

Comparative Metric Title	Measurement Unit	Metric Timeframe	Dover	Berlin	Franklin	Laconia
<b>General comparisons</b>						
Population	Number	2020 Census	32741	9425	8741	16871
Number of Regular (non-seasonal) employees? Total of both FT and PT as number of bodies, not FTEs.	Employees	FY22	305	126	99	215
<b>Police comparisons</b>						
Calls for Service	Number	2018	34,000 (FY2021)	23111	26041	22804
Total Part 1 Crimes (most recent available from FBI or PD)	Number	2019	25	22		37
Total Part 2 Crimes	Number	2019	347	110		535
Sworn officers	Number	FY22	54	22	19	45
Police Officers per 1000 residents	Number	FY22	1.65	2.33	2.17	2.67
Sworn Supervisors	Number	2020	15 (Present)	4	8	11
Police Coverage on Typical shift	# supv/# officers	2020	1-2 supv/3-4 ofc (Present)	2 supv/2 ofc	1 supv/2-3 ofc	1 supv/3-6 ofc
Station officer	Yes/No	2020	No (present)	No	No	No
School Resource Officer(s)	Number of Officers	2020	2 (Present())	1	1	1
Funding breakdown for SRO	\$ by SAU/\$ by City	2020	43%/57% (present)	100% SAU	100% PD	100% PD
Actual PD Budget	\$	FY19	\$9,805,996(FY 22)	\$3,229,510	\$3,100,000	\$5,437,026
Actual OT Budget	\$	FY19	\$247,875 (FY 22)	\$65,310	\$181,014	\$130,000
OT as a percentage of overall PD budget	Number	FY19	2.53% (FY 22)	2.02%	5.84%	2.40%
Civilian Staff	Number	2020	38 (Present)	10	10	13
Civilian Supervisors	Number	2020	5 (Present)	2	1	0
Dispatch Center for Police, Fire, EMS, and/or other town	Yes/No	2020	PD, FD, EMS, Roll.FD (present)	PD, FD, EMS	Several towns	PD only
Dispatch Supervised by Civilian or Sworn	Yes/No	2020	Civilian (Present)	Civilian	Civilian	Sworn
Parking Enforcement handled by Police	Yes/No	2020	Yes (Present)	No	Yes	Yes
Civilian Parking Manager	Yes/No	2020	Yes (Present)	No	No	No
Teen Center for At Risk Youth	Yes/No	2020	Yes (Present)	No	No	Starting PAL
Drug Prevention activities in schools	Types	2020	most grade levels (Present)	DARE	DARE	DARE and PET
<b>Fire &amp; Rescue comparisons</b>						
Total number of responses	Count	FY22	6432	590	1949	5000
EMS Responses	Count	FY22	4413	124	1268	3600
EMS Transport Agency	Y/N	FY22	Yes	No	Yes	Yes
Fire responses	Count	FY22	1376	318	225	1260
Other Calls	Count	FY22	643	148	456	140
Fire Inspections completed	Count	FY22	1579 (just Fire Related)	320	795	1655
# Total Personnel	Count	FY22	65 (includes all inspection staff)	25	21	42
# Chief Officers/sworn staff officers	Count	FY22	5	1	2	4

Comparative Metric Title	Manchester	Nashua	Portsmouth	Rochester	Somersworth	Derry
<b>General comparisons</b>						
Population	115644	91322	21956	32492	11855	34317
Number of Regular (non-seasonal) employees? Total of both FT and PT as number of bodies, not FTEs.	1148		547	297	113	248
<b>Police comparisons</b>						
Calls for Service	145000	90936	53094	28600	24485	29854
Total Part 1 Crimes (most recent available from FBI or PD)	678	129	28	94	15	33
Total Part 2 Crimes	2678	1151	359	976	353	279
Sworn officers	267	179	68	63	29	59
Police Officers per 1000 residents	2.31	1.96	3.10	1.94	2.45	1.72
Sworn Supervisors	41	42	18	16	11	16
Police Coverage 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. relations
<b>Fire &amp; Rescue comparisons</b>						
Total number of responses	25198	20000	5501	2930	1527	4758
EMS Responses	20124	not reported	3104	1375	801	3066
EMS Transport Agency	No	No	Yes	No	No	Yes
Fire responses	5074	not reported	1305	831	506	1317
Other Calls	not reported	not reported	1092	not reported	220	375
Fire Inspections completed	1612	not reported	700	not counted	not reported	not reported
# Total Personnel	225	176	66	42	17	65
# Chief Officers/sworn staff officers	15	22	5	5	1	1

