

CITY OF DOVER, NEW HAMPSHIRE

# FY2024 PROPOSED BUDGET

## Community Services

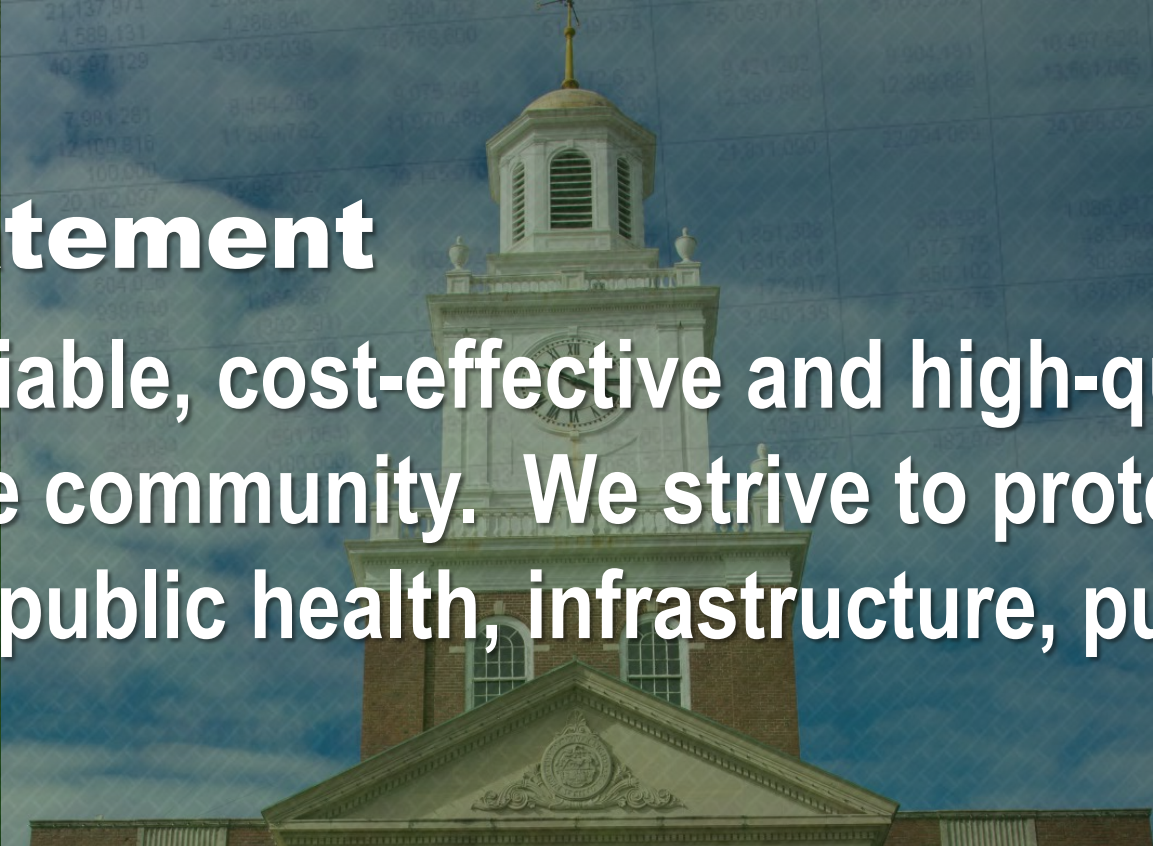
Presented to the City Council  
On March 29, 2023

By: **John B. Storer**  
Director of  
**Community Services**



# Mission Statement

To provide continuous, reliable, cost-effective and high-quality public works service to the community. We strive to protect and enhance the community's public health, infrastructure, public assets and environment





8,930,760	8,930,760	21,137,974	1,000,000	5,434,707	1,288,840	16,788,600	51,219,578	25,059,701	1,904,131	10,497,630
7,891,558	18,866,856	3,645,193	4,589,131	11,589,782	11,589,782	11,589,782	11,589,782	11,589,782	12,289,889	13,561,705
2,805,056	3,616,567	38,510,525	40,997,129	8,454,265	8,075,982	8,075,982	8,075,982	8,075,982	8,421,292	8,421,292
31,493,614	35,257,601	7,237,521	7,981,281	11,589,782	11,589,782	11,589,782	11,589,782	11,589,782	12,289,889	13,561,705
6,730,748	7,295,142	11,731,122	12,100,816	11,589,782	11,589,782	11,589,782	11,589,782	11,589,782	12,289,889	13,561,705
9,296,859	10,952,094	250,000	100,000	11,589,782	11,589,782	11,589,782	11,589,782	11,589,782	12,289,889	13,561,705
1,046,897	1,075,000	19,218,643	20,182,097	11,589,782	11,589,782	11,589,782	11,589,782	11,589,782	12,289,889	13,561,705
17,074,504	19,322,236									

High Charge	
Property Tax - City	
Property Tax - School	
Property Tax - County	
Total Property Tax	
Other Sources	
City	
School	
Use of Fund Balance	
Total	



21/09/2007

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Change
Property Tax
Total Property Tax
Other Sources
City
School
Use of Fund Bal
Total



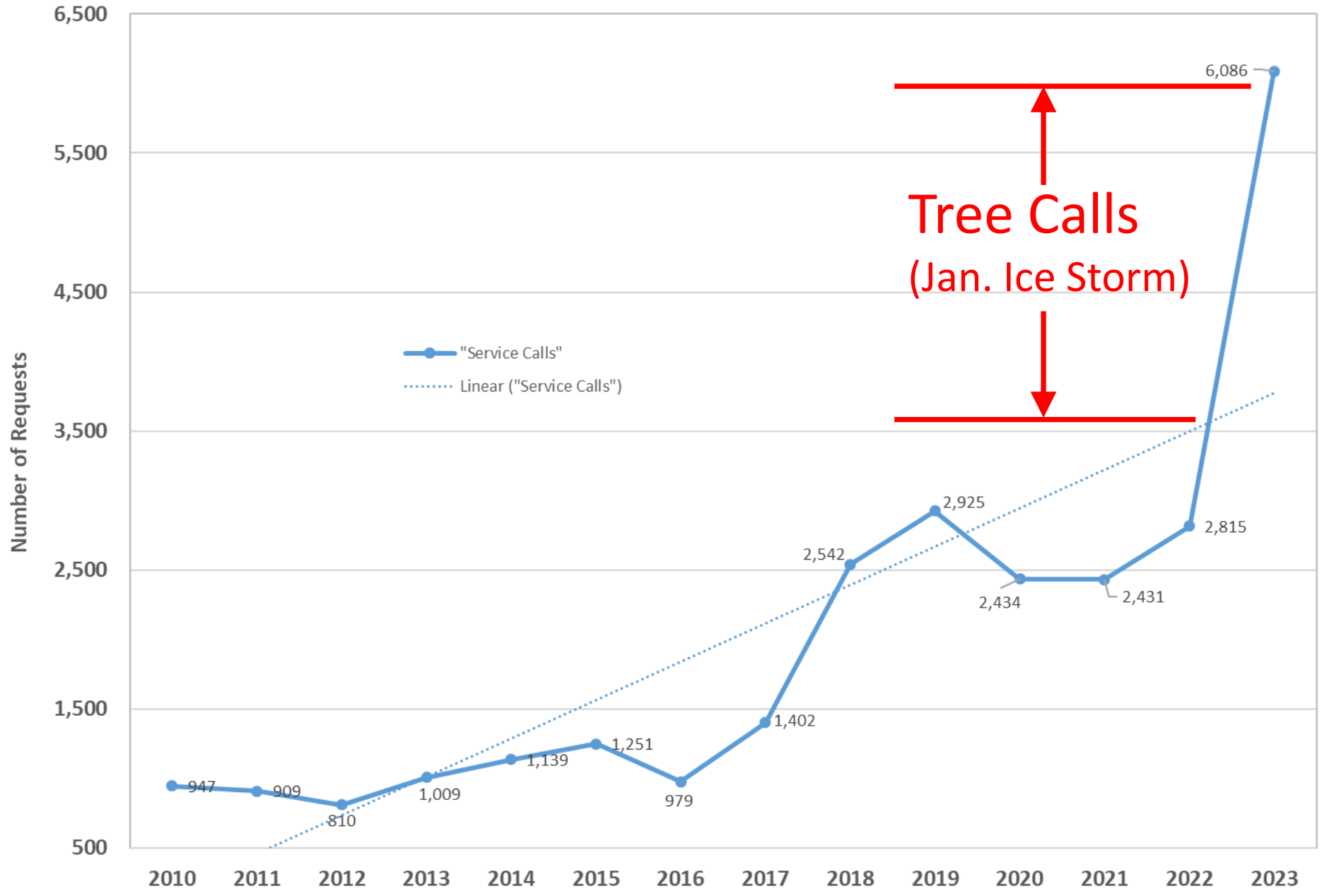


Infrastructure  
assets in excess of  
\$500 million???

