

Lancaster County-Wide Communications



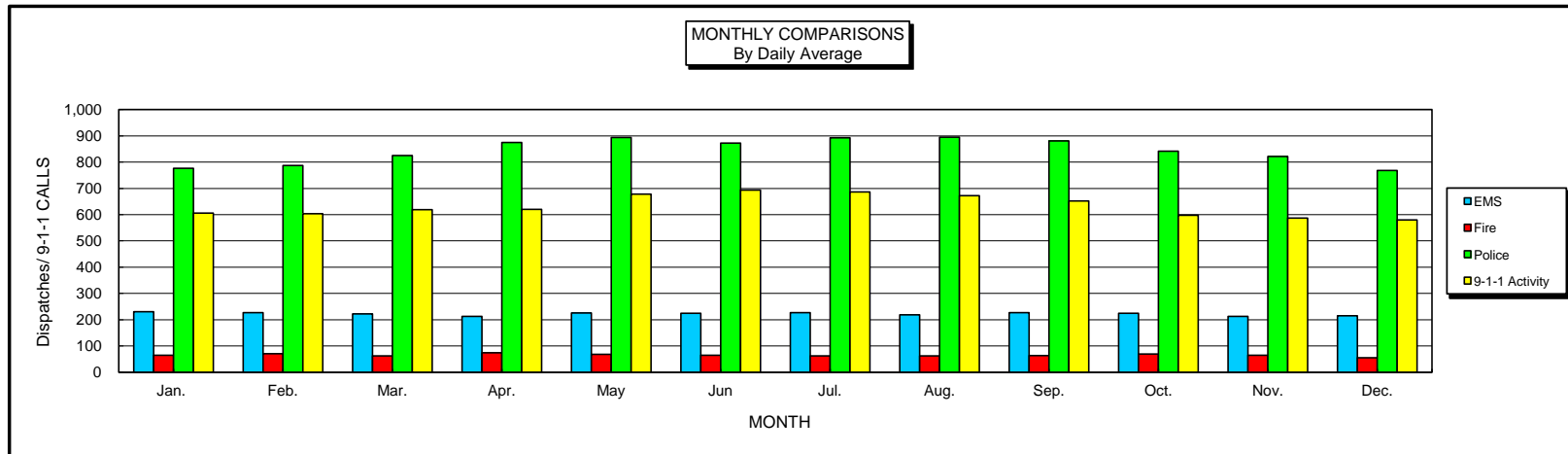
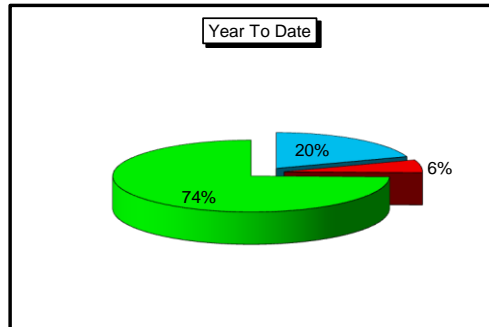
Year End Report
201)