<b>Comparative Metric Title</b>	<b>Concord</b>	<b>Keene</b>	<b>Londonderry</b>
<b>General comparisons</b>			
Population	43976	23047	25826
Number of Regular (non-seasonal) employees? Total of both FT and PT as number of bodies, not FTEs.	479		192
<b>Police comparisons</b>			
Calls for Service	47968	30109	24393
Total Part 1 Crimes (most recent available from FBI or PD)	65	42	20
Total Part 2 Crimes	805	488	173
Sworn officers	88	44	53
Police Officers per 1000 residents	2.00	1.91	2.05
Sworn Supervisors	20	13	18
Police Coverage 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
<b>Fire &amp; Rescue comparisons</b>			
Total number of responses	8877	5005	4230
EMS Responses	6129	3632	2533
EMS Transport Agency	Yes	Yes	Yes
Fire responses	1865	1122	1097
Other Calls	887	751	600
Fire Inspections completed	1050	560	620
# Total Personnel	100	47 FT/10 on call	58 FT/1 PT/4 on call
# Chief Officers/sworn staff officers	13	6	4

Comparative Metric Title	Measurement Unit	Metric Timeframe	Dover	Berlin	Franklin	Laconia
# Admin Employees/non-sworn	Count	FY22	Fire: 1 FT, 1 PT. Inspections: 6 FT, 1 PT	1	1FT, 1 PT	2
# Fire Inspectors	Count	FY22	1 FT Fire Inspector 1 PT Fire/Health Insp.	1	2 Fire Inspectors	1FT, 2 PT
# Shift Staffing each shift of 4 shifts	Count	FY22	13	5	4	9
Minimum Staffing #	Count	FY22	13	4	4	9 Day/8 Night
Total Budget	\$	FY22	\$10,349,292	\$2,425,488	\$1,712,342	\$4,990,000
# of Stations	Count	FY22	3	1	1	2
Overtime budget	\$	FY22	\$933,592	\$135,460	\$175,000	\$221,000
Revenue from EMS billing/permit fees	\$	FY22	\$2,206,975	\$32,000	\$500,000	\$800,100
ISO Rating	Rating	FY22	03/3Y	not reported	3	2 Hydrant, 9 Non-hydrant
<b>Community Service comparisons</b>						
<b>F&amp;G/General Government Building</b>						
Number of Buildings maintained	Count	FY21/FY22	20			29
Square footage of buildings maintained	SF	FY21/FY22	475664			186873
Acres of Maintained Turf/Parks	Acres	FY21/FY22	245	24*	613	56
Number of playing fields maintained	#	FY21/FY22	15	10		16
Number of Parks maintained	#	FY21/FY22	29 (14 w pg)	9		46
Number of Personnel Assigned	FTE's	FY21/FY22	7 + mow contr	1		5
Note: assigned to facility, ground, park maintenance						
<b>Cemeteries</b>						
Acres of Maintained Turf	Acres	FY21/FY22	80	1		9
Number of Personnel Assigned	FTE's	FY21/FY22	7	1		5
<b>Water</b>						
Number Interments	Count	FY21/FY22	82			
Annual Water Produced	Gallons	FY21/FY22	715,408,000	584,275,989	191,625,000	488,997,520
Number of Connections	Count	FY21/FY22	9,800	3,580	2,422	6,600
Miles of Water Main	Miles	FY21/FY22	172	60	52	105.4
Sewer						
Annual Volume Treated	Gallons	FY21/FY22	912,500,000	765,710,000		send to Franklin
Number of Manholes	Count	FY21/FY22	3,135	920	890	1,800
Number of Pumping Stations	Count	FY21/FY22	24			17
Miles of Sewer pipe	Miles	FY21/FY22	137	60	32	67