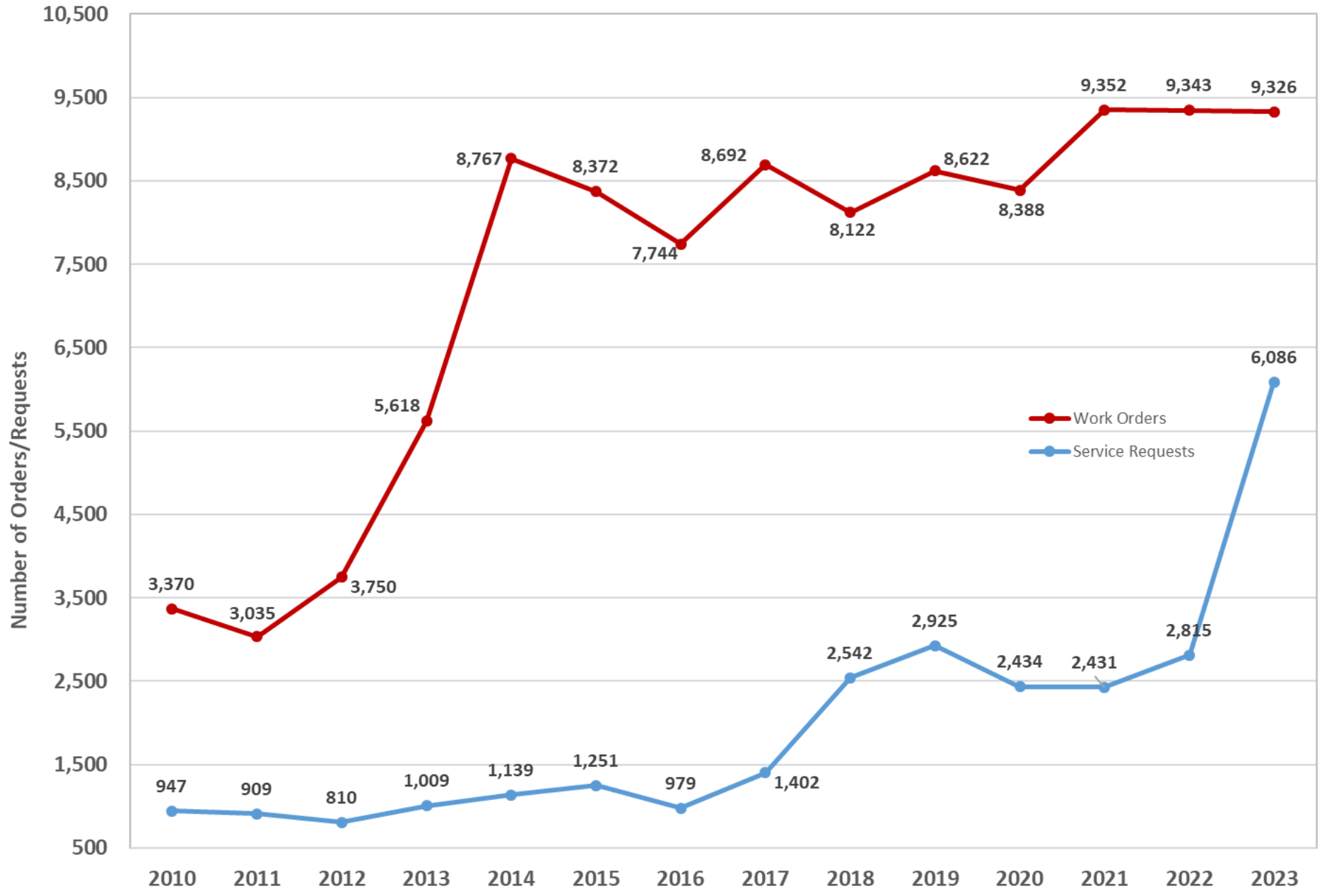
Conduct Business at:

- 3 Administrative Buildings
- 1 Public Works Facility
- 1 Fleet Maintenance Garage
- 1 Recycling Center
- 4 Cemeteries
- 24 Sewer Pump Stations
- 1 Sewer Treatment Plant
- 1 Laboratory
- 11 Wells
- 2 Water Treatment Plants
- 2 Water Towers
- 2 Water Recharge Stations
- 20 Public Buildings
- 30 Parks
- 2 Swimming Pools
- 14 Playgrounds
- 12 Sports Fields
- 134 Miles of Streets
- 78 Miles of Sidewalks

# Service Requests - Community Services



# Work Orders & Service Requests - Community Services





# Strategic Objective or Goals

# 1

## Customer Focused – Customer Service

- Responsive to needs of Community
- Ensure timely response
- All calls logged & tracked
- Expanded education & outreach



# TALKING TRASH


A Guide to the City of Dover's  
**TRASH AND RECYCLING**  
 AND  
**BAG AND TAG PROGRAMS**

Questions or need more information?  
 Visit us online or call:  
<https://www.dover.nh.gov/government/city-operations/community-services/waste-recycling/index.html>  
 (603) 516-6073 or (603) 516-6450

**Recycling Center Hours:**  
 Tuesday, Thursday and Saturday  
 Sunday (seasonal)  
 8:30 a.m. to 3:30 p.m.  
 Closed Monday, Wednesday and Friday



# SW & Recycling Feasibility Study Underway

 [dover.nh.gov](http://dover.nh.gov) Service Request Portal  
 If this is an emergency, please dial 911.

Your Name *required*      Valid Email Address *required*      Phone Number *optional*

Select an Issue Category      Select an Issue

Must verify address





# Strategic Objective or Goals

# 2

CIP Projects successfully completed; efficiently managed

- **Waterfront Redevelopment**
- **80 initiatives – approx. \$90 million**
- **\$2.1 million FY2024 Street Paving Budget**
- **Long-term Master Plans**



Dover Water Pudding Hill

January 26, 2021

Tennant Goucher Architects PA





# Strategic Objective or Goals

# 3

## Workforce Recruitment, Development & Management

- Perpetual search for Truck Drivers
- Recruiting new employees
- Succession planning & training
- SOP's and proficiency training



**Community Services  
FY2024 Budget  
15 Cost Centers  
\$30,896,468**

	<b>FY24 Prop.</b>
1 General Government Buildings	\$282,496
2 Cemetery	\$256,161
3 Administration	\$346,416
4 Engineering	\$774,547
5 Streets	\$3,753,736
6 Snow Removal	\$643,564
7 Storm Water	\$1,300,147
8 Street Lighting	\$203,650
9 Facilities & Grounds	\$1,674,117
10 Recycling Management	\$1,047,554
11 Residential Solid Waste Fund	\$1,951,210
12 Water Fund	\$7,166,833
13 Sewer Fund	\$7,429,733
14 Wastewater Treatment Facility	\$2,733,221
15 Fleet Maintenance Fund	\$1,333,083

