Comparative Metric Title	Measurement Unit	Metric Timeframe	Dover	Berlin	Franklin	Laconia
General comparisons						
Population	Number	2017 OSI Est.	30817	10282	8685	16532
Number of Regular (non-seasonal) employees? Total of both FT and PT as number of bodies, not FTEs.	Employees	Present	329		92	176
Police comparisons						
Calls for Service	Number	2018	29409	23111	26041	22804
Total Part 1 Crimes (most recent available from FBI or PD)	Number	2018	415	166		1,023
Total Part 2 Crimes	Number	2018	871	1,495		1,390
Sworn officers	Number	Present Authorized	50	22	21	42
Police Officers per 1000 residents	Number	Present	1.63	2.10	2.45	2.55
Sworn Supervisors	Number	Present	14	4	8	11
Police Covergage on Typical shift	# supv/# officers	Present	1 supv/3-4 ofc	2 supv/2 ofc	1 supv/2-3 ofc	1 supv/3-6 ofc
Station officer	Yes/No	Present	No	No	No	No
School Resource Officer(s)	Number of Officers	Present	2	1	1	1
Funding breakdown for SRO	$ by SAU/$ by City	Present	43%/57%	100% SAU	100% PD	100% PD
Actual PD Budget	$	FY19	$9,149,397	$3,229,510	$3,100,000	$5,437,026
Actual OT Budget	$	FY19	$286,800	$65,310	$181,014	$130,000
OT as a percentage of overall PD budget	Number	FY19	3.13%	2.02%	5.84%	2.40%
Civilian Staff	Number	Present	36	10	10	13
Civilian Supervisors	Number	Present	5	2	1	0
Dispatch Center for Police, Fire, EMS, and/or other town	Yes/No	Present	PD, FD, EMS, Roll.FD	PD, FD, EMS	Several towns	PD only
Dispatch Supervised by Civilian or Sworn	Yes/No	Present	Civilan	Civilian	Civilian	Sworn
Parking Enforcement handled by Police	Yes/No	Present	Yes	No	Yes	Yes
Civilian Parking Manager	Yes/No	Present	Yes	No	No	No
Teen Center for At Risk Youth	Yes/No	Present	Yes	No	No	Starting PAL
Drug Prevention activities in schools	Types	Present	most grade levels	DARE	DARE	DARE and PET
Fire & Rescue comparisons						
Total number of responses	Count	Present	5829	590	1949	5022
EMS Responses	Count	Present	3351	124	1268	3400
EMS Transport Agency	Y/N	Present	Yes	No	Yes	Yes
Fire responses	Count	Present	1405	318	225	1516
Other Calls	Count	Present	1070	148	456	not reported
Fire Inspections completed	Count	Present	1579 (just Fire Related)	320	795	1655
# Total Personnel	Count	Present	65 (includes all inspection staff)	25	17	40
# Chief Officers/sworn staff officers	Count	Present	4	1	2	4

Comparative Metric Title	Manchester	Nashua	Portsmouth	Rochester	Somersworth	Derry
General comparisons						
Population	110311	88143	27898	30224	11751	33037
Number of Regular (non-seasonal) employees? Total of both FT and PT as number of bodies, not FTEs.	1148		675	275	129	258
Police comparisons						
Calls for Service	145000	90936	53094	28600	24485	29854
Total Part 1 Crimes (most recent available from FBI or PD)	3,713	1,375	410 (2016)	2,672	401 (2016)	1,399 (2016)
Total Part 2 Crimes		3,085		2,507		1,723 (2016)
Sworn officers	237	179	66	56	27	57
Police Officers per 1000 residents	2.16	2.04	3.06	1.86	2.31	1.73
Sworn Supervisors	41	42	18	16	11	16
Police Covergage on Typical shift	5 supv/30 ofc	3 supv/12 ofc	2 supv/5-7 ofc	1 supv/4-7 ofc	1 supv/3 ofc	2 supv/6 ofc
Station officer	Yes	No	Yes	No	No	Yes
School Resource Officer(s)	9	3	2	3	1	2
Funding breakdown for SRO	100% SAU	100%PD	25%/75%	100%PD	75%/25%	100%PD
Actual PD Budget	$25,000,000	$30,517,443	$11,696,425	$7,890,209	$3,991,268	$9,211,774
Actual OT Budget	$1,300,000	$1,154,425	$542,663	$184,486	$103,500	$677,221
OT as a percentage of overall PD budget	5.20%	3.78%	4.64%	2.33%	2.59%	7.35%
Civilian Staff	52	53	27	16	11	16
Civilian Supervisors	10	8	2	3	0	0
Dispatch Center for Police, Fire, EMS, and/or other town	PD only	PD only	PD, FD, EMS	PD, FD, EMS	PD, FD, EMS	PD only
Dispatch Supervised by Civilian or Sworn	Civilian	Civilian	Civilian	Sworn	Sworn	Sworn
Parking Enforcement handled by Police	No	No	No	Yes	Yes	Yes
Civilian Parking Manager	No	No	No	No	No	No
Teen Center for At Risk Youth	No	Active PAL	No	No	No	No
Drug Prevention activities in schools	DEA 360	RED, Mirror	SROs do some classes	LEAD in 3 levels	other agencies	Det. And comm. Rel.
Fire & Rescue comparisons						
Total number of responses	25198	20000	4904	2930	1502	4974
EMS Responses	20124	not reported	3585	1375	627	3239
EMS Transport Agency	No	No	Yes	No	No	Yes
Fire responses	5074	not reported	1319	831	400	650
Other Calls	not reported	not reported	not reported	not reported	475	not reported
Fire Inspections completed	1612	not reported	700	not counted	104	not reported
# Total Personnel	225	176	62	40	17 FT, 16 on call	85
# Chief Officers/sworn staff officers	15	22	3	5	1	3