Comparative Metric Title	Manchester	Nashua	Portsmouth	Rochester	Somersworth	Derry
# Admin Employees/non-sworn	not reported	not reported	1FT, 2 PT	1 FT	1 FT	10 FT
# Fire Inspectors	3	not reported	1 Chief Officer + 2 Fire Prev Officers	2 Chief level	Shift Officers	2
# Shift Staffing each shift of 4 shifts	48	33	15	9	4	16
Minimum Staffing #	44	25	13	7	3 day, 4 night	15
Total Budget	\$19,735,544	\$23,776,107	\$10,048,849	\$5,303,721	\$2,018,452	\$11,456,068
# of Stations	10	6	3	2	1	4
Overtime budget	\$1,200,000	\$720,394	\$709,500	\$250,000	\$195,000	\$908,000
Revenue from EMS billing/permit fees	None billed	\$93,740	\$1,027,499	None billed	Not reported	\$1,811,507
ISO Rating	2	2	4	3 Hydrant, 9 Non-hydrant	4 Hydrant, 9 Non-hydrant	2 Hydrant, 8B Non-hydrant
<b>Community Service comparisons</b>						
<b>F&amp;G/General Government Building</b>						
Number of Buildings maintained	80			11	10	8
Square footage of buildings maintained	3,300,000			380000	100,000	94000
Acres of Maintained Turf/Parks	953.36**			25	55	132.1
Number of playing fields maintained	35		4 loc		3	17
Number of Parks maintained	47		18 (9 w/pg)	5	11	6
Number of Personnel Assigned				5	1.5	11
Note: assigned to facility, ground, park maintenance	**22			w/ 2 part timers		
<b>Cemeteries</b>						
Acres of Maintained Turf	300	7 85		0	23	35
Number of Personnel Assigned	7	7		0	Turf maintenance and burial service is by contract	1
Number Interments	175	121		0	5	78
<b>Water</b>						
Annual Water Produced	6,205,000,000	Served by Pennichuck	1,400,000,000	802,000,000	480,000,000	540,000,000
Number of Connections	31,000		7,200	7,500	3,300	4,233
Miles of Water Main	500		117	130	71	70.3
Sewer						
Annual Volume Treated	7.818 billion	4.015 billion	2,675,450,000	1,084,050,000	52,560,000	912,500,000
Number of Manholes	11,000	9,000	2,526	1,820		1,500
Number of Pumping Stations	11	13	20	28	4	7
Miles of Sewer pipe	385	190	115	120	41	53

<b>Comparative Metric Title</b>	<b>Concord</b>	<b>Keene</b>	<b>Londonderry</b>
# Admin Employees/non-sworn	not reported	1	6/ 1 PT
# Fire Inspectors	2 (1 Fire Marshal, 1 Lt.-Assistant Fire Marshal)	1	1 Chief Officer
# Shift Staffing each shift of 4 shifts	19	10	12
Minimum Staffing #	19	9	10
Total Budget	\$15,172,986	\$7,715,663	\$7,890,199
# of Stations	4	2	3
Overtime budget	Not reported	\$560,298	\$815,813
Revenue from EMS billing/permit fees	\$3,087,106	\$2,097,142	\$896,786
ISO Rating	Not reported	4 Hydrant, 8B Non-hydrant	5 Hydrant, 9 Non-hydrant
<b>Community Service comparisons</b>			
<b>F&amp;G/General Government Building</b>			
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
<b>Cemeteries</b>			
Acres of Maintained Turf			8
			18
Number of Personnel Assigned			4 contractors
<b>Water</b>			
Annual Water Produced	1,460,000,000	730,000,000	Water comes from Penacook and Derry
Number of Connections	12,000	6,900	
<b>Miles of Water Main</b>	172	113	n/a
Sewer			
Annual Volume Treated	1,460,000,000	1,008 mg	treated in Derry
Number of Manholes	4,000	2,192	
<b>Number of Pumping Stations</b>	8		
Miles of Sewer pipe	163	96.4	44

Comparative Metric Title	Measurement Unit	Metric Timeframe	Dover	Berlin	Franklin	Laconia
<b>Engineering</b>						
Number of Personnel Assigned	FTE's	FY21/FY22	5	0	0	1
In-house GIS?	Yes/No	FY21/FY22	no	yes	0	yes
<b>Number of GIS-related FTE's</b>	FTE's		0	1	0	1
In-house SCADA?	Yes/No	FY21/FY22	yes	yes	0	yes
<b>Snow</b>						
Snow Removal Overtime Expended Winter 2020-2021	\$	FY17/FY18	\$167,000	\$87,300	\$63,600	\$85,000
Total Miles of Public Streets	Miles	FY22	134	60	68	79.78
Actual Miles of Public Streets Paved 2016	Miles	FY22	10.7	0	1.5	?
<b>Number of Traffic Lights</b>	Count		32	6	5	8
Number of Personnel Assigned to Street/Drain Repair	FTE's	FY21/FY22	11	18	5	17 (30% charged to Sewer)
<b>Street Lights</b>						
Number of Street Lights	Count	FY21/FY22	1945 (inc decorative)	951	343 (incl decorative)	1308
<b>Fleet</b>						
Maintain "outside" equipment	Yes/No		yes	no	no	no
Number of vehicles maintained	Count	FY21/FY22	315	85	78(incl fire)	123
Number of personnel	FTE's	FY21/FY22	5	4	2	3
<b>Information Technology comparisons</b>						
Number of Regular (non-seasonal) Information Technology (IT) employees? Total of both FT and PT as number of bodies, not FTEs.	FTE	FY21/FY22	6			2
Total # of Clients	Number	FY22	303			130
Total Number of Servers Supported (On premise, physical, virtual and cloud.)	Number	FY22	54			17
Are IT services primarily centralized (vs decentralized)?	Centralized / Decentralized / Outsourced	FY21/FY22	Centralized			Centralized
Total IT Adopted Budget	\$	FY22	\$1,504,265			\$205,130
IT Personnel Costs (including wages, retirement, insurance, training costs)	\$	FY22	\$677,742			
IT Vendor Technical Services including subscription licensing, telecommunications, maintenance and support costs (\$)	\$	FY22	\$176,011			\$100,000
<b>Recreation comparisons</b>						
Community Centers	Count	FY20	1	1	2	3
Ice Arena's	Count	FY20	1 Twin	1	0	0
Pools	Count	FY20	1 In 1 Out	0	2 Beaches	5 Beaches
Senior Center	Count	FY20	1	1-TriCountyCAP	1-CAP-BMCounties	1-CAP-BMCounties