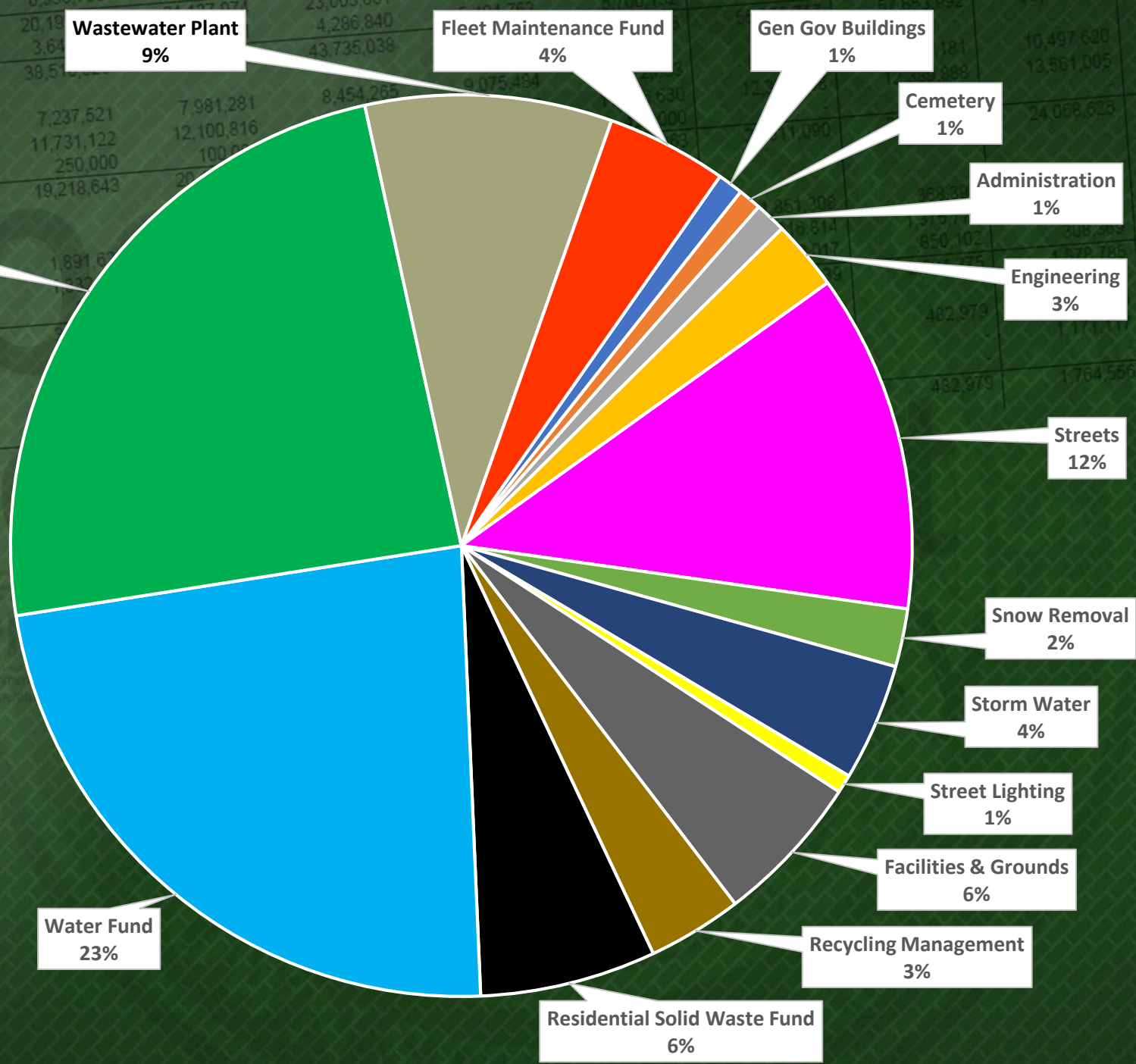
**Community Services  
FY2024 Budget  
10 Gen Funds  
\$10,282,388** →

**FY24 Prop.**

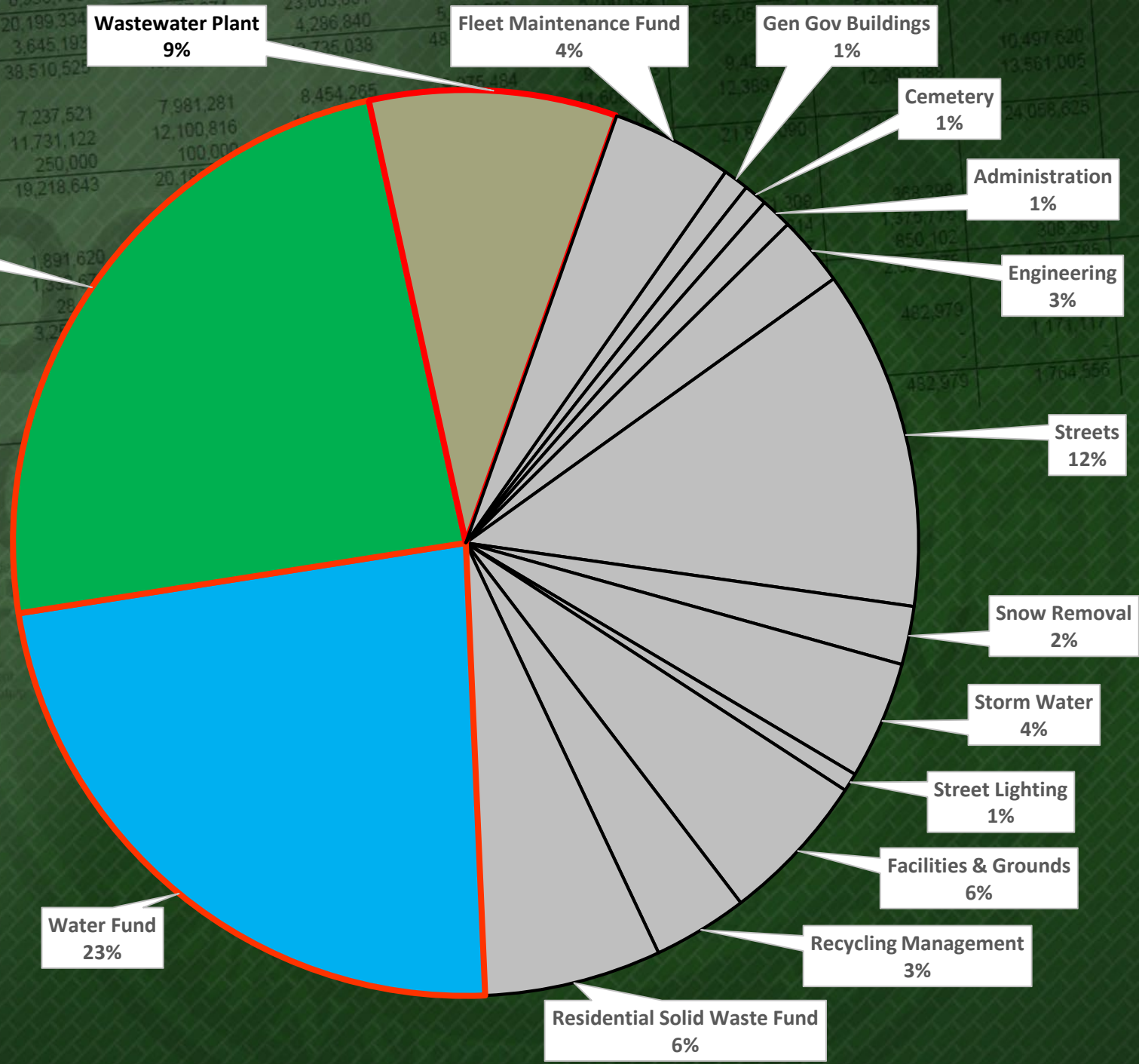
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6	Snow Removal	\$643,564
7	Storm Water	\$1,300,147
8	Street Lighting	\$203,650
9	Facilities & Grounds	\$1,674,117
10	Recycling Management	\$1,047,554
11	Residential Solid Waste Fund	\$1,951,210
12	Water Fund	\$7,166,833
13	Sewer Fund	\$7,429,733
14	Wastewater Treatment Facility	\$2,733,221
15	Fleet Maintenance Fund	\$1,333,083