Comparative Metric Title	Concord	Keene	Londonderry
General comparisons			
Population	42742	23192	25671
Number of Regular (non-seasonal) employees? Total of both FT and PT as number of bodies, not FTEs.	432		204
Police comparisons			
Calls for Service	47968	30109	24393
Total Part 1 Crimes (most recent available from FBI or PD)	1,007 (2016)	1,139	226 (2016)
Total Part 2 Crimes		2,669	
Sworn officers	86	44	48
Police Officers per 1000 residents	2.02	1.90	1.89
Sworn Supervisors	20	13	18
Police Covergage on Typical shift	2 supv/8 ofc	1 supv/4 ofc	1 supv/4-7 ofc
Station officer	No	No	No
School Resource Officer(s)	2	1	3
Funding breakdown for SRO	75%/25%	75%/25%	100%PD
Actual PD Budget	$12,201,721	$7,584,068	$9,273,000
Actual OT Budget	$578,000	$332,406	$635,000
OT as a percentage of overall PD budget	4.73%	4.38%	6.84%
Civilian Staff	26	29	23
Civilian Supervisors	3	3	0
Dispatch Center for Police, Fire, EMS, and/or other town	PD only	PD only	PD only
Dispatch Supervised by Civilian or Sworn	Civilian	Civilian	Sworn
Parking Enforcement handled by Police	Yes	Yes	Yes
Civilian Parking Manager	Yes	Yes	No
Teen Center for At Risk Youth	No	No	No
Drug Prevention activities in schools	DARE, RAD, police Readers	SRO does some	DARE and informal classes
Fire & Rescue comparisons			
Total number of responses	8400	4837	4013
EMS Responses	5052	3242	2249
EMS Transport Agency	Yes	Yes	Yes
Fire responses	not reported	1200	1097
Other Calls	not reported	395	667
Fire Inspections completed	1050	646	527
# Total Personnel	99	44	46
# Chief Officers/sworn staff officers	11	2	3

Comparative Metric Title	Measurement Unit	Metric Timeframe	Dover	Berlin	Franklin	Laconia
# Admin Employees/non-sworn	Count	Present	2 FT and 1 PT, + 6 Inspection staff/officials	1	1FT, 1 PT	1FT, 1 PT
# Fire Inspectors	Count	Present	1 Fire inspector, 5 Other	1	2	1FT, 2 PT
# Shift Stafffing each shift of 4 shifts	Count	Present	13	5	3	9
Minimum Staffing #	Count	Present	13	4	3	9 Day/8 Night
Total Budget	$	FY2018	$9,415,161	$2,180,657	$2,157,715	$4,479,404
# of Stations	Count	Present	3	1	1	2
Overtime budget	$	FY2018	$792,000	$135,460	$150,000	$221,000
Revenue from EMS billing/permit fees	$	FY2018	$2,300,614	$46,000	$429,000	$800,100
ISO Rating		Present	3 Hydrant, 3Y Non-hydrant	not reported	4 Hydrant, 9 Non-hydrant	2 Hydrant, 9 Non-hydrant
Community Service comparisons						
Solid Waste						
Number of stops	Count	FY17/FY18	7700	4100		3700
Annual tonnage	tons	FY17/FY18	4100	3300	2520	3290
Budget	$	FY17/FY18	$1,008,582	$235,000		combined
Recycling						
Number of stops	Count	FY17/FY18	7700	4100		3700
Annual tonnage	tons	FY17/FY18	2600	326	936	1730
Budget	$	FY17/FY18	$541,798	$125,000		$1,020,560
F&G/General Government Building						
Number of Buildings maintained	Count	Present/Last Year	20			29
Square footage of buildings maintained	SF	Present/Last Year	475664			186873
Acres of Maintained Turf/Parks	Acres	Present/Last Year	245	24*		56
Number of playing fields maintained	#	Present/Last Year	15	10		16
Number of Parks maintained	#	Present/Last Year	29 (14 w pg)	9		46
Number of Personnel Assigned	FTE's	Present/Last Year	7 + mow contr			5
Note: assigned to facility, ground, park maintenance						
Cemeteries			4			9
Acres of Maintained Turf	Acres	Present/Last Year	80			5
Number of Personnel Assigned	FTE's	Present/Last Year	7			
Average number interments			82			
Water						
Annual Water Produced	Gallons	FY17/FY18	715,408,000		189800000	488997520
Miles of Water Main	Miles	FY17/FY18	171.5	60	52	105.4
Sewer						
Annual Volume Treated	Gallons	FY17/FY18	1133.52 mg			send to Franklin