<b>Comparative Metric Title</b>	<b>Manchester</b>	<b>Nashua</b>	<b>Portsmouth</b>	<b>Rochester</b>	<b>Somersworth</b>	<b>Derry</b>
<b>Engineering</b>						
Number of Personnel Assigned	30+	9	7	2	1	3
In-house GIS?	yes	yes	Yes	yes	yes	yes
<b>Number of GIS-related FTE's</b>	2	1	2	1	0	0
In-house SCADA?		no	Yes	yes	yes	no
<b>Snow</b>						
Snow Removal Overtime Expended Winter 2020-2021	\$420,000	\$735,000	\$190,000	\$162,000	\$60,000	\$116,045
Total Miles of Public Streets	414	765 Lane Miles	136	159	50	165
Actual Miles of Public Streets Paved 2016	14	7	2.1	2	3.2	10
<b>Number of Traffic Lights</b>	144	92	24	20	23	7
Number of Personnel Assigned to Street/Drain Repair	88	54	9.5	11	10	11
<b>Street Lights</b>						
Number of Street Lights	9033	5505	2036 (incl decorative)	1650 (incl decorative)	756	962
<b>Fleet</b>						
Maintain "outside" equipment	no	no	no	no	no	no
Number of vehicles maintained	461	300	280	120	37	95
Number of personnel	24	6	7	3	1	3
<b>Information Technology comparisons</b>						
Number of Regular (non-seasonal) Information Technology (IT) employees? Total of both FT and PT as number of bodies, not FTEs.				6		
Total # of Clients				300		
Total Number of Servers Supported (On premise, physical, virtual and cloud.)				55		
Are IT services primarily centralized (vs decentralized)?				Centralized		
Total IT Adopted Budget				\$1,048,930		
IT Personnel Costs (including wages, retirement, insurance, training costs)				\$698,589		
IT Vendor Technical Services including subscription licensing, telecommunications, maintenance and support costs (\$)				\$350,341		
<b>Recreation comparisons</b>						
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



<b>Comparative Metric Title</b>	<b>Concord</b>	<b>Keene</b>	<b>Londonderry</b>
<b>Engineering</b>			
Number of Personnel Assigned	14	5	1
In-house GIS?	2	yes	yes
<b>Number of GIS-related FTE's</b>	2	0	1
In-house SCADA?	no	yes	no
<b>Snow</b>			
Snow Removal Overtime Expended Winter 2020-2021	\$644,000	\$190,000	\$157,000
Total Miles of Public Streets	220	127	186
Actual Miles of Public Streets Paved 2016	12	125	3
<b>Number of Traffic Lights</b>	54	13	4
Number of Personnel Assigned to Street/Drain Repair	17	21	11
<b>Street Lights</b>			
Number of Street Lights	2285 (incl decorative)	1155 (does not incl decorative)	161
<b>Fleet</b>			
Maintain "outside" equipment	no	no	no
Number of vehicles maintained	265 (incl fire)	266	27
Number of personnel	12	4	2
<b>Information Technology comparisons</b>			
Number of Regular (non-seasonal) Information Technology (IT) employees? Total of both FT and PT as number of bodies, not FTEs.			
Total # of Clients			
Total Number of Servers Supported (On premise, physical, virtual and cloud.)			
Are IT services primarily centralized (vs decentralized)?			
Total IT Adopted Budget			
IT Personnel Costs (including wages, retirement, insurance, training costs)			
IT Vendor Technical Services including subscription licensing, telecommunications, maintenance and support costs (\$)			
<b>Recreation comparisons</b>			
<b>Community Centers</b>			
Ice Arena's	1		
Pools	7 Out	2 Out	
Senior Center	1 is endowment	1 501c3	1