LANCASTER COUNTY-WIDE COMMUNICATIONS

2015 Communications Report

| | Jan. | Feb. | Mar. | Apr. | May | Jun | Jul. | Aug. | Sep. | Oct. | Nov. | Dec. | TOTAL |
|--------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| EMS Dispatches | 7,157 | 6,357 | 6,878 | 6,396 | 7,000 | 6,752 | 7,045 | 6,790 | 6,804 | 6,972 | 6,400 | 6,672 | 81,223 |
| Fire Dispatches | 2,009 | 1,985 | 1,942 | 2,217 | 2,112 | 1,926 | 1,944 | 1,924 | 1,922 | 2,164 | 1,926 | 1,712 | 23,783 |
| Police Dispatches | 24,081 | 22,039 | 25,560 | 26,247 | 27,690 | 26,157 | 27,664 | 27,739 | 26,411 | 26,095 | 24,648 | 23,828 | 308,159 |
| Total Dispatches | 33,247 | 30,381 | 34,380 | 34,860 | 36,802 | 34,835 | 36,653 | 36,453 | 35,137 | 35,231 | 32,974 | 32,212 | 413,165 |
| EMS % of Total | 21.5% | 20.9% | 20.0% | 18.3% | 19.0% | 19.4% | 19.2% | 18.6% | 19.4% | 19.8% | 19.4% | 20.7% | 19.7% |
| Fire % of Total | 6.0% | 6.5% | 5.6% | 6.4% | 5.7% | 5.5% | 5.3% | 5.3% | 5.5% | 6.1% | 5.8% | 5.3% | 5.8% |
| Police % of Total | 72.4% | 72.5% | 74.3% | 75.3% | 75.2% | 75.1% | 75.5% | 76.1% | 75.2% | 74.1% | 74.7% | 74.0% | 74.6% |
| Avg. Daily EMS | 231 | 227 | 222 | 213 | 226 | 225 | 227 | 219 | 227 | 225 | 213 | 215 | 223 |
| Avg. Daily Fire | 65 | 71 | 63 | 74 | 68 | 64 | 63 | 62 | 64 | 70 | 64 | 55 | 65 |
| Avg. Daily Police | 777 | 787 | 825 | 875 | 893 | 872 | 892 | 895 | 880 | 842 | 822 | 769 | 844 |
| Avg. Daily Total | 1,072 | 1,085 | 1,109 | 1,162 | 1,187 | 1,161 | 1,182 | 1,176 | 1,171 | 1,136 | 1,099 | 1,039 | 1,132 |
| 9-1-1 Calls Rec'd | 18,800 | 16,917 | 19,187 | 18,611 | 21,011 | 20,816 | 21,275 | 20,858 | 19,555 | 18,513 | 17,612 | 17,996 | 231,151 |
| Avg. Daily 9-1-1 | 606 | 604 | 619 | 620 | 678 | 694 | 686 | 673 | 652 | 597 | 587 | 581 | 633 |





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% |

Notes:

1980 Started dispatching Lancaster City Fire

1991 Unysis CAD put on-line

1994 Started dispatching Lancaster City Police

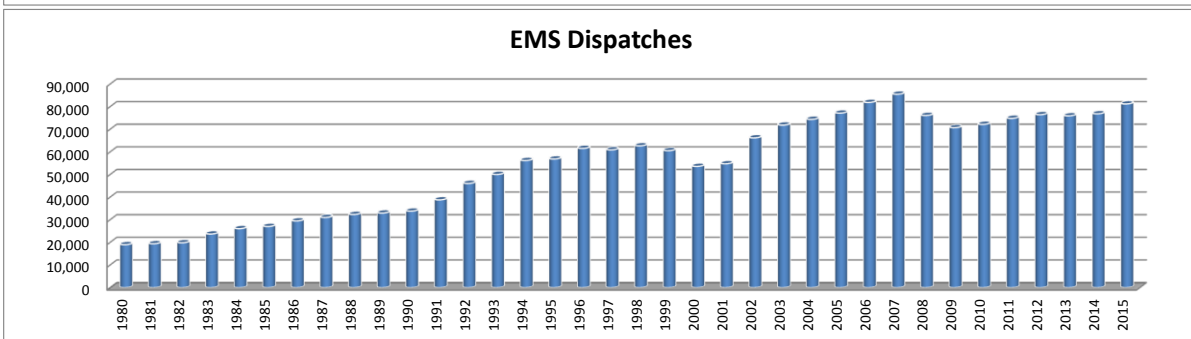
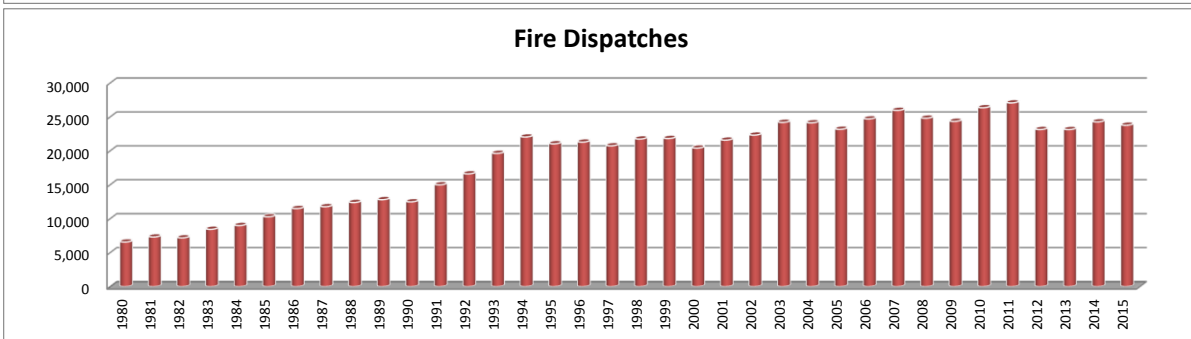
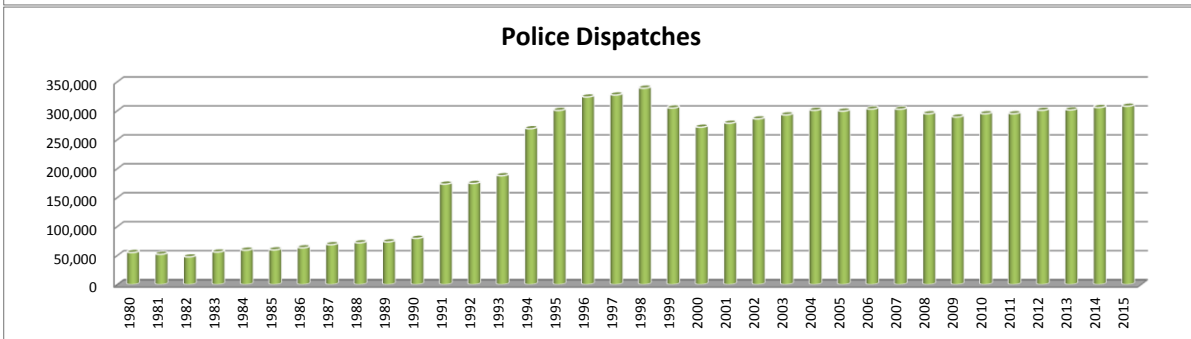
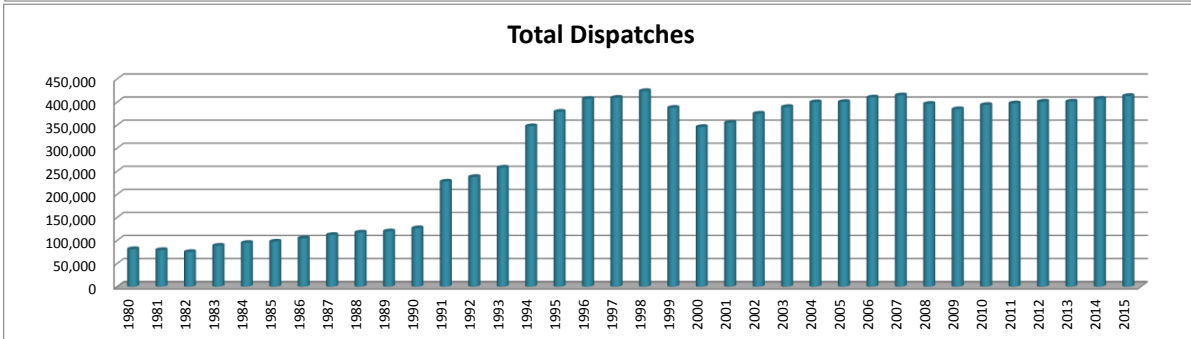
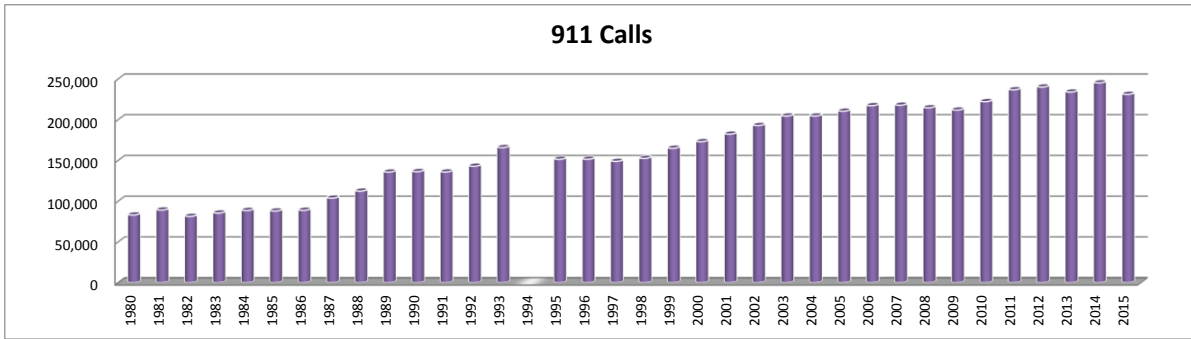
1999 Genisis CAD put on-line

