



City of Dover, NH

Core Service Deliverables

Core Service Area	Program/Activity
General Government	
	Availability of public meeting space for citizens and nonprofit groups
	Business retention and business development related activities
	Citizen request management (constituent services, complaints, service requests)
	Communication with stakeholders (media, newsletter, web site, social media, cable tv)
	Community land conservation and open space preservation
	Community planning land development review and approvals
	Community strategic long term planning (Master Plan, Energy Plan, Capital Improvements Plan)
	DoverNet downtown public wireless
	Downtown public parking (facilities operation and maintenance, permits, and enforcement)
	Elections (voter registration and conduct of municipal, county, state and federal elections)
	HUD Community Development Block Grant program administration
	Land use zoning code enforcement including sign regulation, variance administration and environmental protection
	Management of municipal policy implementation and service delivery



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	Municipal agent for motor vehicle registration
	Municipal centralized purchasing (competitive bidding, requisitions, vendor approval, PO)
	Municipal corporation legal counsel
	Municipal financial management (budget, accounting, treasury, debt management)
	Municipal human resource administration (legal compliance, labor relations, safety)
	Municipal legislative and policy setting process
	Municipal records archives and public access
	Municipal technology management (cybersecurity, GIS, network, server, pc and application support)
	Municipal utility billing (water and sewer)
	Municipal vital records administration
	Property tax assessment (value updates, abatement, exemption and credit application)
	Public transportation (COAST, Transportation center/AMTRAK station)
	Volunteer coordination (recruiting, training, placement)



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Core Service Area	Program/Activity
Public Safety	
	Animal control (investigate complaints, retrieve/shelter stray animals)
	Building code enforcement including plan review, permits and inspections
	Community oriented policing (downtown and neighborhood patrols, neighborhood watch)
	Community safety education (active shooter response, robbery prevention, scam prevention)
	Drug/Alcohol abuse public education (Teen Center, Youth to Youth, DARE)
	Electrical code enforcement including plan review, permits and inspections
	Emergency ambulance response (pre-hospital advanced life support)
	Emergency fire & rescue response (fire, technical rescue, haz-mat)
	Emergency Management (includes planning and EOC incident management)
	Emergency police response (crimes in progress, emergency scene control)
	Fire and Life Safety code enforcement including plan review, permits and inspections
	Fire and life safety public education (schools, home and business)
	Fire apparatus and equipment maintenance



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Core Service Area	Program/Activity
	Fire station maintenance
	Gun licensing and background checks
	Health code enforcement (restaurants, housing standards, disease control)
	Investigation of crimes (includes evidence processing and storage)
	Liquor, entertainment and game licensing
	Middle/high school assigned police officer
	Municipal facility alarm monitoring
	Plumbing/Mechanical code enforcement including plan review, permits and inspections
	Police embedded social work programs assisting individuals with unmet needs (mental health, substance use, homelessness)
	Police reports and records management
	Police tactical response team
	Private alarm system registry
	Programs assisting victims of crime (case consultation, legal system support)
	Prosecution of offenses (criminal and violations)



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Public Safety	Public assistance performing non-emergency welfare checks, vehicle and residential lock-outs, and elder/disabled lift assistance
	Public event safety review and licensing (planning and security)
	Public safety communications (911, police, fire, EMS and emergency maintenance)
	Regional Investigative Taskforce participation (NH AG, FBI, DEA)
	Sex offender registration
	Street address assignment (911 compliance)
	Taxi licensing and background checks
	Traffic and/or pedestrian related accident investigation
	Traffic safety education (new driver safety, non-English speaking drivers, elder drivers)
	Traffic related police patrols (stop sign, speed, crosswalk enforcement)
	Youth court diversion and community service
Public Works	
Public Works	Cemetery operation and maintenance (grounds care, interments, lot sales)
	Construction project management (includes design engineering and oversight)



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	Dig Safe administration
	Environmental projects management (natural resources, superfund, water quality and related permits)
	Fleet maintenance (vehicles, equipment and rolling stock other than fire apparatus)
	Municipal building maintenance (custodial/preventative maintenance)
	Municipal solid waste and recycling management including household hazardous waste disposal
	Municipal tree maintenance and forestry
	Parks and playground maintenance (grounds, equipment, safety upgrades)
	Public drinking water supply and distribution operation and maintenance
	Recycling Center hours including food composting, yard waste and construction debris
	Road surface pavement management (analysis and prioritizing repair strategies)
	Roadside mowing and pest/weed control
	ROW management (includes administering easements, driveway and pole licensing)
	Sidewalk and curb installation and maintenance
Sidewalk snow removal and ice control	



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	Site regulation plan review, inspection and enforcement
	Small equipment maintenance (other than fire equipment)
	Storm run-off drainage system operation and maintenance - MS4 permit compliance
	Street lighting
	Street maintenance (includes pavement, gravel road, shoulder and guardrail repairs)
	Street snow removal and ice control
	Street sweeping
	Streetscape maintenance (trees, flowers, litter, decorative lights, street signage)
	Traffic control - pavement markings (road striping and crosswalks)
	Traffic control - signal installation and maintenance (traffic lights)
	Traffic control - street sign installation and maintenance
	Wastewater collection operation and maintenance
	Wastewater treatment operation and maintenance - NPDES permit compliance



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Core Service Deliverables

Core Service Area

Program/Activity

Culture & Recreation

Community events/programs (4th of July, Cochecho Arts, holidays)

Community Fitness Center/Gymnasium and related recreation activities

Community placemaking (public art, educational/history exhibits)

Ice arena and related recreation activities, community events and venue rental

Indoor pool and related year-round activities

Library archives (historic documents, geneology and maps)

Library children's room and related programming

Library e-services (eBooks, eReaders, social media, databases, digitized photographs)

Library hours of operation

Library materials (books, periodicals, music, audiobooks, large print, DVDs, museums)

Library public computer and Wi-Fi availability

Library teen and adult related services (reference desk, educational programs)

McConnell Community Center operation and maintenance



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Core Service Deliverables

Core Service Area	Program/Activity
	Outdoor pool and related summer only recreation activities
	Public parks and sport field management (other than maintenance)
	Senior Center and related recreation activities
	Youth playground and summer camp programs
Human Services	
	Coordination with state and federal programs for low income families and individuals
	Emergency general assistance (food, shelter, healthcare)
	Workfare administration
Education	
	Adult learning programs (GED)
	Extracurricular (school) activities
	Public Schools (K-12 curriculum)
	School facilities maintenance
	Student transportation