

# **Lancaster County-Wide Communications**



**Year End Report  
2012**

## LANCASTER COUNTY COMMUNICATIONS REPORT FOR 2012

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 2012 (police, fire, ems)	400,772	3,701 increase
Total 9-1-1 calls handled in 2012	240,195	3,385 increase
Total Law Enforcement calls for 2012	301,113	5,985 increase
Total EMS calls for 2012	76,501	1,637 increase
Total Fire calls for 2012	23,158	3,921 decrease

Daily averages:

9-1-1 calls	656
Law Enforcement	823
EMS	209
Fire	63

CLEAN/NCIC traffic handled, messages received and sent - 2,466,230

Continue to access our website at [www.lcwc911.us](http://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.

## 2012 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 2012;

- Wheatland Middle School
- Ross Elementary School
- Conestoga Valley High School
- Hempfield High School
- New Holland EMS Open House
- Doe Run Elementary School
- Manheim Central Career Day
- Willow Valley children's safety fair
- Columbia Public Library
- National Night Out, West Lampeter Twp
- Christiana Fire Company Kids Camp
- Hand Middle School
- Providence Elementary School
- North Museum
- Marticville Middle School
- Park Elementary School
- New Holland Elementary School
- Penn Manor High School
- Reynolds Middle School
- LCPSTC Open House
- Henry Scheim Company
- Adamstown Elementary School
- Bird-In-Hand Fire Co. safety day
- Robert Fulton Fire Co. Farm safety day
- Gordonville Fire Co. Farm safety day

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

Manheim Township EMS  
Summit View School  
Northumberland County 9-1-1  
Eschbach Bus Service  
Hahnstown Mennonite School  
Salisbury Twp Fire Co.  
HACC Criminal Justice Class  
Wakefield EMS  
Boy Scout Troop 267  
Rolling Hills Brownie troop  
Bareville Fire Co.  
Springville Mennonite School  
Farmersville Mennonite School  
White Horse EMS  
Millersville University Police

# 2012 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	61,297
Manheim Township	44,041
East Lampeter Township	17,809
East Hempfield Township	15,382
Ephrata PD	15,337

### **Busiest EMS Agencies:**

LEMSA	24,256
SVEMS	13,301
Northwest EMS	5,458
Manheim Township EMS	4,972
Ephrata ALS	4,625

### **Busiest Fire Agencies:**

Lancaster City	3,287
Manheim Township F/R	1,401
Blue Rock F/R	931
Columbia Boro	736
Elizabethtown	722
Rohrerstown	659
Mount Joy	608
West Hempfield	606
Lancaster Twp	561
Lafayette	512



# Lancaster County-Wide Communications

## Time of Day Dispatch Statistics

Time Period 1/01/2012 00:00:00 To 12/31/2012 23:59:59

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

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
00:00	2590	1350	1367	1287	1403	1516	2316	11829
01:00	2309	1114	1094	1193	1281	1311	2231	10533
02:00	2139	950	938	960	1046	1183	2031	9247
03:00	1453	783	753	777	827	826	1220	6639
04:00	1012	733	731	670	684	799	917	5546
05:00	893	964	868	877	935	1001	944	6482
06:00	801	1194	1155	1154	1201	1160	1034	7699
07:00	1233	2045	2173	2030	2062	2035	1595	13173
08:00	1559	2845	2950	2943	2992	2797	2063	18149
09:00	1897	3331	3257	3336	3146	3134	2677	20778
10:00	2238	3302	3210	3265	3245	3403	2975	21638
11:00	2332	3266	3089	3159	3305	3354	3124	21629
12:00	2601	3295	3079	3349	3138	3213	3162	21837
13:00	2725	3411	3370	3375	3436	3431	2975	22723
14:00	2756	3365	3477	3282	3480	3398	3195	22953
15:00	2490	3596	3524	3537	3535	3634	3109	23425
16:00	2553	3549	3442	3494	3396	3710	2876	23020
17:00	2534	3551	3376	3422	3293	3496	2875	22547
18:00	2504	3338	3165	3177	3117	3330	2842	21473
19:00	2624	2951	2954	2975	2983	3094	2950	20531
20:00	2527	2810	2676	2769	2713	3137	3139	19771
21:00	2317	2442	2477	2553	2501	3033	3121	18444
22:00	1955	2181	2097	2283	2280	3031	2991	16818
23:00	1672	1677	1720	1810	1860	2544	2607	13890
<b>Total</b>	49714	58043	56942	57677	57859	61570	58969	400774