2008 Forge CAD put on-line



Lancaster County-Wide Communications

Annual Totals



LANCASTER COUNTY COMMUNICATIONS REPORT FOR 2015

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 2015(Police, Fire, EMS) | 413,165 | 6,088 increase |
| Total 9-1-1 calls handled in 2015 | 231,151 | 14,142 decrease |
| Total Law Enforcement calls for 2015 | 308,159 | 2,253 increase |
| Total EMS calls for 2015 | 81,223 | 4,337 increase |
| Total Fire calls for 2015 | 23,783 | 502 decrease |

Daily averages:

9-1-1 calls 633

Law Enforcement 844

EMS 223

Fire 65

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.

2015 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 | 59,464 |
| Manheim Township | 43,467 |
| East Lampeter Township | 18,477 |
| East Hempfield Township | 17,858 |
| Northern Regional PD | 16,333 |

Busiest EMS Agencies:

| | |
|-----------------|--------|
| LEMSA | 26,810 |
| SVEMS | 12,645 |
| Northwest EMS | 6,796 |
| Manheim Twp EMS | 5,447 |
| Ephrata ALS | 5,197 |

Busiest Fire Agencies:

| | |
|----------------------|-------|
| Lancaster City | 3,186 |
| Manheim Township F/R | 1,348 |
| Blue Rock F/R | 1,012 |
| Columbia Boro | 850 |
| Elizabethtown | 700 |
| Mount Joy | 682 |
| Rohrerstown | 570 |
| West Hempfield | 558 |
| Lancaster Twp | 541 |
| Willow Street | 537 |

2015 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 2015:

Providence Elementary – North Museum
Blue Ball Elementary – North Museum
Wheatland Middle School – North Museum
Fritz Elementary – Brownies
Landis Intermediate – North Museum
Bareville School District
John Beck Elementary – North Museum
Park Elementary School(Columbia School District)
E. Martin Elementary School – North Museum
2015 EMS Appreciation – Clipper
Bart Elementary School – North Museum
Our Lady of the Angels School
Columbia Taylor Campus – North Museum
Rohrerstown Elementary – North Museum
Hoffman House Community Bldg-Farm's Family
Farm & Family Safety Day – White Horse
Columbia Public Library
Willowood Swim Club
West Hempfield Twp. P.D. – Mountville Park
Bainbridge Community Days – Bainbridge Firehouse
Central Manor Elementary – Cub Pack
Lancaster Mennonite – North Museum