Comparative Metric Title	Manchester	Nashua	Portsmouth	Rochester	Somersworth	Derry
# Admin Employees/non-sworn	not reported	not reported	1FT, 1 PT	1 FT	1 FT	not reported
# Fire Inspectors	3	not reported	1	2 Chief level	Chief or designee	not reported
# Shift Stafffing each shift of 4 shifts	48	33	14	9	4	20
Minimum Staffing #	44	25	13	7	3 day, 4 night	18
Total Budget	$19,735,544	$23,776,107	$8,966,305	$4,322,560	$2,157,161	$10,423,118
# of Stations	10	6	3	2	1	4
Overtime budget	$1,200,000	$720,394	$686,000	$258,000	$213,000	$922,000
Revenue from EMS billing/permit fees	None billed	$93,740	$850,000	None billed	$1,000	$1,405,000
ISO Rating	2	2	4	3 Hydrant, 9 Non-hydrant	4 Hydrant, 9 Non-hydrant	2 Hydrant, 8B Non-hydrant
Community Service comparisons						
Solid Waste						
Number of stops	24000 r/c	23200	5200			No program
Annual tonnage	37000	20400	11000		2212	
Budget	combined		$650,000		$327,000	
Recycling						
Number of stops	24000r/c	23200	5200			12537
Annual tonnage	22000	4000	5000		773.05	
Budget	$8,000,000		$650,000		$140,855	
F&G/General Government Building						
Number of Buildings maintained				11		
Square footage of buildings maintained				380000		
Acres of Maintained Turf/Parks	953.36**			25		
Number of playing fields maintained			4 loc			
Number of Parks maintained			18 (9 w/pg)	5	13	
Number of Personnel Assigned				5		
Note: assigned to facility, ground, park maintenance				w/ 2 part timers		
Cemeteries		6				
Acres of Maintained Turf		79		0		
Number of Personnel Assigned				0		
Average number interments				0		
Water						
Annual Water Produced			1,642 mgd	730	490610941	540,000,000
Miles of Water Main			174	150	71	70.3
Sewer						
Annual Volume Treated	7.818 billion			1.18	494000000	584,000,000

Comparative Metric Title	Concord	Keene	Londonderry
# Admin Employees/non-sworn	not reported	2	6
# Fire Inspectors	not reported	1	1
# Shift Stafffing each shift of 4 shifts	not reported	10	11
Minimum Staffing #	19	9	10
Total Budget	$13,851,258	$6,610,279	$8,114,296
# of Stations	4	2	3
Overtime budget	Not reported	$478,000	$754,390
Revenue from EMS billing/permit fees	$2,631,208	$952,000	$810,000
ISO Rating	Not reported	4 Hydrant, 8B Non-hydrant	5 Hydrant, 9 Non-hydrant
Community Service comparisons			
Solid Waste			
Number of stops	12000	No program	8438
Annual tonnage	5260		8261
Budget	$600,000		$1,063,000
Recycling			
Number of stops	12000		8438
Annual tonnage	3730		2613
Budget	$600,000		$373,277
F&G/General Government Building			
Number of Buildings maintained			12
Square footage of buildings maintained			
Acres of Maintained Turf/Parks	105		36
Number of playing fields maintained	18		8
Number of Parks maintained	16		1
Number of Personnel Assigned	11		1
Note: assigned to facility, ground, park maintenance	9 f 10 se		2 pt
Cemeteries			8
Acres of Maintained Turf			18
Number of Personnel Assigned			4 contractors
Average number interments			
Water			
Annual Water Produced		730,000,000	Water comes from Penacook and Derry
Miles of Water Main		113	n/a
Sewer			
Annual Volume Treated		1,008 mg	treated in Derry

