

LANCASTER COUNTY-WIDE COMMUNICATIONS



2021 9-1-1 COMMUNICATIONS REPORT

ACCIDENTAL 9-1-1 CALLS

Introduction

Technology makes it easy to dial 9-1-1 accidentally. Smart Phones, Smart Watches, 9-1-1 Only Phones, De-activated “old” wireless phones, and software applications are all sources of 9-1-1 misdials. If unsecured, slight physical pressure against the keypad, or other buttons, may mean an unnecessary call to 9-1-1.

What Happens If I Accidentally Call 9-1-1?

- 1) If you have accidentally called 9-1-1 – Don’t hang-up! We call back hang-ups.
- 2) You may not be aware you have called 9-1-1 until you receive a call from the 9-1-1 center - Don’t hang-up! We call back hang-ups.
- 3) In both of the previous scenarios, stay on the call and simply explain you have misdialed
- 4) Some of the most serious 9-1-1 incidents start as hang-ups, or silent calls.
9-1-1 staff have increased awareness in these instances. Please do not be offended if they ask a few clarifying questions. They are making sure that you are safe and not in danger.

How Can I Prevent a 9-1-1 Misdial?

- 1) Know how your device, or software application, works. Enter your device make/model, or application name, in Youtube to learn how to activate or disable settings.
- 2) DO NOT allow children to play with the phone
- 3) Remove 9-1-1 from your recent call history
- 4) Be cautious about making 9-1-1 a speed dial number
- 5) Consider turning-off the 9-1-1 auto-dial feature
- 6) Set your screen timer to auto-lock your keypad after a certain amount of time, or manually lock your screen after use and before placing it in a pocket, or purse.
- 7) Require a password to un-lock your keypad following auto-lock
- 8) Keep your device in a protective case
- 9) De-activate your software application when not needed

Statistics

In 2021, over 15% of our 9-1-1 calls were accidental. Please help reduce this number by using methods listed above. You may be helping us save someone’s life, by allowing us to focus on true emergencies.



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%
2016	24,470	82,458	315,728	422,656	225,302	2.9%	1.5%	2.5%	-2.5%
2017	23,886	85,265	330,540	439,691	214,551	-2.4%	3.4%	4.7%	-4.8%
2018	25,773	84,091	335,497	445,361	214,528	7.9%	-1.4%	1.5%	0.0%
2019	24,232	83,013	338,370	445,615	216,511	1.4%	-2.6%	2.4%	0.9%
2020	20,876	78,824	278,898	378,598	205,229	-13.8%	-5.0%	-17.6%	-5.2%
2021	23,655	91,120	305,263	420,038	166,827	17.0%	4.6%	1.3%	N/A

Notes:

1980 Started dispatching Lancaster City Fire

1991 Unysis CAD deployed

1994 Started dispatching Lancaster City Police

1999 Genisis CAD deployed

2008 Forge CAD deployed

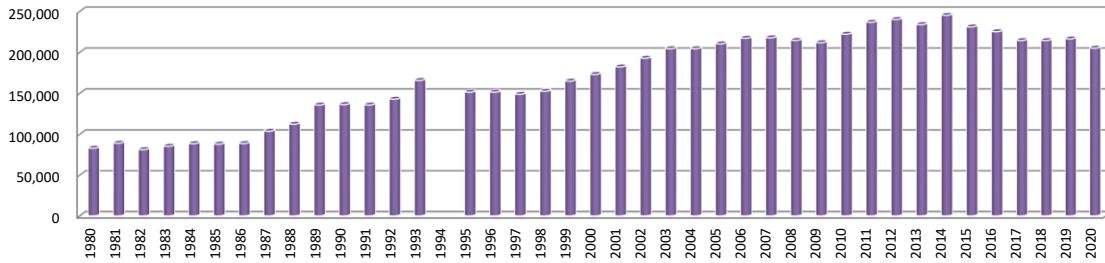
2021 New telephone system deployed, some data lost during transition.



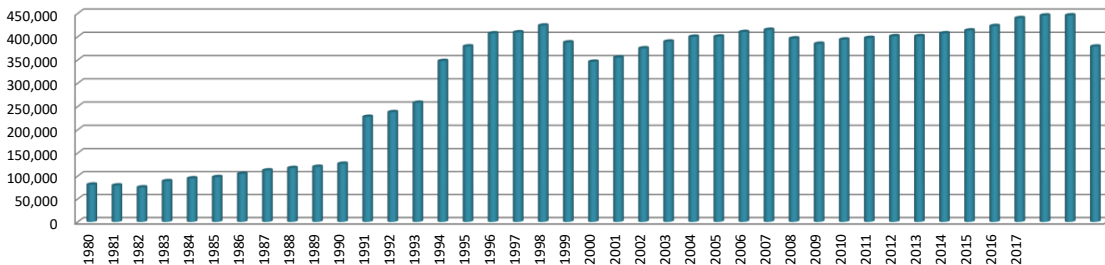
Lancaster County-Wide Communications

Annual Totals

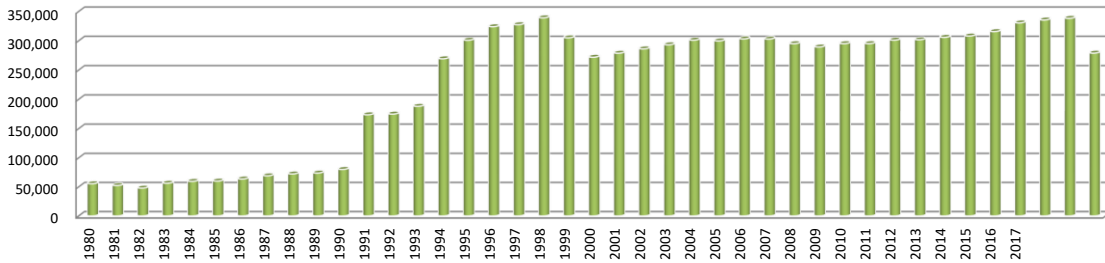
911 Calls



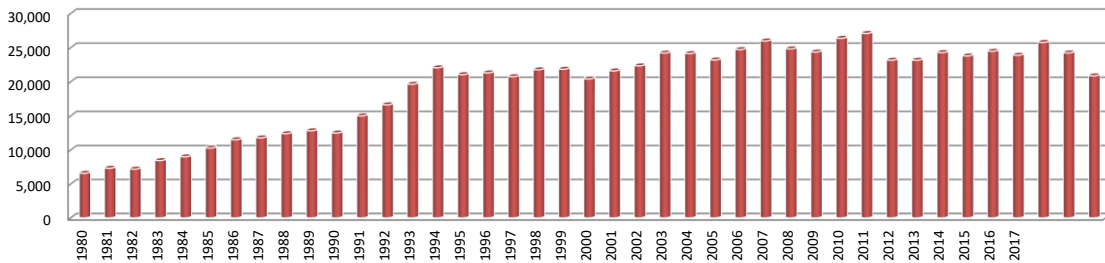
Total Dispatches



Police Dispatches



Fire Dispatches



EMS Dispatches