Adamstown Elementary – North Museum
Centerville Elementary – North Museum
Willow Valley Communities Safety Fair
Willow Valley Communities
Worship Center – 3rd Annual Family Safety Day
Carter McCrae – North Museum
Brecknock Elementary – North Museum
Ephrata Elementary – North Museum
Ephrata Elementary – North Museum
Providence Elementary – North Museum

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

West Earl Fire Company
East Hempfield Twp Police Dept
HACC Criminal Justice Class
Weavertown Mennonite School
Mount Joy Borough Police
Wesley T. Kopp
Lititz & Brunnerville Fire Companies
Sonlight River Brethren School
Lancaster EMS – Jessica Kohler, Student
Ofc. Nick Langan, Lancaster City Police
Lanc. City Bureau of Fire – new recruit
E. Hempfield P.D.
Lancaster City Police
Lancaster City Police
Lancaster City Police
Fire/Police
HACC Criminal Justice
Jess Weber/Medic Student

Park City
Cpl Berlin & New Officer Cadillac



Lancaster County-Wide Communications

Time of Day Dispatch Statistics

Time Period 1/01/2015 00:00:00 To 12/31/2015 23:59:59

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

| | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Total |
|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| 00:00 | 2297 | 1432 | 1369 | 1472 | 1460 | 1491 | 2151 | 11672 |
| 01:00 | 2213 | 1068 | 1041 | 1051 | 1278 | 1220 | 2014 | 9885 |
| 02:00 | 1890 | 919 | 932 | 992 | 1125 | 1126 | 1864 | 8848 |
| 03:00 | 1167 | 717 | 742 | 815 | 723 | 785 | 1250 | 6199 |
| 04:00 | 830 | 710 | 853 | 685 | 748 | 708 | 881 | 5415 |
| 05:00 | 884 | 899 | 925 | 921 | 930 | 906 | 893 | 6358 |
| 06:00 | 862 | 1196 | 1317 | 1264 | 1236 | 1215 | 1107 | 8197 |
| 07:00 | 1268 | 2205 | 2320 | 2292 | 2304 | 2211 | 1883 | 14483 |
| 08:00 | 1713 | 3055 | 3164 | 3324 | 3091 | 2927 | 2266 | 19540 |
| 09:00 | 2057 | 3492 | 3424 | 3434 | 3378 | 3398 | 2806 | 21989 |
| 10:00 | 2355 | 3530 | 3574 | 3623 | 3577 | 3454 | 3031 | 23144 |
| 11:00 | 2588 | 3369 | 3312 | 3480 | 3539 | 3608 | 3135 | 23031 |
| 12:00 | 2685 | 3315 | 3390 | 3537 | 3578 | 3371 | 3281 | 23157 |
| 13:00 | 2868 | 3620 | 3633 | 3655 | 3570 | 3639 | 3134 | 24119 |
| 14:00 | 2732 | 3615 | 3577 | 3663 | 3589 | 3786 | 2933 | 23895 |
| 15:00 | 2766 | 3777 | 3800 | 3727 | 3700 | 4031 | 3068 | 24869 |
| 16:00 | 2641 | 3627 | 3782 | 3813 | 3709 | 3701 | 3017 | 24290 |
| 17:00 | 2675 | 3630 | 3718 | 3550 | 3540 | 3506 | 2898 | 23517 |
| 18:00 | 2633 | 3249 | 3180 | 3057 | 3362 | 3461 | 2806 | 21748 |
| 19:00 | 2726 | 3038 | 3040 | 2986 | 3080 | 3207 | 2817 | 20894 |
| 20:00 | 2552 | 2650 | 2739 | 2971 | 2859 | 3148 | 2914 | 19833 |
| 21:00 | 2305 | 2382 | 2477 | 2547 | 2574 | 3051 | 2965 | 18301 |
| 22:00 | 2016 | 2027 | 2070 | 2215 | 2210 | 2749 | 2838 | 16125 |
| 23:00 | 1552 | 1625 | 1722 | 1689 | 1875 | 2624 | 2569 | 13656 |
| Total | 50275 | 59147 | 60101 | 60763 | 61035 | 63323 | 58521 | 413165 |