Comparative Metric Title	Measurement Unit	Metric Timeframe	Dover	Berlin	Franklin	Laconia
Number of Manholes	Count	FY17/FY18	3135	920	890	1800
Miles of Sewer pipe	Miles	FY17/FY18	130.5	60	32	67
Engineering						
Number of Personnel Assigned	FTE's	Present/Last Year	3	0	0	1
In-house GIS?	Yes/No	Present/Last Year	no	yes	0	yes
Number of GIS-related FTE's	FTE's	Present/Last Year	0	1	0	1
In-house SCADA?	Yes/No	Present/Last Year	yes	yes	0	yes
Snow						
Snow Removal Overtime Expended Winter 2016-2017	$	FY17/FY18	$170,869.00	92714	52000	$3.70
Streets & Drains						
Total Miles of Public Streets	Miles	FY17/FY18	134	130	68	79.78
Actual Miles of Public Streets Paved 2016	Miles	FY17/FY18	10.7	0	0	?
Number of Traffic Lights	Count	Present	32	6	5	8
Number of Personnel Assigned to Street/Drain Repair	FTE's	Current Fiscal Year	11	18	5	17 (30% charged to Sewer)
Street Lights						
Number of Street Lights	Count	Present/Last Year	1945 (inc decorative)	951	343 (incl decorative)	1308
Fleet						
Maintain "outside" equipment	Yes/No	Present/Last Year	yes	no	no	no
Number of vehicles maintained	Count	Present/Last Year	283	85	77(incl fire)	123
Number of personnel	FTE's	Current FY/Last FY	5	4	2	3
Information Technology comparisons						
Number of Information Technology (IT) Staff (FTEs) directly managed by your IT organization.	FTE	Present/Last Year	7.95	0	2	15
Are IT services primarily centralized (vs decentralized)?Please list position titles or functions for decentralized or outsourced IT functions in comments area.	Centralized / Decentralized / Outsourced	Present/Last Year	Centralized	Centralized	Centralized	Centralized
Total IT Adopted Budget	$	FY17/FY18	$1,443,824	$117,297	$175,000	$1,589,242
IT Personnel Costs	$	FY17/FY18	$773,771	$0		$1,160,751
IT Vendor Technical Services	$	FY17/FY18	$218,800			$298,447
At what level does your IT organization support the IT services in the following areas?						
School Department	Primary / Secondary / No	Present/Last Year	Secondary	No	Primary	Secondary
Public Safety (Police/Fire & Rescue) Services	Primary / Secondary / No	Present/Last Year	Secondary	Primary	Primary	Primary
GIS , Mapping or Asset Management Services	Primary / Secondary / No	Present/Last Year	Primary	Secondary	Primary	Primary

Comparative Metric Title	Manchester	Nashua	Portsmouth	Rochester	Somersworth	Derry
Number of Manholes	11000		2526	1820		1439
Miles of Sewer pipe	385		102	120	41	48.9
Engineering						
Number of Personnel Assigned	5		7	2	1	3
In-house GIS?	yes		Yes	yes	no	yes
Number of GIS-related FTE's	2		2	1	0	0
In-house SCADA?			Yes	yes		no
Snow						
Snow Removal Overtime Expended Winter 2016-2017	$400,000.00	750000	187927	155500	66651.97	$177,735.00
Streets & Drains						
Total Miles of Public Streets	411	765 Lane Miles	136	159	54	165
Actual Miles of Public Streets Paved 2016	58.3 (incl 33 mi crack seal)	7	2.1	2	3.5	9
Number of Traffic Lights	162	92	24	20	9	7
Number of Personnel Assigned to Street/Drain Repair	75	54	9.5	11	10	11
Street Lights						
Number of Street Lights	9033	5505	2036 (incl decorative)	1650 (incl decorative)	756	962
Fleet						
Maintain "outside" equipment	no	no	no	no	no	no
Number of vehicles maintained	1105	300	318	120	37	92
Number of personnel	28	6	7	3	1	3
Information Technology comparisons						
Number of Information Technology (IT) Staff (FTEs) directly managed by your IT organization.		3	5	6		3
Are IT services primarily centralized (vs decentralized)?Please list position titles or functions for decentralized or outsourced IT functions in comments area.		Centralized / Outsourced	Centralized	Centralized		Centralized
Total IT Adopted Budget		$600,000	$991,096			$870,540
IT Personnel Costs		$90,000	$313,119			$205,636
IT Vendor Technical Services		$350,000				$343,000
At what level does your IT organization support the IT services in the following areas?						
School Department		Secondary	No			No
Public Safety (Police/Fire & Rescue) Services		Primary	Primary			No
GIS , Mapping or Asset Management Services		Primary	Primary			Primary

Comparative Metric Title	Concord	Keene	Londonderry
Number of Manholes		2192	
Miles of Sewer pipe		96.4	44
Engineering			
Number of Personnel Assigned		5	1
In-house GIS?		yes	yes
Number of GIS-related FTE's		0	1
In-house SCADA?		yes	no
Snow			
Snow Removal Overtime Expended Winter 2016-2017		$1,971.00	$160,000.00
Streets & Drains			
Total Miles of Public Streets	220	127	186
Actual Miles of Public Streets Paved 2016	12	125	3
Number of Traffic Lights	54	13	4
Number of Personnel Assigned to Street/Drain Repair	17	21	11
Street Lights			
Number of Street Lights	2285 (incl decorative)	1155 (does not incl decorative)	161
Fleet			
Maintain "outside" equipment	no	no	no
Number of vehicles maintained	265 (incl fire)	266	27
Number of personnel	12	6	2
Information Technology comparisons			
Number of Information Technology (IT) Staff (FTEs) directly managed by your IT organization.	7		
Are IT services primarily centralized (vs decentralized)?Please list position titles or functions for decentralized or outsourced IT functions in comments area.	Centralized		
Total IT Adopted Budget	$650,000		
IT Personnel Costs	$650,000		
IT Vendor Technical Services	$50,000		
At what level does your IT organization support the IT services in the following areas?			
School Department	No		
Public Safety (Police/Fire & Rescue) Services	No		
GIS , Mapping or Asset Management Services	Secondary		

