

COUNTY OF HANOVER, VIRGINIA  
 Operating Indicators by Function (1)  
 Last Ten Fiscal Years

Function/Program	Fiscal Year									
	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007
<b>Primary government:</b>										
<b>General governmental administration</b>										
Number of registered voters	45,475	46,896	48,030	54,086	54,086	56,000	56,000	58,741	62,960	63,059
Number of real estate transfers	3,976	3,953	3,928	3,142	3,907	4,024	4,024	3,689	3,490	3,819
State income tax returns processed	22,450	22,500	27,399	33,000	25,000	25,000	25,000	12,529	10,200	14,500
<b>Judicial administration</b>										
Judgments docketed	-	-	-	3,139	3,139	2,230	2,540	2,513	3,104	3,101
<b>Public safety</b>										
Sheriff's office - total calls for service	48,690	48,690	50,216	50,670	51,281	54,622	57,321	57,016	53,792	49,873
Number of sworn officers	140	150	149	153	158	160	170	180	189	197
EMS incidents	8,193	8,545	8,724	9,322	9,032	9,430	9,010	9,376	9,382	9,194
Fire incidents	5,946	7,901	8,112	8,670	8,678	9,151	8,725	8,789	9,401	10,712
Animal control incidents	4,840	5,298	5,883	6,487	7,272	6,946	6,169	6,720	6,866	8,018
Commercial building plan reviews	60	99	98	201	295	304	317	536	431	523
Residential building plan reviews	1,079	1,227	974	925	829	803	685	626	511	401
<b>Public works</b>										
Tons of solid waste received	33,000	39,000	42,000	37,000	35,500	34,600	34,600	37,714	31,596	37,182
Tons of solid waste recycled	-	-	-	-	-	-	-	14,342	13,716	13,288
<b>Human services</b>										
Communicable disease visits/investigations	-	-	-	-	317	300	300	585	873	789
Immunization visits	6,508	7,504	3,229	3,319	3,088	3,300	3,300	1,650	1,005	703
Restaurant inspection visits	400	362	499	248	248	330	330	689	590	1,068
Social services lobby visits	-	-	-	-	8,288	9,866	9,866	9,764	9,425	10,150
Social services telephone calls received	-	-	-	-	29,995	43,288	43,288	35,950	30,521	28,206
Number of community volunteers on record	5,500	5,500	5,500	6,043	6,315	5,712	5,712	6,216	5,900	9,107
Estimated volunteer hours reported	209,000	249,250	200,000	188,600	180,800	213,860	373,484	412,678	441,135	459,224
County employees United Way contribution	34,000	35,630	35,630	38,583	53,401	45,943	45,943	51,958	55,344	60,041
<b>Parks, recreation and cultural</b>										
Registered library card holders	39,251	45,504	49,738	56,840	63,162	71,020	71,020	85,702	93,040	99,353
Internet workstations - hours used	-	-	-	28,640	33,409	41,765	41,765	61,023	66,218	70,189
Library reference questions answered	-	-	-	-	-	-	-	148,470	169,834	193,942
<b>Community development</b>										
Economic development services to existing/prospective businesses	264	411	415	295	295	410	410	455	423	350
<b>Public utilities</b>										
Water customers	12,955	13,655	14,394	16,500	17,241	17,918	18,389	18,825	19,260	19,472
Wastewater customers	12,400	12,916	13,644	14,600	15,678	16,143	16,597	17,001	17,384	17,661
Water samples collected	-	-	-	-	-	-	277,190	300,865	298,637	303,358
Daily average water distributed (million gallons/day)	7.80	7.30	7.70	7.96	6.35	6.20	6.52	6.35	7.30	8.80
Maximum daily water capacity (million gallons/day)	10.93	10.93	10.90	12.00	10.93	16.00	16.00	19.95	19.95	19.95
Daily average wastewater treatment (million gallons/day)	6.00	5.40	5.44	5.23	5.29	5.80	6.06	6.29	5.43	6.20
Maximum daily capacity of wastewater treatment plant (mg/d)	6.78	6.78	6.78	8.40	6.78	8.48	8.48	13.48	13.48	13.50
<b>Fleet management</b>										
School buses serviced	-	-	-	237	250	261	261	302	305	303
Public safety vehicles serviced	273	304	317	333	350	371	371	410	420	416
Fleet availability	-	-	-	-	-	96%	96%	97%	96.5%	96.8%

Notes: (1) Source: County Departments as identified above.  
 (2) Information not available prior to first year reported. Operating indicators for the School Component Unit are presented on the Demographic Information schedule.