**Enterprise (W&S)  
Special Revenue (SW)  
Internal Service (Fleet)  
Funds**

**FY24 Budget**  
**15 Cost Centers**  
**\$30,896,468**

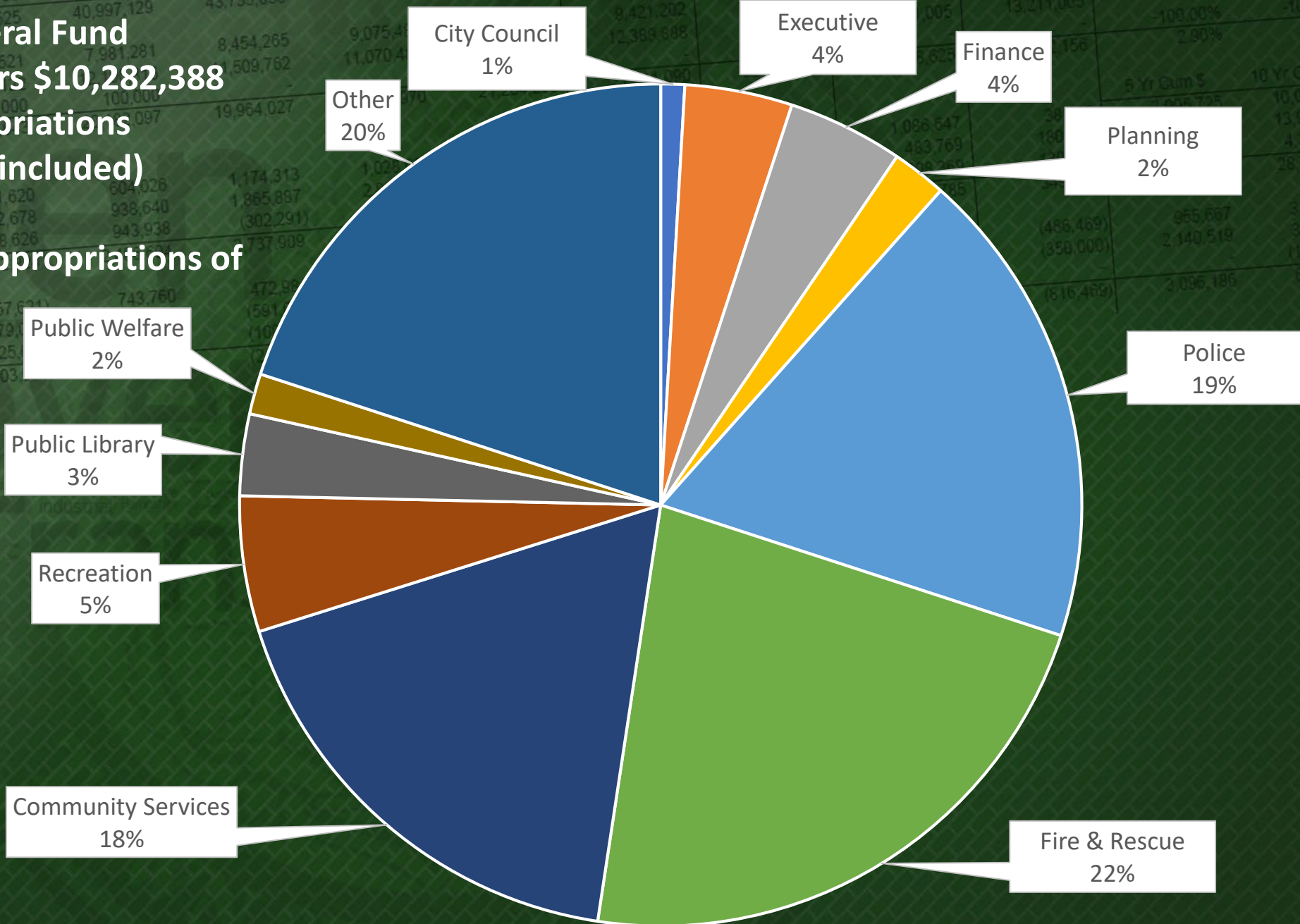


**Wat & Sewer  
56% Total Budget  
\$17,329,787**

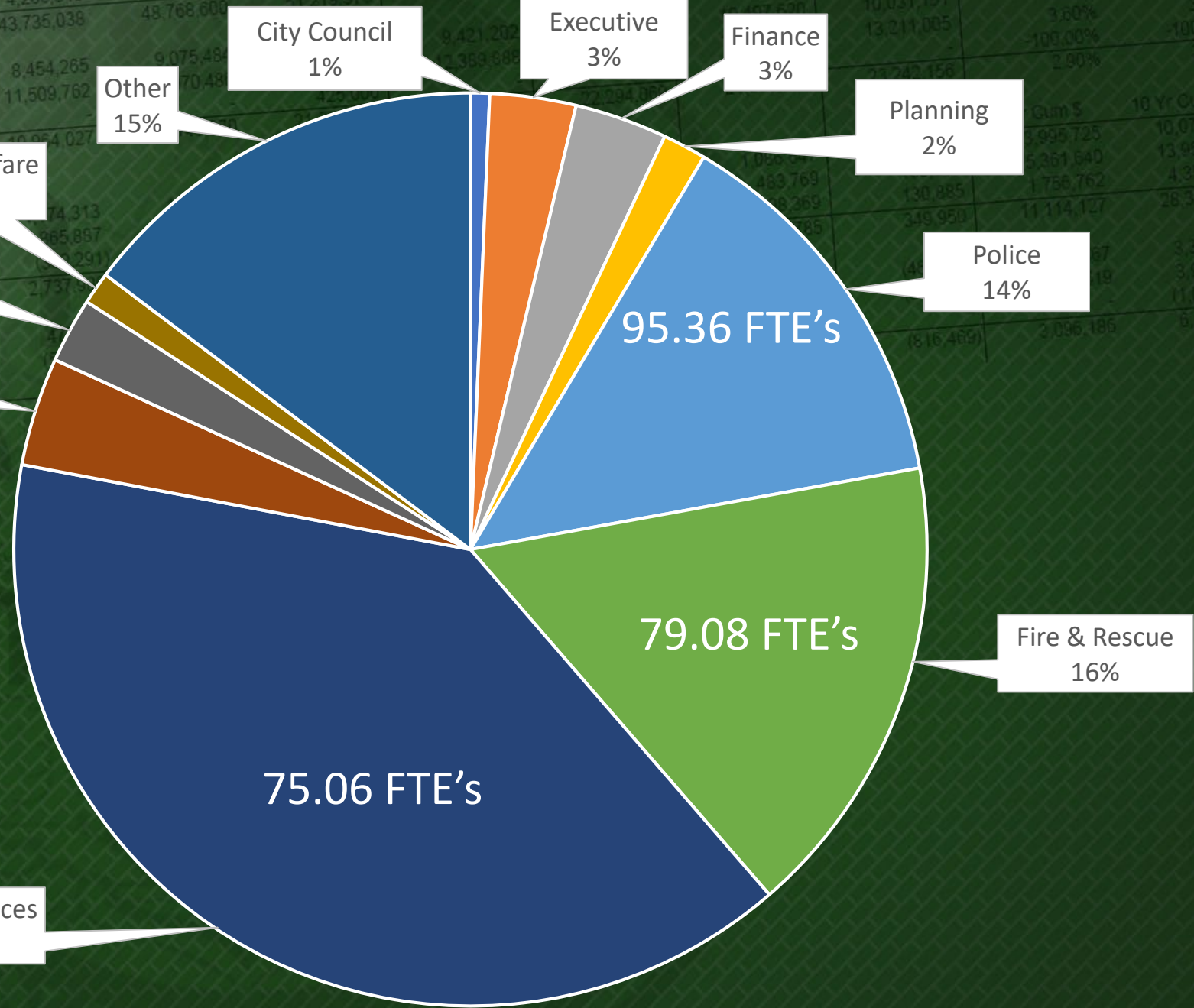


**FY24 Proposed General Fund  
Comm Services Cost Centers \$10,282,388  
General Fund Appropriations  
(Water & Sewer NOT included)**