Comparative Metric Title	Measurement Unit	Metric Timeframe	Dover	Berlin	Franklin	Laconia
Skate Park	Count	FY20	1	0	0	1
Dog Park	Count	FY20	1	0	0	0
Splash Pad	Count	FY20	1	0	0	0
Disc Golf Course	Count	FY20	1	0	0	0
Outdoor Skating Rinks	Count	FY20	0	1	0	Lake
Sledding - Ski areas	Count	FY20	1	1 Ski Jump	1	0
<b>Media Services comparisons</b>						
Dedidcated Public Information Officer (PIO)	Y/N	FY22	N	N	N	N
Access Coordinator/municipal	Y/N/Combined	FY22	Combined	Shared	Shared	Y
Access Coordinator/education and/or public	Y/N/Combined	FY22	Combined	Shared	Shared	Y
Full-time access programming staff	Count	FY22	1	Shared	Shared	1 and COOP
Part-time access programming staff	Count	FY22	2	Shared	Shared	1 and COOP
Access Channels	Y/N/COOP	FY22	Y	COOP	COOP	Y
Number of Channels	Count	FY22	2	2	2	3
HD programming on air	Y/N	FY22	N	N	N	N
HD programming online	Y/N	FY22	Y	N	N	N
HD meetings online	Y/N	FY22	N	N	N	Y
<b>Legal Services comparisons</b>						
OVERALL LEGAL BUDGET (FY 19)	\$	FY22	\$487,237	\$75,000	\$40,100	
NUMBER OF EMPLOYEES	Count	FY22	3	0	0	
Full Time	Count	FY22	3	0	0	
Part-Time	Count	FY22	0	0	0	
CITY ATTORNEY SALARY	\$	FY22	\$124,339	\$0	\$0	
OVERALL LEGAL DEPARTMENT SALARIES	\$	FY22	\$267,117	\$0	\$0	
OUTSIDE LEGAL SERVICES BUDGET	\$	FY22	\$50,000	-	\$40,100	
<b>Finance comparisons</b>						
Equalized Tax Rate FY2017	\$	FY2021	\$22.40	\$30.33	\$19.39	\$17.16
# of taxable parcels	Count	FY2021	10,306			
Community assessed value for tax year 2016	\$	Tax Yr. 2020	\$3,857,193,950	\$478,007,523	\$695,798,046	\$2,400,761,491
Total general fund budget for current year	\$	FY2021	\$130,514,104		\$33,419,559	\$68,471,034
Total overall community budget - all funds	\$	FY2022	\$162,852,882			\$74,391,691
# of tax bills issued in Fall 2017	Count	FY2021	10,189		7,293	
Does community issue a CAFR?	Y/N	FY2021	Yes	No	No	Yes
# of Motor Vehicle Registrations processed for prior calendar or fiscal year	Count	FY2021	34,236		10,964	19,000
# of Employees in Finance Department	FTE Count	FY2021	7.925 FTEs		3 FTEs	11.5 FTEs

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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	
<b>Media Services comparisons</b>						
Dedicated Public Information Officer (PIO)	Y	Y	Y	Y	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	1.5	4
Part-time access programming staff	9	5	4	2	1	2
Access Channels	Y	Y	Y	Y	Y	Y
Number of Channels	4	3	2	3 (6)	2	3
HD programming on air	N	N	N	N	N	N
HD programming online	Y	Y	Y	Y	N	Y
HD meetings online	Y	Y	Y	Y	N	N
<b>Legal Services comparisons</b>						
OVERALL LEGAL BUDGET (FY 19)	\$1,565,676	\$812,718	\$881,392	\$673,015	\$109,391	
NUMBER OF EMPLOYEES	10	6	9	6	-	
Full Time	10	6	6	6	-	
Part-Time	-	-	3	-	-	
CITY ATTORNEY SALARY	\$104,972-149,666	\$143,563	\$133,818	\$108,496	\$45,000	
OVERALL LEGAL DEPARTMENT SALARIES	\$1,301,253	\$581,589	\$550,163	\$387,453	-	
OUTSIDE LEGAL SERVICES BUDGET	\$10,000	\$1	\$30,000	\$65,000	\$10,000	
<b>Finance comparisons</b>						
Equalized Tax Rate FY2017	\$17.45	\$18.40	\$12.83	\$21.76	\$24.39	\$21.90
# of taxable parcels		28,453	8,859	13,006	4,304	
Community assessed value for tax year 2016	\$9,175,091,539	\$10,383,228,753	\$6,301,589,965	\$2,818,216,473	\$1,092,265,002	\$3,647,319,032
Total general fund budget for current year	\$177,628,095	\$291,026,961	\$123,209,033	\$112,944,350	\$14,400,675	\$49,062,051
Total overall community budget - all funds	\$233,416,140	\$425,353,036	\$160,278,554	\$142,122,496	\$44,808,884	\$51,724,300
# of tax bills issued in Fall 2017						
Does community issue a CAFR?	Yes	Yes	Yes	No	No	Yes
# of Motor Vehicle Registrations processed for prior calendar or fiscal year		93,606	25,105			
# of Employees in Finance Department	9 FTE	23.1 FTEs	22.3 FTEs	8 FTEs	3 FTEs	5 FTEs