Comparative Metric Title	Measurement Unit	Metric Timeframe	Dover	Berlin	Franklin	Laconia
Local Cable Access TV Content, Programming and Management	Primary / Secondary / No	Present/Last Year	Primary	No	Primary	No
Centralized Public Information Communications (incl Website, Social Media, etc)	Primary / Secondary / No	Present/Last Year	Primary	Secondary	Primary	Primary
Voice Services (Desk and/or cellular phone)	Primary / Secondary / No	Present/Last Year	Primary	No	Primary	Primary
Security; Employee RFID badges and/or Closed Circuit Video (CCTV)	Primary / Secondary / No	Present/Last Year	Primary	No	Primary	Primary
Does municipality provide public wireless Internet access?	Yes/No	Present/Last Year	Yes	No	No	No
If yes, please enter the number of centrally managed wireless APs (for public and/or municipal use) in comments.	Count	Present/Last Year	40	n/a	n/a	n/a
Recreation comparisons	x					
Community Centers	Count	Present	1	1	2	3
Ice Arena's	Count	Present	1 Twin	1	0	0
Pools	Count	Present	1 In 1 Out	0	2 Beaches	5 Beaches
Senior Center	Count	Present	1	1-TriCountyCAP	1-CAP-BMCounties	1-CAP-BMCounties
Skate Park	Count	Present	1	0	0	1
Dog Park	Count	Present	1	0	0	0
Splash Pad	Count	Present	1	0	0	0
Disc Golf Course	Count	Present	1	0	0	0
Outdoor Skating Rinks	Count	Present	0	1	0	Lake
Sledding - Ski areas	Count	Present	1	1 Ski Jump	1	0
Media Services comparisons						
Dedidcated Public Information Officer (PIO)	Y/N	Present	N	N	N	N
Access Coordinator/municipal	Y/N/Combined	Present	Combined	Shared	Shared	Y
Access Coordinator/education and/or public	Y/N/Combined	Present	Combined	Shared	Shared	Y
Full-time access programming staff	Count	Present	1	Shared	Shared	1 and COOP
Part-time access programming staff	Count	Present	2	Shared	Shared	1 and COOP
Access Channels	Y/N/COOP	Present	Y	COOP	COOP	Y
Number of Channels	Count	Present	2	2	2	3
HD programming on air	Y/N	Present	N	N	N	N
HD programming online	Y/N	Present	Y	N	N	N
HD meetings online	Y/N	Present	N	N	N	Y
Legal Services comparisons	x					
OVERALL LEGAL BUDGET (FY 19)	$	Present	$292,487			
NUMBER OF EMPLOYEES	Count	Present	2			
Full Time	Count	Present	2			
Part-Time	Count	Present	0			

Comparative Metric Title	Manchester	Nashua	Portsmouth	Rochester	Somersworth	Derry
Local Cable Access TV Content, Programming and Management		Primary	Primary			Secondary
Centralized Public Information Communications (incl Website, Social Media, etc)		Primary	Primary			Primary
Voice Services (Desk and/or cellular phone)		Primary	Primary			Primary
Security; Employee RFID badges and/or Closed Circuit Video (CCTV)		Secondary	Primary			Secondary
Does municipality provide public wireless Internet access?		Yes	Yes			Yes
If yes, please enter the number of centrally managed wireless APs (for public and/or municipal use) in comments.		15	10			10
Recreation comparisons						
Community Centers	1	0	1	1	0	
Ice Arena's	2	0	0	1	0	
Pools	3 Out/1 Beach	5 Out	1 In 1 Out	3 Out	0	1 Beach
Senior Center	1	1	1	1	Senior programs	Senior programs
Skate Park	1	1	1	1	0	
Dog Park	1	0	1	0	0	
Splash Pad	1	0	0	0	1	
Disc Golf Course	2	0	0	1	0	
Outdoor Skating Rinks	0	3	1	0	0	0
Sledding - Ski areas	1	0	0	0	0	
Media Services comparisons						
Dedidcated Public Information Officer (PIO)	Y	Y	Y	Y (OS)	N	Y (PS)
Access Coordinator/municipal	Y	Y	Y	Y	Y	Y
Access Coordinator/education and/or public	Y	Y	Y	Y	Y	Y
Full-time access programming staff	5	4	2	2	2	4
Part-time access programming staff	9	4	5	4	3	4
Access Channels	Y	Y	Y	Y	Y	Y
Number of Channels	4	3	2	3	2	3
HD programming on air	N	N	N	N	N	N
HD programming online	Y	Y	Y	N	N	Y
HD meetings online	Y	N	Y	N	N	N
Legal Services comparisons						
OVERALL LEGAL BUDGET (FY 19)	$1,268,682	$626,981	$644,917	$569,274		
NUMBER OF EMPLOYEES	10	5	9	5		
Full Time	10	5	6	5		
Part-Time	-	-	3	-		

