271	2178	2999	2779	16258
23:00	1573	1640	1796	1761	1872	2700	2791	14133
Total	48372	55579	55865	56514	57524	62090	57719	393663

2010 Year End Report

Dispatch Statistics by Municipality

Stats are calculated by dispatches per agency

Municipality	Police incidents	EMS incidents	Fire incidents
Adamstown Borough	643	121	77
Akron Borough	2,164	309	76
Bart Township	N/A	287	122
Brecknock Township	N/A	597	243
Caernarvon Township	N/A	558	161
Christiana Borough	961	379	41
Clay Township	1,505	534	188
Colerain Township	N/A	192	98
Columbia Borough	13,184	4,437	894
Conestoga Township	3,209	459	230
Conoy Township	1,064	197	167
Denver Borough	1,701	351	124
Drumore Township	N/A	275	135
Earl Township	2,314	875	268
East Cocalico Township	5,910	1,182	358
East Donegal Township	4,337	967	662
East Drumore Township	N/A	525	139
East Earl Township	2,532	567	243
East Hempfield Township	15,520	4,882	1,767
East Lampeter Township	14,227	3,236	930
East Petersburg Borough	2,575	267	144
Eden Township	N/A	121	77
Elizabeth Township	N/A	257	103
Elizabethtown Borough	6,420	2,108	413
Ephrata Borough	11,201	1,965	327
Ephrata Township	4,496	1,185	368
Fulton Township	N/A	547	199
Lancaster City	71,456	10,905	3,494
Lancaster Township	13,314	2,532	617
Leacock Township	N/A	487	201
Lititz Borough	5,543	1,491	302
Little Britain Township	N/A	263	132
Manheim Borough	4,630	759	216
Manheim Township	25,035	5,704	2,411
Manor Township	10,383	1,833	1,055
Marietta Borough	1,476	237	205
Martic Township	N/A	444	473

Millersville Borough	5,029	1,473	293
Mount Joy Borough	4,011	847	331
Mount Joy Township	5,510	957	517
Mountville Borough	1,369	260	166
New Holland Borough	3,839	856	189
Paradise Township	N/A	506	251
Penn Township	5,409	1,122	379
Pequea Township	2,825	321	293
Providence Township	N/A	799	309
Quarryville Borough	2,335	368	111
Rapho Township	N/A	1,065	644
Sadsbury Township	N/A	278	152
Salisbury Township	N/A	1,140	454
Strasburg Borough	1,681	546	88
Strasburg Township	N/A	331	253
Terre Hill Borough	297	102	40
Upper Leacock Township	3,715	908	370
Warwick Township	6,441	1,253	422
West Cocalico Township	1,854	561	271
West Donegal Township	2,421	1,264	301
West Earl Township	4,249	969	324
West Hempfield Township	9,317	1,579	1,155
West Lampeter Township	6,693	1,980	680

N/A= Handled by PSP