<b>Comparative Metric Title</b>	<b>Concord</b>	<b>Keene</b>	<b>Londonderry</b>
Skate Park			
Dog Park			
Splash Pad			
Disc Golf Course		1	
Outdoor Skating Rinks	Pond	0	0
Sledding - Ski areas			
<b>Media Services comparisons</b>			
Dedicated 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	3	3	2
Part-time access programming staff	3	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	Y	N	N
<b>Legal Services comparisons</b>			
OVERALL LEGAL BUDGET (FY 19)	\$1,280,116	\$422,081	
NUMBER OF EMPLOYEES	10	3	
Full Time	9	3	
Part-Time	1	-	
CITY ATTORNEY SALARY	\$138,546	\$137,731	
OVERALL LEGAL DEPARTMENT SALARIES	\$777,054	\$269,333	
OUTSIDE LEGAL SERVICES BUDGET	\$154,954	\$35,000	
<b>Finance comparisons</b>			
Equalized Tax Rate FY2017	\$24.84	\$31.52	\$17.92
# of taxable parcels			10,550
Community assessed value for tax year 2016	\$4,695,092,790	\$1,885,704,064	\$4,661,377,059
Total general fund budget for current year	\$70,136,134	\$45,546,830	\$36,686,024
Total overall community budget - all funds	\$109,300,000	\$64,221,612	\$44,753,179
# of tax bills issued in Fall 2017		41,550	20,840
Does community issue a CAFR?	Yes	Yes	No
# of Motor Vehicle Registrations processed for prior calendar or fiscal year		21,269	40,000
# of Employees in Finance Department	12 FTEs	15.18 FTEs	5 FTEs

Comparative Metric Title	Measurement Unit	Metric Timeframe	Dover	Berlin	Franklin	Laconia
Finance Department Employees Description	Text	FY2021	Finance Director, Purchasing Agent, Senior Accountant, Junior Accountant, Accounts Payable Bookkeeper, Treasurer, Executive Secretary		Director, Accountant, Finance Assistant	Director Assistant Director Treasurer Purchasing Specialist HR Specialist Payroll Assistant AP Assistant IT Specialist IT Assistant Tax Collector (counted as .5 as we have a combined Tax Collector/City Clerk) Deputy Tax Collector Admin. Assistant
Does Finance Department include other functions such as IT, Assessing, Tax Collection, Water/Sewer Utility Billing?	Text	FY2021	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.	Tax collection, HR, purchasing
Is the school district a dependent department of your community and reported in your audited financial statements?	Y/N	FY2021	Yes		Yes	Yes
<b>Planning comparisons</b>						
Code Complaints - Reviewed	Incident	CY21	11		Don't track	
Conditional Use Permit - Environmental	Application	CY21	13		Don't track	
Conditional Use Permit - Non-Environmental	Application	CY21	4		Don't track	
Lot Line Adjustments	Application	CY21	10		Don't track	
Lot Merger Application	Application	CY21	2		Don't track	
Lot Restoration Application	Application	CY21	3		Don't track	

Comparative Metric Title	Manchester	Nashua	Portsmouth	Rochester	Somersworth	Derry
Finance Department Employees Description		CFO Treasurer/TC Dep. Treasurer Sr Mgr Accounting	Director of Finance and Admin. Dep. Fin Director Assistant FD	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	Dep. CM/Finance Director, assistant finance director	CFO, Payroll and Benefits Administrator, Staff Accountant/Intern al Auditor, Bookkeeper AR/AP, Bookkeeper
Does Finance Department include other functions such as IT, Assessing, Tax Collection, Water/Sewer Utility Billing?	Parking Division, Treasury	Tax Collection Treasury wastewater billing MV Reg	Accounting/Audit, Purchasing, Tax Collection, Assessing, Benefits Admin, Billing Functions	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, IT and Channel 22	Tax Collection, Assessing,
Is the school district a dependent department of your community and reported in your audited financial statements?	No	Yes	Yes	Yes	Yes	No
<b>Planning comparisons</b>						
Code Complaints - Reviewed		N/A			N/A	
Conditional Use Permit - Environmental		8			6	
Conditional Use Permit - Non-Environmental		N/A			N/A	
Lot Line Adjustments		4			N/A	
Lot Merger Application		N/A			N/A	
Lot Restoration Application		N/A			N/A	