## 2012 Year End Report

### Dispatch Statistics by Municipality

Stats are calculated by dispatches per agency

Municipality	Police incidents	EMS incidents	Fire incidents
Adamstown Borough	708	123	95
Akron Borough	2,352	401	76
Bart Township	N/A	304	102
Brecknock Township	N/A	664	301
Caernarvon Township	N/A	550	142
Christiana Borough	1,156	401	62
Clay Township	3,404	574	231
Colerain Township	N/A	258	77
Columbia Borough	13,083	4,445	649
Conestoga Township	2,788	285	179
Conoy Township	1,108	219	180
Denver Borough	1,528	430	134
Drumore Township	N/A	232	143
Earl Township	2,877	992	271
East Cocalico Township	6,079	1,232	364
East Donegal Township	4,683	1,186	701
East Drumore Township	N/A	672	128
East Earl Township	2,806	227	659
East Hempfield Township	15,863	4,907	1,485
East Lampeter Township	13,811	2,708	744
East Petersburg Borough	3,041	304	110
Eden Township	N/A	113	49
Elizabeth Township	N/A	358	182
Elizabethtown Borough	8,485	2,301	370
Ephrata Borough	11,162	2,211	324
Ephrata Township	4,534	1,422	346
Fulton Township	N/A	433	127
Lancaster City	64,214	10,967	3,359
Lancaster Township	13,418	2,452	580
Leacock Township	N/A	564	226
Lititz Borough	5,423	1,668	226
Little Britain Township	N/A	339	93
Manheim Borough	5,819	689	140
Manheim Township	27,084	6,121	1,576
Manor Township	10,078	2,323	597
Marietta Borough	1,530	240	176
Martic Township	N/A	409	357

Millersville Borough	5,865	2,162	338
Mount Joy Borough	4,662	1,329	314
Mount Joy Township	5,839	1,038	499
Mountville Borough	1,412	326	147
New Holland Borough	4,033	886	208
Paradise Township	N/A	551	274
Penn Township	4,139	1,229	340
Pequea Township	2,350	327	284
Providence Township	N/A	736	280
Quarryville Borough	1,908	511	116
Rapho Township	4,614	1,159	534
Sadsbury Township	N/A	325	149
Salisbury Township	N/A	1,068	366
Strasburg Borough	1,516	655	75
Strasburg Township	N/A	311	220
Terre Hill Borough	352	137	35
Upper Leacock Township	3,947	979	368
Warwick Township	6,237	1,435	367
West Cocalico Township	1,814	605	252
West Donegal Township	2,578	1,229	296
West Earl Township	4,909	954	323
West Hempfield Township	9,242	1,736	932
West Lampeter Township	6,723	1,974	626

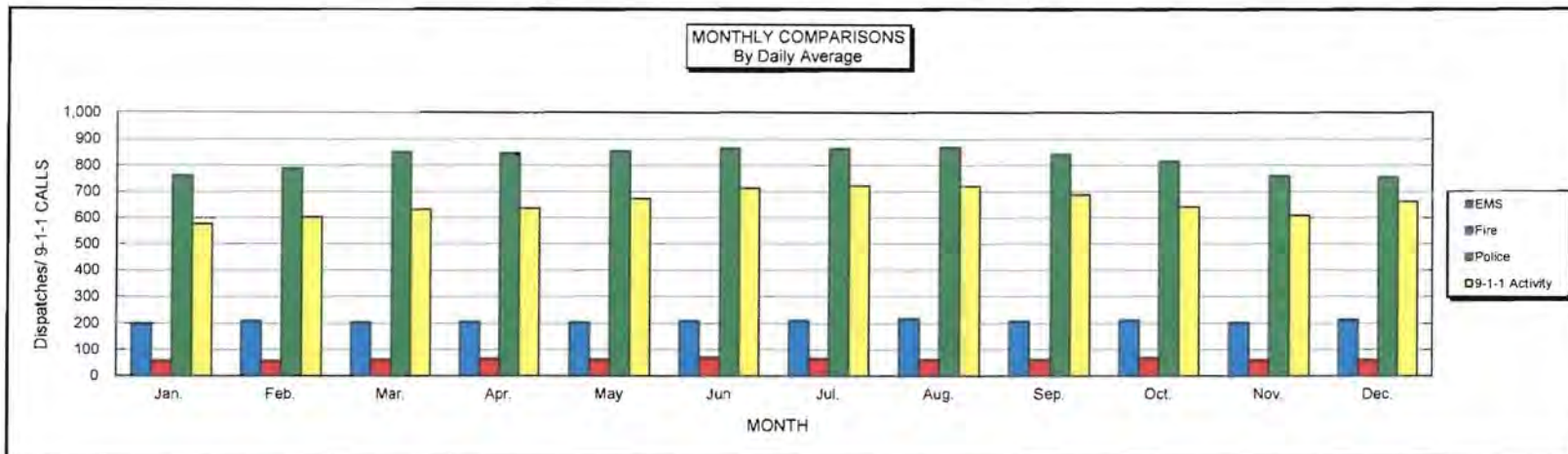
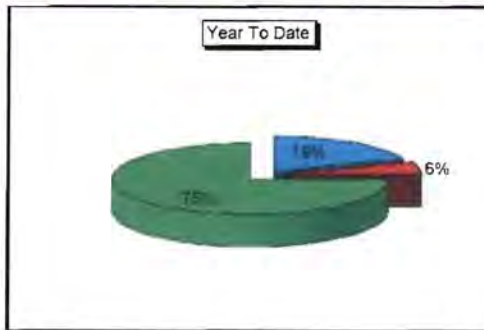
N/A= Handled by PSP