Lancaster County-Wide Communications

Dispatch Statistics

Time Period 1/01/2015 00:00:00 To 12/31/2015 23:59:59

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

| | EMS | FIRE | POLICE | Total |
|-------------------------|------|------|--------|-------|
| | 2 | 5 | 289 | 296 |
| ADAMSTOWN BOROUGH | 138 | 71 | 591 | 800 |
| AKRON BOROUGH | 386 | 59 | 2749 | 3194 |
| BART TOWNSHIP | 343 | 83 | 13 | 439 |
| BERKS CAERNARVON TWP | 20 | 22 | 0 | 42 |
| BERKS COUNTY | 69 | 121 | 5 | 195 |
| BRECKNOCK TOWNSHIP | 633 | 240 | 121 | 994 |
| BUCKS COUNTY | 0 | 1 | 0 | 1 |
| CAERNARVON TOWNSHIP | 534 | 157 | 39 | 730 |
| CARBON COUNTY | 0 | 2 | 0 | 2 |
| CECIL COUNTY MD | 0 | 30 | 0 | 30 |
| CHESTER ATGLEN BORO | 116 | 37 | 167 | 320 |
| CHESTER COUNTY | 256 | 271 | 34 | 561 |
| CHRISTIANA BOROUGH | 280 | 67 | 1335 | 1682 |
| CLAY TOWNSHIP | 649 | 213 | 3337 | 4199 |
| COLERAIN TOWNSHIP | 219 | 70 | 15 | 304 |
| COLUMBIA BOROUGH | 5048 | 562 | 13909 | 19519 |
| CONESTOGA TOWNSHIP | 588 | 192 | 2833 | 3613 |
| CONOY TOWNSHIP | 261 | 190 | 1173 | 1624 |
| CUMBERLAND COUNTY | 1 | 1 | 0 | 2 |
| DAUPHIN CONEWAGO TWP | 46 | 31 | 28 | 105 |
| DAUPHIN COUNTY | 23 | 57 | 13 | 93 |
| DAUPHIN LONDONDERRY TWP | 47 | 18 | 3 | 68 |
| DENVER BOROUGH | 426 | 148 | 1485 | 2059 |
| DRUMORE TOWNSHIP | 251 | 149 | 13 | 413 |
| EARL TOWNSHIP | 1236 | 252 | 3056 | 4544 |
| EAST COCALICO TOWNSHIP | 1306 | 350 | 5916 | 7572 |
| EAST DONEGAL TOWNSHIP | 1101 | 598 | 5438 | 7137 |