Comparative Metric Title	Concord	Keene	Londonderry
Finance Department Employees Description	Deputy CM Finance Treasurer	Finance Director/Treasurer Human Services Mgr. Caseworker Asst. Fin. Director Payroll Admin Sr. Accountant Accountant Account Clerk II Revenue Collector Dep. Rev. Collector Purchasing and Contract Service Mgr. Admin assist I	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?	Treasury, Tax Collection, Purchasing, MV Reg	Accounting, Purchasing, W/S billing, Revenue collection, human services	The Finance Director is administratively responsible for IT(contracting 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	No
<b>Planning comparisons</b>			
Code Complaints - Reviewed	N/A		Don't track
Conditional Use Permit - Environmental	2		5
Conditional Use Permit - Non-Environmental	2		0
Lot Line Adjustments	N/A		2
Lot Merger Application	5		0
Lot Restoration Application	N/A		-

Comparative Metric Title	Measurement Unit	Metric Timeframe	Dover	Berlin	Franklin	Laconia
Permits, Accessory Dwelling Units	Permit Issued	CY21	8		Don't track	
Permits, Customary Home Occupation	Permit Issued	CY21	4		Don't track	
Permits, Extraction / Excavation??	Permit Issued	CY21	2		Don't track	
Permits, Signs - Permanent	Permit Issued	CY21	44		Don't track	
Permits, Signs - Temporary	Permit Issued	CY21	1		Don't track	
Permits, Signs - Community	Permit Issued	CY21	19		Don't track	
Site Plan # of units created	Unit	CY21	201		Don't track	
Site Plan SF of buildings	SF	CY21	113143		Don't track	
Site Plan SF of Impervious Coverage	SF	CY21	278094		Don't track	
Transfer of Development Rights # units purchased	Unit	CY21	45		Don't track	
Site Plans Approved	Application	CY21	12		Don't track	
Subdivision # of lots created	Lots	CY21	28		Don't track	
Subdivision Plans Approved	Application	CY21	10		Don't track	
Zoning Board, Appeal of Administrative Decision	Application	CY21	0		Don't track	
Zoning Board, Rehearing	Application	CY21	0		Don't track	
Zoning Board, Equitable Waivers	Application	CY21	0		Don't track	
Zoning Board, Special Exceptions	Application	CY21	2		Don't track	
Zoning Board, Variances	Application	CY21	6		Don't track	
<b>Public Library comparisons</b>						
# Print Materials	Count	2020	82567	35629	23774	54109
Physical Item Circulation	Count	2020	170479	15480	15754	71243
Circ of electronic materials	Count	2020	55735	2390	2958	18303
Total circ	Count	2020	226232	17870	18712	89546
Local Government Revenue	\$	2020	\$1,416,140	\$203,501	\$226,109	\$790,217
Wages & Benefits	\$	2020	\$1,188,601	\$179,234	\$174,609	\$488,301
Total Collection Expenditure Budget	\$	2020	\$143,137	\$8,664	\$16,000	\$100,916
FTE	Count	2020	9.13	3.38	1	5
Visits	Count	2020	140575	13452	N/A	74834
Public Hours	Count	2020	2460	1520	N/A	2458
Square Feet	Area	2020	24081	2976	8750	
Registered Borrowers	Count	2020	13984	4398	N/A	5963
Circulation per Capita	Calculation	2020	7.22	1.71	2.14	5.35
Operating Expenditure per Capita	\$	2020	\$49	\$19	\$25	\$47
Programs	Count	2020	590	34	N/A	399
Program Attendance	Count	2020	10947	657	N/A	5263
<b>Public Welfare comparisons</b>						
# of employees	Count	FY2021	3 FT	2 PT		1 FT
# of Intake Applications	Count	FY2021	338	120		73
General Assistance costs	\$	FY2021	\$30,448	\$27,179		\$24,111