## LANCASTER COUNTY-WIDE COMMUNICATIONS 2012 Communications Report

	Jan.	Feb.	Mar.	Apr.	May	Jun	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	TOTAL
<b>EMS Dispatches</b>	6,230	6,097	6,325	6,223	6,340	6,320	6,570	6,785	6,262	6,588	6,104	6,657	<b>76,501</b>
<b>Fire Dispatches</b>	1,809	1,654	1,924	1,984	1,928	2,131	2,050	1,939	1,876	2,162	1,820	1,881	<b>23,158</b>
<b>Police Dispatches</b>	23,610	22,863	26,380	25,405	26,478	25,964	26,778	26,924	25,235	25,276	22,799	23,401	<b>301,113</b>
<b>Total Dispatches</b>	<b>31,649</b>	<b>30,614</b>	<b>34,629</b>	<b>33,612</b>	<b>34,746</b>	<b>34,415</b>	<b>35,398</b>	<b>35,648</b>	<b>33,373</b>	<b>34,026</b>	<b>30,723</b>	<b>31,939</b>	<b>400,772</b>
<b>EMS % of Total</b>	19.7%	19.9%	18.3%	18.5%	18.2%	18.4%	18.6%	19.0%	18.8%	19.4%	19.9%	20.8%	<b>19.1%</b>
<b>Fire % of Total</b>	5.7%	5.4%	5.6%	5.9%	5.5%	6.2%	5.8%	5.4%	5.6%	6.4%	5.9%	5.9%	<b>5.8%</b>
<b>Police % of Total</b>	74.6%	74.7%	76.2%	75.6%	76.2%	75.4%	75.6%	75.5%	75.6%	74.3%	74.2%	73.3%	<b>75.1%</b>
<b>Avg. Daily EMS</b>	201	210	204	207	205	211	212	219	209	213	203	215	<b>209</b>
<b>Avg. Daily Fire</b>	58	57	62	66	62	71	66	63	63	70	61	61	<b>63</b>
<b>Avg. Daily Police</b>	762	788	851	847	854	865	864	869	841	815	760	755	<b>823</b>
<b>Avg. Daily Total</b>	<b>1,021</b>	<b>1,056</b>	<b>1,117</b>	<b>1,120</b>	<b>1,121</b>	<b>1,147</b>	<b>1,142</b>	<b>1,150</b>	<b>1,112</b>	<b>1,098</b>	<b>1,024</b>	<b>1,030</b>	<b>1,095</b>
<b>9-1-1 Calls Rec'd</b>	17,896	17,461	19,599	19,052	20,825	21,363	22,374	22,305	20,642	19,876	18,289	20,513	<b>240,195</b>
<b>Avg. Daily 9-1-1</b>	<b>577</b>	<b>602</b>	<b>632</b>	<b>635</b>	<b>672</b>	<b>712</b>	<b>722</b>	<b>720</b>	<b>688</b>	<b>641</b>	<b>610</b>	<b>662</b>	<b>656</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%
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%

**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