Lancaster County-Wide Communications

Dispatch Statistics

Time Period 1/01/2015 00:00:00 To 12/31/2015 23:59:59

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

| | EMS | FIRE | POLICE | Total |
|-------------------------------|-------|------|--------|-------|
| EAST DRUMORE TOWNSHIP | 548 | 136 | 119 | 803 |
| EAST EARL TOWNSHIP | 747 | 194 | 2777 | 3718 |
| EAST HEMPFIELD TOWNSHIP | 4553 | 1584 | 18673 | 24810 |
| EAST LAMPETER TOWNSHIP | 2789 | 916 | 14870 | 18575 |
| EAST PETERSBURG BOROUGH | 312 | 110 | 2772 | 3194 |
| EDEN TOWNSHIP | 94 | 47 | 65 | 206 |
| ELIZABETH TOWNSHIP | 322 | 146 | 65 | 533 |
| ELIZABETHTOWN BOROUGH | 1838 | 409 | 7438 | 9685 |
| EPHRATA BOROUGH | 3228 | 439 | 10399 | 14066 |
| EPHRATA TOWNSHIP | 1596 | 410 | 4843 | 6849 |
| FULTON TOWNSHIP | 449 | 174 | 21 | 644 |
| HARFORD COUNTY MD | 0 | 2 | 0 | 2 |
| LANCASTER CITY | 12308 | 3236 | 62735 | 78279 |
| LANCASTER TOWNSHIP | 2337 | 588 | 12949 | 15874 |
| LEACOCK TOWNSHIP | 533 | 212 | 29 | 774 |
| LEBANON COUNTY | 77 | 79 | 8 | 164 |
| LEBANON SOUTH LONDONDERRY TWP | 14 | 7 | 2 | 23 |
| LEHIGH COUNTY | 0 | 3 | 0 | 3 |
| LITITZ BOROUGH | 1761 | 244 | 4952 | 6957 |
| LITTLE BRITAIN TOWNSHIP | 274 | 97 | 10 | 381 |
| MANHEIM BOROUGH | 637 | 187 | 5965 | 6789 |
| MANHEIM TOWNSHIP | 6680 | 1427 | 27166 | 35273 |
| MANOR TOWNSHIP | 2868 | 648 | 11465 | 14981 |
| MARIETTA BOROUGH | 439 | 261 | 1376 | 2076 |
| MARTIC TOWNSHIP | 271 | 325 | 46 | 642 |
| MILLERSVILLE BOROUGH | 2665 | 392 | 5939 | 8996 |
| MOUNT JOY BOROUGH | 1297 | 344 | 5715 | 7356 |
| MOUNT JOY TOWNSHIP | 887 | 509 | 6959 | 8355 |



Lancaster County-Wide Communications

Dispatch Statistics

Time Period 1/01/2015 00:00:00 To 12/31/2015 23:59:59

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

| | EMS | FIRE | POLICE | Total |
|-------------------------|--------------|--------------|---------------|---------------|
| MOUNTVILLE BOROUGH | 378 | 126 | 1402 | 1906 |
| NEW HOLLAND BOROUGH | 944 | 167 | 3533 | 4644 |
| PARADISE TOWNSHIP | 667 | 245 | 31 | 943 |
| PENN TOWNSHIP | 856 | 375 | 5329 | 6560 |
| PEQUEA TOWNSHIP | 312 | 254 | 2363 | 2929 |
| PROVIDENCE TOWNSHIP | 633 | 268 | 266 | 1167 |
| QUARRYVILLE BOROUGH | 289 | 139 | 2118 | 2546 |
| RAPHO TOWNSHIP | 1119 | 607 | 5248 | 6974 |
| SADSBURY TOWNSHIP | 387 | 137 | 151 | 675 |
| SALISBURY TOWNSHIP | 1202 | 422 | 52 | 1676 |
| SCHUYLKILL COUNTY | 0 | 2 | 0 | 2 |
| STRASBURG BOROUGH | 693 | 82 | 1632 | 2407 |
| STRASBURG TOWNSHIP | 301 | 221 | 223 | 745 |
| TERRE HILL BOROUGH | 164 | 38 | 375 | 577 |
| UPPER LEACOCK TOWNSHIP | 1051 | 376 | 3615 | 5042 |
| WARWICK TOWNSHIP | 1330 | 404 | 7759 | 9493 |
| WEST COCALICO TOWNSHIP | 613 | 188 | 1709 | 2510 |
| WEST DONEGAL TOWNSHIP | 1395 | 291 | 2934 | 4620 |
| WEST EARL TOWNSHIP | 1218 | 318 | 3989 | 5525 |
| WEST HEMPFIELD TOWNSHIP | 1884 | 848 | 8423 | 11155 |
| WEST LAMPETER TOWNSHIP | 2226 | 884 | 7070 | 10180 |
| YORK COUNTY | 58 | 268 | 17 | 343 |
| Total | 81223 | 23783 | 308159 | 413165 |