Comparative Metric Title	Concord	Keene	Londonderry
Local Cable Access TV Content, Programming and Management	No		
Centralized Public Information Communications (incl Website, Social Media, etc)	Primary		
Voice Services (Desk and/or cellular phone)	Primary		
Security; Employee RFID badges and/or Closed Circuit Video (CCTV)	Secondary		
Does municipality provide public wireless Internet access?	Yes		
If yes, please enter the number of centrally managed wireless APs (for public and/or municipal use) in comments.	100		
Recreation comparisons			
Community Centers			
Ice Arena's	1		
Pools	7 Out	2 Out	
Senior Center	1 is endowment	1 501c3	1
Skate Park			
Dog Park			
Splash Pad			
Disc Golf Course		1	
Outdoor Skating Rinks	Pond	0	0
Sledding - Ski areas			
Media Services comparisons			
Dedidcated Public Information Officer (PIO)	Y	N	Y (PS)
Access Coordinator/municipal	Y	Y	Y
Access Coordinator/education and/or public	Y	Y	Y
Full-time access programming staff	4	3	2
Part-time access programming staff	4	3	4
Access Channels	Y	COOP	Y
Number of Channels	3	2	3
HD programming on air	N	N	N
HD programming online	N	Y	Y
HD meetings online	N	N	N
Legal Services comparisons			
OVERALL LEGAL BUDGET (FY 19)	$1,296,825	$340,313	
NUMBER OF EMPLOYEES	11	2	
Full Time	10	2	
Part-Time	1	-	

Comparative Metric Title	Measurement Unit	Metric Timeframe	Dover	Berlin	Franklin	Laconia
CITY ATTORNEY SALARY	$	Present	$114,840			
OVERALL LEGAL DEPARTMENT SALARIES	$	Present	$173,011			
OUTSIDE LEGAL SERVICES BUDGET	$	Present	$50,000			
Finance comparisons						
Equalized Tax Rate FY2017	$	FY2017	$23.59	$48.54	$23.24	$20.34
# of taxable parcels	Count	FY2018	10190		3776	
Community assessed value for tax year 2016	$	2016	$2,927,104,060		$537,482,395	
Total general fund budget for current year	$	FY2018	$111,412,377		$11,607,403	
Total overall community budget - all funds	$	FY2018	$139,543,922		$14,921,894	
# of tax bills issued in Fall 2017	Count	FY2018	10189		3797	
Does community issue a CAFR?	Y/N	FY2018	Yes		No	
# of Motor Vehicle Registrations processed for prior calendar or fiscal year	Count	FY2017	32625		9800	
# of Employees in Finance Department	FTE Count	FY2018	6.925 FTEs		3 FTEs	
Finance Department Employees Description	Text	FY2018	Finance Director, Purchasing Agent, Senior Accountant, Junior Accountant, Accounts Payable Bookkeeper, Treasurer, Executive Secretary			
Does Finance Department include other functions such as IT, Assessing, Tax Collection, Water/Sewer Utility Billing?	Text	FY2018	Finance Director manages directors of Assessing (Contracted Assessor), combined City Clerk/Tax Collector, Water/Sewer Utility billing		The Finance Director is in charge of contracted IT and assessing tech (assessing services are contracted as well). Combined City Clerk/Tax Collector handles the water/sewer billing.	
Is the school district a dependent department of your community and reported in your audited financial statements?	Y/N	FY2018	Yes		Yes	
Planning comparisons						
Code Complaints - Reviewed	Incident	FY17/FY18	18	NA	12	62
Conditional Use Permit - Environmental	Application	FY17/FY18	21	0	NA	6

Comparative Metric Title	Manchester	Nashua	Portsmouth	Rochester	Somersworth	Derry
CITY ATTORNEY SALARY	$104,972-149,666	$125,928	$126,080	$100,560		
OVERALL LEGAL DEPARTMENT SALARIES	$1,129,684	$449,433	$585,367	$321,898		
OUTSIDE LEGAL SERVICES BUDGET	$10,000	$1	$31,850	$65,000		
Finance comparisons						
Equalized Tax Rate FY2017	$21.60	$21.05	$14.15	$24.18	$30.25	$25.06
# of taxable parcels			8601	13006	4304	11823
Community assessed value for tax year 2016			$4,771,704,551	$2,069,787,623	$843,367,828	$2,772,484,347
Total general fund budget for current year			$109,448,605	$97,888,926	$41,625,657	
Total overall community budget - all funds				$146,322,648	$46,840,939	
# of tax bills issued in Fall 2017				13039	4304	11817
Does community issue a CAFR?			Yes	No	No	
# of Motor Vehicle Registrations processed for prior calendar or fiscal year				36982	13000	40,374 (Fiscal 2017)
# of Employees in Finance Department			22.6 FTEs	8 FTEs	3 FTEs	
Finance Department Employees Description				Deputy City Manager/Director of Finance, Deputy Finance Director, Senior Accountant, 2 Accountant 1's, Account Clerk II, Human Resource Manager, and PR/HR Specialist		
Does Finance Department include other functions such as IT, Assessing, Tax Collection, Water/Sewer Utility Billing?				The Deputy City Manager/Director of Finance manages the directors of IT, Assessing, Tax Collection and Welfare	Yes, Tax Collector/City Clerk, IT, Welfare, Utility Billing, and Library; Assessing to follow in the next few months	
Is the school district a dependent department of your community and reported in your audited financial statements?				Yes	Yes	
Planning comparisons						
Code Complaints - Reviewed	259 Zoning	40	NA	13	31	
Conditional Use Permit - Environmental	NA	NA	27	5	1	