<b>Comparative Metric Title</b>	<b>Manchester</b>	<b>Nashua</b>	<b>Portsmouth</b>	<b>Rochester</b>	<b>Somersworth</b>	<b>Derry</b>
Permits, Accessory Dwelling Units		N/A			N/A	
Permits, Customary Home Occupation		11			N/A	
Permits, Extraction / Excavation??		N/A			N/A	
Permits, Signs - Permanent		N/A			28 total sign permits	
Permits, Signs - Temporary		N/A			N/A	
Permits, Signs - Community		N/A			N/A	
Site Plan # of units created		N/A			N/A	
Site Plan SF of buildings		N/A			N/A	
Site Plan SF of Impervious Coverage		N/A			N/A	
Transfer of Development Rights # units purchased		N/A			N/A	
Site Plans Approved		48			12 including minor	
Subdivision # of lots created		N/A			N/A	
Subdivision Plans Approved		19			7	
Zoning Board, Appeal of Administrative Decision		8 (other)			2	
Zoning Board, Rehearing		4			N/A	
Zoning Board, Equitable Waivers		1			0	
Zoning Board, Special Exceptions		14			3	
Zoning Board, Variances		88			11	
<b>Public Library comparisons</b>						
# Print Materials	141346	120246	136872	67690	29972	85730
Physical Item Circulation	223180	274310	276417	82533	13404	121573
Circ of electronic materials	65243	87944	71377	30782	7140	28520
Total circ	288423	362254	347794	113315	20544	150093
Local Government Revenue	\$2,073,657	\$3,461,495	\$2,200,973	\$1,322,558	\$257,167	\$1,351,371
Wages & Benefits	\$2,741,324	\$2,866,470	\$1,407,425	\$1,055,401	\$181,750	\$1,022,343
Total Collection Expenditure Budget	\$163,218	\$249,545	\$333,278	\$97,952	\$23,232	\$99,808
FTE	15.5	12.63	10.31	7.88	3.3	8.86
Visits	193724	187626	242350	51623	20497	101313
Public Hours	3598	2477	2435	2257	1424	2219
Square Feet	49300	55000	39500	25000	9000	23000
Registered Borrowers	61410	54200	17279	16437	1758	11932
Circulation per Capita	2.6	4.08	15.69	3.68	1.73	4.51
Operating Expenditure per Capita	\$27	\$39	\$92	\$43	\$20	\$41
Programs	1465	792	1516	293	57	516
Program Attendance	20877	15150	35766	4099	312	10557
<b>Public Welfare comparisons</b>						
# of employees	8 FT 1 PT	6 FT		4 FT	1 FT	
# of Intake Applications	1465	913		213	159	
General Assistance costs	\$225,111	\$217,000		\$81,700	\$39,651	

<b>Comparative Metric Title</b>	<b>Concord</b>	<b>Keene</b>	<b>Londonderry</b>
Permits, Accessory Dwelling Units	N/A		14
Permits, Customary Home Occupation	N/A		no permit required
Permits, Extraction / Excavation??	N/A		No new
Permits, Signs - Permanent	N/A		29
Permits, Signs - Temporary	N/A		14
Permits, Signs - Community	N/A		N/A
Site Plan # of units created	N/A		123 dwelling units
Site Plan SF of buildings	N/A		50,000s.f.
Site Plan SF of Impervious Coverage	N/A		don't track
Transfer of Development Rights # units purchased	N/A		N/A
Site Plans Approved	26		15
Subdivision # of lots created	N/A		13
Subdivision Plans Approved	16		7
Zoning Board, Appeal of Administrative Decision	N/A		2
Zoning Board, Rehearing	N/A		0
Zoning Board, Equitable Waivers	N/A		3
Zoning Board, Special Exceptions	N/A		8
Zoning Board, Variances	N/A		51
<b>Public Library comparisons</b>			
# Print Materials	121957	107116	76537
Physical Item Circulation	178286	152989	379757
Circ of electronic materials	63439	39648	35482
Total circ	241725	192637	415239
Local Government Revenue	\$1,616,086	\$1,472,295	\$1,438,399
Wages & Benefits	\$1,495,561	\$1,292,686	\$1,057,849
Total Collection Expenditure Budget	\$190,709	\$141,550	\$131,040
FTE	13.6	12.5	7
Visits	117835	121597	134398
Public Hours	3497	2169	2099
Square Feet		40000	19800
Registered Borrowers	11621	14474	16592
Circulation per Capita	5.61	8.23	15.96
Operating Expenditure per Capita	\$43	\$63	\$53
Programs	243	907	253
Program Attendance	4983	10173	21063
<b>Public Welfare comparisons</b>			
# of employees	4 FT 1 PT		
# of Intake Applications	560		
General Assistance costs	\$110,000		