**18% of City General Fund Appropriations of  
\$57,933,937**



7,891,558	8,820,760	0,552,000	20,199,334	21,137,974	23,003,000	5,404,763	5,700,000	57,853,342	10,231,151	3,60%	3,58
17,298,396	18,866,656	0,552,000	3,645,193	4,589,131	4,286,840	54,219,578	48,768,600	9,421,202	13,211,005	-100,00%	-100,00
2,805,056	3,616,567	0,552,000	38,510,525	40,997,129	43,735,038	9,075,480	9,369,680	7,284,850	2,242,458	2,90%	3,13
31,493,614	35,257,601	0,552,000	7,237,621	7,981,281	8,454,265	60,954,027	57,078,480	42,284,850	1,056,725	10,077,9	10,077,9
6,730,748	7,295,142	0,552,000	11,731,122	12,100,816	11,509,762	1,000,000	1,509,762	1,284,850	1,995,725	10,077,9	10,077,9
9,296,859	10,952,094	0,552,000	250,000	100,000	100,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000
1,046,897	1,075,000	0,552,000	19,218,643	19,218,643	19,218,643	19,218,643	19,218,643	19,218,643	19,218,643	19,218,643	19,218,643
17,074,504	19,322,236	0,552,000	74,313	74,313	74,313	74,313	74,313	74,313	74,313	74,313	74,313
50,939	1,384,216	0,552,000	1,891,620	1,891,620	1,891,620	1,891,620	1,891,620	1,891,620	1,891,620	1,891,620	1,891,620
3,044,710	1,568,260	0,552,000	1,332,670	1,332,670	1,332,670	1,332,670	1,332,670	1,332,670	1,332,670	1,332,670	1,332,670
31,056	811,511	0,552,000	28,620	28,620	28,620	28,620	28,620	28,620	28,620	28,620	28,620
3,126,705	3,763,987	0,552,000	3,252,920	3,252,920	3,252,920	3,252,920	3,252,920	3,252,920	3,252,920	3,252,920	3,252,920
673,483	564,394	0,552,000	(57,621)	743,760	743,760	743,760	743,760	743,760	743,760	743,760	743,760
723,735	1,655,235	0,552,000	779,020	779,020	779,020	779,020	779,020	779,020	779,020	779,020	779,020
796,897	28,103	0,552,000	(825,000)	(825,000)	(825,000)	(825,000)	(825,000)	(825,000)	(825,000)	(825,000)	(825,000)
2,194,115	2,247,732	0,552,000	(103,500)	(103,500)	(103,500)	(103,500)	(103,500)	(103,500)	(103,500)	(103,500)	(103,500)



**FY24 Proposed General Fund**  
**Comm Services Cost Centers \$10,282,388**

**Water & Sewer \$17,329,787**  
**Solid Waste \$1,951,210**  
**Fleet Maint. \$1,333,083**

**Pushes CS Operations to 39% Share**

**Last Year allocation was 40%**





# FY24 Proposed General Fund Comm Services Cost Centers \$10,282,388 5.77% Increase \$560,680

	FY24	Change	%
General Govt. Buildings	\$282,496	\$25,708	10.01%
Cemetery	\$256,161	\$7,567	3.04%
Administration	\$346,416	\$74,484	27.39%
Engineering	\$774,547	(\$17,720)	-2.24%
Streets	\$3,753,736	\$160,313	4.46%
Snow Removal	\$643,564	\$49,888	8.40%
Storm Water	\$1,300,147	\$111,244	9.36%
Street Lighting	\$203,650	\$5,243	2.64%
Facilities & Grounds	\$1,674,117	\$115,355	7.40%
Recycling Manag.	\$1,047,554	\$28,598	2.81%



# FY24 Proposed General Fund Comm Services Cost Centers \$10,282,388

## 5.77% Increase \$560,680

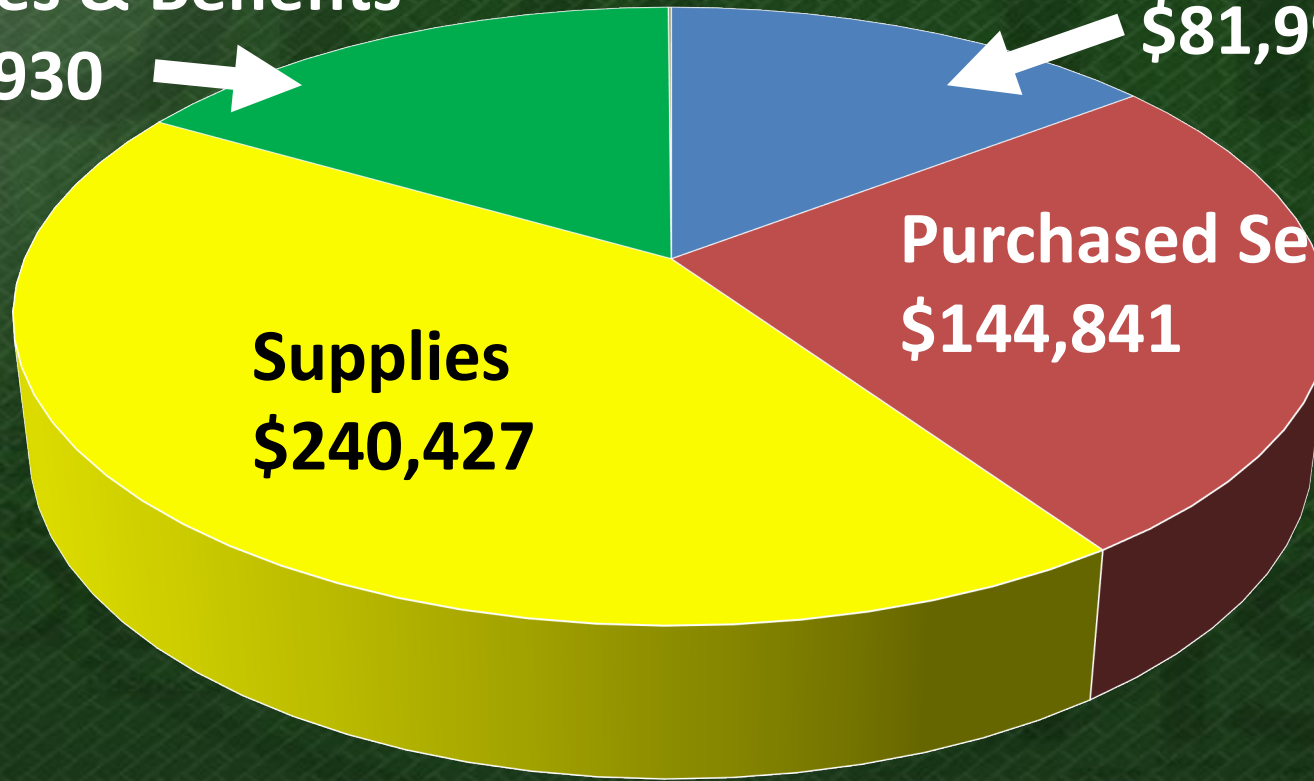
### FY24 General Fund - Budget Increases

**Wages & Benefits**  
**\$92,930**

**CIP Related**  
**\$81,992**

**Purchased Services**  
**\$144,841**

**Supplies**  
**\$240,427**





# FY24 Proposed General Fund Budget Budget Drivers

- Streets – \$3,777,805 budget, increase \$160K (4.46%)
  - \$73K increase in Parts & Supplies
    - \$18K in Fuel increase
    - \$50K vehicle maintenance & parts
  - \$24K increase in Purchased Services
    - Pavement markings, line striping, weed treatments





# FY24 Proposed General Fund Budget Budget Drivers

- Streets cont. – \$48K increase in CIP Items
  - Pavement reset from \$2.43 million to \$2.1 million
  - PCI improved from 58 to 68 over last 7 to 8 years
  - Last year pavement \$2.05 million
  - Sidewalks going up \$5K

