



**Northern Lancaster County Regional Police Department**  
870 Durlach Road  
Stevens, PA 17578

**Serving Clay, Penn and Warwick Townships, effective 1/1/2012**

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**Q. Why change the way our communities were doing things?**

A. The entire reasoning behind this joint venture is to work together to take police services to the next level. We are working together to improve cost containment while providing a broader based and specialized service plan to our community members. Given the current and projected fiscal landscape facing our country and our community, we think this cooperation only makes sense, and we look forward to continuing these efforts on our citizen's behalf.

**Q. What is the Charter agreement?**

A. Each of the three charter municipalities, Clay, Penn and Warwick Townships, have approved ordinances authorizing them to enter into an intermunicipal charter agreement to form the Northern Lancaster County Regional Police Department, and a commission to oversee the operation. (Clay approved on August 31, Penn on September 12 and Warwick on September 21, 2011). This document is the roadmap for success of the agency.

**Q. Who is in charge of the police department?**

A. The regional police department is like any other police agency in that it uses a rank structure and has a police chief who is in charge of the operational and administrative aspects of the agency. The police chief reports directly to the Northern Lancaster County Regional Police Commission, who in turn reports to the respective participating municipalities governing body. The advantage of this structure is that it provides equal voting representation for large and small participating municipalities. This gives each participating entity an equal vote. This is a large advantage for participating agencies compared to contracting police services, since it allows for member voting rights, and input into the decision making directly affecting the community.

**Q. How do I summon police services?**

A. There are several ways to reach the Northern Lancaster County Regional Police Department. **In an emergency always dial 911.** This will immediately place the caller in contact with the Lancaster County Emergency Operations Center.

For other police assistance please call the following numbers:

- Warwick Township: 717.626.3162
- Clay Township: 717.733.0965
- Penn Township: 717.665.6959

**Q. How many officers will be covering a township at a given time, compared to the past?**

A. This number will vary. It is anticipated there will be a greater number of officers available under the regional service plan than previously existed. The number of officers covering a given municipality depends upon a variety of factors. Some of these factors are controlled by scheduling; training, sick leave, vacation usage and the same scheduling impacts faced by private industry and other public sector jobs which are beyond control of the agency and predicated upon call demand.

An example of this is calls from severe thunderstorms or snow storms and call response driven by 911 demands. Another factor is the time obligated to prisoner processing and transport. These are often unpredictable events which are open-ended time obligations. In order to maximize the availability of officers, the regionalized service plan has flexibility designed into the system. This means scheduled shifts will include staffing overlap for high call volume periods; another advantage of the regional policing scheme is that if a needed call-out of officers takes place for planned or unplanned events, a larger number of resources are available to address the problem. The advantage of the regional police effort is the ability to shift resources within the jurisdiction and maintain call response coverage while meeting service demands.

**Q. Are there any concerns with the expanse of the region, how will response time be affected for local emergencies?**

A. In a regional police jurisdiction, police resources are based upon patrol district assignment and coverage. Patrols are assigned based upon the equal distribution of workload, and other considerations. These include the size and nature of the patrol district and the projected call activity and volume. It is important to understand that police units are not at one location, but are scattered within the jurisdiction to be available for calls. Distance is overcome by appropriate distribution and management of resources. What is critical to the understanding of the citizen *is that police officers must base an appropriate response to calls upon the nature of the call*. Simply stated not every call for police services is a dire emergency requiring an emergency response. By effectively being able to prioritize police responses, the agency realizes a decrease in liability and an increase in effectiveness.

**Q. How am I certain, as a taxpayer, that my township is getting the services it pays for?**

A. An essential part of the service delivery is the tracking of information including response time, obligated time and unobligated time. A careful and ongoing analysis of this data will ensure the most appropriate police response available and provide the flexibility of the agency to adjust and allocate resources as are needed to ensure a proper police response to service requests.

**Q. Will I notice any changes in police services from a citizen's perspective?**

A. Yes – you should see more police cars in your community. There are many changes, some of which are already completed. There are new distinctive uniforms, cruiser marking designs, and an agency logo.

**A. What are the changes I will not see – are there any other changes I need to know about from a citizen's perspective?**

A. Absolutely – There is an increase in the ability of the NLCRPD to offer specialized services to community members. A new records management system will be in place to allow for analytical abilities far exceeding existing capabilities. In addition, there is the ability to sustain specialized investigative, crash reconstruction, and evidence collection functions. There is also the standardization of policy, training, and uniformity in procedural matters developed for implementation. What is essential to the reader is the understanding that there is no room for error in this foundation being laid for the organization. There are a hundred large tasks, and a thousand small tasks all of which required completion.