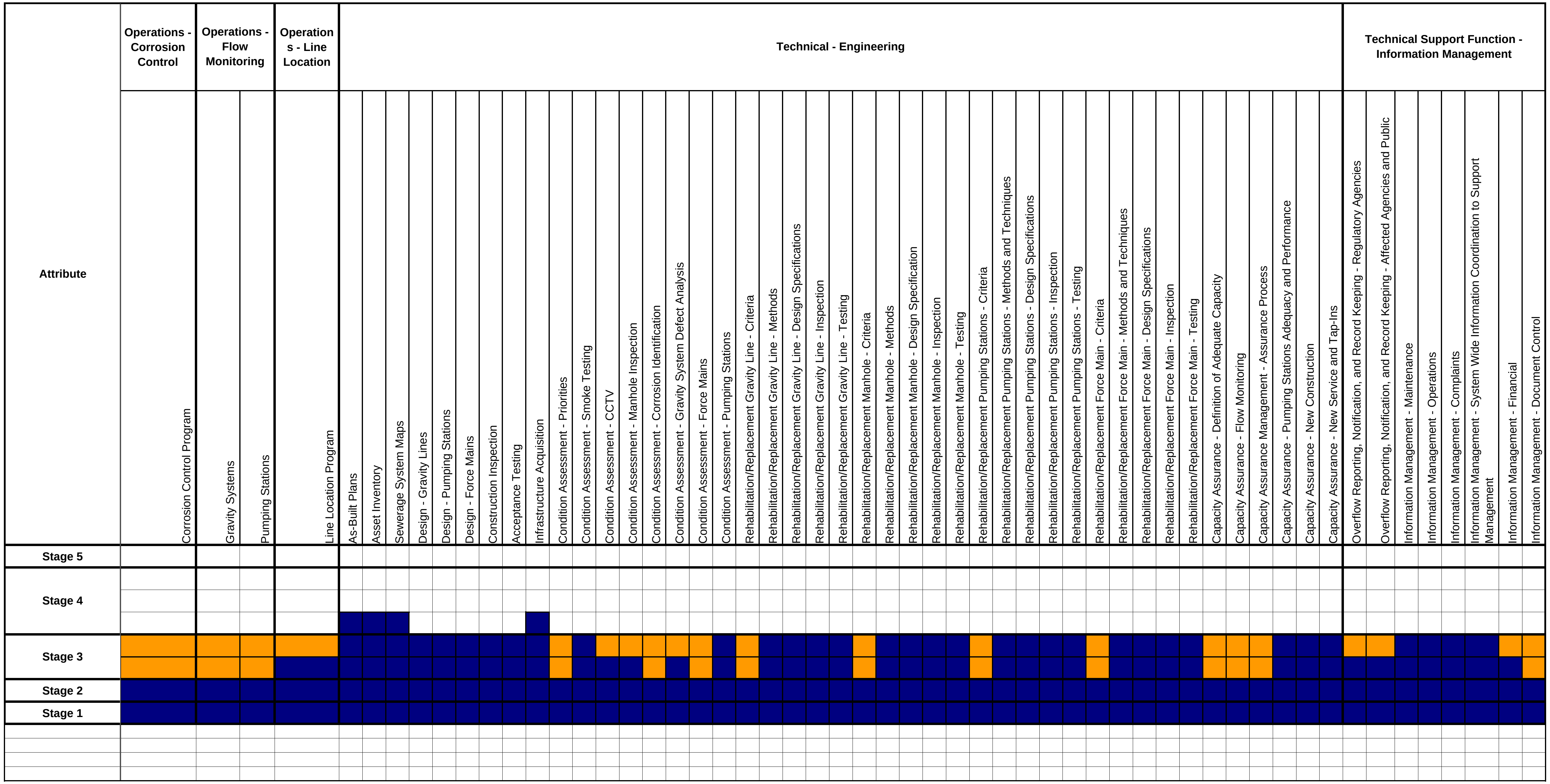
City of Somersworth, New Hampshire
Business Practice Opportunities Evaluation
8/13/2008