Central Avenue from New York Street to Main Street



25  
PCI

STRUCTURAL IMPROVEMENT

Hillcrest Drive from Sixth Street to Hillcrest Drive



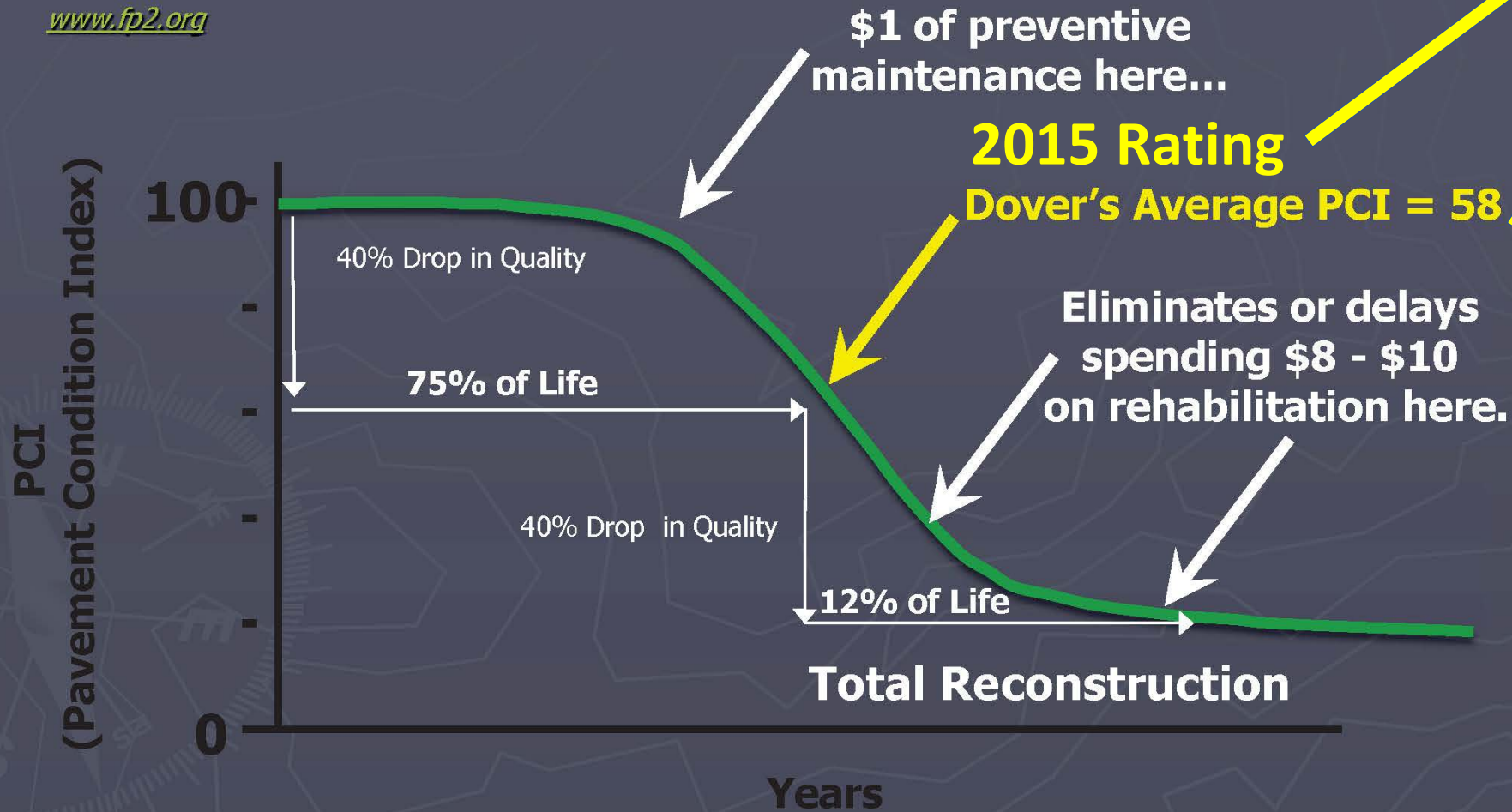
9  
PCI

BASE REHABILITATION



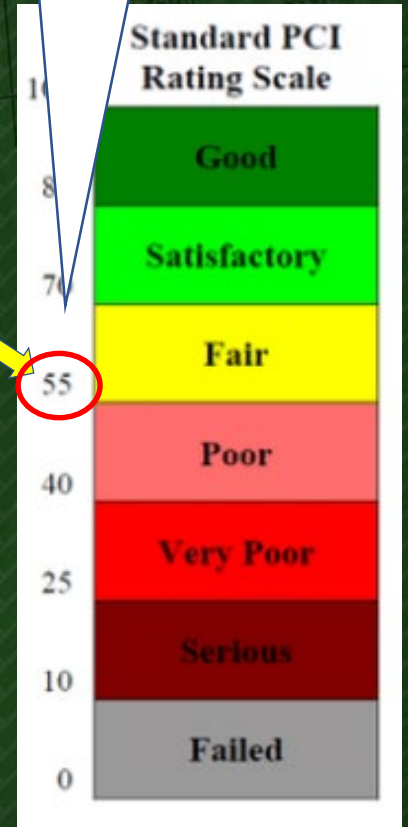
# Life of Pavement

Source: "For Pavement Preservation" Task Force  
[www.fp2.org](http://www.fp2.org)



**2015 Rating**  
**Dover's Average PCI = 58**

58 is threshold of "poor" to "fair"



