

LANCASTER COUNTY-WIDE COMMUNICATIONS



2020 COMMUNICATIONS STATISTICS REPORT



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% |

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

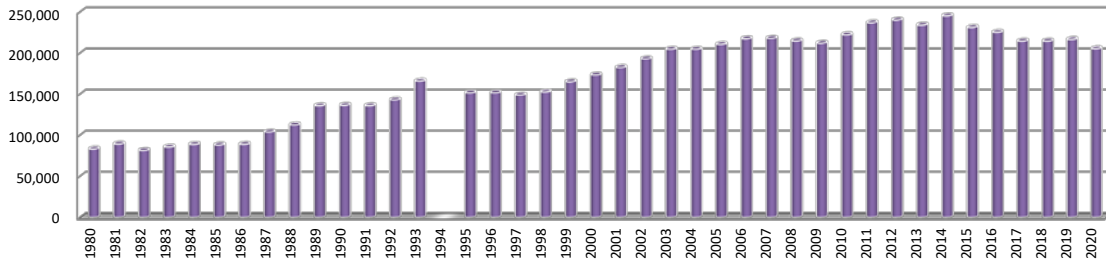
2008 Forge CAD put on-line



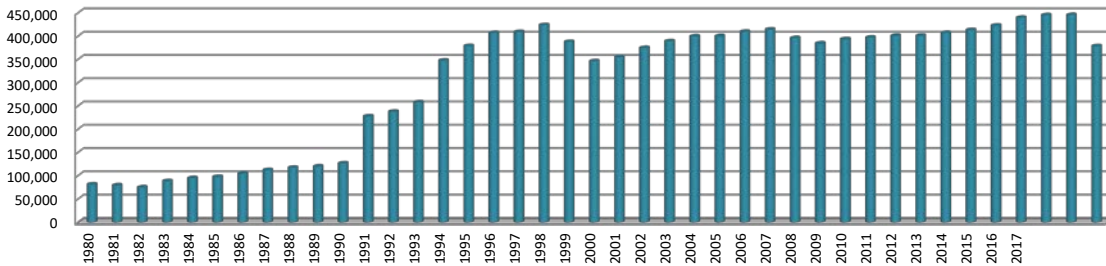
Lancaster County-Wide Communications

Annual Totals

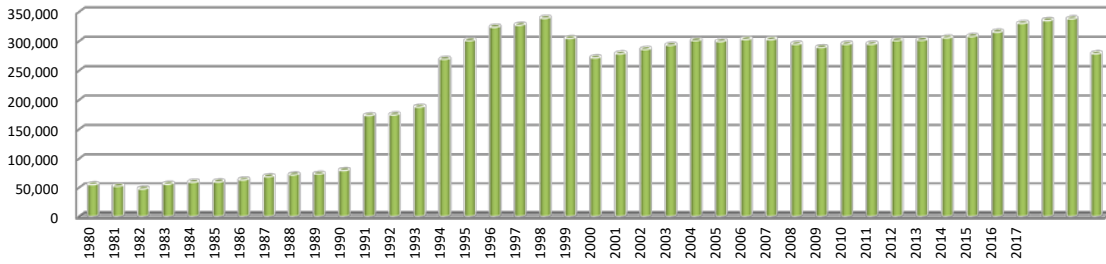
911 Calls



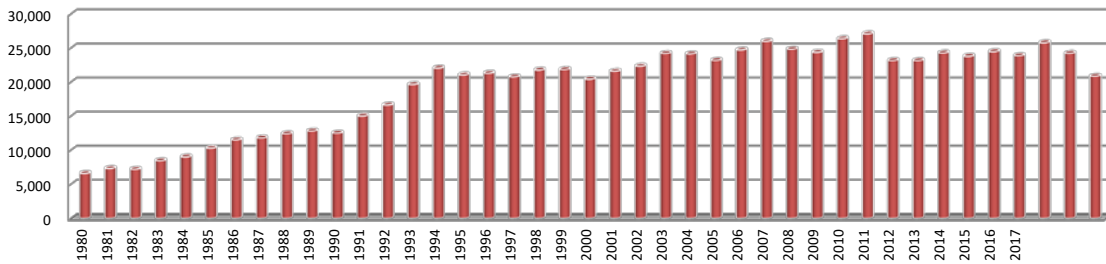
Total Dispatches



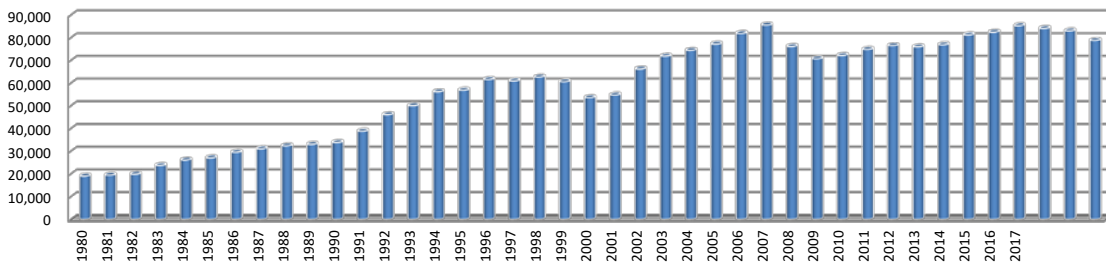
Police Dispatches



Fire Dispatches



EMS Dispatches



LANCASTER COUNTY COMMUNICATIONS REPORT FOR 2020

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.

| | | |
|-----------------------------------|----------------|------------------------|
| Totals Incidents for 2020: | 378,598 | 67,017 decrease |
| Total 9-1-1 Calls | 205,229 | 11,282 decrease |
| Total Law Enforcement Calls | 278,898 | 59,472 decrease |
| Total EMS Calls | 78,824 | 83,013 decrease |
| Total Fire Calls | 20,876 | 3,356 decrease |

Daily Averages

| | |
|-----------------|-----|
| 9-1-1 Calls | 562 |
| Law Enforcement | 764 |
| EMS | 216 |
| Fire | 57 |

Continue to access our website www.lcwc911.us to see upload 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.

2020 Year End Report

Communications Center Statistics

| | |
|-------------------------|-------------|
| Busiest Month | January |
| Busiest Day of the Week | Friday |
| Busiest Hour | 14:00-15:00 |