Comparative Metric Title	Concord	Keene	Londonderry
CITY ATTORNEY SALARY	$127,338	$129,574	
OVERALL LEGAL DEPARTMENT SALARIES	$806,676	$265,636	
OUTSIDE LEGAL SERVICES BUDGET	$153,877	$70,000	
Finance comparisons			
Equalized Tax Rate FY2017	$25.34	$35.97	$20.46
# of taxable parcels			10189
Community assessed value for tax year 2016			$3,785,014,993
Total general fund budget for current year			$35,522,692
Total overall community budget - all funds			$43,831,593
# of tax bills issued in Fall 2017			9848
Does community issue a CAFR?	Yes		No
# of Motor Vehicle Registrations processed for prior calendar or fiscal year			38380
# of Employees in Finance Department			5 FTEs
Finance Department Employees Description			Finance Director, Sr. Accountant, Payroll Clerk, Accounts Payable Clerk, Benefits Coordinator
Does Finance Department include other functions such as IT, Assessing, Tax Collection, Water/Sewer Utility Billing?			The Finance Director is administratively responsible for IT(contracted service). Assessing, Tax Collection, and Water/Sewer Utility Billing are all managed by other departments
Is the school district a dependent department of your community and reported in your audited financial statements?	No		No
Planning comparisons			
Code Complaints - Reviewed	NA	343	NA
Conditional Use Permit - Environmental	3	3	5

Comparative Metric Title	Measurement Unit	Metric Timeframe	Dover	Berlin	Franklin	Laconia
Conditional Use Permit - Non-Environmental	Application	FY17/FY18	12	0	NA	0
Lot Line Adjustments	Application	FY17/FY18	13	1	0	4
Lot Merger Application	Application	FY17/FY18	3	10	3	1
Lot Restoration Application	Application	FY17/FY18	1	0	1	0
Permits, Accessory Dwelling Units	Permit Issued	FY17/FY18	6	0	3	2
Permits, Customary Home Occupation	Permit Issued	FY17/FY18	4	0	2	1
Permits, Extraction	Permit Issued	FY17/FY18	0	0	0	0
Permits, Signs - Permanent	Permit Issued	FY17/FY18	61	13	9	56
Permits, Signs - Temporary	Permit Issued	FY17/FY18	6	0	NA	NA
Permits, Signs - Community	Permit Issued	FY17/FY18	11	1	NA	NA
Site Plan # of units created	Unit	FY17/FY18	362	0	NA	13
Site Plan SF of buildings	SF	FY17/FY18	46869	NA	NA	NA
Site Plan SF of Impervious Coverage	SF	FY17/FY18	120246	NA	NA	NA
Site Plans Approved	Application	FY17/FY18	14	1 – amendment only to a previously approved plan	4	13
Subdivision # of lots created	Lots	FY17/FY18	29	0	7	86
Subdivision Plans Approved	Application	FY17/FY18	8	0	4	2
Zoning Board, Appeal of Administrative Decision	Application	FY17/FY18	0	0	2	0
Zoning Board, Rehearing	Application	FY17/FY18	2	0	0	2
Zoning Board, Equitable Waivers	Application	FY17/FY18	0	0	1	0
Zoning Board, Special Exceptions	Application	FY17/FY18	3	4	1	7
Zoning Board, Variances - Dimensional	Application	FY17/FY18	8	0	9	14
Zoning Board, Variances - Use	Application	FY17/FY18	10	0	1	10
Library comparisons	x					
# Print Materials	Count	Present	84793	35732	29742	57403
Local Databases	Count	Present	15	0	0	1
Physical Item Circulation	Count	Present	260386	29922	24337	94487
Circ of electronic materials	Count	Present	$32,606	$1,739	$1,856	$9,156
Total circ	Count	Present	$292,992	$31,661	$26,193	$103,643
Local Government Budget	$	FY2018	$1,377,030	$193,145	$269,580	$849,414
Wages & Benefits	$	FY2018	1023345	170098	218080	523115
Total Collection Expenditure Budget	$	FY2018	179724	10085	20000	103657
FTE	Count	Present	16.23	3.56	3	11.45
Visits	Count	Present	181777	23035	NA	118802
Public Hours	Count	Present	3057	2028	2300	3543
Square Feet	Area	Present	24081	2976	8750	19226
Registered Borrowers	Count	Present	$16,544	$3,985	$7,671	$5,261
Circulation per Capita	Calculation	Present	10	3	3	6
Operating Expenditure per Capita	$	FY2018	45	21	34	52