**2006 PCI Rating had been 62**

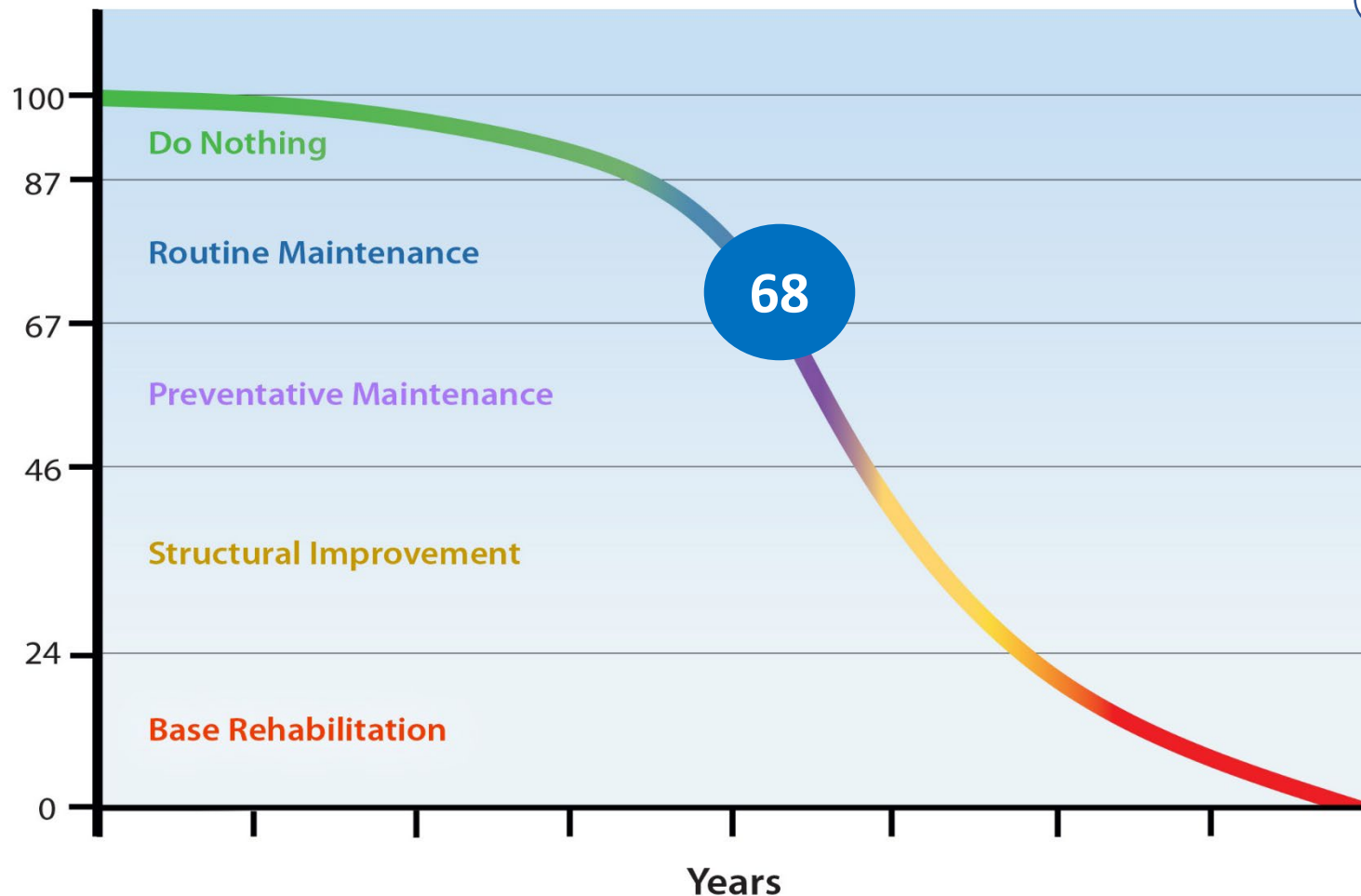


# City Streets

# August 2022

## Average Pavement Condition = 68

68 approaches  
"satisfactory" level

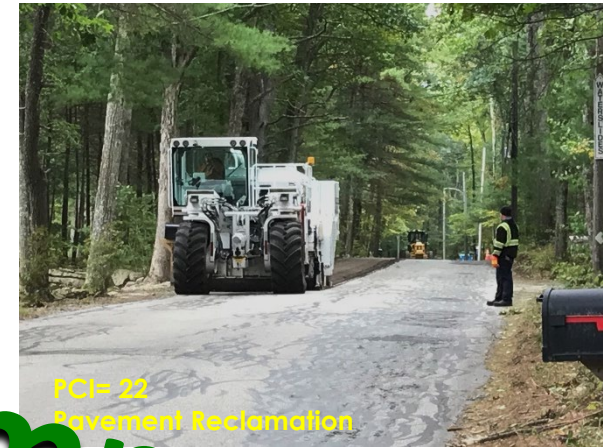


# Treatment Band Repair Examples

## PRESERVATION MAINTENANCE



## BASE REHABILITATION



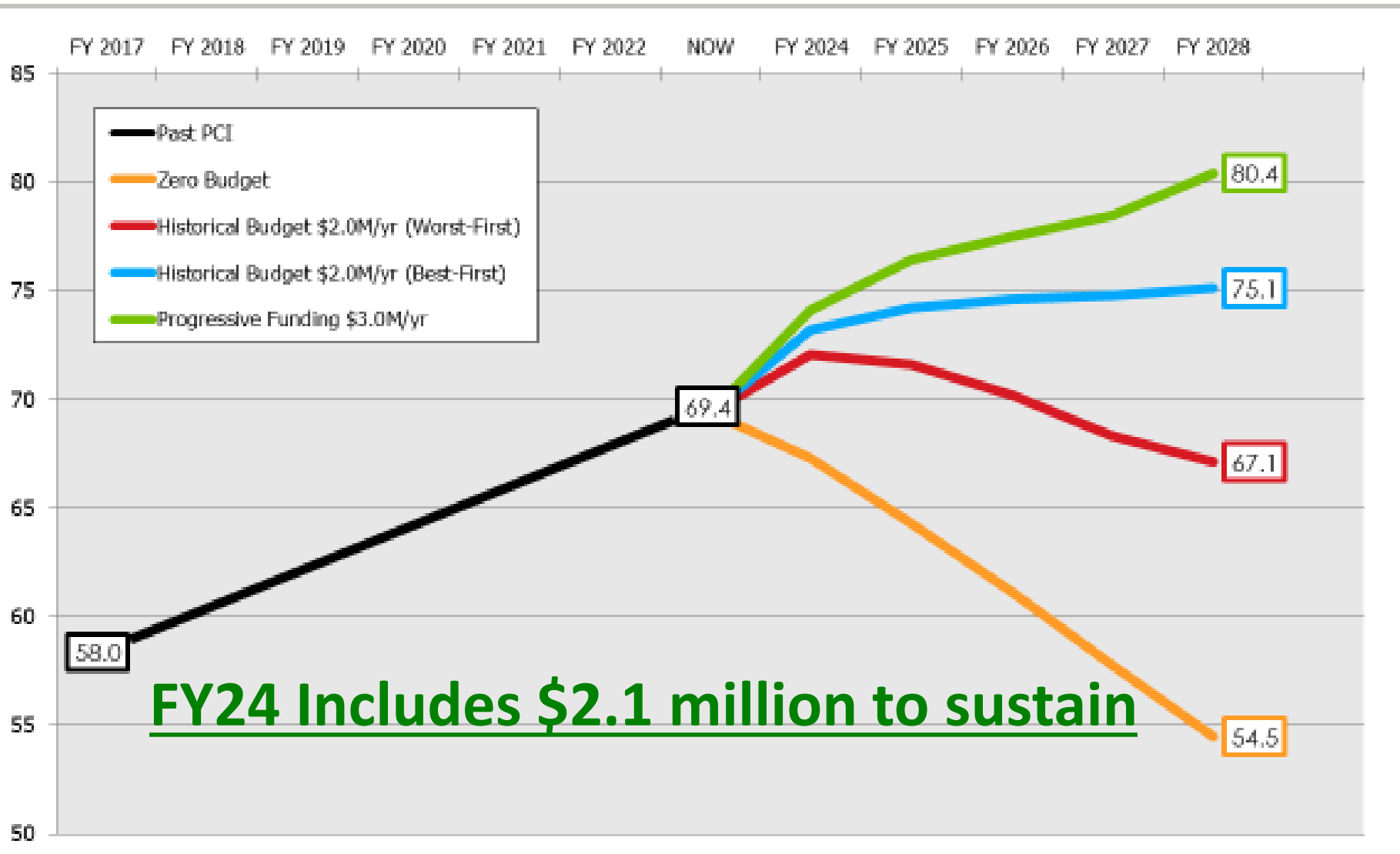
## STRUCTURAL IMPROVEMENT



\$\$ Roads are slowly improving \$\$



# Average PCI Projections







# FY24 Proposed General Fund Budget Budget Drivers

- **Facilities & Grounds – increase \$115K (7.40%)**
  - **\$60K increase in Purchased Services**
    - **Organic Turf Maintenance**
    - **Contracted Mowing**
    - **Athletic Field Repairs (dugouts, fencing)**





# FY24 Proposed General Fund Budget Budget Drivers

- **Stormwater – increase \$111K (9.36%)**
  - **\$71K increase in Supplies**
    - \$50K vehicle maintenance & parts
    - \$18K in Fuel increase
  - \$15K increase Catch Basin Cleaning
  - \$25K increase in CIP – general drainage improvements





# FY24 Proposed General Fund Budget Budget Drivers

- **Administration – increase \$74K (27.39%)**
  - **\$62K increase wages & benefits**
    - Longstanding Office Manager retired
    - Going from 0.625 to 1.0 FTE – Secretary I
    - Reallocating tasks amongst divisions
  - **\$8K increase Mast Road heat & electricity**

	Admin Asst	Bookkeeper	Secretary I	Secretary I	FTE's
Administration	0.40	0.20	0.20	0.20	1.00
Fleet	0.40	0.10	0.50	0.00	1.00
Water	0.10	0.35	0.00	0.55	1.00
Sewer	0.10	0.35	0.30	0.00	0.75
Solid Waste	0.00	0.00	0.00	0.25	0.25
<b>FTE's</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>	<b>4.00</b>