Attribute	Collection System Policy - Mission Statement		Collection System Policy - Strategic Goals Related to Customer Service						Policy - Strategic Goals to Achieve Regulatory Compliance				Policy - Strategic Goals for Managing Utility Assets				Policy - Strategic Goals for Work Management					Maintenance - Gravity System Corrective		Maintenance - Gravity System Preventive						Maintenance of Right-of-Ways			Maintenance - Gravity System Emergency	Maintenance - Pressure System Corrective		Maintenance - Pressure System Preventive			Maintenance - Pressure System Emergency	Maintenance - Pump Station Corrective		Maintenance - Pump Station Preventive									Maintenance - Pump Station Emergency	Operations - Pump Stations		
	Internal Mission Statement	Public Works Mission Statement	Quality	Quantity	Reliability	Responsiveness	Environmental Acceptability	Cost/User Rates	Permit Requirements	CMOM Guidance	Compliance Orders or Decrees	Illicit Connection Elimination Program	Condition Assessment	Rehabilitation	Replacement	Disposal	Efficiency	Prioritization	Safety	Quality of Life	Proficiency	Priority System	Backlog System	Maintenance Prioritization	Hydraulic Cleaning	FOG Program	Root Control	Manholes	Condition Assessment - CCTV	Maintenance Prioritization	Cross Country Easements and Right-of-Ways	Residential Easements and Right-of-Ways	Program	Priority System	Backlog System	Maintenance Prioritization	Cleaning	Cathodic Protection	Program	Maintenance - Corrective (Pump Station)	Backlog System	Maintenance Prioritization	Short-Term Pumping Station Repair	Electronics	Electrical	Mechanical	Physical	Valve Exercise	Cathodic Protection	Corrosion Control	Program	Normal Operation	Emergency Operation	Supervisory Control and Data Acquisition (SCADA)
Stage 5																																																				
Stage 4																																																				
Stage 3																																																				
Stage 2																																																				
Stage 1																																																				
			Desired performance level																																																	
			Current performance level																																																	

Note: High Stage 3 is considered an acceptable performance level.

Light Shading = Desired performance level.
Dark shading = Current performance level



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Attribute	Technical Support Function - Contingency Planning							Technical Support Function - Source Control										Technical Support Function - Legal Support					Administrative Support Function - Human Resources																			Administrative Support Function - Procurement					Administrative Support Function - Financial									Administrative Support Function - Customer Service			Non-Core Business Functions			
	Planning Process - Steps and Tasks	Planning Process - Public Notification	Planning Process - Regulatory Notification	Planning Process - Emergency Flow Control	Planning Process - Emergency Operations and Maintenance	Preparedness Training	Planning Process - Safety Issues	Fats, Oils, and Grease Control - Permitting	Fats, Oils, and Grease Control - Inspection	Fats, Oils, and Grease Control - Enforcement	Fats, Oils, and Grease Control - Compliance Assistance	Fats, Oils, and Grease Control - Public Education	Fats, Oils, and Grease Control - Performance Measures	Pretreatment Program - Permitting	Pretreatment Program - Inspection	Pretreatment Program - Enforcement	Pretreatment Program - Compliance Assistance	Pretreatment Program - Performance Measures	Sewer Use Ordinance	Fats, Oils, and Grease Control Ordinance	Service Laterals	Line Location	Liquidated Damages and Law Suits	Human Resources - Table of Organization	Human Resources - Position Descriptions	Human Resources - Succession Planning	Human Resources - Disciplinary Actions	Human Resources - Certification and License Requirements	Human Resources - Training - Technical	Human Resources - Training - Skills	Human Resources - Compensation	Human Resources - Safety Program - Safety Authority	Human Resources - Safety Program - Confined Space Entry	Human Resources - Safety Program - General Safety Procedures	Human Resources - Safety Program - Work Zone	Human Resources - Safety Program - Lock Out, Tag Out	Human Resources - Safety Program - Safety Equipment	Human Resources - Safety Program - Performance Measures	Human Resources - Workman's Compensation	Vehicle Purchase and Repair	Equipment Purchase and Repair	Tools Purchase and Inventory	Spare Parts Purchase and Inventory	Supplies Purchase and Inventory	Budgeting	Rate Analysis	Cost of Operation	Cost of Maintenance	Capital Improvement Plan	Cost of Management	Life Cycle Cost Analysis	Insurance	Complaint Management	Public Information	Public Education	Storm Drainage	Streets and Highways	Parks and Recreation	Water Treatment and Distribution
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