Comparative Metric Title	Manchester	Nashua	Portsmouth	Rochester	Somersworth	Derry
Conditional Use Permit - Non-Environmental	21	4	23	2	NA	
Lot Line Adjustments	4	2	16	12	0	
Lot Merger Application	16	20	NA	2	2	
Lot Restoration Application	NA	NA	NA	1	0	
Permits, Accessory Dwelling Units	1	3	NA	9	0	
Permits, Customary Home Occupation	9	808	NA	4	1	
Permits, Extraction	NA	0	NA	NA	0	
Permits, Signs - Permanent	153	70	75	24	37	
Permits, Signs - Temporary	inc. above	0	NA	2	NA	
Permits, Signs - Community	inc. above	NA	NA	0	NA	
Site Plan # of units created	231	90	NA	102	0	
Site Plan SF of buildings	357740	108016	NA	33,518	45572	
Site Plan SF of Impervious Coverage	NA	NA	NA	2526480	NA	
Site Plans Approved	32	88	64	13	9	
Subdivision # of lots created	35	NA	NA	129	0	
Subdivision Plans Approved	20	10	inc in LLA	10	0	
Zoning Board, Appeal of Administrative Decision	0	1	NA	10	1	
Zoning Board, Rehearing	5	2	NA	1	1	
Zoning Board, Equitable Waivers	1	1	105	0	0	
Zoning Board, Special Exceptions	3	20	inc. above	7	0	
Zoning Board, Variances - Dimensional	137	76	inc. above	5	17	
Zoning Board, Variances - Use	16	13	inc. above	5	NA	
Library comparisons						
# Print Materials	152472	139501	154118	66597	39180	88616
Local Databases	0	24	142	3	0	8
Physical Item Circulation	333946	408369	367334	191696	33565	164503
Circ of electronic materials	$41,445	$105,592	$44,589	$24,207	$5,443	$17,067
Total circ	$375,391	$513,961	$411,923	$215,903	$39,008	$181,510
Local Government Budget	$2,789,475	$3,125,300	$1,776,114	$1,203,985	$254,164	$1,240,160
Wages & Benefits	2531183	2419270	1332989	965465	192914	870153
Total Collection Expenditure Budget	139150	233592	317190	117024	20499	115004
FTE	35.37	42	24	16.13	3.21	16.68
Visits	288512	286607	378351	138594	30625	123381
Public Hours	3750	3416	3510	2971	2024	3008
Square Feet	49300	55000	39500	2500	9000	23000
Registered Borrowers	$64,582	$56,119	$14,183	$38,149	$1,842	$13,538
Circulation per Capita	3	6	19	7	3	5
Operating Expenditure per Capita	27	35	96	41	20	36

Comparative Metric Title	Concord	Keene	Londonderry
Conditional Use Permit - Non-Environmental	4	0	1
Lot Line Adjustments	3	2	5
Lot Merger Application	6	1	4
Lot Restoration Application	NA	NA	0
Permits, Accessory Dwelling Units	NA	0	11
Permits, Customary Home Occupation	NA	NA	NA
Permits, Extraction	NA	0	0
Permits, Signs - Permanent	NA	53	34
Permits, Signs - Temporary	NA	16	23
Permits, Signs - Community	NA	55	NA
Site Plan # of units created	72	302	412
Site Plan SF of buildings	163802	138538	263200
Site Plan SF of Impervious Coverage	407321	NA	NA
Site Plans Approved	13	15	13
Subdivision # of lots created	26	10	33
Subdivision Plans Approved	15	7	7
Zoning Board, Appeal of Administrative Decision	NA	0	1
Zoning Board, Rehearing	NA	1	1
Zoning Board, Equitable Waivers	NA	0	0
Zoning Board, Special Exceptions	NA	4	2
Zoning Board, Variances - Dimensional	NA	4	45
Zoning Board, Variances - Use	NA	10	NA
Library comparisons			
# Print Materials	115507	136202	71831
Local Databases	0	0	12
Physical Item Circulation	299467	240686	416986
Circ of electronic materials	$39,245	$23,005	$25,634
Total circ	$338,712	$263,691	$442,620
Local Government Budget	$1,491,816	$1,496,821	$1,329,057
Wages & Benefits	1327914	1126855	1005096
Total Collection Expenditure Budget	189682	171131	136379
FTE	18.91	18.25	13.55
Visits	199237	168000	174844
Public Hours	3942	3187	2830
Square Feet	35860	40000	19800
Registered Borrowers	$9,647	$19,116	$16,901
Circulation per Capita	8	11	18
Operating Expenditure per Capita	40	56.94	55