# FY24 Proposed General Fund Budget Budget Drivers

- General Govt. Buildings – increase \$25K (10.01%)
  - \$11K increase in Supplies
    - Heat, electricity, generator fuel – City Hall & Train Station
  - \$10K increase Purchased Services
    - Insurance, telecoms, generator maintenance





# FY24 Proposed General Fund Budget Budget Drivers

- Snow Removal – increase \$50K (8.40%)
  - \$46K increase in Supplies: road salt, sand & cutting edges
- Recycling Management – increase \$29K (2.81%)
  - \$14K contracted collection services
  - \$8K increase – replace scale/load cells





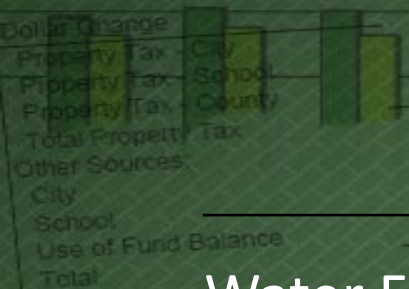
# FY24 Proposed General Fund Budget Budget Drivers

- Cemetery – increase \$8K (3.04%)
  - Increase fuel (76 acres), telecom, \$1,000 mower purchase
- Street Lights – increase \$5K (2.64%) – electricity costs
- Engineering – **decrease \$18K (-2.24%)**
  - Administrative support consolidated under Admin





# FY24 Proposed Water & Sewer Budget



	FY23 Approv.	FY24 Prop.	Change	Change
Water Fund	\$7,052,364	\$7,166,833	1.62%	\$114,469
Sewer Fund	\$7,392,796	\$7,429,733	0.50%	\$36,937
Wastewater Treatment Fac.	\$2,543,433	\$2,733,221	7.46%	\$189,788
<b>Total</b>	<b>\$16,988,593</b>	<b>\$17,329,787</b>	<b>2.01%</b>	



# FY24 Proposed Water & Sewer Budget Budget Drivers

- Water Treatment Chemicals - \$90K Increase
- Electricity - \$54K increase Water; \$100K increase Sewer
- Biosolids Disposal - \$200K increase

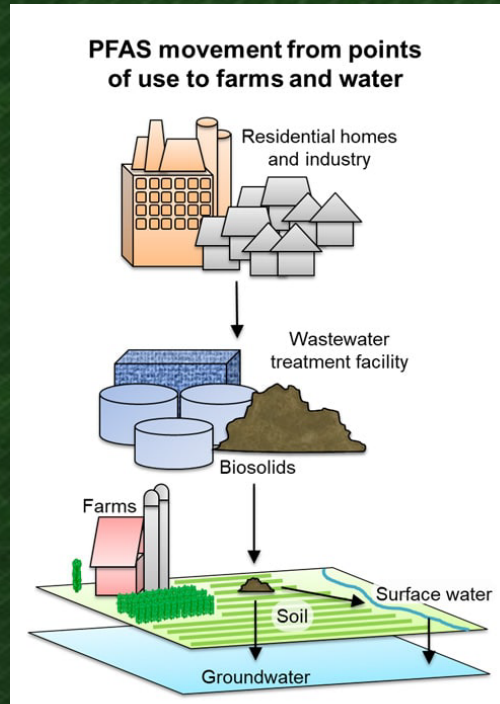


Image: Diana Oviedo-Vargas, Ph.D., Stroud Water Research Center







# FY24 Proposed Water Fund

	FY23 Approv	FY24 Prop.	Change
Water Fund	\$7,052,364	\$7,166,833	1.62%

## Current Local Rate Comparisons

**DOVER  
PROPOSED  
\$6.59**

Water System	\$/100 CF
SOMERSWORTH	\$5.40
PORTSMOUTH	\$5.93
<b>DOVER</b>	<b>\$6.41</b>
ROCHESTER	\$6.41
NEWMARKET	\$6.75
<b>STATEWIDE AVERAGE (est.)</b>	<b>\$6.76</b>
EXETER	\$9.32
DURHAM	\$10.42





# FY24 Proposed Sewer Fund

	<b>FY23 Approv</b>	<b>FY24 Prop.</b>	<b>Change</b>
<b>Sewer Fund</b>	<b>\$9,936,229</b>	<b>\$10,162,954</b>	<b>2.28%</b>

## Local Rate Comparisons

**DOVER  
PROPOSED  
\$10.26**

Sewer System	\$/100 CF
SOMERSWORTH	\$8.05
ROCHESTER	\$8.17
DURHAM	\$9.57
<b>DOVER</b>	<b>\$9.81</b>
<b>STATEWIDE (median)</b>	<b>\$10.43</b>
NEWMARKET	\$12.65
PORTSMOUTH	\$16.04
EXETER	\$16.34





# Water & Sewer Rates

**Current Rates**  
Water \$ 6.41 per HCF  
Sewer \$ 9.81 per HCF  
Total \$ 16.22 per HCF

**Potential Adj.**  
Water \$ 6.59 per HCF  
Sewer \$ 10.26 per HCF  
Total \$ 16.85 per HCF



# Water & Sewer Rates

**Potential Rate Impacts**  
**Increase from 2.17 cents per gallon**  
**To 2.25 cents per gallon**  
**Combined for both Water & Sewer**

**Avg Residential Bill 80 HCF increases**  
**from \$1,297 annually to \$1,348 = \$50.40**

**Approx. \$4.20 increase per month**  
**~ 5,000 gallons**



# Questions?

**John B. Storer**  
**Community Services Director**

[j.storer@dover.nh.gov](mailto:j.storer@dover.nh.gov)

Property Tax - Local School	7,891,558	8,920,760	8,930,700	21,137,974	3,003,811	5,404,763	5,200,152	25,059,717	57,057,292	67,057,292
Property Tax - State School	17,298,396	18,866,856	20,199,334	3,645,193	4,589,131	1,288,840	16,788,600	61,219,578	18,497,630	18,497,630
Property Tax - Other	2,805,056	3,616,567	3,645,193	40,997,129	43,736,035	43,736,035	16,788,600	8,421,292	13,561,205	13,561,205
Total Property Tax	31,493,614	35,257,601	38,510,525	7,981,281	8,454,265	8,075,884	33,870,488	9,172,635	12,389,889	12,389,889
Other Sources	6,730,748	7,295,142	7,237,521	250,000	250,000	475,000	145,970	21,811,090	22,234,069	24,069,625
City	9,296,859	10,952,094	11,731,122	250,000	250,000	475,000	145,970	21,811,090	22,234,069	24,069,625
School	1,046,897	1,075,000	1,075,000	0	0	0	0	0	0	0
Use of Fund Balance	17,074,504	19,322,236	19,218,643	0	0	0	0	0	0	0
Total	31,493,614	35,257,601	38,510,525	7,981,281	8,454,265	8,075,884	33,870,488	9,172,635	12,389,889	12,389,889
Change	50,939	1,384,216	1,891,620	604,026	1,174,313	1,028,024	1,504,262	651,207	1,251,308	368,398
Property Tax - City	3,044,710	1,568,260	1,332,678	230,640	1,855,267	2,287,616	1,504,262	1,315,814	1,375,775	1,086,647
Property Tax - School	31,056	811,511	28,626	343,938	(302,291)	1,117,623	256,389	172,017	850,102	483,700
Property Tax - County	3,126,705	3,763,987	3,262,924	2,486,604	2,737,909	5,033,562	3,450,976	3,840,139	2,594,275	1,375,789
Other Sources - City	673,483	564,394	(57,621)	473,984	473,984	601,219	97,149	248,599	452,979	593,433
Other Sources - School	723,735	1,655,235	779,028	(150,000)	(150,000)	(439,276)	536,143	783,258	783,258	1,173,111
Other Sources - County	796,897	28,103	(57,621)	2,486,604	2,737,909	5,033,562	3,450,976	425,000	425,000	54,555
Use of Fund Balance	2,194,115	2,247,704	2,247,704	0	0	0	0	1,058,393	1,058,393	1,058,393
Total	673,483	564,394	(57,621)	473,984	473,984	601,219	97,149	248,599	452,979	593,433